



2024
CONSUMER
CONFIDENCE

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



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 twenty-seventh 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 ensure 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.102.

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 a 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. 102. You can also visit our web site at www.pwsb.org to find this listing and other helpful information.

Reporting Period from January 1, 2024 - December 31, 2024

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 can be found on the next page.

Regulated Substances	Period	Unit	MCL	MCLG	Detected level	Range	Major sources	SDWA Violation
Fluoride ¹	2024	ppm	4	4	0.87	0.37 - 0.87	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizers and aluminum factories.	NO
Copper ²	2022	ppm	AL=1.3	1.3	0.25	0.035 - 0.31	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives.	NO
Lead ³	2022	ppb	AL=15	0	<1.0	<1.0 - 1	Corrosion of household plumbing systems; Erosion of natural deposits.	NO
Total Organic Carbon (TOC)	2024	Removal Ratio Result	TT	NA	1.40 ⁵	1.40 - 1.90	Naturally present in the environment.	NO
Total Coliform Bacteria	2024	NA	Presence of Coliform bacteria in ≤5% of monthly samples	0	0.66%	0% - 0.66%	Naturally present in the environment.	NO
Turbidity ⁴	2024	NTU	TT	0	0.488	0.045 - 0.488	Soil runoff.	NO
Chlorine	2024	ppm	4	4	0.96 ⁵	0.02 - 1.96	Water additive used to control microbes.	NO
Nitrate	2024	ppm	10	10	3.88	0.63 - 3.88	Erosion of natural deposits. Runoff of fertilizer. Septic systems.	NO
Total Trihalomethanes (TTHM)	2024	ppb	80	NA	50.8 ⁷	17.9 - 69.7	By-product of drinking water chlorination.	NO
Haloacetic Acids (HAA5) ⁶	2024	ppb	60	NA	28.9 ⁷	4.5 - 35.0	By-product of drinking water chlorination.	NO
Barium	2024	ppm	2	2	0.027	0.027	Erosion of natural deposits.	NO
Combined Radium 226/228	2009	pCi/L	5	0	1.02	1.02	Erosion of natural deposits.	NO
TOTAL RI REGULATED PFAS (SUM OF 6)⁸	Period	Unit	MCL	MCLG	Detected level	Range	Major sources	
PFHpA	2024	ppt	Total of six <20	0	0.74	NA	man made chemicals used to make household and commercial products that resist heat and chemical reactions and repel oil, stains, grease and water	
PFOA	2024	ppt	Total of six <20	0	2.29	NA		
PFOS	2024	ppt	Total of six <20	0	1.19	NA		
Total RI Regulated PFAS (Sum of 6)⁸	2024	ppt	Total of six <20	0	2.29	NA		NO
Unregulated Substances	Period	Unit	MCL	MCLG	Detected level	Range	Major sources	
Sodium	2024	ppm	100	NA	37.0	27.9 - 37.0	Erosion of natural deposits.	NO
Unregulated Contaminant Monitoring Rule 4⁹	Period	Unit	MCL	MCLG	Detected level average	Range	Major sources	
Manganese	2019	ppb	300 ¹⁰	NA	29.7	17.5 - 43.7	Erosion of natural deposits.	NO
Unregulated Contaminant Monitoring Rule 5⁹	Period	Unit	MCL	MCLG	Detected level average	Range	Major sources	
1H,1H,2H,2H-Perfluorooctanesulfonic Acid (6:2FTS)	2023	ppt	NA	NA	1.5	<5 - 6.0	man made chemicals used to make household and commercial products that resist heat and chemical reactions and repel oil, stains, grease and water	NO

Footnotes:

- 1 Pawtucket Water adds fluoride to its treated water to prevent tooth decay and improve dental health in children.
- 2 @90th percentile, no site exceeded Action Level.
- 3 @90th percentile, no site exceeded Action Level. Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. Pawtucket Water Supply Board is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, contact Pawtucket Water Supply Board (401) 729-5000. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <https://www.epa.gov/safewater/lead>.
- 4 For 2024, 0.488 ntu was the highest single turbidity measurement recorded. The lowest monthly percentage of samples meeting turbidity limit was 98.99%.
- 5 Running Annual Average.
- 6 These results represent the sum of 5 Haloacetic acids. HAA5s are required monitoring under the Disinfection By-Product regulation.
- 7 Locational Running Annual Average.
- 8 The RIDOH Center for Drinking Water Quality has required that concentrations listed in the table for TOTAL RI REGULATED PFAS (SUM OF 6) include only those of the RI Regulated PFAS analytes that are above or equal to 2.00 ppt. Please note that the laboratory reporting limit for these analytes is 1.00 ppt, therefore any concentrations detected for those analytes between 1.00 ppt and 1.99 ppt will NOT be reflected in the TOTAL.
- 9 Unregulated contaminants are those that don't yet have a drinking water standard set by USEPA. The purpose for monitoring for these contaminants is to help the EPA determine the occurrence of these contaminants in drinking water and whether further regulation is warranted. For a copy of all results please contact the Pawtucket Water Supply Board.
- 10 EPA established a 10-day Health Advisory for Manganese of 300 parts per billion

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 (µg/L)

ppt = parts per trillion, or nanograms per liter (ng/L)

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, James Bradford, Vice Chairperson, Mark Theroux, Robert Benson, Jeannine Bourski, City of Pawtucket Deputy Finance Director and Roberto Moreno, 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). The PWSB will continue an aggressive capital improvement program which consists of the replacement or cleaning and lining of the distribution system piping network. The entire system is expected to be completed by 2025.

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 2024 Consumer Confidence Report to be useful and informative.



William W. Masuck
Chairperson

Source Water

The Pawtucket Water Supply Board supplies its customers with surface water and groundwater from the Abbott Run watershed. The Abbott Run watershed is approximately 27.4 square miles. The Pawtucket Water Supply Board owns 3.2 square miles of watershed property and has purchased an additional 325 acres of conservation easements to protect raw water quality of the reservoirs.

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.

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.

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 result from urban storm water runoff, industrial or domestic wastewater 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**.

Lead in Home Plumbing

To address lead in drinking water, public water systems were required to develop and maintain an inventory of service line materials by October 16, 2024. Developing an inventory and identifying the location of lead service lines (LSL) is the first step for beginning LSL replacement and protecting public health. The lead service inventory may be viewed at pwsb.org/customers/lead and lead service line/click here to view the PWSB water service line inventory. Please contact us if you would like more information about the inventory or any lead sampling that has been done.

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 at <http://web.uri.edu/nemo/source-water-protection/>.

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.

- 1 Use water consuming appliances such as dishwashers and washer machines only when necessary.
- 1 Wash only full loads of clothing and dishes.
- 1 Make sure your faucets and toilets do not have any leaks.
- 1 Check plumbing for leaks.
- 1 Make sure new faucets, toilets and appliances are water efficient models.
- 1 Take shorter showers.
- 1 Turn off the tap while brushing your teeth, shaving or rinsing dishes.
- 1 Don't pour water down the drain if it can be used for other things such as plant watering.

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 Utilities 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.

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**

PUBLIC NOTICE
IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Monitoring Requirements Not Met for Pawtucket Water Supply Board Veolia-North America Public Water System

PWS# RI1592021

Our water system violated a drinking water standard over the past year. This was an administrative reporting violation and at no time was water quality negatively impacted. Although this was not an emergency, as our customers, you have the right to know what happened and what we did to correct the situation.

We are required to report the monitoring results of your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. The Pawtucket Water Supply Board (PWSB) contracts with VEOLIA-North America, to operate the Water Treatment Plant and Laboratory. The laboratory is responsible for collecting and analyzing water samples and preparing monthly reports for Rhode Island Department of Health (RIDOH).

Results for monthly total coliform (bacteria) sample results are reported to the RIDOH electronically using a multi-step process. The February 2025 (2/1/2025-2/28/2025) results were correctly uploaded by the due date of 3/10/2025. However, these results were not certified and submitted until 3/12/2025. The subsequent action of certifying and submitting the results returned the PWSB to compliance regarding this violation.

What should I do? There is nothing you need to do at this time.

What is being done?

A corrective action plan has been created to prevent future late submissions to the Rhode Island Department of Health. This plan includes a new review process for all files and the development of a formal verification procedure. This plan will ensure that all future laboratory results are uploaded, verified and submitted within the first ten days following the end of each monitoring period.

For more information, please contact James DeCelles at 401-729-5001

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools and businesses). You can do this by posting this notice in a public place or by distributing copies by hand or mail.

Dated: June 5, 2025