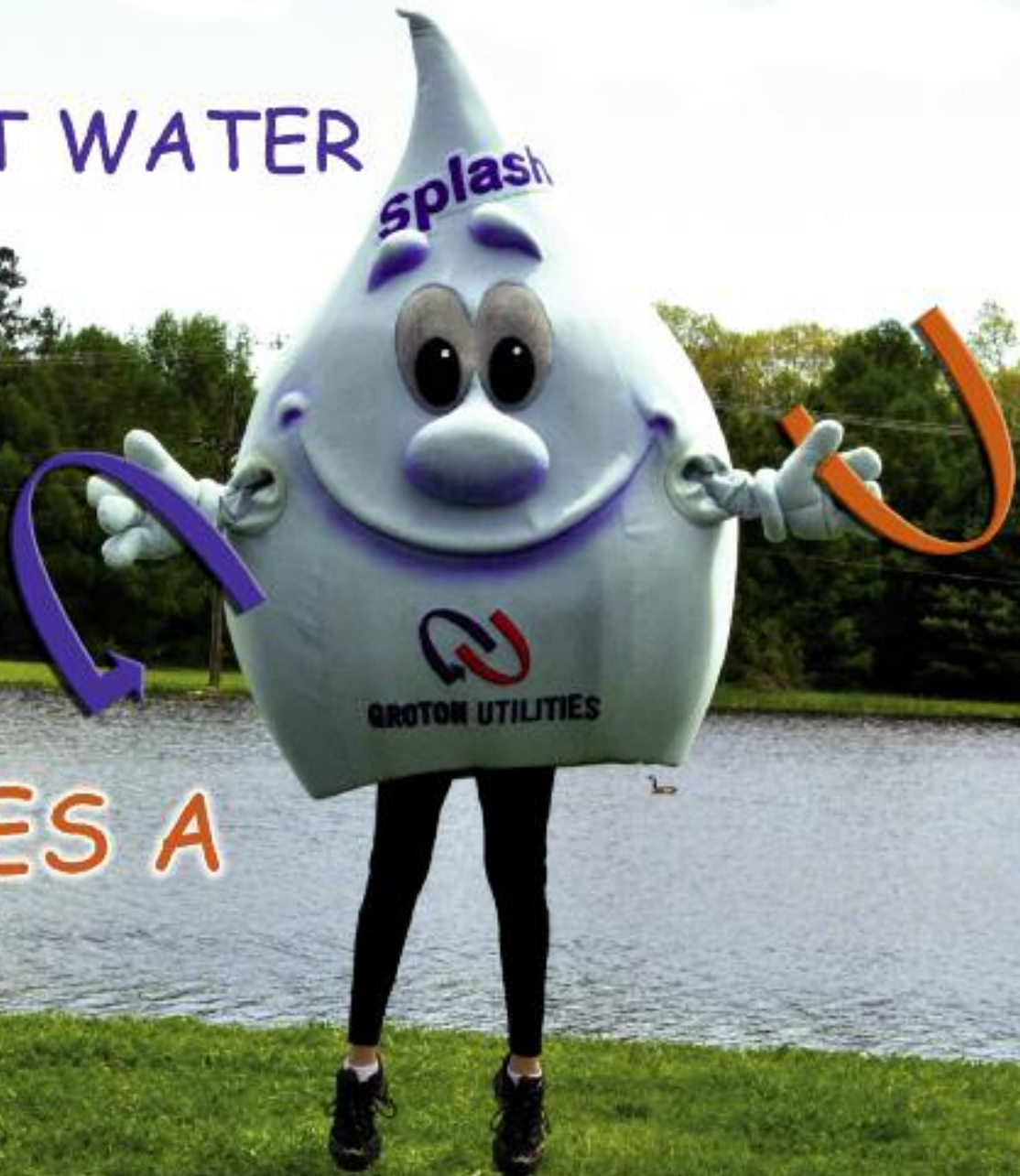


GROTON UTILITIES
2010
ANNUAL WATER QUALITY REPORT

GREAT WATER



TAKES A

SPLASH!

WHAT'S IN YOUR WATER?



GROTON UTILITIES
At Your Service

Important Information About Your Drinking Water

Groton Utilities is proud to report that the water we supply **meets all established Federal and State drinking water standards**. During 2010, as in past years, we received **NO** violations for either water quality or reporting.

This **13th Annual Water Quality Report** contains important information about the source and treatment of your water, lists the results of our 2010 testing, and includes some of the improvements we are making to enhance the quality of your drinking water. The Report also contains information about what you can do to conserve and protect your valuable water supply.

This year we had fun with the design and composition of our Water Quality Report. Please take some time to read with your Family, Friends, and Students. Every great team has a mascot; we have Splash. Follow Splash through the different steps we take to deliver to you, our customer, the best quality of water at a fair and reasonable cost. Follow Splash through water supply: water source protection, water treatment, water distribution, fire protection, engineering, and last but not least customer service. Have fun finding out what's in your water.

*Richard Stevens,
General Manager, Groton Utilities*

Credits

Photography - Courtney Gideon

Courtney Gideon is a Senior at Griswold High School. Her love of photography has turned into a career path for her.



GU takes Source Protection seriously. We have trained staff who work with State and Local First Responders to protect water supplies from any contamination.



We maintain security at all our facilities.

Graphic Design - Jesse Carbone, Carbone Graphics

Splash - Dawn Renaldi, Executive Assistant & Julie Manfred, Laboratory Analyst had FUN being SPLASH in the photos.

To view all pictures of Splash, please visit our website at www.grotonutilities.com

Source Water

Groton Utilities' water is supplied by surface water from a series of five interconnected reservoirs covering a watershed of 15.6 miles, and also includes three wells. Four reservoirs – Morgan, Ledyard, Poheganut, and Smith Lake flow into Poquonnock, our terminal reservoir. When full, all five reservoirs have a combined capacity of 2.5 billion gallons of water. Our staff includes reservoir patrol staff who, with local and state police, maintain a high level of security, monitor the watershed for potential sources of contamination, and routinely collect water samples for laboratory analysis. We also have a spill response team and trailer to assist emergency responders with any threat of contamination that could impact our water supply. Maintaining the security of our water supply is everyone's responsibility. Please advise us of any suspicious activity by calling us at (860) 446-4000.

Source Water Assessment

The State of Connecticut Department of Public Health has performed an assessment of our drinking water sources. It was found that Groton Utilities' drinking water sources have an overall low susceptibility to potential sources of contamination. The completed report is available for access on the Drinking Water Division's website: www.ct.gov/dph. Click on Topics A-Z, Drinking Water, Source Protection/Planning and then Source Water Assessment Program/Reports.



How You Can Help to Protect Your Source Water Quality

- Don't flush medications or over-the-counter products down the toilet or sink. Put them in the trash (and not in the recycling bin). For information on safely disposing them in the trash, visit the CT DEP's website at www.ct.gov/dep and click on Pollution Prevention and then How to Dispose of Prescriptions.
- **Go Green** – Seek alternatives to caustic household cleaners, pesticides, paint removers, and other products containing toxic chemicals. See the CT DEP's website, and click on Pollution Prevention, Household Hazardous Waste, and then Household Alternatives for a Safer Environment. Alternative "recipes" (as well as other helpful tips) are given for many toxic products commonly used in the house and garden.
- Properly dispose of paints, motor oil, pesticides and other hazardous household waste by bringing it to a household hazardous waste collection site. Visit <http://www.cityofgroton.com/hazardous.asp> for information and the 2011 Regional Household Hazardous Waste Day Schedule.

Water Treatment

Our certified water treatment plant operators are responsible for producing water that meets all State and Federal drinking water requirements. In addition to routine plant operations, they also maintain and repair the numerous pumps and valves in the plant and the five pumping stations located in the distribution system. Cleaning sedimentation basins, and maintaining on-line monitoring equipment and the operational readiness of the emergency generators, are just a few examples of duties routinely performed.



Our water plant was constructed in 1939 and has been periodically upgraded to meet regulatory requirements. The water is treated through a process termed "conventional treatment" which consists of coagulation, flocculation, sedimentation and filtration. Chlorine dioxide may be added during the summer months to help remove iron and manganese. Lime and phosphate are added to inhibit corrosion of plumbing. Chlorine is added for disinfection and to maintain the quality of water as it travels throughout the piping network to your home. Fluoride is added to reduce the formation of cavities, as required by State of Connecticut Public Health regulations. In 2010, the water treatment plant produced an average of 5.6 million gallons a day and delivered water to approximately 44,000 customers in the City and Town of Groton, Noank, Groton Long Point, and parts of Ledyard and Montville.



Distribution Operations

Our certified water distribution operators are responsible for maintaining and servicing over 100 miles of water mains in Groton. One of their duties is fire hydrant maintenance, which ensures an adequate supply of water in the event of a fire. They also exercise valves, repair and replace mains to ensure an adequate supply of water to your home or business, and flush hydrants. Hydrants are flushed in the spring and summer months to maintain water quality and remove any rust or sediments which have accumulated throughout the year. **If discoloration occurs, run the cold water for 15 or 20 minutes until it clears. If it persists, call us at (860) 446-4000.**

Did you know that?

All of our operators have the highest grade of certification possible, as required by the CT Department of Public Health. They are also required to take continuing education courses to maintain their certification.





In March of 2010, rain and flooding resulted in damage downstream of GU's terminal reservoir. To protect Bluff Point Estuary from further damage due to siltation, GU applied for and received Federal funding to make repairs to the damaged area.

Project Management

Our project managers' responsibilities include overseeing new main construction and repair, as well as water treatment plant modifications. They also maintain all records digitally, pertaining to the location, type, and age of all pipes, valves, and equipment in the distribution system.

Did you know that you should Call Before You Dig (1-800-922-4455) at least two full working days prior to any home improvement project requiring digging? You will get your underground utilities marked out for free, avoiding possible physical harm, fines, and repair costs for any damaged utility line. Visit their website at www.cbyd.com for more information.

Customer Service

Our customer service representatives are dedicated to provide you with personalized customer service. Call them at (860) 446-4000 or stop in at the office, located at 295 Meridian Street. Whether by telephone or in person, they will assist you with your service needs, answer questions, and respond to problems or concerns that you may have. Office Hours of operation are: Monday through Wednesday and Friday from 8:00 AM to 5:30 PM; Thursday from 8:00 AM to 7:00 PM and Saturday from 8:00 AM to noon. The office is closed on holidays. Emergency or after hour calls are also answered at (860) 446-4000.

Water Quality/System Improvements

Groton Utilities Staff has identified areas of our water main distribution system that need replacement. Replacement is dictated by the age of piping, frequency of water main breaks, pressure and flow considerations and the "type" of piping. Accordingly, a Bond Fund is forecasted for the future to secure funding for the infrastructure replacement.

Our Water Treatment Plant infrastructure and processes have been studied with recommendations from professional engineers and regulators for upgrade and replacement. Proposed new processes have been "pilot tested". Accordingly, a Bond Fund is forecasted for the future to secure funding for the aging infrastructure replacement.

Regional Water

This year the Town of Ledyard requested that we operate their water system on an emergency basis. Since then Groton Utilities has shifted to operating the Town of Ledyard's system on a Contract Basis. Groton Utilities helped coordinate the Town of Ledyard's transition from 5 water systems to 3 systems: 2 with water supplied from Groton Utilities and one small well supply. The result has been customer satisfaction and better implementation of an existing Regional Plan.

Community Involvement

Groton Utilities conducts water plant tours to educate students and the public about our operations, water conservation, and source water protection. Additionally, classroom presentations, mentoring, job shadowing, and internship opportunities are made available. We also conduct escorted tours in the watershed for various groups for educational, conservation and other supervised activities. These groups have included Ledyard and Groton residents, the Audubon Society for its annual bird count, and local colleges for research purposes. Groton Utilities is also a member of the Greater Mystic Chamber of Commerce and the Eastern Connecticut Chamber of Commerce.

Water Quality

Groton Utilities maintains a State-certified laboratory where the majority of our water analyses are conducted. During the year, samples are collected from the source water before treatment, during the various stages in the treatment process, and throughout the distribution system. Tests for bacteria, physical qualities, various organic and inorganic compounds, and pesticides and herbicides are conducted.



To ensure that tap water is safe to drink, EPA prescribes limits on the amounts of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

The table on the last page of this report lists only the contaminants that were found in our drinking water in 2010. All levels found were less than the maximum level allowed by the EPA and CT Department of Public Health (CTDPH). The table does not list the more than 90 contaminants that were tested for, but were not present in our water. You will also note that some of the results, though representative, were from samples collected prior to 2010. That is because the CTDPH allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently.

Any water quality concerns, questions or requests for more information can be phoned in directly to our lab at (860) 446-4135 during normal business hours. Emergency or after hour calls are answered at (860) 446-4000.

Sources of Drinking Water Contaminants

The sources of drinking water (both tap 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 and radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Listed below are some examples of such contaminants:

- Microbiological contaminants such as viruses and bacteria;
- Inorganic contaminants, such as salts and metals;
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses;
- Organic chemicals from industrial or petroleum use; and
- Radioactive contaminants.

Health Effects Information

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. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline (800) 426-4791.



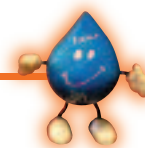
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons, such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants 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 microbial contaminants are available from the Safe Drinking Water Hotline (800) 426-4791.

Important Information about Lead and Copper in Drinking Water

Due to watershed protection measures and an active program to control corrosion in water pipes, our water system has remained in compliance with drinking water regulations. However, it is possible that lead or copper levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. 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 water containing lead in excess of the action level over many years could develop kidney problems or high blood pressure.





Fire protection is an integral part of a Water Supply.

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.

Lead and copper in drinking water is primarily from materials and components associated with service lines and home plumbing. Groton Utilities 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 cold water tap for several minutes before using water for drinking, cooking, or preparing infant formula. (Don't use water from the hot water tap). Also, it is important to periodically clean the aerator or screen at the end of your faucets.** If you are concerned about lead or copper 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 (800) 426-4791 or at <http://www.epa.gov/safewater/lead>.







New Regulations

The US Environmental Protection Agency (EPA) is in the process of finalizing the third cycle of the Unregulated Contaminant Monitoring Rule (UCMR3). During 2013 to 2015, we will be required to test our water for 28 new compounds that currently have no drinking water standard. The purpose of this monitoring program is to assist the EPA in determining the occurrence of these contaminants in U.S. water supplies so that they can decide whether to regulate them in the future. After testing is complete, results will be available in the following year's Annual Water Quality Report. Groton Utilities has always complied with all drinking water regulations, and will continue to work

diligently to ensure compliance with all new requirements.

The Connecticut Department of Environmental Protection (DEP) is updating their regulations requiring minimum stream flow of watercourses, including dams, in Connecticut. These minimum stream flow regulations have not been updated for 30+ years. Groton Utilities has been working proactively with the DEP to assess the impacts of these proposed regulations. We have a strong commitment to the environment, and recognize the need to balance source water protection, water community needs and environmental protection. Groton Utilities has had discussions with the DEP and attended informational meetings and a public hearing. The regulations are yet to be finalized. We will continue to be proactive in regulatory compliance.

Water Conservation Tips

-  Fix leaky faucets, showerheads and toilets.
-  Consider replacing your 5-gallon per flush toilet with an efficient 1.6 gallon unit.
-  Install low-flow showerheads and faucet aerators (and remember to periodically remove and clean faucet aerators because they can trap debris).
-  Take shorter showers.
-  Consider replacing your old washing machine with a high-efficiency Energy Star labeled model, which uses up to 50% less water and electricity.
-  Don't over-water your lawn or garden – use a timer and water early in the morning or at night to avoid excess evaporation.

There is a strong commitment by Groton Utilities, the local community, state regulators, and public health professionals to protect Connecticut's drinking water supplies and inform consumers about water quality issues.

For more information, call us at (860) 446-4000. We provide 24 hour a day service and emergency response.

The Utility Commission, our policy making body, meets regularly at 10:00 AM on the 4th Wednesday of each month in Council Chambers at 295 Meridian Street, Groton.

Learn more about the Groton Utilities water system at: www.grotonutilities.com



GROTON UTILITIES 2010 ANNUAL WATER QUALITY DATA

Regulated Contaminants Highest Level Allowed Groton Water

Parameter	Units	MCL	MCLG	Highest Detected Level	Range (a)	Major Source	Meets Standards?
Barium	ppm	2	2	0.006	————	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits	YES
Chloride	ppm	250	N/A	29	20-29	Stormwater runoff containing road salt, erosion of natural deposits	YES
Fluoride	ppm	4	4	1.34	0.52-1.34	Erosion of natural deposits; water additive which promotes strong teeth	YES
Radium 228 (b)	pCi/L	5	0	1.84	————	Erosion of natural deposits	YES
Nitrate	ppm	10	10	0.16	ND-0.16	Runoff from fertilizer use, leachate from septic tanks; sewage, erosion of natural deposits	YES
Parameter	Units	TT	MCLG	Lowest RAA	Range	Major Source	
Total Organic Carbon	ppm	Removal ratio must be >=1	N/A	1.6	1.3-2.1	Naturally present in the environment	YES
Parameter	Units	TT	MCLG	Highest Detected Level	Lowest % of samples meeting limit	Major Source	
Turbidity (c)	NTU	95% of samples must be <=0.3 NTU	N/A	0.22	100%	Soil runoff	YES
Parameter	Units	Action Level	MCLG	90th percentile (d)	# of sites above AL	Major Source	
Lead	ppb	15	0	4	1	Corrosion of household plumbing systems; erosion of natural deposits	YES
Copper	ppm	1.3	1.3	0.08	0	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives	YES
Parameter	Units	MCL	MCLG	Highest RAA (e)	Range of Results	Major Source	
Haloacetic Acids	ppb	60	N/A	20.0	7.5-36.6	By-product of drinking water disinfection	YES
Total Trihalomethanes	ppb	80	N/A	37.1	11.1-85.4	By-product of drinking water chlorination	YES
Parameter	Units	MRDL	MRDLG	Highest RAA	Range of Results	Major Source	
Chlorine	ppm	4	4	1.11	ND-1.79	Water additive used to control microbes	YES
Parameter	Units	MCL	MCLG	Highest Monthly Average	Range	Major Source	
Chlorite	ppm	1	0.8	0.18	0.10-0.21	By-product of chlorine dioxide, which is used to remove Manganese	YES

Unregulated Contaminants (f)

Parameter	Units	MCL	MCLG	Average	Range	Major Source	Meets Standards?
Sodium	ppm	Notification level = 28	None	12.4	————	Stormwater runoff containing road salt, erosion of natural deposits	N/A
Sulfate	ppm	None	None	7	5-10	Naturally occurring	N/A

Notes

Only detected contaminants are listed in this table. Analyses were performed in 2010 unless noted otherwise

(a) A range of values is not presented for those parameters which were measured only once in 2010.

(b) Represents 2008 results. Next analysis due in 2011.

(c) Turbidity is a measure of the cloudiness of water and is a good indicator of the effectiveness of our filtration system. Turbidity cannot exceed 1 NTU.

(d) Of the 30 homes tested in 2009, 90% had lead levels below 4 ppb, and 90% had copper below 0.08 ppm; since these values are below their respective Action Levels, our system is in compliance. Next analysis is due in 2012.

(e) Highest Running Annual Average (RAA) of samples taken in the distribution system. Values in the range are individual sample results.

(f) EPA has not established drinking water standards for unregulated contaminants. We are required to monitor for them to assist the EPA in determining their occurrence and whether future regulation is warranted.

Key to Table

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

MCL = Maximum Contaminant Level: the highest level of a contaminant that is allowed in drinking water.

MCLG = Maximum Contaminant Level Goal: the level of a contaminant in drinking water below which there is no known or expected risk to health. (MCLs are set as close to the MCLGs as feasible using best available technology.)

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 contamination.

N/A = Not Applicable

ND = Not Detected

NTU = Nephelometric Turbidity Units

< = Less than

> = Greater than

ppm = parts per million

ppb = parts per billion

pCi/L = picoCuries per liter

P/A = presence / absence

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



GROTON UTILITIES
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GROTON, CT 06340

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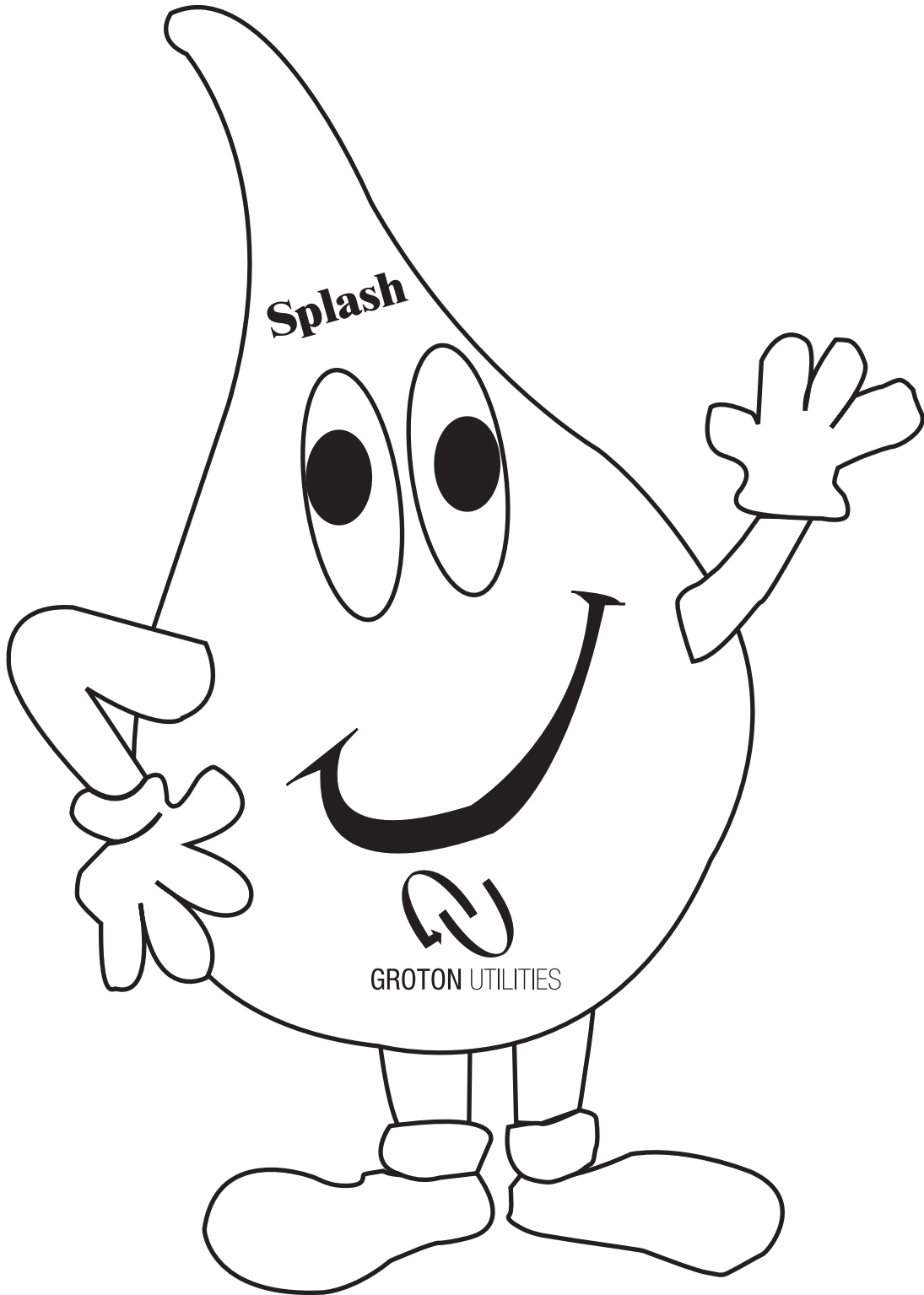


2010 ANNUAL WATER QUALITY REPORT



GROTON UTILITIES
At Your Service

Hi Kids!



Color Me Your Favorite Colors