



**Municipal Services Commission
of the City of New Castle**

Spring / Summer 2022 Newsletter

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**Meet
Our
Employee**



Art Granger



Secretary's Message

Hello New Castle Residents,

This past year, the Federal Government signed into law the Infrastructure Investment and Jobs Act which is a \$1 Trillion Dollar package to improve and modernize the nations aging infrastructure. The MSC Water and Electric Departments reviewed and prioritized capital projects that may qualify for federal funding. The Water Department partnered with Pennoni Associates to complete and submit Notices of Intent (NOI's) to the Delaware Drinking Water State Revolving Loan Fund Program seeking Grants or low interest loans for projects including treatment facility upgrades, water main replacements, water system reliability improvements, and green energy projects. The Electric Department partnered with Baker Tilly US, LLP to apply for federal grants for projects including aerial to underground electric conversions, electric system reliability improvements, and green energy projects.

This edition of the Newsletter contains the annual Water Department 2022 Consumer Confidence Report (CCR). In June of each year, MSC publishes this report as required by the United States Environmental Protection Agency (EPA) and the Delaware Division of Public Health, Office of Drinking Water. The report communicates to our customers the water quality and testing performed on their drinking water. MSC is proud to report the water provided complies with all federal and state drinking water standards. The Water Department strives to provide the best service and highest water quality possible to our customers.

MSC is moving forward with upgrading our current Automated Meter Reading system to an Advanced Metering Infrastructure system. The Operations Crews resumed working in Van Dyke converting rear property aerial electric to underground including installation of new street lighting. Both elevated water storage tanks are scheduled to be power washed and painted later this summer. Operations is designing a new storage building for 100 Municipal Boulevard to store equipment and materials under cover while the Main Office at 216 Chestnut Street is being reconfigured adding a conference room, upgrading old windows, and receiving some much needed maintenance.

Read about these and other MSC activities in this edition. Enjoy your summer and stay safe.

Scott Blomquist

General Manager / Secretary

Resources At Your Fingertips



City Administration Office	322-9801
Mayor's Office	322-9802
Public Works Department	322-9813
MSC Main Office	323-2330
MSC Utility Building	323-2333
Scott Blomquist Secretary / General Manager	221-4513
Ken Natale Comptroller/Treasurer	221-4517
Art Granger Electric Utility Manager	221-4514
Jay Guyer Water Utility Manager	221-4515

For Electric or Water Emergency After Hours

323-2330 or 323-2333

**Planning a project at home which
involves digging on your property?**

Call MISS UTILITY

1-800-282-8555

Calendar Of Events

July 1st & 4th - Independence Day -	MSC Closed
September 5th - Labor Day -	MSC Closed
November 8th - Election Day -	MSC Closed
November 24th - Thanksgiving Day -	MSC Closed
November 25th - Day After Thanksgiving -	MSC Closed
December 23rd - Christmas Eve Observed -	MSC Closed
December 26th - Christmas Day Observed -	MSC Closed
January 2nd - New Years Day Observed -	MSC Closed



Dr. Roy J. Sippel
President

Appointed by The Mayor

Term: April 1, 2019 to March 31, 2022



Daniel F. Knox
Commissioner

Appointed by City Council

Term: April 1, 2020 to March 31, 2023



Michael J. Quaranta
Mayor

Commissioner / Mayor

Appointed by MSC Charter



Meet Our Employee

Art Granger

MSC would like to introduce Art Granger. Art has been with the MSC for 10 years serving as the Electric Utility Supervisor and recently transitioned to the Electric Utility Manager position. Art previously worked in a family-owned electrical business where he managed the day-to-day operations. He is a Licensed Master Electrician with extensive electrical knowledge which benefits MSC when trouble shooting equipment in the MSC's Electric and Water operations. Art's new responsibilities include planning and coordinating all current and future projects for the Electric Department.

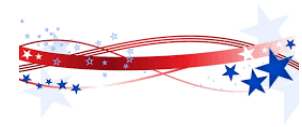
Art and his wife of 28 years, Tabitha have 8 children. It is always great to see them at the annual "Bring your child to work day" and watch the kids grow from year to year. Outside of work he enjoys traveling, spending time with his family and friends, especially his grandchildren.

Art is a great asset and MSC is fortunate to have such a caring and fun employee on the Management Team.





Electric Department Operations

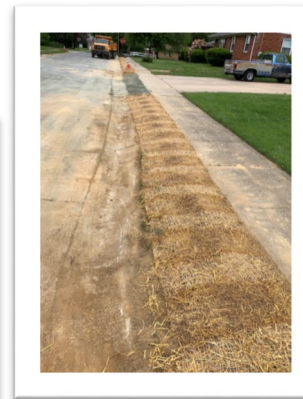


Update on Van Dyke Village Electric Undergrounding Project

The Municipal Services Commission (MSC) Operations Crews have resumed construction on the undergrounding electric project in Van Dyke Village. 2021 was a successful year with the completion of 14th Street, New Amstel Avenue up to Casimir Drive, and Van Dyke Court. MSC is working on excavating and installing vaults, conduits, and pull boxes for the duration of the spring, summer, and fall as weather permits. The plan is to circle back and install wire, transformers, and convert homes this winter.

Currently the crews are at the intersection of Casimir Drive and Casimir Court. When this is complete the crews will start installation on New Amstel Avenue between Casimir Drive. Project updates and road closure notices are being communicated via automated phone calls.

MSC looks forward to the continuation of this project with an anticipated completion date in Fall 2023. Feel free to reach out to the customer service department at 302-323-2330 with any questions or concerns. As always we appreciate your patience and understanding while our crews work diligently improving the City's Electric System.





Water Management Pre-Apprenticeship Program

Developing the Next Generation of Utility Service Workers



Municipal Services Commission (MSC) partnered with the Delaware Rural Water Association (DRWA) and Colonial School District to assist with developing and teaching a Water Management Pre-Apprenticeship Program. Students attended 34 after school classes from January-May 2022. Water Supervisor Ryan Jaeger and Water Manager Jay Guyer provided Hands-on activities to reinforce the knowledge learned in class which included visiting MSC's Water Facilities to observe and learn how a water system operates and how to properly collect water samples for daily analysis to determine water quality. Classes also included learning about GIS Mapping for Asset Management, the role Civil and Mechanical Engineers have in project and plan development, and a demo of MSC's Supervisory Control and Data Control (SCADA) system which controls the water system while monitoring water quality.

This partnership introduced students to the Water Utility Industry and may lead to potential job shadowing or internships giving them an opportunity to continue their education in DRWA's Registered Water Operator Apprenticeship Program to become a State of Delaware Licensed Water Operator.

Recognizing the need and opportunity, MSC expanded on this program by reaching out to other School Districts offering tours of the Water and Electric systems. Recently MSC hosted 7 students from Smyrna High School who toured our facilities. As the current work force is retiring at a faster pace than younger adults are joining the trades, MSC believes it is important do our part to introduce and educate the next generation to the many diverse water and electric utility career paths available which in turn will hopefully fulfill future work force needs.



Water Department Operations

Summer Water Tank Painting Project

The Municipal Services Commission (MSC) has two Elevated Water Tanks in our distribution system. A 1,000,000 gallon tank located at Ships Landing Way and a 600,000 gallon tank located at Gray Street. Last painted in 2010, their exterior coatings are showing their age. Starting in 2022, MSC contracted with Southern Corrosion, Inc. for their Engineered Tank Care Program. This summer, Southern will complete structural improvements then pressure wash and repaint the exterior surfaces on both tanks. This routine maintenance will enhance their appearance while extending the useful life of the tanks. MSC will keep our customers updated on this project.



MCS Cross Connection Control Program

Delaware Regulations Administrative Code Title 16 – Health Systems Protection 4462 Public Drinking Water Systems Section 21.0 Cross-Connection Control states Public Water Systems shall develop a plan for a comprehensive cross connection control program.

To comply with this regulation, the Municipal Services Commission (MSC) developed and implemented a Cross Connection Control (CCC) Program to ensure water of unknown quality or other contaminants are not introduced in to the Water Supply. A cross-connection is an actual or potential connection between the safe drinking water supply and a source of contamination or pollution where an event known as backflow or backsiphonage can contaminate the drinking water supply. MSC's CCC Program requires specific backflow prevention devices and assemblies be installed to isolate cross-connection control hazards.

To ensure cost-effective compliance and high-quality service, MSC has contracted with HydroCorp, LLC. a specialized service provider of CCC Programs with over 39 years of experience. HydroCorp will be contacting our water customers with specific instructions for each service connection and handling frequently asked questions about the CCC program. Learn more about HydroCorp and the CCC program at <https://watercustomer.com/new-castle>.

2022 Annual Drinking Water Quality Report

**City Of New Castle
Municipal Services Commission
216 Chestnut Street
New Castle, Delaware 19720
Public Water System ID # DE0000634
June 1, 2021**

The Municipal Services Commission (MSC) is charged with the responsibility of providing you reliable, high quality drinking water. Each spring MSC publishes this report in accordance with the requirements of the United States Environmental Protection Agency (US EPA) and Delaware Division of Public Health (DPH). This Consumer Confidence Report is designed to let you know where your water comes from, what it contains, and any risks water testing and treatment are designed to prevent.

The reporting period for this report is January 1, 2021 through December 31, 2021. The MSC wants you to know that we are committed to providing you with the most reliable, highest quality water supply available.

Where Does Municipal Services Commission Water Come From?

The Sources of drinking water, both tap water and bottled water, include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and radioactive materials, and can pick up substances resulting from the presence of animals or from human activity.

The source of the MSC's Water is the Potomac Aquifer which is a semi confined aquifer whose natural filtering characteristics helps to protect our customers from contaminants. The Division of Public Health in conjunction with the Department of Natural Resources and Environmental Control has conducted a Source Water assessment for the City of New Castle's community water system. Please contact Commission Water Utility Manager Jay Guyer at 302-221-4515 regarding how to obtain a copy of this assessment. You may also review the assessment on the website: <http://delawaresourcewater.org/assessments>.

Where Do Contaminants Come From?

- A) Microbial contaminants, such as viruses and bacteria, may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.
- B) Inorganic contaminants, such as salts, and metals, which can be naturally-occurring or result from urban storm runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.
- C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, storm water runoff and residential uses.
- D) Organic chemical contaminants, including synthetic and volatile organics, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.
- E) Radioactive contaminants, which can be naturally-occurring or can be the result of oil and gas production and mining activities.

Are There Limits to Contaminants?

In order to ensure tap water is safe to drink, the US EPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) regulations establishes limits for contaminants in bottled water, which must provide the same protection for public health.

Drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the US EPA's Safe Drinking Water Hotline at 1-800-426-4791.

Lead In Drinking Water.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Infants and children who drink water containing lead in excess of the Action Level (AL) could experience delays in their mental development. Children could show slight deficits in attention span and learning disabilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.

Lead in drinking water is primarily from materials and components associated with service lines and household plumbing. The Municipal Services Commission is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting in your pipes for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using the water for drinking or cooking. If you are concerned about lead in your drinking water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure are available from the Safe Drinking Water Hotline at 1-800-426-4791 or at www.epa.gov/safewater/lead.

Are Some People at a Greater Risk from Contaminants?

Some individuals may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS, or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from health care providers. US EPA/Center for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at 1-800-426-4791.

Does MSC Do Only The Minimum Testing Required by Law?

The MSC has tested or has had its water tested by other agencies to look for contaminants which may not be regulated substances. The Commission had DNREC test for contaminants which may have leaked from landfills that are in close proximity to its wells. The EPA and State of Delaware have not set standards for monitoring Radon at this time, none the less the Commission has tested for Radon in its source water and found minimal traces.

MSC Staff continuously evaluates performance of the Granular Activated Carbon filtration system at our School Lane Treatment Facility which removes PFAS contaminants. Every 6 months, MSC collects several finished water samples and tests for 18 PFAS compounds. There were Non-Detect results on all of the PFAS compounds with the exception of two (2), PFBS and PFHxA. The highest level detected of Perfluorobutanesulfonic Acid (PFBS) was 8.2 ppt and Perfluorohexanoic Acid (PFHxA) was 67 ppt. The PFAS compounds Perfluorooctanoic Acid (PFOA) and Perfluorooctanesulfonate (PFOS) which the US EPA has established a Life Time Health Advisory Limit of 70ppt had Non - Detect results. During 2021 MSC performed a 40,000lbs carbon media exchange in one of the filtration vessels. The media exchange and continuous sampling represents MSC's ongoing commitment to delivering the most reliable, highest quality drinking water to our customers that meets or exceeds all state and federal regulations.

What's The Bottom Line?

Your drinking water meets or surpasses all Federal and State Drinking Water Standards. Staff at the Municipal Services Commission works hard to provide top quality water to every tap. We ask that all customers help us protect our water sources, which are the heart of our community, our way of life, and our children's future.

If you have any questions or concerns about this report or about your water utilities operations, please contact Water Utility Manager Jay Guyer by Phone at: 302-221-4515, by Fax at: 302-324-1842, or E-mail at: guyerlj@newcastlemsc.delaware.gov, or on the Web at www.newcastlemsc.delaware.gov.

Municipal Services Commission Water Quality Report.

This report is based upon tests conducted by the Delaware Division of Public Health, Office of Drinking Water (ODW) and the MSC. Although many more contaminants were tested for only the contaminants listed below were detected in your water. The US EPA or ODW allows MSC to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old. In the following tables, you may find terms and abbreviations that might not be familiar to you. To assist you with understanding these terms and abbreviations we have added definitions at the end of the report.

Regulated Contaminants

Inorganic Contaminants	Unit of Measure	MCL	MCLG	Highest Level Detected	Annual Range	Date Sampled	Violation	Major Sources of Contaminants / Substances
Arsenic	ppb	10	0	0.8	0.8 - 0.8	2017	No	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes.
Barium	ppm	2	2	0.1057	0.1057 - 0.1057	2017	No	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits.
Fluoride (1)	ppm	2	1.2	1.72	0.10- 1.72	2021	No	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories.
Nickel	ppb	100	100	7.1	7.1 -7.1	2017	No	Occurs naturally in soils, ground waters, and surface waters.
Nitrate (as Nitrogen)	ppm	10	10	3.3	2.2 - 3.3	2021	No	Run off from fertilizer use; leaching from septic tanks; sewage; erosion of natural deposits.
Selenium	ppb	50	50	4.7	4.7 - 4.7	2017	No	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines.

Lead and Copper

Contaminant	Unit of Measure	MCLG	AL	90th Percentile	# of Sites Over AL	Date Sampled	Violation	Major Sources of Contaminants / Substances
Copper	ppm	1.3	1.3	0.164	0 out of 20	2019	No	Erosion of natural deposits; leaching from wood preservatives; corrosion of household plumbing systems.
Lead	ppb	0	15	3	0 out of 20	2019	No	Erosion of natural deposits; corrosion of household plumbing systems.

Radiological Contaminants	Unit of Measure	MCL	MCLG	Highest Level Detected	Annual Range	Date Sampled	Violation	Major Sources of Contaminants / Substances
Radium, Combined (226/228)	pCi/l	5	0	3.4	3.4 - 3.4	2020	No	Erosion of natural deposits.
Gross Alpha Particle (excluding radon and uranium)	pCi/l	15	0	2.2	2.2 - 2.2	2020	No	Erosion of natural deposits of certain minerals that are radioactive and may emit a form of radiation known as alpha radiation.

There are a number of ways to conserve water and they all start with YOU!

Disinfection / Disinfection By - Products	Unit of Measure	MCL	MCLG	Highest Level Detected	Annual Range	Date Sampled	Violation	Major Sources of Contaminants / Substances
Chlorine, Free (2)	ppm	4.00	4.00	2.26	0.64 - 2.26	2021	No	Disinfectant used in the drinking water industry.
Trihalomethanes, Total	ppb	80	0	21.2	21.2 - 21.2	2021	No	By - product of drinking water chlorination.
Total Haloacetic Acids (HAA5)	ppb	60	0	ND	0.0 - 0.0	2021	No	By - product of drinking water chlorination.

Unregulated Contaminants

Contaminants	Unit of Measure	MCL	MCLG	Highest Level Detected	Annual Range	Date Sampled
Alkalinity	ppm	N / R	N / R	17.7	17.7 - 17.7	2021
Chloride	ppm	N / R	250.0	101.8	33.7 - 101.8	2021
Iron	ppm	N / R	0.3	0.19	0.19 - 0.19	2021
Manganese	ppm	N / R	0.05	0.0021	0.0021 - 0.0021	2017
pH, Field (3)	0 - 14 scale	N / R	6.5 - 8.5	8.3	6.3 - 8.3	2021
Sodium	ppm	N / R	50	48.9	48.9 - 48.9	2021
Sulfate	ppm	N / R	250	15.1	2.8 - 15.1	2021
Temperature	Degree - C	N / R	N / R	18	12 - 18	2021
Zinc	ppm	N / R	5	0.0278	0.0278 - 0.0278	2017
Perfluorobutanesulfonic Acid (PFBS) *	ppt	N / R	N / R	8.2	0.0 - 8.2	2021
Perfluorohexanoic Acid (PFHxA) *	ppt	N / R	N / R	67.0	0.0 - 67.0	2021

* Per- and polyfluoroalkyl substances commonly referred to as PFAS Compounds are not regulated by the US EPA. Delaware currently does not have an MCL for these PFAS Compounds, however for reference Illinois State has set a Life Time Health Advisory Level of 2,100ppt for PFBS and Michigan State has set an MCL for PFHxA at 400,000ppt. Both States are considered to have some of the most stringent drinking water regulations.

Microbiological Contaminants -Total Coliform Bacteria

120 Samples, 10 Per month,
were collected during 2021

119 samples collected were
absent of Coliform Bacteria except
1 sample tested positive prompting
additional sampling be performed.
The additional sampling was nega-
tive indicating no bacteria was de-
tected in the distribution system.

Number of Violations: None

Major Sources: Naturally
present in the environment.

Annual Average Readings

- 1) Average Fluoride reading -
0.80 ppm
- 2) Average Chlorine Reading -
1.40 ppm
- 3) Average pH Reading -
7.1 on the 0 - 14 Scale

Note: Averages are based upon the
daily water quality readings taken
at the Commission's School Lane
Treatment Facility.

Sharing the Report

MSC requests landlords, apartment
managers, businesses, and schools
share this information with others
who might not have received it di-
rectly. Consider posting it in a pub-
lic area or advise others that the re-
port is available on - line at [http://
newcastlemsc.delaware.gov/](http://newcastlemsc.delaware.gov/) or by
contacting the Commission.

Waters True Value

MSC provides our customers with
a reliable, high quality water supply
that is priced much less than other
utility services.

An average MSC residential water
customer pays \$0.0140 per gallon
or \$1.86 per day or \$55.85 per
month for water service.

(Estimate is based upon 2 individu-
als in a residential dwelling using
4,000 gallons per month or 133 gal-
lons per day at MSC's current
rates)

Municipal Services Commission Water System Facts

Metered Customers: 2,317 Water Customers

Annual Water Supply: 143,296,870 Gallons

Miles of Water Mains: 30 Miles

2021 Average Daily Water Demand:
392,594 Gallons per Day

2021 Peak Day Water Demand:
809,219 Gallons

Active Supply Wells: 4 Wells—3 located on
the Penn Farm and 1 on Basin Road

Treatment Facilities: 1 Facility with a
1.6MGD capacity

Storage Capacity: 2 Elevated Water Tanks
with a capacity of 1.6 Million Gallons or ap-
proximately 2 days supply.

Public Fire Hydrants: 184—Flushed and In-
spected annually.

For Reliability MSC maintains 2 intercon-
nections with Artesian Water Company to
ensure adequate supply and system pressure
are always available should the need arise.

Definitions:

90th Percentile - The ninth highest reading (of 10 samples), which is used to determine compliance with the Lead and Copper Rule.

Action Level (AL) - The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Action Level Goal (ALG) - The level of a contaminant in drinking water below which there is no known or expected risk to health. ALG's allow for a margin safety.

Maximum Contaminant Level (MCL) - The highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCLG's as feasible.

Maximum Contaminant Level Goal (MCLG) - The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLG's allow for a margin of safety.

Maximum Residual Disinfectant Goal (MRDLG) - The level of drinking water disinfectant below which there is no known or expected risk to health. MRDLG's do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Maximum Residual Disinfectant Level (MRDL) - The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Not Applicable (N / A) - Field is not applicable to the substance.

Non - Detect (ND) - Laboratory analysis indicates that the constituent is not present.

Not Regulated (N / R) - No MCL is identified because these substances are unregulated.

Parts Per Million (ppm) - 1 Part Per Million corresponds to 1 minute in 2 years or a single penny in \$10,000.00.

Parts Per Billion (ppb) - 1 Part Per Billion corresponds to 1 minute in 2000 years or a single penny in \$10,000,000.00.

Parts Per Trillion (ppt) - 1 Part Per Trillion corresponds to 1 minute in 2,000,000 years or a single penny in \$10,000,000,000.00.

Picocuries Per Liter (pCi/l) - A measure of the radioactivity in water.



Municipal Services Commission
of the City of New Castle

216 Chestnut Street
New Castle, Delaware 19720
302-323-2330

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