

NORTH HERO WATER SYSTEM - VT0020562

Consumer Confidence Report - 2018

This report is a snapshot of the quality of the water that we provided in 2018. Included are the details about where your water comes from, what it contains, and how it compares to Environmental Protection Agency (EPA) and state standards. We are committed to providing you with information because informed customers are our best allies. This report is designed to inform you about the quality water and services we deliver to you every day. To learn more, please attend any of our regularly scheduled meetings which are held on the 2nd Monday of each month at the North Hero Town Office Meeting Room.

Simon Operation Services, Inc. prepared this report and can answer questions about it. If you have any questions, please call 802-244-7420 or email Simonop@aol.com

Water Source Information

Your water comes from:

| Source Name | Source Water Type |
|-----------------------|-------------------|
| LAKE CHAMPLAIN INTAKE | Surface Water |

The State of Vermont Water Supply Rule requires Public Community Water Systems to develop a Source Protection Plan. This plan delineates a source protection area for our system and identifies potential and actual sources of contamination. Please contact us if you are interested in reviewing the plan.

Drinking Water Contaminants

The sources of drinking water (both tap water and bottled water) include surface water (streams, lakes) and ground water (wells, springs). As water travels over the land's surface or through the ground, it dissolves naturally-occurring minerals. It also picks up substances resulting from the presence of animals and human activity. Some "contaminants" may be harmful. Others, such as iron and sulfur, are not harmful. Public water systems treat water to remove contaminants, if any 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 the State of Vermont. These regulations limit the amount of various contaminants:

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

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

Pesticides and herbicides, may come from a variety of sources such as storm water run-off, agriculture, and residential users.

Radioactive contaminants, which can be naturally occurring or the result of mining activity

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

Water Quality Data

The table below lists all the drinking water contaminants that we detected during the past year. It also includes the date and results of any contaminants that we detected within the past five years if tested less than once a year. The presence of these contaminants in the water does not necessarily show that the water poses a health risk.

Terms and abbreviations - In this table you may find terms you might not be familiar with. To help you better understand these terms we have provided the following definitions:

Action Level (AL): 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.

Level 2 Assessment: A Level 2 Assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

Locational Running Annual Average (LRAA): The average of sample analytical results for samples taken at a particular monitoring location during four consecutive calendar quarters.

Maximum Contamination Level (MCL): The “Maximum Allowed” MCL is the highest level of a contaminant that is allowed in drinking water. MCL’s are set as close to the MCLG’s as feasible using the best available treatment technology.

Maximum Contamination Level Goal (MCLG): The “Goal” is the level of a contaminant in drinking water below which there is no known or expected risk to human health. MCLG’s allow for a margin of safety.

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

Maximum Residual Disinfectant Level Goal (MRDLG): 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 disinfectants in controlling microbial contaminants.

Nephelometric Turbidity Unit (NTU): NTU is a measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

Parts per billion (ppb) or Micrograms per liter (ug/l): (one penny in ten million dollars)

Parts per million (ppm) or Milligrams per liter (mg/l): (one penny in ten thousand dollars)

Picocuries per liter (pCi/L): a measure of radioactivity in water

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

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

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

Detected Contaminants NORTH HERO WATER SYSTEM

| Disinfection Residual | RAA | RANGE | Unit | MRDL | MRDLG | Typical Source |
|-----------------------|-------|---------------|------|------|-------|------------------------------------|
| Chlorine | 0.964 | 0.400 - 1.500 | mg/l | 4 | 4 | Water additive to control microbes |

| Chemical Contaminants | Collection Date | Highest Value | Range | Unit | MCL | MCLG | Typical Source |
|-----------------------|-----------------|---------------|-------------|------|-----|------|---|
| Nitrate | 02/14/2018 | 0.12 | 0.12 - 0.12 | ppm | 10 | 10 | Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits |

| Radionuclides | Collection Date | Highest Value | Range | Unit | MCL | MCLG | Typical Source |
|-------------------------------|-----------------|---------------|---------------|-------|-----|------|-----------------------------|
| Combined Radium (-226 & -228) | 03/11/2015 | 1.034 | 1.034 - 1.034 | pCi/L | 5 | 0 | Erosion of natural deposits |
| Radium-226 | 03/11/2015 | 0.491 | 0.491 - 0.491 | pCi/L | 5 | 0 | Erosion of natural deposits |
| Radium-228 | 03/11/2015 | 0.543 | 0.543 - 0.543 | pCi/L | 5 | 0 | Erosion of natural deposits |

| Disinfection ByProducts | Collection Year | Highest LRAA | Range | Unit | MCL | MCLG | Typical Source |
|-------------------------------|-----------------|--------------|---------|------|-----|------|---|
| Total Trihalomethanes | 2018 | 51 | 34 - 79 | ppb | 80 | 0 | By-product of drinking water chlorination |
| Total Haloacetic Acids (HAA5) | 2018 | 34 | 31 - 39 | ppb | 60 | 0 | By-product of drinking water chlorination |

| Lead and Copper | Collection Year | 90th Percentile | Range | Unit | AL* | Sites Over AL | Typical Source |
|-----------------|-----------------|-----------------|--------------|------|-----|---------------|--|
| Copper | 2018 | 0.12 | 0.021 - 0.15 | ppm | 1.3 | 0 | Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives |
| Lead | 2018 | 1.6 | 0 - 4 | ppb | 15 | 0 | Corrosion of household plumbing systems; Erosion of natural deposits |

*The lead and copper AL (Action Level) exceedance is based on the 90th percentile concentration, not the highest detected result.

Level 1 Assessment(s)

During the past year we were required to conduct one Level 1 Assessment(s). One Level 1 Assessment was completed. In addition, we were required to take follow up coliform samples which tested negative for bacteria. As a corrective action, the chlorine dose was increased to combat any potential bacteria. One corrective action was completed.

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.

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. 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 or at <http://www.epa.gov/safewater/lead>.

Coliforms are bacteria that are naturally present in the environment and are 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 assessments to identify problems and to correct any problems that were found during these assessments.

NORTH HERO WATER BOARD

SUMMER WATER CONSERVATION PROGRAM

A **voluntary** Summer Conservation program begins July 1st through September 2nd. 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.

WATER OPERATIONS

Simon Operation Services, Inc. (SOS) is responsible for the day-to-day operation of the system. Kevin Knapp and Joe Danis are certified operators and are available to answer any questions or concerns associated with our water system. They can be reached at (802) 372-6258 or by email watersystem@northherovt.com.

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. If you **haven’t previously enrolled** 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

Jim Blandino

Andy Alling

Rob Cunningham