

Wannacomet Water Company 2010 ANNUAL WATER QUALITY REPORT

MEETING THE CHALLENGE

We are proud to present the 2010 edition of our annual water quality report to our customers. We dedicate ourselves to providing drinking water that meets all state and federal drinking water standards. As your water provider, we are constantly monitoring your water, improving our aging infrastructure and expanding service areas to make sure that your water is safe and available 24/7.

The United States enjoys one of the best supplies of drinking water in the world. Nevertheless, many of us who once gave little or no thought to the water that comes from our taps are now asking: "Is my water safe to drink?" While tap water that meets federal and state standards is generally safe to drink, threats to drinking water are increasing. Short-term disease outbreaks and water restrictions during droughts have demonstrated that we can no longer take our drinking water for granted.

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 and annual reports (Consumer Confidence Reports) to customers on contaminants found in their drinking water - www.epa.gov/safewater/ccr

Our customers want and need to know the safety of the water they use every day and what is being done to improve security of public water systems and if private wells receive the same protection as public water systems.

Private water supplies, such as household wells that serve one or a few homes, are not regulated by EPA. Approximately 15 percent of Americans rely on their own private drinking water supplies and these supplies are not subject to EPA standards.

If your drinking water comes from a well, you may also have a septic system. Septic systems and other on-site wastewater disposal systems are major potential sources of contamination of private water supplies if they are poorly maintained or located improperly, or if they are used for disposal of toxic chemicals. Information on septic systems is available from local health departments.

This report is mandated by the federal government and presents many topics of interest along with the results of our 2010 Water Quality Data completed from January 1, 2010 through December 31, 2010 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.

PLANNING FOR OUR FUTURE

Town Water flows to Madaket in Two Phases

Town water was brought to Madaket in 2010, from Warren's Landing Road to Massasoit Village. Phase II will begin in the Spring of 2011. Water will continue down F Street, Tennessee Avenue, to North Cambridge Street ending on Little Neck Way.



North Pasture Tank Complete

Construction of the 2,000,000 gallon storage tank in North Pasture was completed in the fall of 2010. The tank went on line October 1, 2010.

OUR MISSION STATEMENT

The Wannacomet Water Company shall strive to provide high quality drinking water that exceeds all established Federal and Commonwealth drinking water standards, provide the highest level of customer and water related services achievable, educate and inform the public of the need to protect Nantucket's water resources, and to accomplish this mission using prudent utility practices and responsible fiscal management.



SHOULD I BUY BOTTLED WATER?

You don't need to buy bottled water for health reasons if your drinking water meets all of the federal, state, or provincial drinking water standards.

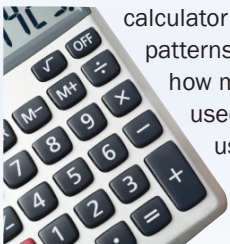
If you want a drink with a different taste, you can buy bottled water, but it costs up to 1,000 times more than municipal drinking water. Of course, in emergencies bottled water can be a vital source of drinking water for people without water.

The US Food and Drug Administration (FDA) requires bottled water quality standards to be equal to those of the US Environmental Protection Agency for tap water, but the quality of the finished product is not government-monitored. Bottlers must test their source water and finished product once a year. Currently, any bottled water that contains contaminants in excess of the allowable level is considered mislabeled unless it has a statement of substandard quality.

WATER USE CALCULATOR

We urge you to visit our website at www.wannacomet.org.

We have an on-line water use calculator for our customers. The calculator is effective in determining your water use patterns. We encourage you to check it out and see how much water you use on a daily basis. Water used for irrigation and landscaping should be used in accordance with the recommendations of professional landscapers and irrigation specialists.



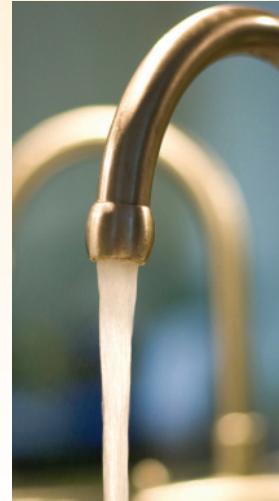
WATER DEMAND & STATISTICS

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

Wannacomet Water Company pumped 578,339,000 gallons of drinking water from our wells in 2010. Our highest pumpage day in 2010 was 3,854,666 gallons on July 8, 2010. Total measured rainfall reported for the year 2010 was 38 inches (Nantucket's average rainfall is 43 inches per year). We installed over 43 new service connections, 19 new fire hydrants and 8,723 feet of new water mains into the system.

WHERE DOES WANNACOMET'S WATER COME 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). Wannacomet pumps 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.



HOW DOES WATER GET TO MY FAUCET?

An underground network of pipes typically delivers drinking water to the homes and businesses served by our system.

WATER SECURITY

We are committed to the safety of our public drinking water supply. We ask that customers report any suspicious activity in and around our water system and report it to our local law enforcement. Do not confront strangers.

Suspicious activity might include:

- People climbing water tanks or cutting a utility fence
- Unidentified car or truck parked or loitering near our facilities for no apparent reason
- Suspicious opening or tampering with fire hydrants, meters, manhole covers, buildings, vehicles or equipment
- Strangers hanging around locks or gates

For more information on water security, visit: www.epa.gov/safewater/security



Major water issues are presented at monthly water commission meetings. The public is invited to participate in and voice concerns about our drinking water. Meetings are at 8:00am on the second Thursday of every month.

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 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).

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 (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>

IMPORTANT CONTACTS

Massachusetts Department of Environmental Protection

www.state.ma.us/dep (617) 292-5500

Massachusetts Department of Public Health

www.state.ma.us/dph (617) 624-6000

Town of Nantucket

www.nantucket-ma.gov

US Centers for Disease Control & Prevention

www.cdc.gov (800) 232-4636

Environmental Protection Agency

www.epa.gov (800) 426-4791

List of Certified Water Quality Testing Labs

www.mwra.com (617) 242-5323

Wannacomet Water Company

www.wannacomet.org for our staff directory (508) 228-0022

The U.S. EPA Office of Water (www.epa.gov/watrhme) and the Centers for Disease Control and Prevention (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) 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 (MWWA),
The Groundwater Foundation

Office Update

Paperless Statements Electronic bills (paperless statements) are available. Customers now enjoy the convenience of paperless statements and quick online bill payment. This service is free and highly secure and makes bill paying quick and simple. We urge our customers to take advantage of our secure and easy to use system. For information and to enroll contact us at ebill@wannacomet.org.

On-Line Bill Payment Option

Wannacomet accepts payments on-line using Unibank Financial Services. Customers can securely access and pay their bills either using their credit card (Mastercard and Discover) or bank account. Pay online www.wannacomet.org.

Meter Equivalency Service Charge Model

In July, 2010 the Water Commission adopted the American Water Works Association meter equivalency service charge model standard to all metered accounts. The base service charge increased \$1.50 for all metered accounts.

Sewer Rates

The Board of Selectmen acting as the Board of Sewer Commissioners review sewer rates on an annual basis. The rates were unchanged in 2010. Rate payers should routinely check the town's website (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.

Siasconset Water Department In 2010 the Nantucket Water Commission and the Siasconset Water Commission renewed their Memorandum of Agreement whereby Wannacomet Water Company provides certified operators and technical and administrative support to the Siasconset Water Department. This agreement is reviewed on an annual basis.

A study for the consolidation of Wannacomet and Siasconset is in the planning process for 2011.

Staff News - Service Award The Board of Selectmen honored and presented a commemorative pin to Wannacomet's J. Curtis Glidden for 40 years of service to the water department.

Safety in Water Storage Tank Climbing

On September 29, 2010 Wannacomet staff participated in an all day training session presented by Capital Safety from Red Wing, Minnesota. Topics covered were: inspections, safety procedures and equipment, ladder safety, hard hats, OSHA requirements for this type of work, safety lines, knots, importance of a ground man and communications. Continuing education units (CEU) were earned for each participant.

Customer Outreach In 2010 Wannacomet continued its partnership with Plum TV to provide information about Nantucket's water supply. Our goal is to build the public's confidence in our drinking water. Plum TV is a valuable partner in communicating Wannacomet's message about the value of Nantucket's tap water and the need to invest in water infrastructure to our customers, seasonal visitors and media.

Worcester Polytechnic Institute WPI - Student Project

Wannacomet participated with the Town's IT department and a team of Worcester Polytechnic Institute (WPI) students on the development of an Information Security Program (ISP). The goal of the project was to develop a set of policies and procedures for the town that ensures the security and confidentiality of personal information. A final presentation was given to town officials in December, 2010.

Hurricane Earl Although Hurricane Earl in September, 2010 was a non-event, we were able to exercise our emergency response plan with the Town's emergency preparedness officers.

Water Commission Commissioner Eldridge was voted chairman of the commission effective April 15, 2010. He has served on the commission for over 23 years.

Meter Upgrade Project The Flexnet meter replacement program is underway. We will begin changing out meters on a route by route basis in 2011. When completed all water meters will be read from our main office. 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 evaluation of the Washing Pond tank on Cliff Road is underway. We are considering re-coating the exterior and replacing the ladder with a straight stainless steel model.

Main Office Rehabilitation The main office rehabilitation project is underway. Our initial focus is on heating, electrical, ventilation and operations relocation during construction.

Solar Power Initiative Our solar power energy initiative program continues. We have been working with National Grid, Avalon consulting, Natural Heritage, Massachusetts Historical and town officials regarding land uses and permitting.

Water Rates Effective 7/1/10 the water rate increased from \$3.30 per 100 cubic feet to \$3.50.

Water Conservation

Wasting 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

In the Bathroom



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

Never use your toilet as a wastebasket: save 1-7 gallons per flush. Don't take marathon showers: five minutes will get you clean. Save 2-4 gallons per minute.

Fill your bathtub only halfway: save 5 gallons or more. You will save hot water costs, too.

Faucets and Showerheads

Dripping or trickling faucets and showerheads can waste from 75 to several hundred gallons of water a week depending on the size of the drip. Worn-out washers are the main cause of these leaks and a new one generally costs about 25 cents.

Faucets typically use 2 to 7 gallons per minute. Installing a low-flow (1.5-gallon per minute) faucet aerator can reduce the flow significantly. Be sure to remove your aerator periodically to clean the particles that may have collected in the screen.

Toilets

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.

Garden and Landscaping Water Conservation Tips

Summer is an especially important time to save water. Outdoor water use increases residential consumption from 10% to 50% in June, July, August and September. These tips will show you ways to use water more efficiently outdoors, save money – and help reduce garden maintenance, too!

Water Very Early in the Morning

Be sure your hose has a shut-off nozzle. Hoses without a nozzle can spout 10 gallons or more per minute.

If you have an automatic sprinkler system, make sure the timer or "controller" is set to water each landscape zone efficiently. Program the controller to operate according to the watering needs of your lawn or garden. Better still, install a rain sensor or soil moisture sensor that turns the system off if it's raining or if moisture is present in the soil.

Water-Efficient Appliances

High-Efficiency Washing Machines

Thinking about replacing that old, worn-out clothes washing machine? High efficiency clothes washers save water, energy and space in your home. Most are front-end loaders that use tumbling action to get clothes clean. Look for the Energy Star Label to ensure that you're buying the most efficient product possible. Consider this:



High efficiency clothes washers use 30% - 50% less water, that's 5,000 gallons per year! They use 50% - 60% less energy to run. They require 1/3 less detergent. Your clothes will get less wear and tear in a high efficiency washer. They'll need less time in the dryer, too

High-Efficiency Dishwashers

You can spend less money on water and spend less time in the kitchen if you switch to a high-efficiency dishwasher. Again, the Energy Star label will point you to the best water-savers. High efficiency dishwashers use about 6-10 gallons of water per load of dishes (some use as little as 3.7 gallons!). Compare that to 9-12 gallons per load for average dishwashers and 20 gallons for hand washing. Many models require little or no pre-rinsing of dishes – that's more water and time saved.

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 YOU NEED TO KNOW ABOUT LEAD IN YOUR TAP WATER

The last time lead samples were collected from our system was in September, 2010. The results are below:

Lead & Copper (samples taken second quarter 2010)

	Range of Detection (mg/l)	MCLG (mg/l)	Action Level (mg/l)	# of Samples	90% Percentile Value	# of sites Exceeding Action Level	Possible Source of Contamination
Lead	0.0 - 0.008	0	0.015	30	0.004	0	Corrosion of Plumbing
Copper	0.041 - 2.8	1.3	1.3	30	1.2	3	Corrosion of Plumbing

Lead, a metal found in natural deposits, is commonly used in household plumbing materials and water service lines. The greatest exposure to lead is swallowing lead paint chips or breathing in lead dust. But lead in drinking water can also cause a variety of adverse health effects. In babies and children, exposure to lead in drinking water above the action level of lead (0.015 milligram per liter) can result in delays in physical and mental development, along with 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 enters tap water through corrosion of plumbing materials. Very old and poorly maintained homes may be more likely to have lead pipes, joints and solder. However, new homes are also at risk: pipes legally considered to be "lead-free" may contain up to eight percent lead. These pipes can leach significant amounts of lead in the water for the first several months after their installation.

rule requires that 9 out of 10, or 90%, or the sampled homes must have lead levels below the action level of 15 parts per billion (ppb). 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. Wannacomet Water Company 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 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>.

Under EPA rules, each year Wannacomet must test tap water in a sample of homes that are likely to have high lead levels. These are usually homes with lead service lines or lead solder. The EPA

Call the Mass Department of Public Health at 1-800-532-9571 or EPA at 1-800-424-LEAD for health information.

Water Quality Testing Results 2010

	Level Detected	Unit of Measurement	MCLG	MCL	Possible Source of Contamination
Volatile Organic Compounds					
Wannacomet Water Company sampled for 56 VOC contaminants and none were detected in the source water.					
Inorganic Contaminants					
Nitrate	0.52 to 0.74	ppm	10	10	Runoff from fertilizer use, leaching from septic systems & erosion of natural deposits
Microbiological Contaminates					
Total Coliform Bacteria	0	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.
Unregulated and Secondary Contaminants with State Standards (ORSGs and/or SMCLs)					
	Range Detected	Average	SMCL	ORSG	Possible Sources
Chloroform (ppb)	0.0 to 0.9	0.3	unregulated for non-chlorinated water	70	Formed during the breakdown of chlorine compounds and is a naturally occurring chemical

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.

There were no total coliform violations for Wannacomet in 2010.

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. 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.

Variations 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.

Robert L. Gardner
General Manager

Nelson K. Eldridge
Commissioner

Noreen Slavitz
Commissioner

Allen Reinhard
Commissioner



(PWS) ID #MA4197000

Nantucket Water Commission

Nelson K. Eldridge, Chairman
Noreen "Nonie" Slavitz, Commissioner
Allen Reinhard, Commissioner

General Manager, Robert L. Gardner
Operations Manager, Christopher R. Pykosz
Business Manager, Heidi Holdgate

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

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



Wannacomet Water Company

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Nantucket, MA 02554

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