

ANNUAL WATER QUALITY REPORT

REPORTING YEAR 2020

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

Este relatório contém a informação importante sobre sua água bebendo. Tenha-o por favor traduzido por um amigo ou por alguém que o compreende e o pode o traduzir para você.



Presented By
Milford Water Company

PWS ID#: 2185000



Quality First

Once again, we are pleased to present our annual water quality report covering all testing performed between January 1 and December 31, 2020. As in years past, we are committed to delivering the best-quality drinking water possible. To that end, we remain vigilant in meeting the challenges of new regulations, source water protection, water conservation, and community outreach and education, while continuing to serve the needs of all our water users. Thank you for allowing us the opportunity to serve you and your family.

We encourage you to share your thoughts with us on the information contained in this report. After all, well-informed customers are our best allies. Should you ever have any questions or concerns, we are always available to assist you. Please visit our website for updates: www.milfordwater.com.

Substances That Could Be in Water

To ensure that tap water is safe to drink, the Department of Environmental Protection (DEP) and the U.S. Environmental Protection Agency (U.S. EPA) prescribes regulations limiting the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) and Massachusetts Department of Public Health (DPH) regulations establish limits for contaminants in bottled water, which must provide the same protection for public health. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of these contaminants does not necessarily indicate that the water poses a health risk.

The 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 the presence of animals or from human activity. Substances 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, or wildlife;

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

Pesticides and Herbicides, which may come from a variety of sources such as agriculture, urban storm-water runoff, and residential uses;

Organic Chemical Contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and which may also come from gas stations, urban storm-water runoff, and septic systems;

Radioactive Contaminants, which can be naturally occurring or may be the result of oil and gas production and mining activities.

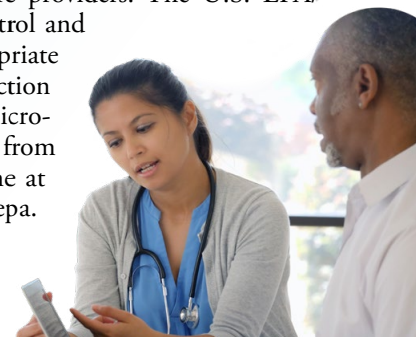
More information about contaminants and potential health effects can be obtained by calling the U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791.

Lead in Home Plumbing

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. We are responsible for providing high-quality drinking water, but we 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 at (800) 426-4791 or at www.epa.gov/safewater/lead.

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



QUESTIONS?

For more information about this report, or for any questions related to your drinking water, please call David L. Condrey, Manager, at (508) 473-5110, or send an email to the company at milfordwater@milfordwater.com.

Where Does My Water Come From?

The Milford Water Company provides treated water from five different sources. Our Dilla Street facilities purify water from the Charles River, the Echo Lake reservoir, the Dilla Street wells, and the Clark's Island wells. Our company also maintains a facility off Depot Street (currently undergoing major rehabilitation and construction to further improve the water quality in the system) that purifies water collected from five wells located along Godfrey Brook. All of our wells are constructed in sand-and-gravel aquifers with depths ranging from 22 feet to 52 feet. Due to this relatively shallow nature, it is critical that we protect our resources against contamination. Our distribution system contains more than 100 miles of pipes, three water storage tanks, and three pumping stations that deliver approximately one billion gallons of water each year. Because each of our five sources of supply cannot alone provide the volume of water needed by our customers, each is used during different times of the year. One single source cannot usually be identified for every customer because we blend the water before purification and also during delivery. We have the ability to obtain mutual aid from the towns of Bellingham, Holliston, Hopkinton, and Medway for providing water to meet our short-term customer needs.

Community Participation

You are invited to voice your concerns about your drinking water, customer service, and company projects at any time. Our office hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. The company's Board of Directors meet quarterly during the months of April, July, October, and January at the company's office on Dilla Street. At these meetings, the manager presents a company review, which include all concerns raised by customers.

Source Water Assessment

As part of the Source Water Assessment Program (SWAP), the MA Department of Environmental Protection conducted assessments of our drinking water sources in 2002 for the purpose of determining susceptibility of each drinking water source to potential contamination. The assessment susceptibility for Milford Water was reported to be "high" based on the presence of at least one high-threat land use within our protective areas. It is important to understand that this susceptibility rating does not imply poor water quality, only the system's potential to become contaminated within the assessment area.

The complete SWAP report is available at the company's office and online at www.mass.gov/eea/docs/dep/water/drinking/swap/cero/swap-cero.pdf.



What's a Cross-Connection?

Cross-connections that contaminate drinking water distribution lines are a major concern. A cross-connection is formed at any point where a drinking water line connects to equipment (boilers), systems containing chemicals (air conditioning systems, fire sprinkler systems, irrigation systems), or water sources of questionable quality. Cross-connection contamination can occur when the pressure in the equipment or system is greater than the pressure inside the drinking water line (back-pressure). Contamination can also occur when the pressure in the drinking water line drops due to fairly routine occurrences (main breaks, heavy water demand), causing contaminants to be sucked out from the equipment and into the drinking water line (back-siphonage).

Outside water taps and garden hoses tend to be the most common sources of cross-connection contamination at home. The garden hose creates a hazard when submerged in a swimming pool or when attached to a chemical sprayer for weed killing. Garden hoses that are left lying on the ground may be contaminated by fertilizers, cesspools, or garden chemicals. Improperly installed valves in your toilet could also be a source of cross-connection contamination.

Community water supplies are continuously jeopardized by cross-connections unless appropriate valves, known as backflow prevention devices, are installed and maintained. We have surveyed industrial, commercial, and institutional facilities in the service area to make sure that potential cross-connections are identified and eliminated or protected by a backflow preventer. We also inspect and test backflow preventers to make sure that they provide maximum protection.

For more information on backflow prevention, contact the Safe Drinking Water Hotline at (800) 426-4791.



Test Results

Our water is monitored for many different kinds of substances on a very strict sampling schedule. And, the water we deliver must meet specific health standards. Here, we only show those substances that were detected in our water between January 1 and December 31, 2020 and we are pleased to report that your drinking water meets or exceeds all federal and state requirements. Remember that detecting a substance does not mean the water is unsafe to drink; our goal is to keep all detects below their respective maximum allowed levels.

The State recommends monitoring for certain substances less than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data are included, along with the year in which the sample was taken.

We participated in the 4th stage of the U.S. EPA's Unregulated Contaminant Monitoring Rule (UCMR4) program by performing additional tests on our drinking water. UCMR4 sampling benefits the environment and public health by providing the U.S. EPA with data on the occurrence of contaminants suspected to be in drinking water, in order to determine if U.S. EPA needs to introduce new regulatory standards to improve drinking water quality. Unregulated contaminant monitoring data are available to the public, so please feel free to contact us if you are interested in obtaining that information. If you would like more information on the U.S. EPA's Unregulated Contaminants Monitoring Rule, please call the Safe Drinking Water Hotline at (800) 426-4791.

| REGULATED SUBSTANCES | | | | | | | |
|---|-----------------|------------------------------------|-----------------|-----------------------------------|----------------------------------|-----------|---|
| SUBSTANCE (UNIT OF MEASURE) | YEAR SAMPLED | MCL [MRDL] | MCLG [MRDLG] | HIGHEST AMOUNT DETECTED | RANGE LOW-HIGH | VIOLATION | TYPICAL SOURCE |
| Barium (ppm) | 2020 | 2 | 2 | 0.017 | 0.017– 0.017 | No | Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits |
| Chlorine (ppm) | 2020 | [4] | [4] | 1.42 | 0.04–1.42 | No | Water additive used to control microbes |
| Haloacetic Acids [HAAs] (ppb) | 2020 | 60 | NA | 29.0 | 5.3–29.0 | No | By-product of drinking water disinfection |
| Nitrate (ppm) | 2020 | 10 | 10 | 0.036 | 0.036– 0.036 | No | Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits |
| Perchlorate (ppb) | 2020 | 2 | NA | 0.06 | 0.06–0.06 | No | Inorganic chemicals used as oxidizers in solid propellants for rockets, missiles, fireworks, and explosives |
| TTHMs [Total Trihalomethanes] (ppb) | 2020 | 80 | NA | 68.0 | 15.0–68.0 | No | By-product of drinking water disinfection |
| Total Organic Carbon [TOC] ¹ (ppm) | 2020 | TT | NA | 1.9 | 0.3–1.9 | No | Naturally present in the environment |
| Turbidity ² (NTU) | 2020 | TT | NA | 0.25 | 0.05–0.25 | No | Soil runoff |
| Turbidity (lowest monthly percent of samples meeting limit) | 2020 | TT = 95% of samples meet the limit | NA | 99.93 | NA | No | Soil runoff |
| Tap Water Samples Collected for Copper and Lead Analyses from Sample Sites throughout the Community | | | | | | | |
| SUBSTANCE (UNIT OF MEASURE) | YEAR SAMPLED | AL | MCLG | AMOUNT DETECTED (90TH %ILE) | SITES ABOVE AL/TOTAL SITES | VIOLATION | TYPICAL SOURCE |
| Copper (ppm) | 2019 | 1.3 | 1.3 | 0.211 | 0/30 | No | Corrosion of household plumbing systems; Erosion of natural deposits |
| Lead (ppb) | 2019 | 15 | 0 | 2 | 0/30 | No | Corrosion of household plumbing systems; Erosion of natural deposits |

SECONDARY SUBSTANCES

| SUBSTANCE (UNIT OF MEASURE) | YEAR SAMPLED | SMCL | MCLG | HIGHEST AMOUNT DETECTED | RANGE LOW-HIGH | VIOLATION | TYPICAL SOURCE |
|---|-----------------|-------------|------|-------------------------------|-------------------|-----------|---|
| Aluminum (ppb) | 2020 | 200 | NA | 41 | ND–41 | No | Erosion of natural deposits; Residual from some surface water treatment processes |
| Chloride (ppm) | 2020 | 250 | NA | 161 | 107–161 | No | Runoff/leaching from natural deposits |
| Copper (ppm) | 2020 | 1.0 | NA | 0.076 | ND–0.076 | No | Corrosion of household plumbing systems; Erosion of natural deposits |
| Manganese ³ (ppb) | 2020 | 50 | NA | 22 | ND–22 | No | Leaching from natural deposits |
| Odor (TON) | 2020 | 3 | NA | 2 | 1–2 | No | Naturally occurring organic materials |
| pH (Units) | 2020 | 6.5- 8.5 | NA | 8.15 | 6.90–8.15 | No | Naturally occurring |
| Sulfate (ppm) | 2020 | 250 | NA | 15 | 12–15 | No | Runoff/leaching from natural deposits; Industrial wastes |
| Total Dissolved Solids [TDS] (ppm) | 2020 | 500 | NA | 332 | 108–332 | No | Runoff/leaching from natural deposits |
| Zinc (ppm) | 2020 | 5 | NA | 0.317 | 0.186–0.317 | No | Runoff/leaching from natural deposits; Industrial wastes |

UNREGULATED SUBSTANCES⁴

| SUBSTANCE (UNIT OF MEASURE) | YEAR SAMPLED | HIGHEST AMOUNT DETECTED | RANGE LOW-HIGH | TYPICAL SOURCE |
|-----------------------------------|-----------------|-------------------------------|-------------------|--|
| Bromodichloromethane (ppb) | 2020 | 4.2 | 4.2–4.2 | By-product of drinking water disinfection |
| Chlorodibromomethane (ppb) | 2020 | 1.7 | 1.7–1.7 | By-product of drinking water disinfection |
| Chloroform (ppb) | 2020 | 4.4 | 4.4–4.4 | By-product of drinking water disinfection |
| Chloromethane (ppb) | 2020 | 21.9 | 21.9–21.9 | By-product of drinking water disinfection |
| Sodium ⁵ (ppm) | 2020 | 43 | 43–43 | Naturally present in the environment; Storm-water runoff |

OTHER UNREGULATED SUBSTANCES

| SUBSTANCE (UNIT OF MEASURE) | YEAR SAMPLED | HIGHEST AMOUNT DETECTED | RANGE LOW-HIGH | TYPICAL SOURCE |
|--------------------------------|-----------------|-------------------------------|-------------------|---------------------|
| Alkalinity (ppm) | 2020 | 63 | 18–63 | Naturally occurring |
| Calcium (ppm) | 2020 | 11.9 | 11.1–11.9 | Naturally occurring |
| Hardness (ppm) | 2020 | 42.3 | 39.7–42.3 | Naturally occurring |
| Magnesium (ppm) | 2020 | 3.07 | 2.92–3.07 | Naturally occurring |
| Manganese (ppb) | 2020 | 20.3 | 20.3–20.3 | NA |
| Potassium (ppm) | 2020 | 28 | 27–28 | NA |

¹ The value reported under Amount Detected for TOC is the lowest ratio between the percentage of TOC actually removed to the percentage of TOC required to be removed. A value of greater than one indicates that the water system is in compliance with TOC removal requirements. A value of less than one indicates a violation of the TOC removal requirements.

² Turbidity is a measure of the cloudiness of the water. It is monitored because it is a good indicator of the effectiveness of the filtration system.

³ Manganese is a naturally occurring mineral found in rocks, soil, groundwater, and surface water. Manganese is necessary for proper nutrition and is part of a healthy diet, but it can have undesirable effects on certain sensitive populations at elevated concentrations. MassDEP has set a health advisory limit for manganese at 300 ppb.

⁴ Unregulated contaminants are those for which the U.S. EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist U.S. EPA in determining their occurrence in drinking water and whether future regulation is warranted.

⁵ Sodium-sensitive individuals, such as those experiencing hypertension, kidney failure, or congestive heart failure, should be aware of the levels of sodium in their drinking water where exposures are being carefully controlled.

Definitions

90th %ile: Out of every 10 homes sampled, 9 were at or below this level. This number is compared to the Action Level to determine lead and copper compliance.

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. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

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.

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 contaminants.

NA: Not applicable.

ND (Not detected): Indicates that the substance was not found by laboratory analysis.

NTU (Nephelometric Turbidity Units): Measurement of the clarity, or turbidity, of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

ppb (parts per billion): One part substance per billion parts water (or micrograms per liter).

ppm (parts per million): One part substance per million parts water (or milligrams per liter).

SMCL (Secondary Maximum Contaminant Level): These standards are developed to protect aesthetic qualities of drinking water and are not health based.

TON (Threshold Odor Number): A measure of odor in water.

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