

ANNUAL WATER QUALITY REPORT

Reporting Year 2021



Presented By
**The Torrington
Water Company**

Meeting the Challenge

The Torrington Water Company is proud to present our annual water quality report. Over the years, we have dedicated ourselves to producing drinking water that meets all state and federal standards. We continually strive to adopt new methods for delivering the best-quality drinking water to you. As new challenges to drinking water safety emerge, we remain vigilant in meeting the goals of source water protection, water conservation, and community education while continuing to serve the needs of all our water users.

This report is an opportunity for us to report to our consumers and provide information to you about your water company and its water supply, treatment practices, and water quality. We hope you will find this information both interesting and helpful. Please share with us your thoughts or concerns about the information 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.

Source water is untreated water from streams, rivers, lakes, or underground aquifers that is used to supply public 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 drain, 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.

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 our system's water 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 924 million gallons of water in 2021 and delivered approximately 2.5 million gallons per day to our customers.

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 personal doctor.

Some people 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 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 website at www.torringtonwater.com for more information about the Torrington Water Company.

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, which 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.

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 two 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.

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 found that this public drinking water source has a low susceptibility to potential sources of contamination. The assessment report can be found on the Department of Public Health's website: <https://www.dir.ct.gov/dph/Water/SWAP/Community/CT1430011.pdf>.

To The Last Drop

The National Oceanic and Atmospheric Administration (NOAA) defines drought as a deficiency in precipitation over an extended period of time, usually a season

or more, resulting in a water shortage causing adverse impacts on vegetation, animals, or people. Drought strikes in virtually all climate zones, from very wet to very dry.

There are primarily three types of drought: meteorological drought refers to the lack of precipitation, or the degree of dryness and the duration of the dry period; agricultural drought refers to the agricultural impact of drought, focusing on precipitation shortages, soil water deficits, and reduced groundwater or reservoir levels needed for irrigation; and hydrological drought refers to periods of extended precipitation shortfalls that can impact water supply (i.e., stream flow, reservoir and lake levels, groundwater).

Drought is a temporary aberration from normal climatic conditions; thus, it can vary significantly from one region to another. Although normally occurring, human factors such as water demand can exacerbate the duration and impact that drought has on a region. By following simple water conservation measures, you can help significantly reduce the lasting effects of extended drought.

Level 1 Assessment Update

Coliforms are bacteria that are naturally present in the environment and used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms, indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct an assessment to identify problems and correct any problems that were found during the assessment.

During the past year, we were required to conduct one Level 1 assessment. One Level 1 assessment was completed. The company submitted the Level 1 assessment to the CT Department of Public Health after conducting a system-wide flushing program and taking other steps to correct the situation. The CT Department of Public Health concluded that we did not need to do anything further.



Test Results

Our water is monitored for many different kinds of substances on a very strict sampling schedule, and the water we deliver must meet specific health standards. Here, we only show 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 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	0.884	0.007–0.884	No	Erosion of natural deposits
Barium (ppm)	2021	2	2	0.0095	NA	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Combined Radium (pCi/L)	2019	5	0	0.383	0.29–0.383	No	Erosion of natural deposits
Fluoride (ppm)	2021	4	4	0.83	0.51–0.83	No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Haloacetic Acids [HAAs]–Stage 1 (ppb)	2021	60	NA	31	20–31	No	By-product of drinking water disinfection
Nitrate (ppm)	2021	10	10	0.0534	0.0534–0.0534	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
TTHMs [Total Trihalomethanes]– Stage 1 (ppb)	2021	80	NA	52	25–52	No	By-product of drinking water disinfection
Turbidity ¹ (NTU)	2021	TT	NA	0.171	0.053–0.171	No	Soil runoff
Turbidity (Lowest monthly percent of samples meeting limit)	2021	TT = 95% of samples meet the limit	NA	100	NA	No	Soil runoff

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 which, if exceeded, triggers treatment or other requirements which a water system must follow.

Level 1 Assessment: A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

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.

pCi/L (picocuries per liter): A measure of radioactivity.

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



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 service 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)	2021	200	NA	67.1	10.8–67.1	No	Erosion of natural deposits; Residual from some surface water treatment processes
Chloride (ppm)	2021	250	NA	8.49	NA	No	Runoff/leaching from natural deposits
Copper (ppm)	2021	1.0	NA	0.0022	NA	No	Corrosion of household plumbing systems; Erosion of natural deposits
Manganese (ppb)	2021	50	NA	3.1	NA	No	Leaching from natural deposits
pH (units)	2021	6.5–8.5	NA	7.28	7.13–7.40	No	Naturally occurring
Sulfate (ppm)	2021	250	NA	11.6	NA	No	Runoff/leaching from natural deposits; Industrial wastes

UNREGULATED SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	TYPICAL SOURCE
Calcium Hardness (ppm)	2021	9.24	NA	Naturally occurring calcium
Chloroform (ppm)	2021	3.20	NA	By-product of drinking water disinfection
Sodium (ppm)	2021	9.66	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.

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 looking for ways to use less whenever you can. It's not hard to conserve water. Here are a few tips:

- A full bathtub can require up to 70 gallons of water, while taking a five-minute shower uses only 10 to 25 gallons.
- 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.
- Turning off the tap while you brush your teeth can save eight gallons per day.
- 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. (Make sure to flush as soon as the test is done, since food coloring can stain the tank.)
- Use mulch around trees and plants to help reduce evaporation and control water-stealing weeds.