



2012 CONSUMER CONFIDENCE REPORT (CCR)

We are pleased to present this year's Consumer Confidence Report (CCR). This report is a requirement of the Federal Environmental Protection Agency, and is designed to inform you about the quality of water and services we deliver to you every day. Our constant goal is to provide you with a safe and dependable supply of drinking water. The source water assessment for New Richmond Utilities is available by contacting our office. The City of New Richmond's water supply is obtained from five wells located within the city. These wells draw water from the Trempealeau sandstone aquifer. Three are 802 ft. deep, and the other two are 350 ft. deep. We have two water towers: one has a capacity of 300,000 gallons and the other 250,000 gallons. There are approximately 80 miles of water main ranging in size from 4 to 16 inches in diameter with approximately 3,939 service connections.

If you have any questions about this report or concerning your water utility, please contact **Bob Meyer, Water Superintendent at (715) 243-0436**. We want our valued customers to be informed about their water utility. If you want to learn more, please attend any of our regularly scheduled Utility Commission meetings. They are held on the **first Tuesday of the month in the City Administrator's office, 156 East First Street, New Richmond, WI**, please contact the Utility Office for meeting times.

The New Richmond Water Utilities routinely monitors for contaminants in your drinking water according to Federal and State laws. The tables below show results of our monitoring for the period of January 1 to December 31, 2012. The state allows us to monitor for certain contaminants less than once per year because the concentrations of the contaminants are not expected to vary significantly from year to year. In the tables, located in this report, you will find many terms and abbreviations you might not be familiar with, following are the definitions:

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

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

MCLG: Maximum Contaminant Level Goal: 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.

ppm: parts per million, or milligrams per liter (mg/l)

ppb: parts per billion, or micrograms per liter (ug/l)

pCi/l: Picocuries per liter (a measure of radioactivity)

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, and can pick up substances resulting from the presence of animals or from human activity. Contaminants in drinking water may 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 stormwater 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 stormwater runoff and residential uses.

Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also, come from gas stations, urban stormwater 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 that limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water, which shall provide the same protection for public health.

Number of contaminants required to be tested: This includes all contaminants that were required to be tested in the last 5 years. The CCR may contain up to five years worth of water quality results. If a water system tests annually, or more frequently, the results from the most recent year are shown on the CCR. If testing is done less frequently, the results shown on the CCR are from the past five years. Disinfection Byproducts: 2, Inorganic Contaminants: 16, Microbiological Contaminants: 3, Radioactive Contaminants: 4, Unregulated Contaminants: 4, Volatile Organic Contaminants: 20, Synthetic Organic Contaminants including pesticides, and herbicides: 23.

<u>Inorganic Contaminants</u>	MCL	MCLG	LEVEL FOUND	RANGE	SAMPLE DATE (IF PRIOR TO 2012)	VIOLATION	TYPICAL SOURCE OF CONTAMINANT
Barium (ppm)	2	2	0.020	.004-.020	6/8/11	No	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Copper (ppm)	AL=1.3	1.3	0.131	0 of 40 results were above the action level		No	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Fluoride (ppm)	4	4	.4	.3-.6		No	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Lead (ppb)	AL=15	0	5.00	2 of 40 results were above the action level		*	Corrosion of household plumbing systems; erosion of natural deposits

Nitrate (NO3 -N) (ppm)	10	10	3.90	nd-3.90		No	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Selenium (ppb)	50	50	2	nd-2	6/8/11	No	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines
Sodium (ppm)	n/a	n/a	5.44	1.85-5.44	6/8/11	No	n/a
Arsenic (ppb)	10	n/a	1	nd-1	6/8/11	No	Erosion of natural deposits; runoff from orchards; runoff from glass or electronics production wastes
Nickel (ppb)	100		23.0000	nd-23.0000	6/8/11	No	Nickel occurs naturally in soils, ground water and surface waters and is often used in electroplating, stainless steel and alloy products.

Synthetic Organic Contaminants including Pesticides and Herbicides

Di(2-Ethylhexyl) phthalate (ppb)	6	0	1.4	1.4	9/19/11	No	Discharge from rubber and chemical factories
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Radioactive Contaminants

Gross Beta Particle Activity (pCi/l)	n/a	n/a	1.6	1.3-1.6	3/15/10	No	Decay of natural and man-made deposits. MCL units are in millirem/year. Calculation for compliance with MCL is not possible unless level found is greater than 50 pCi/l.
Radium, (226 + 228) (pCi/l)	5	0	1.0	1.0	9/14/11	No	Erosion of natural deposits

Microbiological Contaminants

Contaminant	MCL	MCLG	Count of Positives	Sample Date (if prior to 2012)	Violation	Typical Source of Contaminant
Coliform (TCR)	Presence of coliform bacteria in >=5% of monthly samples	0	1		No	Naturally present in the environment
Fecal Coliform (E. COLI)	A routine sample and a repeat sample are total coliform positive, and one is also fecal coliform or E. coli positive	0	1		No	Human and animal fecal waste

*Systems exceeding a lead and/or copper action level must take actions to reduce lead and/or copper in the drinking water. The lead and copper values represent the 90th percentile of all compliance samples collected. If you want information on the NUMBER of sites or the actions taken to reduce these levels, please contact our water department.

Disinfection Byproducts

Contaminant (units)	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2012)	Violation	Typical Source of Contaminant
TTHM (ppb)	80	0	1.5	.4-1.5	8/31/10	No	By-product of drinking water chlorination

Unregulated Contaminants

Bromodichloromethane (ppb)	n/a	n/a	.44	nd-.44	8/31/10	No	n/a
Bromoform (ppb)	n/a	n/a	.13	nd-.13	8/31/10	No	n/a
Chloroform (ppb)	n/a	n/a	.58	.41-.58	8/31/10	No	n/a
Dibromochloromethane (ppb)	n/a	n/a	.39	nd-.39	8/31/10	No	n/a

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. Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS 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. EPA/CDC guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbial contaminants are available from the EPA. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791.

Please call our office if you have questions at (715) 246-4167. The New Richmond Water Department is constantly striving to provide top quality water to every tap. We ask that all our customers help us protect our water sources, which are the heart of our community. Our way of life and our children's' future is dependent on those sources. Thank you for allowing us to continue providing your family with clean, quality water.