

MUNICIPAL SERVICES COMMISSION

CITY OF NEW CASTLE, DELAWARE 19720-0208

P.O. BOX 208

<http://newcastlemsc.delaware.gov>

Office: 302 323-2330 Utility Building: 302-323-2333 Fax: 302-323-2337

Customer Notification

PFAS Levels Exceed Established Maximum Contaminant Levels

Municipal Services Commission (MSC) is issuing this public notification to inform our customers that routine water quality sampling conducted on July 14, 2026 showed per - and polyfluoroalkyl substances (PFAS) were detected in our treated water supply that exceeded the States of Delaware's established Maximum Contaminant Levels (MCL). The routine monitoring was being conducted as part of our semi-annual PFAS testing required by the State of Delaware, Department of Public Health, Office of Drinking Water (ODW).

Sample results collected on July 14th were posted on August 3rd to the Drinking Water Watch web-site. On August 4th, MSC reviewed the test results and observing the MCLs were exceeded on several compounds, took immediate action by shutting down our water supply and began purchasing finished water from Artesian Water Company. New water samples were collected on August 5th and sent to the lab for rush PFAS testing. Follow up results received on August 10th showed the water supply being received through the interconnection was non-detect for PFAS compounds however, they confirmed some of our treated water supply that was pumped into the distribution system exceeded the State of Delaware's established MCL.

Under current Federal and State guidelines, MCL's have been established for the following PFAS contaminants as well as mixtures of these compounds that tend to bond together.

Distribution Entry Point Results			
Compound	MCL	8 / 5 / 2026 Result	8 / 10 / 2026 Result
PFOA	4 ppt	14 ppt	0 or ND
PFOS	4 ppt	78 ppt	0 or ND
PFHxS	10 ppt	35 ppt	0 or ND
PFNA	10 ppt	0 or ND	0 or ND
HFPO-DA	10 ppt	0 or ND	0 or ND
PFBS	2000 ppt	5 ppt	0 or ND
Mixtures with at least 2 PFHxS, PFNA, HFPO-DA, and PFBS	Hazard Index of 1 (unitless)	4	0

After shutting down our water supply, MSC contacted both the ODW and Department of Natural Resources and Environmental Control (DNREC) advising them of the MCL exceedance. Both organizations agreed MSC's actions were decisive, the correct approach, and committed to assisting and supporting MSC working through this emerging issue we experienced.

MUNICIPAL SERVICES COMMISSION

CITY OF NEW CASTLE, DELAWARE 19720-0208

P.O. BOX 208

<http://newcastlemsc.delaware.gov>

Office: 302 323-2330 Utility Building: 302-323-2333 Fax: 302-323-2337

Background and Future Actions

MSC began work on our Carbon Filter System Improvement Project on May 6th. To complete this project in a timely manner with minimal delays, MSC secured the use of a temporary Carbon Filter System to remove PFAS contamination from our drinking water supply. This temporary system was setup allowing our water supply to be used while the granular activated carbon (GAC) vessels were out of service for construction project. The exact cause of the isolated spike of PFAS compounds in our post treated water supply is unknown. MSC is working with ODW, DNREC, and the Temporary Treatment System Engineer to understand what caused the failure. Reduced media bed depth, compressed Empty Bed Contact Time (EBCT), and high PFAS contamination levels of influent water are being considered as possible causes leading to the temporary system reaching PFAS breakthrough significantly faster than models predicted.

This incident exceeding the PFAS MCL is directly related to the water treatment facility capital improvement project being worked on preparing our filter system for migration from the legacy GAC media to a hybrid system using a combination of granular activated carbon and anion exchange resin media. This hybrid system when placed in service later this month will be significantly more effective at removing both short-chain and long-chain PFAS compounds further improving overall water quality.

Beginning in 2014, MSC started treating and supplying finished water to our customers with Non-Detect levels of PFAS contaminants listed in Federal and State Guidelines. MSC is working diligently with our Contractor to complete the Carbon Filter Improvements project as quickly as possible with a scheduled completion date set for the week of August 31st.

MSC regrets this incident occurred however to maintain and build trust with our customers, we prefer you be made aware of incidents that effect your water system and water quality by MSC and not a third party. If you have any questions or concerns, please contact MSC Monday – Friday, 7:30am to 4:00pm at 302-323-2330.

Below are additional resources related to Per - and Polyfluoroalkyl Substances (PFAS):

<https://www.epa.gov/pfas>

<https://www.epa.gov/sdwa/and-polyfluoroalkyl-substances-pfas>

<https://publichealthalerts.delaware.gov/pfas-in-delaware-public-drinking-water/>

<https://drinkingwater.dhss.delaware.gov/>

https://publichealthalerts.delaware.gov/wp-content/blogs.dir/203/files/sites/203/2026/06/PFAS_Brochure-002.pdf

<https://dnrec.delaware.gov/waste-hazardous/remediation/pfas/>



CITY NEWS

The next Regular
City Council meeting
is 7 p.m.,

Tues., Sept. 8th at the New
Castle Senior Center
400 South Street

Public Works will return to
their standard hours of 7a.m.-
3:30 p.m. beginning on
October 5th

City and MSC offices will be
closed on Monday,
September 7th

in observance of Labor Day

Revised Trash

Pick-up Schedule:

Regular Date Revised Date

Sept. 7th Sept. 8th

Sept. 8th Sept. 9th

Yard Waste Pick-Up:

Thursday, Sept. 10th

CITYWIDE RECYCLE

Pick-Up: Fri., Sept. 11th

THE NEW CASTLE CRIER

Volume 20- Issue 9 * New Castle, DE * September 2026

Understanding your City of New Castle Property Tax Bill



Tax bills have been mailed.

Please note: the City does
not accept a postmark to qualify
payment as on time. Payment must be
received in our office either by mail or
in person by the close of business on
the due date.

The City offers a 2% discount if payment
is received at the City office by 4:30 p.m.
on August 31st.

From September 1st through
September 30th the base tax
amount is due.

Payment must be received at the
City office by 4:30 p.m. on
September 30th or a 6% late
penalty will be applied, with an
additional 1% per month accrued
on all unpaid taxes.

For your convenience the City has 3
ways to pay your tax bill:

1. Pay in Person at the City office: 220
Delaware Street (Cash, Check or Money
Order, or credit card)

2. Pay online by credit or debit card or
by e-check on the City's website:
www.newcastlecity.delaware.gov

Please be aware, there are convenience
fees associated with paying your bill online.
Fees over and above your taxes are not
kept by the City. E-checks are mailed by
your financial institution and must arrive by
close of business one due date.

3. Pay by mail (Please note: Postmark
not accepted as on-time payment.)

AMOUNT DUE

AMOUNT DUE	
LAST PAYMENT:	(Last Year's Tax Payment)
PAST DUE:	(Any Amount Still Past Due Amount)
CURRENT CHARGES:	(This Year's Base Tax Amount)
DISCOUNT:	(Amount of 2% Discount, if paid by 8/31)
AMOUNT DUE IF PAID BY 08/31/26:	
AMOUNT DUE IF PAID BY 09/30/26:	
AMOUNT DUE IF PAID ON OR AFTER 10/01/26:	

Fourth Friday Art on the Town

Friday, August 21st 5:00 p.m. - 8:00 p.m.

Sip and snack and check out all your old and new favorite spots
in New Castle's Downtown District.

Historic New Castle Farmers Market on the Green 211 Delaware St. - Saturdays 9a.m-1p.m.

Visit the popular weekly Farmers Market offering local
produce, meat, eggs and other artisan culinary items to
residents and visitors! Senior Discount programs are honored.

New Castle Community Health & Wellness Fair Saturday, September 19th, 10:00 am to 1:00 pm.

See details on page 2.

Saturday, September 26th, *Annual Art on the Green
in Battery Park* hosted by the New Castle Hundred Lions
Club. www.artonthegreende.net

Saturday, September 26th, *Belgian Beer Fest* Hosted
by the NCCP. www.historicnewcastle.com

New Castle Senior Center Annual Block Party
Sunday, September 27th 3:00p.m.-7:00p.m. (Rain
Date Oct. 4th)

Bring your covered Dish to eat on the Green. There will be a
silent auction, cash bar & table decorating contest. Tickets \$25
on Eventbrite and at New Castle Senior Center. Proceeds ben-
efit the Center's operational costs. <https://www.eventbrite.com/e/new-castle-block-party-2026-tickets-1993553762970?aff=oddtcreator>



Set Sail on the Kalmar Nyckel

The Kalmar Nyckel will be docking at the Delaware Street Wharf in August 2026. For
more information visit: <https://www.kalmarnyckel.org/schedule>

New Castle-The First Capital of the First State!

The most picturesque and historic waterfront community on the East Coast!