

# Wannacomet Water Company 2012 ANNUAL WATER QUALITY REPORT

**We are pleased to present the 2012 edition of our annual water quality report.**

It is being delivered to all customers, the Nantucket Board of Health, the Massachusetts Department of Public Health (DPH), and the Massachusetts Department of Environmental Protection (DEP). We strive to provide high quality drinking water that exceeds all Federal and Commonwealth drinking water standards, provide the highest level of customer and water related support services achievable, educate and inform the public of the need to protect Nantucket's water resources, and to accomplish this using prudent utility practices and responsible fiscal management. As your water provider, we are carefully monitoring your water quality, improving our aging infrastructure and expanding service areas to make sure water is safe and available 24/7.

Congress passed the Safe Drinking Water Act (SDWA) in 1974 to protect public health by regulating the nation's public drinking water supply and protecting sources of drinking water. A public water system (PWS) is defined as one that serves piped water to at least 25 persons or 15 service connections for at least 60 days

each year. SDWA is administered by the U. S. Environmental Protection Agency (EPA) and its state partners. The SDWA requires public notification of water systems violations, other notices and annual reports (Consumer Confidence Reports) to customers on contaminants found in their drinking water – [www.epa.gov/safewater/ccr](http://www.epa.gov/safewater/ccr).



This report is mandated by the federal government and presents many topics of interest along with the results of our 2012 Water Quality Data completed from January 1, 2012 through December 31, 2012 and summarizes the past year's activities at Wannacomet Water Company. It is intended to inform the public about the quality of the water and the effort made by us to maintain it. We are committed to ensuring the quality of your water and strive to adopt new and better methods for delivering drinking water to you.

*Please take a moment to read this report  
as there is a great deal of information enclosed.*

## Your Water System - where the water comes from...

Wannacomet's water is a groundwater supply. Water is pumped from three different groundwater wells located in Nantucket's Sole Source Aquifer (geologic formations containing water). Our customers receive their drinking water from two different levels of the aquifer. The wells are located throughout the mid-island. The water is distributed through a network of water mains ranging in size from 2 inches to 16 inches in diameter. We depend on rainfall to recharge our water supply. The annual recharge to the aquifer from an average of 43 inches of precipitation more than makes up for the amount of water pumped from all sources.





# Water Conservation

Wasted water can add up quickly. We take our water supplies for granted, yet they are limited. The average American uses about 90 gallons of water each day in the home. By using water wisely, we can save money and help the environment. More efficient water use can reduce the impact on the water supply and on your wallet:

 Turn off the tap while brushing your teeth or shaving: save 1-2 gallons per minute.

 That trickling sound you hear in the bathroom could be a leaky toilet wasting 50 gallons of water a day or more. But sometimes it leaks silently. Try this: Crush a dye tablet in its envelope and carefully empty the contents into the center of the toilet tank and allow it to dissolve. Wait about 10 minutes. Inspect the toilet bowl for signs of blue dye indicating a leak.

If the dye has appeared in the bowl, your flapper or flush valve may need to be replaced. Parts are inexpensive and fairly easy to replace. If no dye has appeared in 10 minutes time, you probably don't have a leak.

## What is SWAP?

The Source Water Assessment and Protection (SWAP) program, established under the federal Safe Drinking Water Act, requires every state to:

- inventory land uses within the recharge areas of all public water supply sources;
- assess the susceptibility of drinking water sources to contamination from these land uses; and
- publicize the results to provide support for improved protection.

## Source Water Assessment and Protection (SWAP) Report

The SWAP report was compiled by the Massachusetts Department of Environmental Protection with assistance from the Wannacomet Water Company staff to inventory land uses within the Wellhead Protection District (WPD) and assess their potential to negatively impact the aquifer.

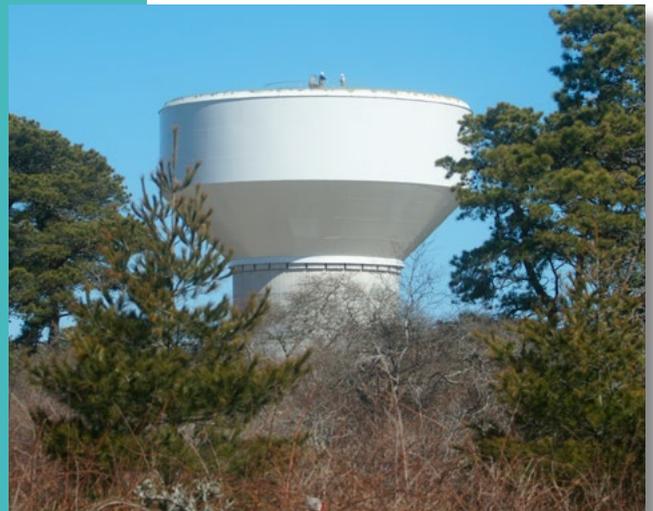
Wannacomet Water Company's complete SWAP report can be viewed at: <http://www.mass.gov/dep/water/drinking/4197000.pdf>

*Our constant goal is to provide you with a safe and dependable supply of drinking water. Major water issues are presented at monthly water commission meetings.*

*The public is invited to participate in and voice its concerns about our drinking water. For meeting dates and location visit [www.nantucket-ma.gov](http://www.nantucket-ma.gov).*

## Water Demand & Statistics

Wannacomet Water Company during 2012 produced and delivered 612,314,000 gallons of drinking water from all of its wells. Our highest pumpage day in 2012 was 4,327,732 gallons on July 6, 2012. Total measured rainfall reported on Nantucket for the year 2012 was 32 inches, about 10 inches less than average. We installed 54 new service connections, 24 new fire hydrants and 10,806 feet of new water mains into the system by private developers and Wannacomet Water.



**REMINDER: Emergency on-call person – 7 days a week – 24 hours a day. We have an emergency on-call utility person available during non-business hours, weekends and holidays. In the event of an emergency during non-business hours please contact us through the Nantucket Police Department at 508-228-1212.**

# What the EPA Says About Drinking Water Contaminants

## Contaminants in Bottled Water and Tap Water

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 from the Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791).

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



## Contaminants

General sources of drinking water (both tap water 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, in some cases, radioactive material, and can pick up substances resulting from animal or human activity. Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife;
- Radioactive contaminants, which can be naturally occurring or the result of oil and gas production and mining activities;
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban storm water run off, and residential uses;
- Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban storm water run off, industrial or domestic waste water discharges, oil and gas production, mining, or farming;
- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water run off and septic systems.

## Special Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons 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 of infection. These people should seek advice about drinking water from their health care providers. Environmental Protection Agency (EPA) and Centers for Disease Control and Prevention (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 Contacts

Massachusetts Department  
of Environmental Protection  
[www.state.ma.us/dep](http://www.state.ma.us/dep) (617) 292-5500

Massachusetts Department of Public Health  
[www.state.ma.us/dph](http://www.state.ma.us/dph) (617) 624-6000

Town of Nantucket  
[www.nantucket-ma.gov](http://www.nantucket-ma.gov)

US Centers for Disease Control & Prevention  
[www.cdc.gov](http://www.cdc.gov) (800) 232-4636

Environmental Protection Agency  
[www.epa.gov](http://www.epa.gov) (800) 426-4791

List of Certified Water Quality Testing Labs  
[www.mwra.com](http://www.mwra.com) (617) 242-5323

Wannacomet Water Company  
[www.wannacomet.org](http://www.wannacomet.org) for our staff directory (508) 228-0022

The U.S. EPA Office of Water ([www.epa.gov/watrhme](http://www.epa.gov/watrhme)) and the Centers for Disease Control and Prevention ([www.cdc.gov](http://www.cdc.gov)) websites provide a substantial amount of information on many issues relating to water resources, water conservation and public health. Also, the Massachusetts Department of Environmental Protection has a website ([www.state.ma.us/dep](http://www.state.ma.us/dep)) that provides complete and current information on water issues in our state.

Our Public Water Supply (PWS) ID # MA 4197000  
Member: American Water Works Association (AWWA),  
New England Water Works Association (NEWWA),  
Barnstable County Water Utility Association (BCWUA),  
Massachusetts Water Works Association (MWAA),  
The Groundwater Foundation

# Office Update

This year's report is dedicated to Jan Davis who retired on July 1, 2012 after 34 years of service.

## Retirement

Customer Service Supervisor **Jan Davis** retired on July 1, 2012 after thirty-four years of service to Wannacomet Water Company. We value her friendship and wish her the very best in her future endeavors.



Andrea Mansfield and Bob Gardner

## Staff News – Service Awards

On December 12, 2012 at the Public Safety Facility Community Room the Board of Selectmen recognized and presented a service award pin to **Andrea**

**Mansfield** recognizing her ten years of service.



## Nantucket Island Chamber of Commerce

Wannacomet Water Company general manager **Bob Gardner** was elected in October, 2012 as the President of the Nantucket Island Chamber of Commerce.

## Public Outreach

In 2012 Wannacomet Water Company partnered with the **Maria Mitchell Association** and **Sustainable Nantucket**. We look forward to working with these agencies to communicate our message about the value of Nantucket's tap water and the need to invest in water infrastructure to our customers, seasonal visitors and media.



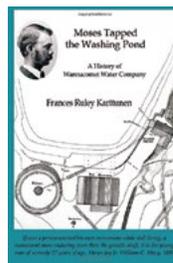
## Water Commission

**Commissioner Slavitz** was voted chairman of the commission effective April 12, 2012.

## Wannacomet Water Historical Preservation Project

Wannacomet Water Company has an extensive collection of historical documents and photographs tracing the evolution of the Wannacomet Water Company. A complete searchable historical documents index was completed in 2012.

## A History of Wannacomet Water Company – Moses Tapped the Washing Pond



The Nantucket Water Commission is pleased to announce the publication of **Moses Tapped the Washing Pond - A History of Wannacomet Water Company** by Frances Ruley Karttunen. Copies are available for sale locally at **Bookworks** and **Mitchell's Book Corner**.



## Nantucket Community Sailing

For the fourth year Wannacomet Water Company provided sponsorship, water stations and reusable water bottles to **Nantucket Community Sailing** for the 2012 Nantucket Race Week during the Annual Opera House Cup. The stations allowed participants and spectators to fill their reusable water bottles with local tap water from Wannacomet Water Company. These stations removed the equivalent of 4,000 one time use plastic bottles from Nantucket's waste stream.



## Nantucket Arts Council

Wannacomet Water Company was proud to host and be the site for the 2012 **Nantucket Arts Council Giant Magic Daffodil Garden**.

# Office Update

## Sign up for e-bills

Electronic bills are available. For information and to enroll for paperless statements contact us at [ebill@wannacommet.org](mailto:ebill@wannacommet.org).

## On-Line Bill Payment with Unipay Gold

Wannacommet accepts payments on-line using Unipay Gold. Customers can securely pay their bills either using their credit card (Mastercard and Discover) or bank account. Visit on the web at [www.wannacommet.org](http://www.wannacommet.org). (please note: beginning January 1, 2013 there is a \$0.25 processing fee assessed by Unipay Gold for all electronic check payments.)

## Auto Draft Bill Pay

Wannacommet Water Company offers automatic bill pay at no cost to you. You may set up bill pay through your checking account or we can set you up as an auto draft customer. Auto draft customers receive bills by mail and/or by e-mail. Two weeks after the bills are issued on/or about the 15th of each month your balance due will be drafted as an ACH (Automated Clearing House) fund transfer from the designated bank account you authorize us to debit the amount due from. Sign up at [www.wannacommet.org](http://www.wannacommet.org).

## Meter Upgrade Project

The Flexnet meter replacement program continued in 2012. Upon completion in late 2013 all water meters will be read from our main office at 1 Milestone Road. The system will have the ability to track the water use patterns of individual accounts for a defined period of time.

## Washing Pond Tank Maintenance

The Washing Pond Tank was recoated in 2012 by Rockwood Corporation. The project entailed replacing the external access ladder with a stainless steel ladder and safety climb system, redesigning the mounting system for communications equipment on the top of the standpipe, a new cable tray and complete internal and external recoating.

## Distribution System Continued Expansion to Madaket

Phase III of the Madaket Road Water Main Extension was completed in 2012.

## Water Rates

Effective 7/1/12 the water rate remained unchanged at \$3.50 per 100 cubic feet. Visit our website at [www.wannacommet.org](http://www.wannacommet.org) for current rates and important notices.

## Sewer Rates

The Board of Selectmen acting as the Board of Sewer Commissioners review sewer rates on an annual basis. The Board voted on January 18, 2012 to increase seasonal rates (May 1 through October 31) to \$8.00/ccf and off-season rates (November 1 through April 30) to \$6.00/ccf. Rate payers should routinely check the town's website ([www.nantucket-ma.gov](http://www.nantucket-ma.gov)) and search budget information for the latest in proposed sewer rate increases and current project proposals under consideration by the town.

## A Civic Salute to Town of Nantucket Volunteers

On April 23, 2012 the **Nantucket Civic League** recognized and thanked over 250 citizen volunteers for their service on elected and appointed Boards, Committees and Commissions. Commissioners Reinhard, Slavitz and Eldridge were honored for their service to the Wannacommet Water Company.

## Distribution System

Wannacommet continues to strengthen its distribution system by installing new water meter mains to improve fire flows and circulation patterns. Upgrades have been undertaken and completed for water mains, services, gate valves and fire hydrants.

## Siasconset Water Department

The management agreement between Siasconset Water Department and the Wannacommet Water Company continued in 2012. We continue to provide certified operators, technical, and administrative support to the Siasconset Water Department.

We urge you to visit our website at [www.wannacommet.org](http://www.wannacommet.org).



The updated site has many customer service forms and tips for water efficiency. There is also an on-line water use calculator. The calculator is effective in determining our water use patterns. We encourage you to check it out and see how much water you use on a daily basis.

You can re-fill your own water bottles at Wannacommet! If you don't have access to the town water supply at home, you can bring containers to Wannacommet Water Company at 1 Milestone Rd and fill up right outside the building. (fifty cents per gallon)

# What you need to know about lead in your tap water

The last time lead and copper samples were collected from our system was in September, 2010. Based upon the excellent results of lead and copper sampling from 2008-2010 the Wannacomet Water Company was placed by the Massachusetts DEP on a reduced sampling schedule for lead and copper. The next scheduled sampling for lead and copper will take place in 2014. The Wannacomet Water Company is taking steps to further reduce the amount of lead in contact with drinking water by only installing water service materials that have been certified as being "no-lead".

## Water Quality Testing Results 2012

	<i>Level Detected</i>	<i>Unit of Measurement</i>	<i>MCLG</i>	<i>MCL</i>	<i>Possible Source of Contamination</i>
<b><i>Volatle Organic Compounds</i></b>					
Wannacomet Water Company sampled for 56 VOC contaminants and none were detected in the source water.					
<b><i>Inorganic Contaminants</i></b>					
Nitrate	0.48 to 0.74	ppm	10	10	Runoff from fertilizer use, leaching from septic systems & erosion of natural deposits
Fluoride	0	mg/l	4	4	Leaching from fertilizers and erosion of natural deposits
Mercury	0	mg/l	0	0.002	Metal processing, coal incineration medical waste & atmospheric deposition
Arsenic	0	mg/l	0	0.05	Erosion of natural deposits & runoff from orchards
Cadmium	0	mg/l	0.005	0.005	Erosion of natural deposits & corrosion of galvanized pipe
<b><i>Microbiological Contaminates</i></b>					
Total Coliform Bacteria	1	presence or absence	0	presence of coliform in 5% of monthly samples	Naturally present in environment - Coliform bacteria are used as an indicator to the presence of other potentially harmful bacteria.
One violation resolved by re-sampling at location and up and down stream locations The follow-up sample and the up and down stream locations showed no coliform present					
<b><i>Radioactive Contaminants</i></b>					
Gross Alpha	0	pCi/l	0	15	Erosion of natural deposits
Radium 226	0	pCi/l	0	5	Decay of natural deposits & some man made deposits
Radium 228	0	pCi/l	0	5	Decay of natural deposits & some man made deposits

**SMCL** = secondary maximum contaminant level. These standards are developed to protect the aesthetic qualities of drinking water and are not health based.

**ORSG** = Massachusetts Office of Research and Standards guideline. This is the concentration of a chemical in drinking water, at or below which, adverse health effects are unlikely to occur after chronic (lifetime) exposure. If exceeded, it serves as an indicator of the potential need for further action.

**Public Notice for Coliform Violation** – We routinely monitor for drinking water contaminants. We took 26 samples to test for the presence of coliform bacteria on September 10, 2012. Three (3) of our samples showed the presence of total coliform bacteria. The standard is that no more than (1) may do so. Follow-up samples were taken at the locations as well as an additional sample upstream and downstream at these locations. The follow-up samples and the upstream and downstream samples indicated no presence of coliform bacteria. All of the three locations were included in routine sampling done on September 20, 2012 and all sample results were coliform absent and this testing showed the problem to be resolved. This notice was published in *The Inquirer and Mirror* on October 4, 2012. For more information, please contact Robert Gardner or Mark Willett at 508-228-0022.

# Important Definitions

**Maximum Contaminant Level Goal (MCLG):** The "Goal" is the level of a contaminant in drinking water below which there is no known or expected risk to healthy persons. MCLGs allow for a margin of safety.

**Maximum Contaminant Level (MCL):** The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs is feasible using the best available treatment technology.

**CDC** = Centers for Disease Control and Prevention

**ND:** Not detected. Laboratory analysis indicated that the constituent is not present.

**Variances and Exemptions:** State or EPA permission not to meet an MCL or a treatment technique under certain conditions. The data presented in this report is from the most recent testing done in accordance with regulations.

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

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

**Parts Per Million (ppm):** one part per million corresponds to one minute in two years or a single penny in \$10,000.

**Parts Per Billion (ppb):** one part per billion corresponds to one minute in 2,000 years, or a single penny in \$10,000,000.

**PCI/L:** picoCuries per liter (a measure of radiation)

**DEP** = Department of Environmental Protections

**EPA** = Environmental Protection Agency

**NA:** Not applicable.

## Our Annual Water Quality Report

Wannacomet Water Company has prepared this annual drinking water Consumer Confidence Report (CCR) to provide you with information regarding your drinking water. This report includes detected contaminants found in your drinking water, compliance issues related to the water quality, operational matters, and general education information regarding the condition of your drinking water.

**Share this report:** Landlords, businesses, schools, hospitals, and other groups are encouraged to share this important water quality information with water users at their location.

For water or meter problems, leaks, fire hydrants, water billing, and miscellaneous questions – call Wannacomet Water at 508-228-0022. For comments and suggestions, please email us at [info@wannacomet.org](mailto:info@wannacomet.org).

Robert L. Gardner  
General Manager

Nelson K. Eldridge  
Commissioner

Noreen Slavitz  
Commissioner

Allen Reinhard  
Commissioner



(PWS) ID #MA4197000

### Nantucket Water Commission

Nelson K. Eldridge, Commissioner

Noreen "Nonie" Slavitz, Chairman

Allen Reinhard, Commissioner

**General Manager,** Robert L. Gardner

**Operations Manager,** Christopher R. Pykosz

**Business Manager,** Heidi Holdgate

*Photo (from left to right):  
Nelson Eldridge, Nonie Slavitz, Bob Gardner and Allen Reinhard*

If you need a large print version of this Annual Water Quality report, please contact us at 508-228-0022



# Wannacomet Water Company

1 Milestone Road  
Nantucket, MA 02554

