

**TOWN OF PORTLAND
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Districts 2 and 4
2013 WATER QUALITY REPORT**

Once again, we proudly present our annual water quality report. This edition covers all testing completed from January through December 2013. We are pleased to tell you that our compliance with all state and federal drinking water laws remains exemplary. As in the past, we are committed to delivering the best quality drinking water. To that end, we remain vigilant in meeting the challenges of source water protection, and community education while continuing to serve the needs of all of our water users.

MARK OF EXCELLENCE

Since the beginning, the Town of Portland's goal has been to produce the safest and highest quality drinking water for all its customers. We are proud of our history of quality service. To maintain our commitment to you, our water department personnel routinely collect and test water samples every stop of the way - from the source waters right to your home - checking purity and identifying potential problems. The City of Dunkirk, our supplier of water, treatment plant is constantly maintained, evaluated and upgraded to stay abreast of advancements in technology, health science and government regulations. Their water quality lab is the heart of the quality assurance program. Staffed by highly trained people, the state certified lab has the latest, most sophisticated instruments and can assure water samples are promptly and carefully analyzed. Through foresight and planning, efficiency in operations, and focus on excellence in customer service, they provide you the best quality drinking water at an economical price well into the 21st century.

SAFE WATER DRINKING ACT

Under the Safe Drinking Water Act (SDWA), EPA is responsible for setting national limits for hundreds of substances in drinking water and also specifies various treatments that water systems must use to remove these standards. Similarly, FDA regulations establish limits for contaminants in bottled water, which must provide the same protection for public health. Each system continually monitors for these substances and reports directly to the EPA if they were detected in the drinking water. EPA uses these data to ensure that consumers are receiving clean water and verify that states are enforcing laws that regulate drinking water.

This publication conforms to the new federal regulation under SDWA requiring water utilities to provide detailed water quality information to each of their customers annually. We are committed to providing you with this information about your water supply, because customers who are well informed are our best allies in supporting improvements necessary to maintain the highest drinking water standards.

You are invited to participate in our public forum and voice your concerns about your drinking water. We meet the second Wednesday of every month beginning at 7:00pm, at the Portland Town Hall, 87 West Main Street, Brocton, New York 14716. For more information about this report, or for any questions relating to your drinking water, please call Drew Smith (Water Department Supervisor) at 716 792 1900.

WHERE DOES MY WATER COME FROM?

The Town of Portland Water Company customers are fortunate because we enjoy an abundant water supply from Lake Erie. Strict international laws are instrumental in ensuring the lake will continue to be a source of high quality water in Western New York. The City of Dunkirk, our supplier of water, treatment facility provided roughly 1.25 billion gallons of clean drinking water last year.

HOW IS MY WATER TREATED AND PURIFIED?

The treatment process consists of a series of steps. First, raw water flows by gravity through a 36-inch pipe located approximately 1 mile out in the lake. Low lift pumps pump the water through a pre-chlorination process and to our chemical building where a coagulant, polyaluminium chloride is added at the rapid mix.

- The coagulant causes dirt, clay, bacteria and organic material in the water to adhere together into floc. From the rapid mix, the water moves to flocculation chambers where large paddles slowly mix the water, allowing the floc particles to grow bigger. The water then flows to the sedimentation basins where the majority of the floc settles to the bottom and is removed later. From here water flows into the filter beds, where it slows down through the layers of media thus trapping the remaining floc particles. The filtered water travels to clear wells where the water is given final chlorination to maintain chlorine residual in the distribution system. High lift pumps pump the water from the clear well out into the distribution system to storage tanks and to our customers.

SUBSTANCES EXPECTED TO BE IN DRINKING WATER

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, can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source water include: microbial contaminants, such as viruses and bacteria, which 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 storm water 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 storm water 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, which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

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 the water poses a health risk. Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS 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. *EPS/CDC* guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

DRINKING WATER IMPROVEMENT PROJECTS

During 2012, the City of Dunkirk finished replacing valves and controllers for all the filter beds, continued construction for all the filter beds, continued construction of the new Willowbrook storage tank, replaced more doors and did more brick re-pointing, finished the complete retro fit of #6 filter bed, and installed new VFD units at the Main St. booster station.

Needed Improvements:

- More door replacement and brick re-pointing
- Replace the backwash water tank
- Replace/repair the trac vac system
- Replace roof high-lift pump station
- Upgrade electrical system
- Coat interior of Benton Storage tank
- Finish Phase 11 of filter renovations
- New flocculation chamber mechanical drives& effluent manifold
- Window replacement
- Flow Meters on potable water lines entering the filter plant building
- New 30-inch sedimentation basin effluent butterfly valve

Portland's improvements for 2014:

- Replacement of all meter's

CLOSING

Thank you for allowing us to continue to provide your family with quality drinking water this year. We ask that all our customers help us protect our water sources, which are the heart of our community. Please call our office if you have any questions.

Sincerely,
Drew Smith
Portland Water Supervisor
And
Portland Town Board

U.S. EPA HOTLINE

For information about your drinking water. Call U.S. EPA's Safe Drinking Water Hotline at 1-800-426-4791.

“This institution is an equal opportunity provider and employer”

FOR MORE INFORMATION

In association with the publishers of this report, we are excited to offer you an additional valuable resource. From Gem Groups' Web site (www.gemgrp.com) you will be able to learn more about the health effects relating to substances that might be found in drinking water. Also, you will find a number of resources for information on drinking water.

HOW WILL I KNOW IF THERE'S A PROBLEM WITH MY WATER?

If the amount of a contaminant exceeds a predetermined safe level in your drinking water (MCL, Action Level, etc.), we will notify you via newspapers, radio, TV and other means within 24 hours. With the notification, you will be instructed on what appropriate actions you can take to protect your family's health.

WHAT'S IN MY WATER?

We are proud to report that during the past year, the water delivered to your home or business complied with, or did better than all state and federal drinking water requirements. For your information, we have compiled a list in the table below showing what substances were detected in our drinking water during 2007. Although all of the substances listed below are under the Maximum Contaminant Level (MCL) set by U.S. EPA, and therefore not expected to cause any health risks, we feel it is important that you know exactly what was detected and how much of the substance was present in the water.

TABLE DEFINITIONS

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCL's as feasible using the best available treatment technology.

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLG's allow for a margin of safety.

Picocuries per liter (pCi/L): Measurement of the natural rate of disintegration.

Parts per million (ppm): One part per million (or milligrams per liter) is equivalent to one penny in \$10,000. **Parts per trillion (ppt):** One part per trillion (or nanograms per liter) corresponds to one penny in \$10,000,000,000.

Parts per quadrillion (ppq): One part per quadrillion (or picograms per liter) corresponds to one penny in \$10,000,000,000,000.

Million fibers per liter (MFL): Measurement of the amount of fibrous material in one liter of sample.

Nephelometric Turbidity Units (NTU): Measurement of the clarity, or turbidity, of water.

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.

Action Level (AL): The concentration of a contaminant, which exceeded, triggers treatment or other requirements which a water system must follow.

Variations and Exemptions: State or EPA permission not to meet an MCL or a treatment technique under certain conditions.

n/a: not applicable