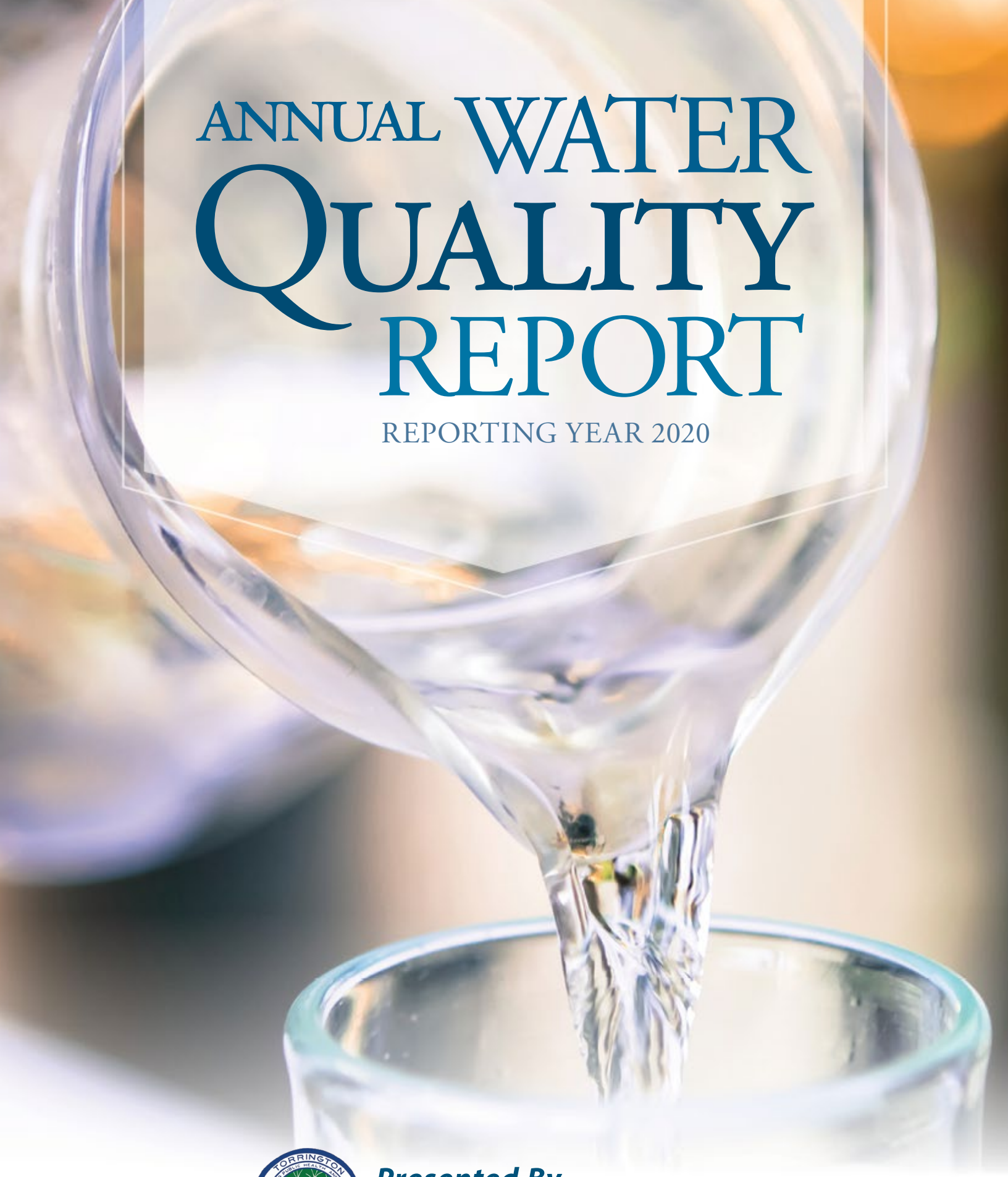


ANNUAL WATER QUALITY REPORT

REPORTING YEAR 2020

Presented By

The Torrington Water Company

PWS ID#: CT1430011

Dear Customer:

Once again, we are pleased to present our annual water quality report covering all testing performed between January 1 and December 31, 2020. As in years past, we are committed to delivering the best-quality drinking water possible. To that end, we remain vigilant in meeting the challenges of new regulations, source water protection, water conservation, and community outreach and education while continuing to serve the needs of all our water users. Thank you for allowing us the opportunity to serve you and your family.

We encourage you to share your thoughts with us on the information contained in this report. After all, well-informed customers are our best allies.

Thank you, Susan M. Suhanovsky, President

Source Water Protection

The Torrington Water Company's commitment to providing the highest-quality water is evidenced by the efforts we take to protect our reservoirs from contamination. We own over 70 percent of our total watershed and maintain it in a forested state. We are vigilant in monitoring activities on those lands. There are no industrial or commercial activities on the watershed that could lead to chemical contamination of our supply.

> "We remain vigilant in delivering the best-quality drinking water"

Source water is untreated water from streams, rivers, lakes, or underground aquifers that is used to supply pubic drinking water. Preventing drinking water contamination at the source is important. Here are some things that you can do to help make sure that your water supply is protected:

- Pump and inspect your septic systems regularly.
- Use chemicals such as pesticides and cleaning projects wisely.
- Dispose of waste chemicals and used motor oil properly. That is, don't pour chemicals on the ground or down the sink, toilet, or storm drain.
- Report illegal dumping, chemical spills, or other polluting activities to CT DEEP's 24-hour hotline at (860) 424-3338, Torrington Water at (860) 489-4149, or your local police.

Source Water Assessment

A water assessment of The Torrington Water Company was completed by the Department of Public Health, Drinking Water Section, in 2002. The assessment report can be found on the Department of Public Health's Web site: https:www.dir.ct.gov/dph/Water/SWAP/Community/CT1430011.pdf.

The assessment found that this public drinking water source has a low susceptibility to potential sources of contamination.

Where Does My Water Come From?

The water for Torrington and the surrounding towns we serve comes from two primary reservoirs. The Torrington Water Filtration Plant draws water from the Reuben Hart Reservoir, located in Torrington, which is supplemented by North Pond, located in Norfolk. This source supplies the bulk of water to our system and has been the primary source of water for Torrington since 1930. Allen Dam, located in Torrington, is an integral part of our reservoir system. It is supplemented by Whist Pond, located in Goshen.

Drinking water travels to your home via a 169-mile network of water mains, five booster pumping stations, and eight distribution-system storage tanks. We produced a total of 880 million gallons of water in 2020 and delivered approximately 2.4 million gallons per day to our customers.

Water Conservation Tips

You can play a role in conserving water and save yourself money in the process by becoming conscious of the amount of water your household is using and by looking for ways to use less whenever you can. It is not hard to conserve water. Here are a few tips:

- Automatic dishwashers use 15 gallons for every cycle, regardless of how many dishes are loaded. So get a run for your money and load it to capacity.
- Turn off the tap when brushing your teeth.
- Check every faucet in your home for leaks. Just a slow drip can waste 15 to 20 gallons a day. Fix it and you can save almost 6,000 gallons per year.
- Check your toilets for leaks by putting a few drops of food coloring in the tank. Watch for a few minutes to see if the color shows up in the bowl. It is not uncommon to lose up to 100 gallons a day from an invisible toilet leak. Fix it and you save more than 30,000 gallons a year.
- Use your water meter to detect hidden leaks. Simply turn off all taps and water-using appliances. Then check the meter after 15 minutes. If it moved, you have a leak.

Substances That Could Be in Water

To ensure that tap water is safe to drink, the U.S. EPA prescribes regulations limiting the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration regulations establish limits for contaminants in bottled water that must provide the same protection for public health. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of these contaminants does not necessarily indicate that the water poses a health risk.

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, in some cases, radioactive material, and substances resulting from the presence of animals or from human activity. Substances that may be present in source water include:

Microbial Contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, or wildlife;

Inorganic Contaminants, such as salts and metals, which can be naturally occurring or may result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming;

Pesticides and Herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses;

Organic Chemical Contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production and may also come from gas stations, urban stormwater runoff, and septic systems;

Radioactive Contaminants, which can be naturally occurring or may be the result of oil and gas production and mining activities.

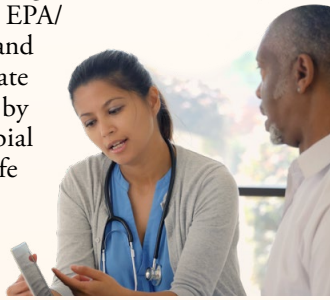
For more information about contaminants and potential health effects, call the U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791.

Important Health Information

Sources of lead in drinking water include corrosion of household plumbing systems and erosion of natural deposits. Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.

Sources of copper in drinking water include corrosion of household plumbing systems, erosion of natural deposits, and leaching from wood preservatives. Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson's Disease should consult their health care providers.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as those with cancer undergoing chemotherapy, those who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. The U.S. EPA/CDC (Centers for Disease Control and Prevention) 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 (800) 426-4791.

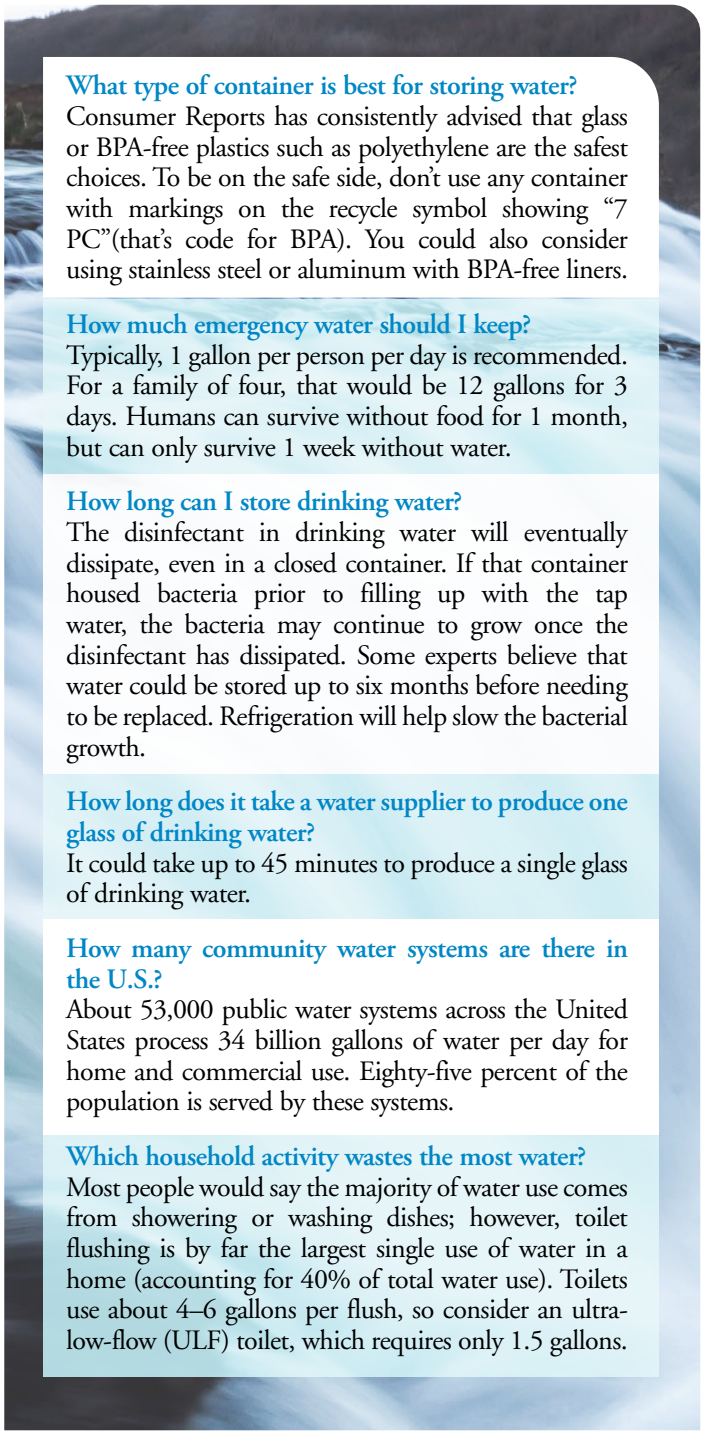


QUESTIONS? For more information about this report, or for any questions relating to your drinking water, please call Jim Meyers, Operations Manager, at (860) 489-4149.

Please visit our Web site at www.torringtonwater.com for more information about The Torrington Water Company.

Lead in Home Plumbing

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. We are responsible for providing high-quality drinking water, but we cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your 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 is available from the Safe Drinking Water Hotline at (800) 426-4791 or at www.epa.gov/safewater/lead.



What type of container is best for storing water?
Consumer Reports has consistently advised that glass or BPA-free plastics such as polyethylene are the safest choices. To be on the safe side, don't use any container with markings on the recycle symbol showing "7 PC"(that's code for BPA). You could also consider using stainless steel or aluminum with BPA-free liners.

How much emergency water should I keep?
Typically, 1 gallon per person per day is recommended. For a family of four, that would be 12 gallons for 3 days. Humans can survive without food for 1 month, but can only survive 1 week without water.

How long can I store drinking water?
The disinfectant in drinking water will eventually dissipate, even in a closed container. If that container housed bacteria prior to filling up with the tap water, the bacteria may continue to grow once the disinfectant has dissipated. Some experts believe that water could be stored up to six months before needing to be replaced. Refrigeration will help slow the bacterial growth.

How long does it take a water supplier to produce one glass of drinking water?
It could take up to 45 minutes to produce a single glass of drinking water.

How many community water systems are there in the U.S.?
About 53,000 public water systems across the United States process 34 billion gallons of water per day for home and commercial use. Eighty-five percent of the population is served by these systems.

Which household activity wastes the most water?
Most people would say the majority of water use comes from showering or washing dishes; however, toilet flushing is by far the largest single use of water in a home (accounting for 40% of total water use). Toilets use about 4–6 gallons per flush, so consider an ultra-low-flow (ULF) toilet, which requires only 1.5 gallons.

What's a Cross-Connection?

Cross-connections that contaminate drinking water distribution lines are a major concern. A cross-connection is formed at any point where a drinking water line connects to equipment (boilers), systems containing chemicals (air conditioning systems, fire sprinkler systems, irrigation systems), or water sources of questionable quality. Cross-connection contamination can occur when the pressure in the equipment or system is greater than the pressure inside the drinking water line (backpressure). Contamination can also occur when the pressure in the drinking water line drops due to fairly routine occurrences (main breaks, heavy water demand), causing contaminants to be sucked out from the equipment and into the drinking water line (backsiphonage).

Outside water taps and garden hoses tend to be the most common sources of cross-connection contamination at home. The garden hose creates a hazard when submerged in a swimming pool or when attached to a chemical sprayer for weed killing. Garden hoses that are left lying on the ground may be contaminated by fertilizers, cesspools, or garden chemicals. Improperly installed valves in your toilet could also be a source of cross-connection contamination.

Community water supplies are continuously jeopardized by cross-connections unless appropriate valves, known as backflow prevention devices, are installed and maintained. We have surveyed industrial, commercial, and institutional facilities in the service area to make sure that potential cross-connections are identified and eliminated or protected by a backflow preventer. We also inspect and test backflow preventers to make sure that they provide maximum protection.

For more information on backflow prevention, contact the Safe Drinking Water Hotline at (800) 426-4791.

Test Results

Our water is monitored for many different kinds of substances on a very strict sampling schedule. Also, the water we deliver must meet specific health standards. Here, we show only those substances that were detected in our water. (A complete list of all our analytical results is available upon request.) Remember that detecting a substance does not mean the water is unsafe to drink; our goal is to keep all detects below their respective maximum allowed levels.

The state recommends monitoring for certain substances less often than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data are included, along with the year in which the sample was taken.

REGULATED SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL [MRDL]	MCLG [MRDLG]	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Alpha Emitters (pCi/L)	2019	15	0	0.007 +/- 0.884	NA	No	Erosion of natural deposits
Barium (ppm)	2020	2	2	0.0083	NA	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Combined Radium (pCi/L)	2019	5	0	0.29 +/- 0.383	NA	No	Erosion of natural deposits
Fluoride (ppm)	2020	4	4	0.68	0.61–0.75	No	Erosion of natural deposits; Water additive that promotes strong teeth; Discharge from fertilizer and aluminum factories
Haloacetic Acids [HAAs] (ppb)	2020	60	NA	27	26–27	No	By-product of drinking water disinfection
TTHMs [Total Trihalomethanes] (ppb)	2020	80	NA	48	27–48	No	By-product of drinking water disinfection
Turbidity[1] (NTU)	2020	TT	NA	0.115	0.036–0.115	No	Soil runoff
Turbidity (Lowest monthly percent of samples meeting limit)	2020	TT = 95% of samples meet the limit	NA	100	NA	No	Soil runoff

Tap water samples were collected for lead and copper analyses from sample sites throughout the community.

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AL	MCLG	AMOUNT DETECTED (90TH %ILE)	SITES ABOVE AL/TOTAL SITES	VIOLATION	TYPICAL SOURCE
Copper (ppm)	2020	1.3	1.3	1.15	0/32	No	Corrosion of household plumbing systems; Erosion of natural deposits
Lead (ppb)	2020	15	0	5.2	3/35	No	Lead services lines; Corrosion of household plumbing systems including fittings and fixtures; Erosion of natural deposits

SECONDARY SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	SMCL	MCLG	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Aluminum (ppb)	2020	200	NA	39.5	10.2–39.5	No	Erosion of natural deposits; Residual from some surface water treatment processes
Chloride (ppm)	2020	250	NA	7.5	NA	No	Runoff/leaching from natural deposits
Color (Units)	2020	15	NA	<1 average	ND–10	No	Naturally occurring organic materials
Copper (ppm)	2020	1.0	NA	0.0023	NA	No	Corrosion of household plumbing systems; Erosion of natural deposits
Manganese (ppb)	2020	50	NA	6.7	NA	No	Leaching from natural deposits
pH (Units)	2020	6.5-8.5	NA	7.39	7.32–7.50	No	Naturally occurring
Sulfate (ppm)	2020	250	NA	8.71	NA	No	Runoff/leaching from natural deposits; Industrial wastes

UNREGULATED AND OTHER SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	TYPICAL SOURCE
Calcium Hardness (ppm)	2020	3.30	NA	Naturally occurring calcium
Chloroform (ppm)	2020	3.67	NA	By-product of drinking water disinfection
Sodium (ppm)	2020	8.94	NA	Naturally occurring

[1] Turbidity is a measure of the cloudiness of the water. It is monitored because it is a good indicator of the effectiveness of the filtration system.

Definitions

90th %ile: The levels reported for lead and copper represent the 90th percentile of the total number of sites tested. The 90th percentile is equal to or greater than 90% of our lead and copper detections.

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

MCL (Maximum Contaminant Level): The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

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

MRDL (Maximum Residual Disinfectant Level): 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.

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

NA: Not applicable

ND (Not detected): Indicates that the substance was not found by laboratory analysis.

NTU (Nephelometric Turbidity Units): Measurement of the clarity, or turbidity, of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

ppb (parts per billion): One part substance per billion parts water (or micrograms per liter).

ppm (parts per million): One part substance per million parts water (or milligrams per liter).

SMCL (Secondary Maximum Contaminant Level): These standards are developed to protect aesthetic qualities of drinking water and are not health based.

TT (Treatment Technique): A required process intended to reduce the level of a contaminant in drinking water.