

2012 CONSUMER CONFIDENCE REPORT

The Mass. Dept. of Environmental Protection (MADEP) and the US Environmental Protection Agency (EPA) require Water Departments to provide an *Annual Consumer Confidence Report*. The report communicates relevant information to customers about the quality of their drinking water, and provides an update on water-related activities. The Watuppa Water Board and the Department of Community Utilities, under which the Water Division operates, present our Report for 2012.

During 2012, rehabilitation of the Hood St. water tank began, reconstruction of the Chicago St. water tank continued, and rehabilitation of electric power components of the Water Treatment Plant began. In 2013, more water mains will be replaced, as will the Airport Rd. water tank. A high pressure zone in the Industrial Park will be created, and modifications to the water main system near the 1873 pump station undertaken.

Report on Water Quality

The following summary for 2012 includes information about the source of your drinking water, what it contains, what other sources of water may contain, and how it compares to Environmental Protection Agency (EPA) and Department of Environmental Protection (DEP) standards. We invite customer questions or comments. Contact Mr. Ted Kaegael, at 508-324-2725. Public input is welcomed by the Watuppa Water Board. Please contact Mr. John Friar, at (508) 324-2330, for meeting times and locations, if you wish to provide input.

Last year we did thousands of water quality tests, with samples taken from the City's source water (North Watuppa Pond), water produced in the treatment plant, and as taken from consumer taps. These tests detected no unacceptable levels of contaminants in the water supplied to you. In a letter dated June 6, 2012, MA DEP notified the Fall River Water Department that routine samples for Total Organic Carbon were not taken in June and July of 2011 (2 samples, total). This resulted in a Notice of Non-compliance from MA-DEP. A Public Notice was issued in the summer of 2012. The missed samples have no negative impact on public health.

SOURCES: Drinking water for the City of Fall River is obtained from the North Watuppa Pond. When needed, water is pumped from Copicut Reservoir to the watershed of the North Watuppa, from which it flows to the North Watuppa Pond via brooks. The City has other water resources including the South Watuppa Pond, Terry Brook Reservoir, Sawdy, Stafford, and Devol Ponds, and Lake Noquochoke. Fall River has an abundant water supply.

These water resources are a valuable investment in our future. Several of these resources are controlled by dams. The State Office of Dam Safety requires that the dams and associated control structures be maintained. In 2012 the gatehouse that controls the water flow between the North and South Watuppa ponds was rehabilitated. In 2013 work will continue on the 4th St. Quequechan River control structure, and work will start on repair of the culverts flowing under the railroad tracks near Battleship Cove.

There are no known significant sources of contamination to either the North Watuppa or Copicut Reservoirs. Both supplies are protected by watershed lands and patrolled by the Fall River Environmental Police Unit.

An interceptor drain runs the length of the Rt. 24 roadway/North Watuppa pond boundary to reduce potential sources of contamination from polluted runoff. The Fall River Water Department has a Surface Water Assessment Program (SWAP) report. The report can be accessed on the MA-DEP website, or a copy can be requested from Ted Kaegael Jr. using the contact information presented above.

QUANTITY: We deliver about 10,000,000 gallons of water per day to residential, commercial, municipal, and industrial customers; and for fire protection. About 600,000 gallons per day are sold to Tiverton, Westport and Freetown.

TREATMENT and DISTRIBUTION: The Water Division owns and operates a drinking water treatment plant on the west shore of the North Watuppa Pond. Its maximum registered capacity is 26,000,000 gallons per day. Treatment processes carried out there include disinfection by chlorination, removal of suspended solids by flocculation/sedimentation, and filtration through sand and anthracite coal. Additionally, carbon dioxide and sodium hydroxide are added to reduce pipe corrosion, and fluoride has been added since 1972 to prevent tooth decay. All comply with Federal and/or State requirements. Then the treated water is pumped to the City's water distribution system, which includes 250 miles of water mains, 7 storage tanks, and more than 2,300 hydrants.

Important Definitions

Maximum Contamination Level Goal (MCLG):	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.
Maximum Contaminant Level (MCL):	The highest level of contaminant that is allowed in drinking water. MCLs are set as close to MCLGs as feasible using the best available treatment technology.
Maximum Residual Disinfection Level (MRDL):	The highest level of disinfectant (Chlorine, Chloramines and Chlorine Dioxide) allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
Maximum Residual Disinfectant Goal (MRDG):	The level of a drinking water disinfectant (Chlorine, Chloramines, Chlorine Dioxide), 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.
Treatment Technique (TT):	A required process intended to reduce the level of contamination in drinking water.
Action level (AL):	The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

Substances Found in Tap Water

Sources of drinking water (both tap and bottled) 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 in some cases radioactive material, and can pick up substances resulting from the presence of animals or from human activities.

In order to insure that tap water is safe to drink, Mass DEP and the US EPA enforce regulations that limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) and the Massachusetts Department of Public Health establish limits for contaminants in bottled water that must provide the same protection for public health.

Contaminants that MAY be present in source water include:

Microbial Contaminants, such as viruses and bacteria, which may come from wastewater treatment plants, septic systems, agricultural livestock activities, wildlife, or even unsanitary or improper procedures by the user.

Inorganic contaminants, such as salts and metals, that can be naturally occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.

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

Pesticides and herbicides, which may come from a variety of sources such as agricultural, urban storm water runoff and residential uses.

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

All drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. Call EPA's Safe Drinking Water Hotline at **800-426-4791** for more information about contaminants and potential health effects.

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

Now that you have the above information, please go to the Table to see results for our water.

Educational statement on lead

If present, elevated levels of lead can cause serious health problems, especially in pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The Fall River Water Division, Department of Community Utilities, is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has not been run 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 or at <http://www.epa.gov/safewater/lead>.

Information regarding high water bill complaints:

Your water bill includes charges for water and sewer use, which are calculated by the amount of water that you use. Water use is based on readings obtained from your water meter. Leaks and excessive use of water will significantly increase that bill. To avoid high water/sewer charges, property owners should:

1. Make sure that plumbing is properly maintained. **A leaking toilet can waste 3,000 gallons per day.**
2. Periodically check the water meter when there is no water being used. If the red triangle near the center of the meter face is moving, then water is passing through the meter and there may be a leak.
3. Check your quarterly bill to monitor use. The usage is listed as CCF on the bill. 1 CCF = 748 gallons.

Water that passes through the meter must be paid for. There shall be no abatements for leaks/excessive use.

Important statement on the availability of the 2012 CCR

This report contains important information about your drinking water. Please translate it or speak with someone who can, if needed. Copies of this report in Portuguese or French may be obtained at the Water Department's Offices on the 3rd floor at One Government Center or by calling 508-324-2330.

INDICAÇÃO IMPORTANTE NA DISPONIBILIDADE DO "CCR" DE 2012

Este relatório contém informação muito importante sobre sua água potável. Por favor traduza-o ou fale com alguém que-lhe compreende. As cópias deste relatório em Português podem ser obtidas no escritório do Departamento de Água no terceiro andar em Government Center, ou chamando 508-324-2330.

LES INFORMATION IMPORTANTES SUR LA DISPONIBILITE DU "CCR" de 2012

Ce rapport des informations important concernant la qualite de l'eau de votre communaute. Faite-le traduire, ou parlez-en avec un ami qui le comprend bien. Les photocopies du ce relation peut-etre obtenu de la office du Department de l'Eau, deuxieme etage, Government Center, ou, par telephoner a 508-324-2330.

A water quality table follows this narative.