

PAWTUCKET WATER SUPPLY BOARD

The Pawtucket Water Supply Board is a semi-autonomous agency of the City of Pawtucket, Rhode Island. The Pawtucket Water Supply Board operates a water system that serves the Cities of Pawtucket and Central Falls and the Valley Falls section of Cumberland. The Town of Cumberland purchases wholesale water from the Pawtucket Water Supply Board.

The Pawtucket Water Supply Board of Directors is comprised of six members. Four of those members are appointed by the Mayor of the City of Pawtucket and confirmed by the Pawtucket City Council. The fifth member is the Finance Director of the City of Pawtucket, who serves ex-officio. The sixth member is a City Councilor appointed by the Pawtucket City Council.

The current board is: William Masuck, Chairperson, Donald Barbeau, Vice Chairperson, Pamela Braman, James Bradford, Ronald Wunschel, City of Pawtucket Finance Director, and Thomas Hodge, Pawtucket City Councilor.

MESSAGE FROM THE BOARD

The Pawtucket Water Supply Board (PWSB) is pleased to present this annual Consumer Confidence Report. The PWSB continues to produce and deliver high quality drinking water which meets or exceeds regulations set forth by the Federal Safe Drinking Water Act (SDWA). In addition to the recent construction of a new state of the art water treatment plant, the PWSB will continue an aggressive capital improvement program which consists of the replacement or cleaning and lining of the distribution system piping network. In 2009, the PWSB replaced or cleaned and lined 12.5 miles of water main. The entire system is expected to be completed by 2016.

This report contains information and data regarding water quality, health information and financing. PWSB customers can look forward to the continued delivery of high quality drinking water well into the future. I trust that you will find the 2009 Consumer Confidence Report to be useful and informative.



William W. Masuck,
Chairperson

**Safe Drinking Water
Hotline (800) 426-4791**

For more information, call the

Pawtucket Water Supply Board at (401) 729-5000.
You can also learn more about the Pawtucket Water Supply Board water system at
www.pwsb.org

Pawtucket Water has been delivering safe, dependable drinking water 7 days a week 24 hours a day since February 2, 1878, when water was turned on to the Town and its 24 mile distribution system.

THE WATER IS SAFE TO DRINK

The Pawtucket Water Supply Board (PWSB) ensures the safety of the drinking water provided to the customer through a program of monitoring and testing. The PWSB Water Quality Laboratory and the RI Department of Health (RIDOH) extensively monitor the water both before and after the treatment process. The water quality is monitored even after it goes through the distribution mains and is delivered to the customer. There are numerous federal and state regulations that govern drinking water. These regulations provide structure on how, when and why samples are to be taken. The regulations tell the water supplier what to monitor, how often the tests should be run and how much of something can be present in the water. At the present time, there are over 70 regulated contaminants and over 30 unregulated contaminants that must be monitored by PWSB. The PWSB, with help from RIDOH, tests for over 170 different contaminants in your drinking water. These tests are performed daily, monthly, quarterly, or yearly as required.

The water delivered to the customer is monitored daily for turbidity, pH, color, odor, fluoride, and bacteriological contamination. The Water Quality Laboratory collects over 20 samples every day with an average of 600 samples taken each month. By sampling so often we are not only meeting federal and state regulations, we are ensuring that the water we provide our customers is SAFE to drink.

The table included in this report only lists those results that had detectable amounts of contaminant. All of the results reported are below the maximum contaminant level set by regulations. If you would like a complete listing of all the analysis done on the water, please call the PWSB Water Quality Laboratory at 727-4300 ext 1. You can also visit our web site at www.PWSB.org to find this listing and other helpful information.

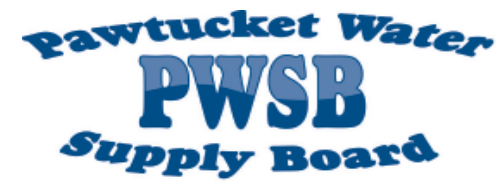
WATER QUALITY REPORT

Pawtucket Water is pleased to present a summary of the quality of the drinking water provided to you, our customers, during the past year. The Safe Drinking Water Act (SDWA) requires all water utilities to issue an annual "Consumer Confidence" report to its customers. This is the eleventh in a series of reports intended to promote increased consumer awareness of the quality of their water and the actions their utility is taking to insure continued safe drinking water. Our report details where your water originates, what it contains and how it compares to standards established by the federal government. Rest assured, Pawtucket Water and its employees are committed to providing our customers with the safest and most reliable drinking water possible.

If you have any questions concerning this report please feel free to contact the Water Quality Supervisor at the PWSB Water Quality Laboratory, 727-4300 ext.1.

MISSION STATEMENT

The mission of the Pawtucket Water Supply Board (PWSB) is to continue to implement comprehensive strategies to facilitate a water supply, transmission, and distribution system for our customers at an affordable rate that provides a reliable safe supply of potable water, in accordance with Federal and State Safe Drinking Water Act requirements, for domestic, commercial, industrial, municipal, fire flow, and all other needs.



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2010 CONSUMER CONFIDENCE REPORT

As required by the Environmental Protection Agency, a Department of the US Government.



Reporting Period from January 1, 2009 - December 31, 2009

How do I read this table?

It's easy! This table shows the results of our water-quality analyses. Every regulated contaminant that we detected in the water, even in the most minute traces, is listed here along with the highest levels allowed by regulation (MCL), the ideal goals for public health, the amounts detected, the usual sources of such contamination, footnotes explaining our findings and a key to units of measurement.

Regulated Substances	Period	Unit	MCL	MCLG	Detected level	Range	Major sources	SDWA Violation
Fluoride ¹	2009	ppm	4	4	1.16	.68 - 1.16	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fretilizers and aluminum factories.	NO
Copper ²	2007	ppm	AL=1.3	1.3	0.078	< 0.0034 - 0.115	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives.	NO
Lead ³	2007	ppb	AL=15	15	4.2	< 0.5 - 45.1	Corrosion of household plumbing systems; Erosion of natural deposits.	NO
Barium	2009	ppm	2	2	0.041	NA	Erosion of natural deposits.	
Total Organic Carbon (TOC)	2009	Removal Ratio Result	TT	NA	1.05 ⁶	1.05 - 1.90	Naturally present in the Environment	NO
Total Coliform Bacteria	2009	NA	Presence of Coliform bacteria in ≤5% of monthly Samples	0	1.08%	0.0 % - 1.08%	Naturally present in the Environment	NO
Turbidity ⁴	2009	NTU	TT	0	0.17	0.01 - 0.17	Soil run off	NO
Nitrate	2009	ppm	10	10	0.54	NA	Erosion of natural deposits. Run off of fertilizer. Septic systems.	
Total Trihalomethanes (TTHM)	2009	ppb	80	NA	40.63 ⁶	17.3 - 52.2	By-product of drinking water chlorination	NO
Haloacetic Acids (HAA5) ⁵	2009	ppb	60	NA	27.63 ⁶	9.8 - 29.5	By-product of drinking water chlorination	NO
Unregulated Substances	Period	Unit	MCL	MCGL	Detected level	Range	Major sources	SDWA Violation
Sodium	2009	ppm	100	NA	40.0	26.8 - 40.0	Erosion of natural deposits; addition of chemical for pH adjustment coagulation.	NO

1 Pawtucket Water adds fluoride to its treated water as an aid in dental prevention in young children.
2 @90th percentile, no site exceeded Action Level.
3 @90th percentile, no site exceeded Action Level. There was one site that exceeded the Action Level for Lead. If present elevated levels 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. The Pawtucket Water Supply board 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>.
4 For 2009, 0.17 ntu was the highest single turbidity measurement recorded. The lowest monthly percentage of samples meeting turbidity limit was 100%.
5 These results represent the sum of 5 Haloacetic acids. HAA5s are required monitoring under the Disinfection By-Product regulation.
6 Running Annual Average.

Definitions:
Maximum Contaminant Level or MCL: The highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCLG's as feasible, using the best available treatment technology.
Maximum Contaminant Level Goal or MCLG: 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.
Action Level (AL): The concentration of a contaminant which, if exceeded, triggers treatment or other requirement that a water system must follow.
Treatment Technique (TT): a required process intended to reduce the level of a contaminant in drinking water.
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.

Key To Table
AL = Action Level
MCL = Maximum Contaminant Level
MCLG = Maximum Contaminant Level Goal
NTU = Nephelometric Turbidity Units
ppm = parts per million, or milligrams per liter (mg/l)
ppb = parts per billion or micrograms per liter (ug/l)
TT = Treatment Technique
n/a = not applicable

How Can You Be Involved?

Meetings of the Pawtucket Water Supply Board begin at 5 P.M. on the second Tuesday of every month and are open to the public. Meetings are held in the Board's conference room at 85 Branch Street headquarters in Pawtucket.

El informe contiene informacion importante sobre la calidad del agua en su comunidad. Traduzcalo o hable con alguien que lo entienda bien.

Additional Health Information

To ensure that tap water is safe to drink, EPA prescribes limits on the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled 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 risk and effects can be obtained by calling the Environmental Protection Agency's 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 mineral and radioactive material and can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source water include:
(A) Microbial contaminants, such as viruses and bacteria which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
(B) Inorganic contaminants, such as salts and metals, which can be naturally- occurring or results from urban storm runoff, industrial or domestic waste- water discharges, oil and gas production, mining and farming.
(C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, storm water runoff and residential uses
(D) Organic chemical contaminants, including synthetic and volatile organics, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff and septic systems
(E) Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities. In order to ensure the tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems.

Some people may be more vulnerable to contaminants in drinking water than is the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, persons with HIV/AIDS and/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, Environmental Protection Agency, and/or Center for Disease Control. Guidelines on appropriate means to lessen the risk of infection by Cryptosporidium are available from the Safe Drinking Water Hotline: **(800) 426-4791**.

Source Water Assessment

The RI Department of Health and the University of Rhode Island, in cooperation with other state and federal agencies, have assessed the threats to PWSB's water supply sources. The assessment considered the intensity of development, the presence of businesses and facilities that use, store or generate potential contaminants, how easily contaminants may move through the soils in the Source Water Protection Area (SWPA), and the sampling history of the water.
Our monitoring program continues to assure that the water delivered to your home is safe and wholesome. However, the assessment found that the water source is at "MEDIUM" risk of contamination. Protection efforts are necessary to assure continued water quality. The complete source Water Assessment Report is now available.

Water Conservation Tips

The Pawtucket Water Supply Board strongly encourages its' customers to conserve water. By doing so, you will not only save on your water bill, you will also save on sewer and septic system cost. For more information on water saving appliances, please log on to: www.epa.gov/watersense.
• Use water consuming appliances such as dishwashers and washer machines only when necessary.
• Wash only full loads of clothing and dishes.
• Make sure your faucets and toilets do not have any leaks.
• Check plumbing for leaks.
• Make sure new faucets, toilets and appliances are water efficient models.
• Take shorter showers.
• Turn off the tap while brushing your teeth, shaving or rinsing dishes.
• Don't pour water down the drain if it can be used for other things such as plant watering.
• Sweep your driveway and walks instead of using a hose to wash them down.

Financing of the PWSB

The PWSB operates as an enterprise fund. As such its costs and expenses including debt service are recovered from user charges. The PWSB is required to maintain its books and records in accordance with generally accepted accounting principles as applied to government agencies.
The PWSB utilizes the National Association of Regulated Utility Commissioners system of accounts. This system is audited annually. The PWSB is required to file quarterly and annual reports with the Rhode Island Public Utilities Commission.
The Rhode Island Public Utilities Commission regulates the rates the PWSB charges. Rate increases are granted in the form of gross revenues required to operate the water supply system. The Public Utilities Commission is a three person quasi-judicial body that rules on proposed rate increases after considering relevant positions and testimony relative to the proposed rate increase. The Division of the Public Untilies Commission is represented by the State Attorney General's office as the advocate of the rate payer. From the date the request to increase rates is filed to the granting of an increase takes up to seven months.
The PWSB uses a quarterly billing cycle, so with bills payable in thirty days the PWSB does not receive the full effect of the revenue increase for seven months. If you add in the time from the filing date for the PWSB to realize the full effect of the revenue increase it takes thirteen months.

Those of you who have questions may email through www.pwsb.org and/or contact the Chief Engineer at: **401-729-5001**