

Norwich Public Utilities

September 2018

Fact sheet on NPU water Issue:

Based on recent testing, at a single testing location, NPU has exceeded the newly revised maximum contaminant level in our water for trihalomethanes (TTHMs) as set by the U.S. Environmental Protection Agency (EPA).

First and foremost, NPU's water supply remains safe and the levels by which we've occasionally exceeded the new standards do not pose a health risk to our customers.

In other words, from time to time, there is an organic compound in our water at a slightly higher level than is allowed under new federal regulations.

TTHMs are created when methane from organic material in the water entering our system interacts with chlorine, which is used to disinfect the water before it is sent to our customers. Our testing reveals that NPU's level of TTHMs is occasionally slightly above the recently revised allowable amount as set by the EPA.

- The EPA's standard is 0.080 mg/L (parts per million). NPU's levels have, at one location was 0.084 parts per million and at another location was 0.083 parts per million.
- To put this into perspective: the revised standard is the equivalent of 8 cents out of \$1,000,000; NPU's levels have been the equivalent of 8.4 and 8.3 cents out of \$1,000,000.*

We are developing a comprehensive communications plan to inform our customers and to answer their questions:

- We will provide public notification on all customer bills in September.
- A legal notice will appear in the Day
- We will also provide additional information and perspective to our customers on this important issue via:
 - o NPU website
 - o NPU Customer Service Center

Our plans to address this issue have been reviewed and approved by the State of Connecticut's Department of Health.

We are evaluating operational and logistical options that should help us consistently meet these revised standards, such as targeted system flushing and other means to manage system demands and the length of time water remains in our system (water age).