

2017 Annual Water Quality Report

Town of Windsor

Is my water safe?

We are pleased to present this year's Annual Water Quality Report (Consumer Confidence Report) as required by the Safe Drinking Water Act (SDWA). This report is designed to provide details about where your water comes from, what it contains, and how it compares to standards set by regulatory agencies. This report is a snapshot of last year's water quality. We are committed to providing you with information because informed customers are our best allies.

Do I need to take special precautions?

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised 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/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Water Drinking Hotline (800-426-4791).

Where does my water come from?

Your drinking water is supplied by two drilled wells owned by the Town of Windsor, neither of which receives any type of treatment.

Source water assessment and its availability

In 2001-2002, the Virginia Department of Health (VDH) conducted Source Water Assessments for each of the 4 wells previously supplying the Town of Windsor's drinking water. The wells were determined to be of low susceptibility to contamination using the criteria developed by the state in its approved Source Water Assessment Program. The assessment report consists of maps showing the Source Water Assessment areas, an inventory of known Land Use Activities and Potential Conduits to Groundwater utilized at Land Use Activity sites in Zone. It also includes documentation of any known contamination within the last five years, Susceptibility Explanation Chart, and Definitions of Key Terms. The Town is in the process of completing Source Water Assessments for the 2 wells that currently supply the Town's drinking water.

Why are there contaminants in my drinking 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 water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's (EPA) Safe Drinking Water Hotline (800-426-4791). 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:

- microbial contaminants, such as viruses and bacteria, that may come from sewage treatment plants, 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, 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 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 also come from gas stations, urban stormwater runoff, and septic systems;
- radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, EPA prescribes 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.

How can I get involved?

If you have questions about this report, want additional information about any aspect of your drinking water, or want to know how to participate in decisions that may affect the quality of your drinking water, please contact: Mr. Kenneth Sims, Town of Windsor Public Works at (757) 242-4288.

Water Conservation Tips

Did you know that the average U.S. household uses approximately 400 gallons of water per day or 100 gallons per person per day? Luckily, there are many low-cost and no-cost ways to conserve water. Small changes can make a big difference - try one today and soon it will become second nature.

- Take short showers - a 5 minute shower uses 4 to 5 gallons of water compared to up to 50 gallons for a bath.
- Shut off water while brushing your teeth, washing your hair and shaving and save up to 500 gallons a month.
- Use a water-efficient showerhead. They're inexpensive, easy to install, and can save you up to 750 gallons a month.
- Run your clothes washer and dishwasher only when they are full. You can save up to 1,000 gallons a month.
- Water plants only when necessary.
- Fix leaky toilets and faucets. Faucet washers are inexpensive and take only a few minutes to replace. To check your toilet for a leak, place a few drops of food coloring in the tank and wait. If it seeps into the toilet bowl without flushing, you have a leak. Fixing it or replacing it with a new, more efficient model can save up to 1,000 gallons a month.
- Adjust sprinklers so only your lawn is watered. Apply water only as fast as the soil can absorb it and during the cooler parts of the day to reduce evaporation.
- Teach your kids about water conservation to ensure a future generation that uses water wisely. Make it a family effort to reduce next month's water bill!

Visit www.epa.gov/watersense for more information.

Cross Connection Control Survey

The purpose of this survey is to determine whether a cross-connection may exist at your home or business. A cross connection is an unprotected or improper connection to a public water distribution system that may cause contamination or pollution to enter the system. We are responsible for enforcing cross-connection control

regulations and insuring that no contaminants can, under any flow conditions, enter the distribution system. If you have any of the devices listed below please contact us so that we can discuss the issue, and if needed, survey your connection and assist you in isolating it if that is necessary.

- Boiler/ Radiant heater (water heaters not included)
- Underground lawn sprinkler system
- Pool or hot tub (whirlpool tubs not included)
- Additional source(s) of water on the property
- Decorative pond
- Watering trough

Source Water Protection Tips

Protection of drinking water is everyone's responsibility. You can help protect your community's drinking water source in several ways:

- Eliminate excess use of lawn and garden fertilizers and pesticides - they contain hazardous chemicals that can reach your drinking water source.
- Pick up after your pets.
- If you have your own septic system, properly maintain your system to reduce leaching to water sources or consider connecting to a public water system.
- Dispose of chemicals properly; take used motor oil to a recycling center.
- Volunteer in your community. Find a watershed or wellhead protection organization in your community and volunteer to help. If there are no active groups, consider starting one. Use EPA's Adopt Your Watershed to locate groups in your community, or visit the Watershed Information Network's How to Start a Watershed Team.
- Organize a storm drain stenciling project with your local government or water supplier. Stencil a message next to the street drain reminding people "Dump No Waste - Drains to River" or "Protect Your Water." Produce and distribute a flyer for households to remind residents that storm drains dump directly into your local water body.

Other Information

At the end of this report is a public notice on the effects of excessive fluoride in drinking water. Parents should take note of the possible staining and pitting of permanent teeth of children less than nine years of age that could result from exposure to excessive amounts of fluoride. If you have questions about this report, want additional information about any aspect of your drinking water or want to know how to participate in decisions that may affect the quality of your drinking water, please contact Kenneth W. Sims, Maintenance Supervisor Water Operator at 757-242-4288.

Additional Information for Lead

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. Town of Windsor 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>.

Water Quality Data Table

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of contaminants in water provided by public water systems. The table below lists all of the drinking water contaminants that we detected during the calendar year of this report. Although many more contaminants were tested, only those substances listed below were found in your water. All sources of drinking water contain some naturally occurring contaminants. At low levels, these substances are generally not harmful in our drinking water. Removing all contaminants would be extremely expensive, and in most cases, would not provide increased protection of public health. A few naturally occurring minerals may actually improve the taste of drinking water and have nutritional value at low levels. Unless otherwise noted, the data presented in this table is from testing done in the calendar year of the report. The EPA or the State requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not vary significantly from year to year, or the system is not considered vulnerable to this type of contamination. As such, some of our data, though representative, may be more than one year old. In this table you will find terms and abbreviations that might not be familiar to you. To help you better understand these terms, we have provided the definitions below the table.

Contaminants	MCLG or MRDLG	MCL, TT, or MRDL	Detect In Your Water	Range		Sample Date	Violation	Typical Source
				Low	High			
Inorganic Contaminants								
Fluoride (ppm)	4	4	3.3	2.9	3.7	2014	No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Radioactive Contaminants								
Beta/photon emitters (pCi/L)	0	50	5.4	3.4	5.4	2013	No	Decay of natural and man-made deposits. The EPA considers 50 pCi/L to be the level of concern for Beta particles.
Radium (combined 226/228) (pCi/L)	0	5	.8	NA	.8	2013	No	Erosion of natural deposits
Contaminants	MCLG	AL	Your Water	Sample Date	# Samples Exceeding AL	Exceeds AL	Typical Source	
Inorganic Contaminants								
Copper - action level at consumer taps (ppm)	1.3	1.3	.21	2015	0	No	Corrosion of household plumbing systems; Erosion of natural deposits	
Inorganic Contaminants								
Lead - action level at consumer taps (ppb)	0	15	2.5	2015	0	No	Corrosion of household plumbing systems; Erosion of natural deposits	

Unit Descriptions	
Term	Definition
ppm	ppm: parts per million, or milligrams per liter (mg/L)
ppb	ppb: parts per billion, or micrograms per liter (µg/L)
pCi/L	pCi/L: picocuries per liter (a measure of radioactivity)

Unit Descriptions	
NA	NA: not applicable
ND	ND: Not detected
NR	NR: Monitoring not required, but recommended.

Important Drinking Water Definitions	
Term	Definition
MCLG	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.
MCL	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.
TT	TT: Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water.
AL	AL: Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
Variances and Exemptions	Variances and Exemptions: State or EPA permission not to meet an MCL or a treatment technique under certain conditions.
MRDLG	MRDLG: Maximum residual disinfection 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.
MRDL	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.
MNR	MNR: Monitored Not Regulated
MPL	MPL: State Assigned Maximum Permissible Level

For more information please contact:

Contact Name: Kenneth Sims
Address: 8 East Windsor Blvd
Windsor, VA 23487
Phone: 757-242-4288

Public Notice to Consumers of the Town of Windsor Water System

Date _____

Dear User,

This is an alert about your drinking water and a cosmetic dental problem that might affect children under nine years to age. At low levels, fluoride can help prevent cavities, but children drinking water containing more than 2 milligrams per liter (mg/L) of fluoride may develop cosmetic discoloration of their permanent teeth (dental fluorosis). The drinking water provided by your community water system, the Town of Windsor, has an average fluoride concentration of 3.3 milligrams per liter (mg/L).

Dental fluorosis, in its moderate or severe forms, may result in a brown staining and/or pitting of the permanent teeth. This problem occurs only in development teeth before they erupt from the gums. Children under nine should be provided with alternative sources of drinking water or water that has been treated to remove the fluoride to avoid the possibility of staining and pitting of their permanent teeth. You may also want to contact your dentist about proper use by young children of fluoride-containing products. Older children and adults may safely drink the water.

Drinking water containing more than 4 mg/L of fluoride (the U.S. Environmental Protection Agency's drinking water standard) can increase your risk of developing bone disease. Your drinking water does not contain more than 4 mg/L of fluoride, but we're required to notify you when we discover that the fluoride levels in your drinking water exceed 2 mg/L because of this cosmetic dental problem.

For more information, please call **Mr. Kenneth Sims of the Town of Windsor at (757) 242 - 4288**. Some home water treatment units are also available to remove fluoride from drinking water. To learn more about available home water treatment units, you may call the NSF International at 1-877-NSF-HELP.

PUBLIC NOTIFICATION COMPLETION REPORT*
(FOR FLUORIDE)

I hereby certify that the attached public notice was provided to the public concerned with the **Town of Windsor** waterworks located in Isle of Wight County.

This Public Notice was:

- Enclosed with water bills _____ \ _____ \
(Date)

- By direct mail on _____ \ _____ \
(Date)

- Other (explain) _____ Included with Consumer Confidence Report Distribution _____

(Owner's Signature)

Return to:

Environmental Engineering
Field Office - Southeast VA
830 Southampton Avenue, Room 2058
Norfolk, Virginia 23510

Permit No. **3033900**
 2016

*Please enclose sample of public notice used with this report before returning to this office.

CONSUMER CONFIDENCE REPORT CERTIFICATION

Waterworks Name Town of Windsor PWSID No. 3033900

Instructions for completing this certification form:

- All systems must sign and date Part A and return the completed form to the VDH-Office of Drinking Water Field Office by October 1st to verify that CCR distribution was completed by July 1st.
- Systems serving 10,000 or more persons must fill out Parts B and D.
- Systems serving fewer than 10,000 persons but not electing to use a mailing waiver must fill out Parts B and D.
- Systems serving fewer than 10,000 persons electing to use a mailing waiver must fill out Part C.
- Reminder – Copy of CCR is required to be given to VDH at the same time as it is delivered to customers.

Part A – I certify that the Consumer Confidence Report for calendar year 2016 has been prepared and distributed directly to customers in conformance with state and federal drinking water regulations governing consumer confidence reports. The distribution or publication was completed on the following date: _____.

Signature _____ Date _____

Title _____ Telephone _____

Part B – Systems serving 10,000 or more persons and systems serving fewer than 10,000 persons not electing to use a mailing waiver. Check all that apply. NA

Part C – Systems serving fewer than 10,000 persons electing to use a mailing waiver. All 3 items listed below apply, so all 3 must be checked. *Include a copy of CCR with this certification.*

- () CCR published in its entirety in local newspaper of general circulation in the area.
- () Customers informed in newspaper that CCR will not be mailed. If other method used to inform customers, describe:
 - [] separate newspaper notice [] mail
 - [] door-to-door [] posting
 - [] other method _____
- () Customers and public informed in newspaper that CCR is available upon request.

Part D – Good faith effort to reach non-bill paying consumers. Check all that apply. One or more is required.

- () posted CCR on Internet () mailed CCR to postal patrons
- () published CCR in local newspaper () delivered CCR to community organizations
- () advertised CCR availability in local news media () posted CCR in public places - libraries, schools, community centers
- () delivered multiple copies of CCR to single bill addresses serving multiple people
- () other methods _____