

# NPU's Water Testing Program

There is no higher priority for Norwich Public Utilities (NPU) than the health and safety of our customers. Every day, NPU provides approximately 4.5 million gallons of clean drinking water through 196 miles of water mains to nearly 11,000 customers in Norwich, Preston, Bozrah, Franklin, Montville, Lebanon, Sprague, Lisbon and the Mohegan Sun.

Because of NPU's very strong public health and safety record, we are required to test our system for lead and copper on a less frequent basis – every three years - than some other communities. Our testing will take place between July and September of this year.

While a great deal of attention has been paid to the situation with the public water system in Flint, Michigan, it is important to keep in mind the important distinction between that community and ours.

As part of our treatment process, NPU adds a tiny amount of orthophosphate to our water before it is distributed to customers. This chemical minimizes the potential corrosion of lead pipes in the older homes in our service territory. In Flint, this critical step was not taken as a cost-saving measure, and many believe this failure was a major contributor to the ongoing crisis in that community.

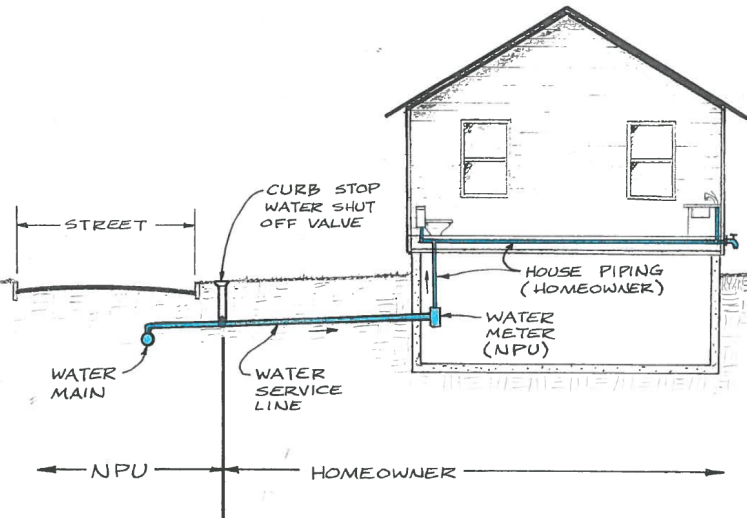
NPU has conducted extensive inspections of both our infrastructure and historical records and have not identified any lead service pipes on our property. However, our NPU's water infrastructure ends at the property line of the residences and businesses we serve. (See diagram above.)

Given the age of the housing stock in Norwich and the other communities we serve, it is probable that a very small percentage of residences may still have lead water services on their property.

## NPU's lead and copper testing program for 2016

Between July and September 2016, NPU will collect and analyze water samples from 30 residential locations in our service territory as part of our regularly scheduled testing program. Our plan has been accepted by the State of Connecticut Department of Public Health.

As we have in the past, NPU will share the results of our testing process with the public once they have been reviewed and analyzed.



## If your home has a lead service line:

If you believe your home has a lead service line, has copper plumbing with lead solder, or fixtures containing lead, NPU encourages you to:

- Have your system inspected by a reputable plumber or plumbing contractor who can tell you for sure if you have a lead service, check for lead solders on internal pipes, and look for fixtures that may contain lead.
- Only use water from the cold tap for drinking or cooking. Lead leaches more easily into hot water than cold.
- If water has been idle in your pipes for more than six hours, this "old water" should be flushed out by running the water for a few minutes. To avoid wasting water, use the water for plants, taking a shower, flushing a toilet, or doing laundry.
- Make every effort to remove the "old water" from your system before anyone consumes the water in coffee, juice, hot cereal or baby formula.
- The only way to know for sure if you have lead in your water is to have it tested by a certified laboratory. Home test kits are also available, but we cannot attest to their accuracy.

# Upgrades to the NPU water infrastructure

NPU is in the midst of more than \$22 million of improvements to our water infrastructure, work that was being planned, designed and in many cases well underway before the situation in Flint came to light. This work to modernize our water infrastructure began in 2010 and includes:

- The construction of a new, 1 million gallon water tank in Lebanon, adjacent to our Deep River facility, which gives us additional operational and strategic options throughout the year.
- Recently completed upgrades of the pumps, chemical feed system, and other internal operations control equipment at our Deep River Water Treatment Facility. This entailed replacing equipment that was installed in the 1960s and ran 24 hours a day, 7 days a week, every day of the year.
- We are designing a modern water tank to replace the 1960s-era tank in Mohegan Park which serves as a strategically important storage facility in the center of Norwich. This new tank will help reduce the age of the water in our system.
- Replacing the clarifier stage of our treatment process with a Dissolved Air Flotation (DAF) system at our Stony Brook Water Treatment Facility, an important part of modernizing our water treatment process.



## NPU commitment to public outreach

We are committed to providing the public with regular updates on the schedule, progress and benefits of these important projects through:

- Traditional and social media outreach
- NPYou! and Primary Lines, our newsletters for residential and commercial customers
- Regular updates via the NPU website.



**Norwich  
Public Utilities**