

NORTH HERO WATER SYSTEM WATER QUALITY REPORT



North Hero Water System
c/o Larry Dupont
P.O. Box 38
North Hero, VT 05474
802-372-6926

Meetings are held on the second Monday of each month at the North Hero Town meeting room.

North Hero Water System is classified and permitted as a surface, non-purchased water system, operating under water system identification #20562. *Water is supplied for North Hero Water System by an approved surface water source, Lake Champlain, and consists of one lake intake.*

January – December 2015

The purpose of this report is to satisfy the EPA and DEC requirements for Consumer Confidence Reporting. Although some of the items may not be of interest to you personally, we feel that this is an important aspect of our overall commitment to supply you with the safest quality drinking water possible.

Terms to Become Familiar With:

Maximum Contaminate Level (MCL): This is the highest allowable level of contaminant in drinking water. MCLs are set as close to MCLGs as feasible using the best available technology.

Maximum Contaminate Level Goals (MCLGs): These goals are set at levels that are below where there is no known health risk. MCLGs are considered a margin of safety.

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. Addition of a disinfectant may help control microbial contaminants.

Maximum Residual Disinfection Level Goal (MRDLG): The level of a drinking water disinfectant below which there is no known or expected risk to health. **MRDLG's** do not reflect the benefits of disinfectants in controlling microbial contaminants.

Running Annual Average (RAA): The average of 4 consecutive quarters (when on quarterly monitoring); values in table represent the highest RAA for the year.

PPM: Parts per million or mg/L. **PPB:** Parts per billion or ug/L. **pCi/L:** Pico curies per liter.

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

90th Percentile: Ninety percent of the samples are below the action level. (Nine of ten sites' sampled were at or below this level.)

Health Information Regarding Drinking Water:

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised 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 their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbiological contaminants are available from EPA's Safe Drinking Water Hotline (1-800-426-4791).

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 the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Safe Drinking Water Hotline.

Simon Operation Services, Inc. Your Water Professionals

Simon Operation Services, Inc. (SOS) is responsible for the operation of the system. SOS's staff includes the following certified operators: Kevin Knapp, Mark Simon.

A Source Protection Plan (SPP) for the North Hero water supply system was approved on September 30, 2008 and updated in June 2015. A copy of the SPP is on file with the North Hero town office. The system's susceptibility to Potential Sources of Contamination (PSOC) is confined to a 3,000 foot radius of our lake intake. The majority of property along the shoreline is zoned residential and agricultural. The approved SPP identifies all of the risks in this area to be low to moderate in nature. Informational letters were sent to all landowners.

SOS prepared this report. If you have any questions about North Hero Water System's water quality, call 1-888-767-1885 or email us at SimonOp@aol.com.

COMPLIANCE: This report is a snapshot of the quality of water that we provided for the year 2015. It also includes the date and results of any contaminants that were detected within the past five years tested less than once a year. Any contaminants detected within the past five years are listed along with the date of detection and concentration. **No violations occurred during 2015.**

<u>Disinfection Residual</u>	<u>RAA</u>	<u>Range</u>	<u>MRDL</u>	<u>MRDLG</u>
Chlorine	0.732 mg/	0.200 - 1.300	4.0	4.0
<u>Contaminants</u>	<u>Level Detected</u>	<u>MCL</u>	<u>MCLG</u>	<u>Sample Date</u>
Gross Alpha	0.428 pCi/L	15.0	0	12/14/12
Haloacetic Acids, Total	38 ppb	60.0	0	4/7/15
Nitrate	0.10 ppm	10.0	10.0	3/11/15
Trihalomethanes, Total	60 ppb	80.0	0	4/7/15
Combined Radium	1.034 pCi/L	5	0	3/11/15

Possible Sources of Contamination

Chlorine – Water additive to control microbes.

Copper – corrosion of household plumbing systems; erosion of natural deposits.

Gross Alpha – erosion of natural deposits.

Nitrate – runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits.

Total Haloacetic Acids and Total Trihalomethanes – by-product of drinking water disinfection.

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. North Hero Water System 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 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 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 is available from the Safe Drinking Water Hotline (1-802-426-4791) or at <http://www.epa.gov/safewater/lead>.

Sources of Drinking Water and Contaminants

The sources of drinking water (both tap water and bottled water) include surface water (streams, lakes) and ground water (wells, springs). It also picks up substances resulting from human activity and from animals. Some "contaminants" may be harmful. Others, such as iron and sulfur, are not harmful. Public water systems treat water to remove contaminants if they are present.

In order to ensure that your water is safe to drink, we test it regularly according to regulations established by the U.S. Environmental Protection Agency and by the State of Vermont. These regulations limit the amount of various contaminants:

- *Microbial organisms* (viruses and bacteria) may come from sewage treatment facilities, septic systems, agricultural livestock operations, and wildlife.
- *Inorganic chemicals* (salts and metals) can be naturally occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, or farming.
- *Synthetic Organic chemicals* (pesticides and herbicides) may come from agriculture, urban storm water runoff, residential uses, and careless disposal of household chemicals.
- *Volatile Organic chemicals* (gasoline and solvents) may come from gas stations, urban storm water runoff, septic systems, industrial processes, and careless disposal of household chemicals.
- *Naturally occurring radioactivity*

<u>Contaminant Detected</u>	<u>Action Level</u>	<u>90th Percentile</u>	<u>Sampling Date</u>	<u># of Sites that Exceeded the Action Level</u>	<u>Total # of Sites Sampled</u>
Copper	1.3 ppm	0.17	2015	0	10
Lead	15 ppb	0	2015	0	10



**North Hero
2016/2017
Water & Property Tax
Payment Options**

AutoPay
(ACH direct debit program)**

or

**MasterCard/Visa/Discover/eCheck
(credit/debit - Internet only)**

(Please go to: <http://www.northherovt.com/faces/payment.xhtml> further details)

Check or Cash

****AutoPay****

**Already signed up? Thank you!
Your authorization remains in effect
indefinitely.
Want to sign up?? Please see attached!!**



NORTH HERO WATER BOARD

SUMMER WATER CONSERVATION PROGRAM

A **voluntary** Summer Conservation program begins July 1st through September 5th. During the timeframe, Friday at 1:00 PM through Monday at 8:00 AM and holidays, we ask that you reduce the following use of water:

- **LAWN OR GARDEN WATERING**
- **CAR OR BOAT WASHING**
- **OTHER OUTSIDE WATERING**

During all other times, we ask that you consider doing outside watering between 8:00 PM and 8:00 AM.

If we experience extended hot, dry periods with poor lake water quality or a large leak, we will post the following: “**CONSERVE WATER**”. These signs will be displayed at prominent places in the community. This will indicate that all non-essential use of water should stop until the signs are removed.

THEFT OF WATER SERVICES

It has come to our attention that some property owners may be receiving water without proper documentation or inspections. Therefore, they may not be charged accordingly.

If you are getting water in your home, small business, guest cottage, garage, etc. and are not receiving a bill for this use, please notify the North Hero Water Department.

Sometimes plumbers or contractors turn on water without knowing the Town policies and completing the proper paperwork. If this is done accidentally, we would be glad to rectify this with no repercussions. If this is done intentionally, it may qualify as “Theft of Services” and appropriate consequences could follow.

VT-ALERT NOTIFICATION SERVICE

The North Hero Water Board has enrolled with VT-ALERT, a Vermont state system for emergency notifications, which can be used to notify you in the event of **water safety issues** in the community. Please see the ‘**yellow**’ insert for further details.

Thank you for your help and continued support of our water system.

North Hero Water Board

Larry Dupont, Chair

Bryan McCarthy

Chad Wimble

Nick Kinney

Rob Cunningham

TOWN OF NORTH HERO WATER ACCOUNT AutoPay PROGRAM

THE PROGRAM

The Town of North Hero is now offering water customers the option of having their water payments automatically withdrawn from their checking, savings or money market account on the date the payment is due. For your protection, the **AutoPay** program is governed by state and federal regulations.

WHY SHOULD I CONSIDER?

- Provides you with peace of mind. No chance of forgetting to make your payment on time or to worry about your payment being lost or delayed in the mail. Payments will be automatically debited from your account on the effective due date. Should the due date fall on a Saturday, Sunday or holiday, the payment will be deducted from your account on the next business day without penalty.
- Your **AutoPay** payments are made safely, accurately and timely by using the Automated Clearing House (ACH) system that pays millions of bills, deposits millions of paychecks and processes over half of all Social Security paychecks.
- Saves you time and money. No more writing checks, paying postage or mailing your payments. No more driving to the Town Office on the due date to make a payment.
- Increases efficiency in the Town Office thereby saving time and reducing the possibility of errors.

HOW DO I SIGN UP?

To sign up for **AutoPay** simply complete the application on the reverse side and return it to the Town Office, (PO Box 38, North Hero, VT 05474), a minimum of fifteen (15) days prior to the payment due date. You can also access the enrollment form @ www.northherovt.com. When returning the completed form, please include a voided check. This will help ensure that your account number and bank number are accurate. Once the paperwork is complete, you will be notified as to when the first payment will start.

SIGN-UP FOR AutoPay TODAY AND ENJOY THE CONVENIENCE OF AUTOMATED WATER PAYMENTS

For any additional questions regarding AutoPay, please call (802) 372-6926.

(At this time, the AutoPay program is available ONLY through banks located in the USA.)**

(Enrollment application on reverse side)

TOWN OF NORTH HERO
Water Payment
Direct Debit Program Sign-Up/Change Request Form

New _____ Change _____ Effective Date _____

You may sign up to have your water payments transferred electronically from your bank account to the Town. When you sign up for the AutoPay program, the Town will debit your bank account for the exact amount of the water payment on the actual due date for each payment. Due dates are: 7/20, 10/20, 1/20 and 4/20. Your annual water bill is mailed on or before 6/20, which shows the payment due on each date.

This form must be IN THE TREASURER'S OFFICE AT LEAST FIFTEEN (15) DAYS PRIOR TO A PAYMENT DUE DATE OR IT WILL NOT BE IN EFFECT UNTIL THE FOLLOWING PAYMENT DUE DATE.

You must include a voided check for the account to be debited when you sign up for the AutoPay program.

Please read the form carefully.

I, _____, herewith authorize the Town of North Hero to debit my bank account listed below in the exact amount of my water payment on the due date of each bill. Said authorization will remain in effect until cancelled in writing. All cancellations must be **RECEIVED** in the Treasurer's Office at least fifteen (15) days prior to the water payment due date. Said authorization is to be used expressly for the payment of my water account(s).

Name on Water Account _____

Parcel ID Number(s) _____

Bank Name _____

Bank Address _____

Bank Routing Number _____

Bank Account Number _____

Checking _____ or Savings _____ (Check One)

I hereby acknowledge that I have signature authority on the above listed bank account and agree that sufficient funds will be available in said bank account on the water payment due dates to permit payment of the above account. I understand that failure to maintain sufficient funds in the above listed bank account will result in the Town assessing interest on the water payment then overdue at rates stated on the annual water bill and a \$25.00 service fee. **I also understand that it is my responsibility to notify the Town at least fifteen (15) days prior to the payment due date if there is a change in my bank name or account number.** Failure to do so will result in the Town assessing interest and fees as outlined above. **Please cancel the direct debit when your property is sold.**

I further agree that this direct debit authorization will remain in effect indefinitely, unless and until I provide at least fifteen (15) days written notice of its cancellation to the Treasurer's Office.

Signature

Date

Printed Name

Mailing Address:
Town of North Hero
PO Box 38
North Hero, VT 05474

Daytime Phone Number