



Wallingford Water Division

2024 Water Quality Report



For further assistance call:

Water Quality Information
203-949-2666

Water Operations
203-949-2666

Water & Sewer Engineering Section
203-949-2672

Billing Information
203-949-2660

General Manager
203-949-2670

Emergency Service After Hours
203-265-5055

Dear Consumer:

The Wallingford Water Division presents to you our Water Quality Report for 2024. **As in previous years, the Division is pleased to report that the water provided to our 13,637 customers meets all applicable standards.** A continual effort to maintain and upgrade our water treatment and delivery system enables the Division to provide reliable service to the community. We also want to encourage your help in protecting Connecticut's valuable water resources and thank you for your previous efforts. Information is provided in the "What Can I Do To Help?" section of this report that will aid all of us in protecting our valuable drinking water supplies today and for future generations.

We encourage you to review this report in order to learn more about the water you drink, its sources, and the programs we provide to maintain water quality. Please telephone our Water Quality Office at 203-949-2666 if you have any questions about the information provided.

The Wallingford Water Division encourages public participation and input into decisions that may affect the quality of our water. Meetings of the Public Utilities Commission (PUC) are typically held on the first and third Tuesdays of each month beginning at 6:00 p.m. in the Conference Room at the Wallingford Electric Division, located at 100 John Street, Wallingford. Meeting announcements and agendas are available at the Town Clerk's Office in Town Hall, located at 45 South Main Street, Wallingford and on the Town's website at www.wallingfordct.gov.

The Division also offers a variety of programs for its customers and residents of the Town, including limited recreational use of Mackenzie Reservoir for fishing, water conservation education and tours of the Pistapaug Water Treatment Plant. Information on conserving water is provided in customer bills and is also available on the Town's website. Please contact the Business Office at 203-949-2666 with further questions.

PUBLIC NOTIFICATION

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

MONITORING AND/OR REPORTING VIOLATION

Date: April 1, 2025

PWSID: CT1480011

To: The Customers/Residents of Wallingford Water Division

From: The Wallingford Water Division

Our public water system recently violated drinking water monitoring and/or reporting requirements. As a supplier of public drinking water, we are required to monitor the water quality of our water supply to ensure that it meets the current drinking water standards. Failure to conduct monitoring and/or report results of such monitoring to the State Department of Public Health Drinking Water Section constitutes a violation. Although this incident was not an emergency, as our customers, you have a right to know what happened and what we did to correct the situation.

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. We did not complete the monitoring or did not report the results for the requirement(s) listed below:

Organic Chemicals (Oak Street Wells 2 and 3 Entry Point – WSF ID: 00701; Monitoring Period: April 1, 2024 – June 30, 2024)

What is being done?

The following areas have been affected:

All customers in the vicinity of Oak Street Wells #2 and #3 entry point, located at 55 Oak Street, in the Yalesville section of Wallingford.

The following steps are being taken to correct this violation:

Monitoring and/or reporting was resumed for the period of July 1, 2024 through September 30, 2024. Monitoring and/or reporting for this well has continued since.

We expect to return to compliance or resolve the situation by **August 2024**.

If you have any questions please contact the Wallingford Water Divisions', Water Quality Team at 203-949-2666 or by mail at 377 South Cherry Street, Wallingford, CT, 06492

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

Where does my water come from?

The Wallingford Water Division provides potable water to approximately 88% of the Town's population including the majority of the industrial and commercial facilities. About 95% of the supply originates from four surface water reservoirs in Wallingford, Durham and Guilford with watersheds extending into Meriden and North Branford. The balance comes from three groundwater sources in the Quinnipiac River Valley.

The land surrounding a reservoir that collects precipitation can be described as a watershed. Similarly, the earth beneath a groundwater supply well is called an aquifer.



Protecting Your Source Water

Water supply sources from rivers, streams, lakes, ponds, springs and wells are treated to supply drinking water to your tap or into a bottle. Pollution on the land can pose a threat to our aquifers and watersheds as well as to Long Island Sound. As water passes over the surface of the ground or through it, substances such as salts, metals, oils, bacteria, fertilizers and pesticides can contaminate it.

Source water assessments of the Town's water supplies by the Drinking Water Section of the Connecticut Department of Public Health (DPH) include ratings of their potential for contamination, but do not necessarily imply poor water quality. These reports show that our reservoirs have low susceptibility, while our groundwater sources range from low to high.

Updated assessment reports can be found on the DPH website:

www.dir.ct.gov/dph/Water/SWAP/Community/CT1480011.pdf

Mailing address: State of Connecticut Department of Public Health, Drinking Water Division, 410 Capitol Avenue - MS#12 DWS, P.O. Box 340308, Hartford, CT 06134

The Division takes source water protection seriously by monitoring its quality and all activities on the land surrounding reservoirs and wells, paying close attention to potential sources of contamination. Additionally, we work with the Town's Health and Planning and Zoning Departments to resolve any compliance issues.

What can I do to help?

Even if you don't live on land that drains into a reservoir or an aquifer, precipitation from where you live does flow into some type of water body. Please consider the following:

- ❖ Limit the use of lawn chemicals, especially before heavy rains that can wash them into storm drains.
- ❖ Never use phosphorous-containing fertilizer. From December through March, it is against the law. Phosphorous is generally not needed for established lawns.
- ❖ Pick up pet waste and dispose of in the trash.
- ❖ Never pour used motor oil or antifreeze into a storm drain or into a household drain. Dispose of these fluids, and household hazardous waste, at HazWaste Central, 90 Sargent Drive, New Haven, Saturdays from mid-May through the end of October, 9 a.m. to 12 noon. Telephone 203-401-2712, or visit www.rwater.com/hazwaste for more information.
- ❖ If you have a septic tank, have it cleaned and inspected at least once every three years; correct problems as soon as possible.
- ❖ Report muddy runoff from construction sites to our Water Quality Office (203-949-2666) or to the Town's Planning and Zoning Department (203-294-2090).





Treatment

All water entering the distribution system from our surface water supplies is treated at our modern water treatment plant.

Placed into operation in 1993, the Pistapaug Water Treatment Plant is rated to treat up to 12 million gallons per day. This plant employs a clarification process and mixed media filters to remove finely suspended particles and microbial contaminants from the source water. After filtering the water, the pH is adjusted and a corrosion inhibitor, fluoride and a disinfectant are added.

Groundwater supplies are also treated with fluoride, corrosion inhibitors, and chlorine. Well No. 2 has an air stripping tower for removal of volatile organic compounds, and manganese is removed from Well No. 3 by a greensand filtration system.

Distribution

Following treatment, treated water moves through a 200-mile network of pipes to customers' homes and businesses. These pipes range in size from 1¼ inches to 24 inches in diameter. Within this distribution system there are six water storage tanks that help to provide needed water pressure, daily storage and fire protection. To move water into these water storage tanks, the Water Division operates and maintains four pumping stations.

In an effort to ensure water quality within this pipe network, the Water Division regularly monitors numerous sites within the distribution system and conducts inspections of customer premises for cross-connections that could potentially introduce contaminants into our drinking water.

The Division has a staff of Engineers, Water Quality Inspectors and State Certified Operators who help to ensure that our water supplies remain safe to drink.

Water Quality Monitoring

Sources of drinking water (both tap and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs and groundwater wells. As water travels over the land surface or through the ground it dissolves naturally occurring materials and in some cases radioactive material, and can transport substances resulting from the presence of animal or human activity. Treatment processes, such as filtration and chlorination, minimize the levels of dissolved minerals and other foreign materials.

Contaminants that may be present in source water include: *microbial contaminants*, such as viruses and bacteria, which may come from septic systems, agricultural livestock operations, and wildlife; *inorganic contaminants*, such as salts and metals, which can be naturally occurring or result from urban stormwater runoff, domestic wastewater discharges, mining, and farming; *pesticides and herbicides*, 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 can come from gas stations, urban stormwater runoff and septic systems; and *radioactive contaminants*, which can be naturally occurring or the result of mining activities.

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (EPA) and the Connecticut Department of Public Health (DPH) promulgate regulations that limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.



Each year the Wallingford Water Division performs nearly 50,000 water quality analyses for approximately 125 different contaminants in order to verify the safety and quality of our drinking water. These analyses are performed around the clock, 365 days a year, and include samples collected from our water sources, treatment facilities, and water within the distribution system. **In all respects our water is safe to drink and meets or exceeds the standards required.** Our modern water treatment plants and vigilant maintenance of the transmission and distribution system help to protect the high quality of water today and in the future.

In addition to the required testing, the Water Division takes a proactive approach to assuring a safe drinking water supply for the future. We do this by monitoring for a variety of contaminants in addition to those currently regulated by state and federal governments. Other programs administered by the Wallingford Water Division to protect water quality include annual watershed inspections, aquifer inspections and a vigorous cross connection inspection and testing program.



Finished Water Quality Results

The data in the table on the next page is the result of sampling for the calendar year 2024 Water Quality Monitoring Program. The top portion contains the results from testing required by the CT DPH and/or the EPA; the lower comprises findings acquired from additional monitoring by the Water Division.

Analytical results are for samples collected from our surface water treatment plant, groundwater wells, and distribution system, as applicable. The maximum detected value and range of values are displayed unless otherwise indicated.

CONTAMINANTS (Required Monitoring)	MAXIMUM DETECTED VALUE	RANGE DETECTED VALUES	MCLG	MCL	VIOLATION	MAJOR SOURCES
CHLORINE	2.13 ppm	0.56 - 2.13 ppm	4 ppm MRDLG	4 ppm MRDL	No	Water additive used to control microbes.
TURBIDITY	0.39 NTU ¹	0.12 - 0.39	NA	TT	No	Soil runoff - turbidity is a measure of water clarity indicating filter performance. TT = 95% of samples ≤ 0.3 NTU.
FLUORIDE	0.95 ppm	0.50 - 0.95 ppm	4 ppm	4 ppm	No	Water additive which promotes strong teeth.
HALOACETIC ACIDS	24.6 ppb LRAA	18.7 – 35.0 ppb	NA	60 ppb LRAA	No	A by-product of drinking water disinfection.
TOTAL TRIHALOMETHANES	55.7 ppb LRAA	33.4 – 79.6 ppb	NA	80 ppb LRAA	No	A by-product of drinking water disinfection.
NITRATE [As Nitrogen]	2.30 ppm	0.02 - 2.30 ppm	10 ppm	10 ppm	No	Runoff from fertilizer use, leaching from septic tanks, sewage, and erosion of natural deposits.
BARIUM	0.338 ppm	0.064 – 0.338 ppm	2 ppm	2 ppm	No	Erosion of natural deposits.
CHLORIDE	118.0 ppm	20.0 - 118.0 ppm	NA	250 ppm	No	Erosion of natural deposits.
LEAD	See note 2 below	ND - 1.9 ppb	0	AL = 15 ppb	No	Corrosion of household plumbing systems; erosion of natural deposits. Action level: 90% of samples must be below this level.
COPPER	See note 3 below	0.03 - 0.12 ppm	1.3 ppm	AL = 1.3 ppm	No	Corrosion of household plumbing systems; erosion of natural deposits; leaching wood preservatives. Action level: 90% of samples must be below this level.
SODIUM	39.9 ppm	17.6 – 39.9 ppm	NA	100.0 ppm	NA ⁴	Naturally occurring or stormwater runoff.
ORTHOPHOSPHATE	0.50 ppm	0.10 – 0.50 ppm	NA	NA	No	Added to reduce corrosion of pipes and plumbing systems.
SULFATE	17.9 ppm	9.5 – 17.9 ppm	NE	NE	No	Erosion of natural deposits.
ADDITIONAL MONITORING	MAXIMUM DETECTED VALUE	RANGE DETECTED VALUES	MCLG	MCL	VIOLATION	MAJOR SOURCES
1,4 DIOXANE	ND	ND	NR	NR	No	Synthetic industrial chemical used as a stabilizer and solvent for products such as paint, cosmetics, dyes and toiletries; see www.epa.gov for more information.

DEFINITIONS						
<p>AL– Action Level - The concentration of a contaminant that, if exceeded, triggers treatment or other requirements that a water system must follow.</p> <p>CU – Color units.</p> <p>LRAA – Locational Running Annual Average – The average of results from a sampling point during the previous four calendar quarters.</p> <p>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.</p> <p>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.</p> <p>MRDL – Maximum Residual Disinfectant Level - The highest level of a disinfectant that is allowed in drinking water.</p> <p>MRDLG– Maximum Residual Disinfectant Level Goal - The level of a disinfectant in drinking water below which there is no known or expected risk to health</p> <p>NA – Not applicable.</p> <p>ND – Non-detected.</p> <p>NE – Not established.</p>				<p>NR – Not regulated.</p> <p>NTU – Nephelometric Turbidity Unit - A measure of the suspended material in water.</p> <p>pCi/l – Picocuries per liter.</p> <p>ppb – Parts per billion.</p> <p>ppm – Parts per million.</p> <p>RAA – Running Annual Average – The average of the current and prior three quarterly averages.</p> <p>TT– Treatment Technique - A required process intended to reduce the level of a contaminant in drinking water.</p> <p>Notes:</p> <p>¹ Turbidity: As of January 1, 2002 turbidity may never exceed 1 NTU, and must not exceed 0.3 NTU in 95% of daily samples in any month.</p> <p>² Lead: 90% of the samples were ≤ 0.6 ppb and none of them exceeded the AL.</p> <p>³ Copper: 90% of the sites were 0.037 ppm and none of them exceeded the AL.</p> <p>⁴ Although sodium does not have a MCL, the State requires that the water supplier provide notification to customers if levels exceed 100.0 ppm.</p>		

Lead

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. The Wallingford Water Division is responsible for providing high quality drinking water and removing lead pipes, but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water. If you are concerned about lead in your water and wish to have your water tested, contact the Wallingford Water Division at 203-949-2666. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <http://www.epa.gov/safewater/lead>.

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.

Lead Service Line Inventory

At the Wallingford Water Division providing life sustaining, high-quality drinking water is our top priority. As part of our commitment to public health and regulatory compliance, we have completed an initial inventory of service line materials in accordance with the U.S. Environmental Protection Agency's (EPA) Lead and Copper Rule Revisions (LCRR).

Our inventory, available on the Town of Wallingford website at www.wallingfordct.gov/wwd.lsl.inventory, identifies the material of service lines delivering water to homes and businesses. While the Wallingford Water Division does not install lead service lines, some older homes and buildings may have lead or unknown materials on the customer-owned portion of the service line.

What This Means for You

If your property has a service line categorized as lead, galvanized requiring replacement, or unknown, the Wallingford Water Division encourages you to take the following steps:

- Review Your Service Line Information: Visit our online inventory to check the material of your service line.
- Submit Verification Information: If your service line material is listed as "unknown," you can help improve our records by telephoning (203-949-2672) the information to the Wallingford Water Division.

Take Steps to Reduce Lead Exposure: If you have a lead or galvanized service line, you can reduce potential exposure by running your tap for at least 30 seconds to flush stagnant water before use, using a certified lead-removal filter, and regularly cleaning aerators. More information on lead in drinking water and steps to minimize exposure is available at EPA's Lead in Drinking Water website.

The Wallingford Water Division is committed to updating our inventory and working with customers to verify potential lead service lines. We will continue to monitor water quality and provide updates on our efforts to reduce lead exposure in drinking water.

Copper

Copper is an essential nutrient, but some people who drink water containing copper in excess of the Action Level (see Definitions) 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 doctors regarding copper levels in drinking water. Copper in drinking water comes from corrosion of household plumbing systems, erosion of natural deposits and leaching from wood preservatives.

Additional Health Information

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, can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA and the Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk from infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791) or at <http://www.epa.gov/safewater>.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of 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 EPA's Safe Drinking Water Hotline (800-426-4791).

A majority of the water we provide comes from surface water reservoirs, which contain little or no radon. Test results from our groundwater well supplies ranged from non-detected to 541 picocuries per liter in 2024.

Radon is a radioactive gas that is found in nearly all soils. It typically moves up through the ground to the air above and into homes through foundations. Drinking water from a groundwater source can add radon to the air within a home. According to the EPA, "Compared to radon entering the home through the soil, radon in drinking water will be a small source of risk."

More Information on the Notice of Violation:

The Wallingford Water Division received a notice of violation from the CT Department of Public Health for failing to sample Oak Street Well No.2 for organic chemicals during the period from April 1, 2024 through June 30, 2024. This well runs monthly on a quarterly basis. During the second quarter of 2024, Well No. 2 ran for approximately sixteen days during the month of May for an average of 5.5 hours per day. The entry point from this well into the water distribution system is located at 55 Oak Street, in the Yalesville section of Wallingford. Quarterly water samples taken prior to the specified period of April 1, 2024 through June 30, 2024 were "NONE DETECTED" for Organic Chemicals. Following the notice from the CT Department of Public Health regarding the missed Monitoring and/or Reporting Violation, the Wallingford Water Division resumed sampling at this well for Organic Chemicals in August 2024 (Third Quarter) as required. Sampling of this well has continued since, and all sample results for Organic Chemicals have been "NONE DETECTED". The treatment system for this well provides a 99.9% removal of organic chemicals. Water from this well must pass through the treatment system in order to enter the water distribution system. Therefore, the Wallingford Water Division has no reason to believe that there would be any potential adverse health effects as a result of the monitoring and/or reporting violation.