

Website Update as of 10/13/2011

We would like to first thank our customers for their patience and understanding as we work through the process of managing the levels of trihalomethane (THM), a common byproduct of the chlorination process, in the Company's water supply.

Trihalomethanes are formed along with other disinfection byproducts when chlorine or other disinfectants commonly used to control microbial contaminants in drinking water react with naturally occurring organic and inorganic matter in water. In the case of Milford Water, a rise in trihalomethane levels occurred through the use of additional chlorine as part of the water treatment process.

Since then we have been working closely with MassDEP to implement a solution that will maintain THMs below the required level, and we have implemented measures in the interim to limit exposure to young people.

Out of an abundance of caution, and in coordination with the Milford Board of Health and the Milford School Department, Milford Water has contracted with Polar Beverage to install temporary water dispensers in all Milford Public Schools. Recent test results showing THM levels at Milford schools are posted below. These dispensers will remain at the schools until the THM levels in the system meet the drinking water standard of 80ug/L.

Customers whose on-site levels test higher than 80ug/L may request reimbursement for the purchase of one faucet mount filter and one shower mount filter. Credits will be applied to the customer's account. Customers who wish to purchase more advanced filtration systems may receive a credit equal in value to that of the two mounted filter units. Receipts may be mailed to David Condrey, Milford Water Company, 66 Dilla Street, Milford, Mass.

Meanwhile, work on a permanent solution continues under the auspices of the MassDEP. Milford Water has already begun its work on the installation of an additional filtration system here at the main treatment plant located on Dilla Street. Once operational, we expect this system – called an Activated Carbon Sandwich layer – will eliminate much of the THMs that occur as a result of the water treatment process.

The additional filtration system, which was approved by MassDEP, will be installed on two of our slow sand filtration units. We have completed preliminary work on the first filtration unit, the contractor has begun installation work this week, and we expect installation to be completed at the end of next week. Please go to the photo link on this page to see progress photos of the installation process. Once the installation has been completed on the first filtration unit and it is fully functioning, we will begin installation of the second filtration unit.

Milford Water has set a realistic timeframe for the full installation to be completed and functioning near the end of October and expects to see lowered THM levels during the 4th quarter. However, it is important to remember that average annualized levels may remain high because of higher readings in the first three quarters. We will continue to update our customers as things progress.

Milford Water completed third quarter testing for THM and Haloacetic Acids (Haa5), a similar byproduct of the chlorination process, on September 22, 2011. We have placed the results on our website for review. Though the numbers have started to come down from previous samples taken in August, we once again exceeded the Running Annual Average standard of 80ug/L with an average of 91.0ug/L as a result of higher readings in the first three quarters of the year. We will be conducting further testing this week on site and of the finish water at the Dilla Street plant. Another round of samples will be taken during the week of the 31st of October.

All customers will soon receive more detailed results by mail and we encourage you to continue to visit our website for the most up to date information and test results. For more information on THMs and recommendations for customers during this readjustment period, click the link above for our August Question and Answer Guide and letter to customers.

As always Milford Water Company is committed to providing to our customers the highest quality of drinking water available and we continue to strive to improve our system and our customer service.

David L. Condrey
Manager, Milford Water Company