

# 2004 Water Quality Report

SOUTH CENTRAL CONNECTICUT REGIONAL WATER AUTHORITY

## Important Terminology, Definitions and Water Quality Measurement Units Listed in This Report

<b>AL</b> – Action Level	The concentration of a contaminant, which if exceeded, triggers treatment or other requirements that a water system must follow.
<b>TT</b> – Treatment Techniques	A required process intended to reduce the level of contaminant in drinking water.
<b>MCL</b> – Maximum Contaminant Level	The highest level of a contaminant allowed in drinking water. Maximum Contaminant Levels are set as close to the Maximum Contaminant Level Goals as feasible using the best available treatment technology.
<b>MCLG</b> – Maximum Contaminant Level Goal	The level of a contaminant in drinking water below which there is not known or expected risk to health. Maximum Contaminant Level Goals allow for a margin of safety.
<b>MRDL</b> – Maximum Residual Disinfectant Level	The level a disinfectant added for water treatment that may not be exceeded at consumer’s tap without adverse health effects.
<b>MRDLG</b> – Maximum Residual Disinfectant Level Goal	A nonenforceable health goal. It does not reflect the benefits of adding the chemical for the control of waterborne microbial contaminants.
<b>MRR</b> – Minimum Removal Ratio	The calculated value derived for TOC percent removal.
<b>NTU</b> – Nephelometric Turbidity Units	A measure of clarity of water. Turbidity more than five NTU is just noticeable to the average person.
<b>ND</b>	Not detected
<b>N/A</b>	No MCL or MCLG established
<b>pCi/l</b> – PicoCuries per liter	A measure of radioactivity in water.
<b>ppm</b> – Parts per million	A measure of the concentration of a substance roughly equivalent to 1/2 of a dissolved tablet of aspirin in a full 50-gallon bathtub of water.
<b>ppb</b> – Parts per billion	A measure of the concentration of a substance roughly equivalent to one inch in 15,750 miles or 1 minute in 2,000 years.

## Potential Sources of Regulated Contaminants Listed in This Report

Substance	Potential Sources
<i>Total Coliform Bacteria</i>	Naturally present in the environment
<i>Lead</i>	Corrosion of household plumbing systems; Erosion of natural deposits
<i>Chlorine</i>	Water additive used to control microbes
<i>Chloride</i>	Naturally present in the environment
<i>Chromium</i>	Discharge from steel and pulp mills; erosion of natural deposits
<i>Copper</i>	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
<i>Barium</i>	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
<i>Fluoride</i>	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
<i>Gross Beta Emitters</i>	Decay of man-made deposits
<i>Gross Alpha Emitters</i>	Erosion of natural deposits
<i>Nitrate (as Nitrogen)</i>	Runoff from fertilizer use; Leaching from septic tanks; sewage; Erosion of natural deposits
<i>Radium 226, 228</i>	Naturally present in the environment
<i>Sodium</i>	Naturally present in environment or part of the water treatment process
<i>Total Organic Carbon (TOC)</i>	Naturally present in the environment
<i>Total Trihalomethanes (TTHM)</i>	By-product of drinking water chlorination
<i>Turbidity</i>	Soil runoff
<i>Total Haloacetic Acids (THAA)</i>	By-product of drinking water chlorination

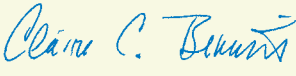
## Potential Sources of Unregulated Contaminants Listed in This Report

Substance	Potential Sources	Substance	Potential Sources
<i>Bromoform</i>	By-product of drinking water chlorination	<i>Dibromochloromethane</i>	By-product of drinking water chlorination
<i>Sulfate</i>	Naturally present in environment or part of the water treatment process	<i>Monochloroacetic Acid</i>	By-product of drinking water chlorination
<i>Radon</i>	Naturally present in environment	<i>Dichloroacetic Acid</i>	By-product of drinking water chlorination
<i>Bromodichloromethane:</i>	By-product of drinking water chlorination	<i>Trichloroacetic Acid</i>	By-product of drinking water chlorination
<i>Chloroform</i>	By-product of drinking water chlorination	<i>Dibromoacetic Acid</i>	By-product of drinking water chlorination

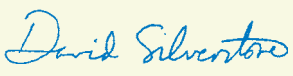
June, 2005

This report provides you with a summary of our region's public drinking water quality. After reading it, we hope you will better understand where your water comes from, know how the water is protected, treated, and tested before you drink it. As required by federal and state regulations, you will see very detailed information describing what is in your water. Our goal is to help you understand more about the water that is coming out of your drinking water tap.

If you have further questions about your water service, or this report, please call Customer Service at 562-4020. We welcome your interest in the region's public water system.



**Claire C. Bennett**  
Chairperson,  
Regional Water Authority



**David Silverstone**  
President & Chief  
Executive Officer



**R. Douglas Marsh**  
Chairperson,  
Representative  
Policy Board



## How safe is my water?

To ensure that your tap water is high quality, the U.S. Environmental Protection Agency (EPA) and the Connecticut Department of Public Health set regulations that limit the amount of certain contaminants in water provided by public-water systems. A review of 2004 water quality data shows that your drinking water is within the standards set by both regulatory agencies.

In 2004, we tested your water for over 70-regulated contaminants. As listed in this report, only 17 were detected. Those detected were present in amounts that are allowed by state and federal regulations established under the Federal Safe Drinking Water Act.

In addition, we do not test for some regulated contaminants every year. This is because the previous monitoring results demonstrated a lack of need according to both state and federal officials. For example, in 2002 we tested for asbestos, which was not detected. This data is still representative.

We are also required to analyze for unregulated contaminants to determine whether they are present. During the past year, we tested for 62-unregulated contaminants. As listed in the report, 10 contaminants were detected. Unregulated contaminants are those for which the EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted.

Reading this water quality report, should be like reviewing the results of your physical exam with your doctor. The report gives a summary of the region's water quality with details that may require you to take some special precautions. Our goal is to help you understand what's coming out of your drinking water tap.

## Do I need to take special precautions?

All drinking water, including bottled water, can 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 effects can be obtained by call the EPA's Safe Drinking Water Hotline at (800) 426-4791.

People with severely weakened immune systems must be concerned about the water they drink because ingesting even slight amounts of waterborne parasites, bacteria, or viruses can cause serious health problems. Among those who should closely monitor water quality are persons with HIV/AIDS, chemotherapy patients, those who have undergone organ transplants, or anyone else with immune system problems. Consult your doctor if you have concerns. The EPA and Center for Disease Control guidelines on appropriate means to lessen the risk of infection by microbial contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791.

Copper and lead may pose a health risk. The risk comes from the corrosion of household plumbing systems and erosion of natural deposits.

Copper is an essential nutrient, but some people who drink water-containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson's Disease should consult their personal doctors.

Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink water containing lead in excess of the action level over many years could develop kidney problems or high blood pressure.

## What does the RWA do to assure your drinking water complies with federal and state standards?

Before water ever reaches your tap, it goes through a multi-step process.

**LAKES & AQUIFERS:** Our source water protection program focuses on pollution prevention and watershed management. We protect over 25,000 acres of land in the region and manage it carefully. We vigilantly monitor the quality of the water and all activity on the surrounding land, constantly watching for potential contamination of the lakes and aquifers that are used as the sources of your tap water.

**TREATMENT:** Aquifer water is naturally filtered underground. Lake water is treated at our filtration plants. Both lake and aquifer water are disinfected with chlorine to kill microbes that can cause illness. We add fluoride to prevent dental cavities and phosphate to minimize corrosion of pipes.

**DISTRIBUTE:** The treated or finished water is delivered to you through a 1,600-mile-long network of pipes, pumping stations, and storage tanks. We carefully maintain our extensive distribution system to insure that high-quality water is available when you turn on your tap.





**MONITOR:** To make sure that your water is consistently of high quality, our chemists, microbiologists and water treatment plant staff conduct thousands of tests a month in our state-certified laboratory. We collect and test samples from numerous locations throughout the water distribution system, within our water filtration plants, and in the lakes and aquifers where the water is stored prior to treatment. Based on these tests – which are regularly reported to state officials – the water we deliver to you is within all state and federal quality standards.

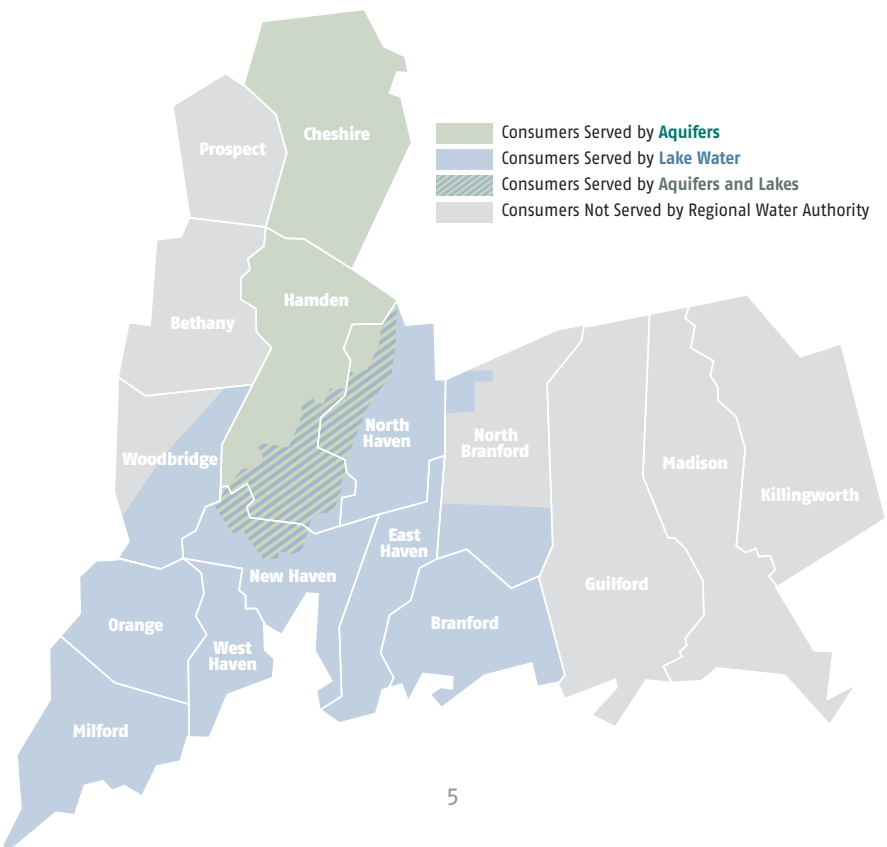
## Where does my water come from?

There are nine lakes and two aquifers that provide you with water. The lakes are filled by rivers. Aquifers are natural sand, gravel and bedrock areas below the surface of the ground that are saturated with water.

Over 80 percent of the tap water comes from the lakes located in Woodbridge, East Haven, Branford and North Branford while the balance of tap water comes from the Quinnipiac and Mill River aquifers in Cheshire and Hamden. The map below shows this distribution.

The water is distributed to the region through a 1,600-mile-long network of pipes, pumping stations and storage tanks. Because of this interconnected distribution system, water from two or more sources may be delivered to some neighborhoods. The blending of water permits us to not only meet your water demands, especially during a heat wave but readily assures that water is available to fight a fire or other emergency.

The charts on pages 6 – 9 show the test results for the water that originates from the lakes and from the aquifers. Please note that the water coming from your tap could be from lakes, aquifers or a combination of both during the various times of the year.



# 2004 Water Quality Report for Lakes

(Please see page 2 for Terminology and Abbreviations Used in These Charts)

## Region-wide Levels of Regulated Contaminants for Lakes

Parameter	MCL	MCLG	Highest Level Detected During 2004
<i>Total Coliform Bacteria</i>	Presence of coliform bacteria not to exceed 5.00% of monthly samples.	0%	<b>0.52%</b> Range 0.0% – 0.52%
<i>Total Trihalomethanes (TTHM)</i>	80 ppb Average	N/A	<b>45 ppb Average</b> Range 17* – 111*
<i>Total Haloacetic Acids (THAA)</i>	60 ppb Average	N/A	<b>28 ppb Average</b> Range 14* – 44*

\* Individual sample and individual location.

## Region-wide Levels of Regulated Contaminants for Lakes (continued)

Parameter	MCL	MCLG	90th Percentile (a)
<i>Lead</i>	AL=15 ppb	0	<b>2 ppb</b> Number of sites above AL = 0 Analyzed 2002
<i>Copper</i>	AL=1.3 ppm	1.3	<b>0.55 ppm</b> Number of sites above AL = 0 Analyzed 2002

## Source-specific Levels of Regulated Contaminants for Lakes

Parameter	MCL	MCLG	Average Level and Range Detected During 2004		
			North Branford	East Haven/ Branford	Woodbridge
<i>Barium</i>	2 ppm	2	<b>0.008</b> Range 0.007 – 0.008	<b>0.045</b> Range 0.042 – 0.049	<b>0.007</b> Range 0.005 – 0.008
<i>Chloride</i>	250 ppm	N/A	<b>8</b> Range 7 – 8	<b>22</b> Range 21 – 22	<b>16</b> Range 14 – 17
<i>Fluoride</i>	4 ppm	4	<b>1.01</b> Range 0.84 – 1.20	<b>1.02</b> Range 0.81 – 1.25	<b>1.02</b> Range 0.90 – 1.38
<i>Nitrate (as Nitrogen)</i>	10 ppm	10	<b>0.027</b> Range 0.005 – 0.066	<b>0.25</b> Range 0.056 – 0.433	<b>0.177</b> Range 0.062 – 0.298

## Source-specific Levels of Regulated Contaminants for Lakes (continued)

Parameter	MCL	MCLG	Highest Level Detected During 2004		
			North Branford	East Haven/ Branford	Woodbridge
<i>Turbidity</i>	TT=0.3 NTU	0	<b>0.22</b>	<b>0.20</b>	<b>0.24</b>
	TT= percent of samples <0.3 NTU	N/A	<b>100%</b>	<b>100%</b>	<b>100%</b>

## Source-specific Levels of Regulated Contaminants for Lakes (continued)

Parameter	MCL	MCLG	Minimum Removal Ratio During 2004		
			North Branford	East Haven/ Branford	Woodbridge
<i>Total Organic Carbon (TOC)</i>	TT=1 minimum (b)	N/A	<b>Not Applicable</b>	<b>1.5</b>	<b>Not Applicable</b>

## 2004 Water Quality Report for Lakes

(Please see page 2 for Terminology and Abbreviations Used in These Charts)

### Source-specific Levels of Regulated Contaminants for Lakes (continued)

Parameter	MCL	MCLG	Highest Level Detected During 2004		
			North Branford	East Haven/ Branford	Woodbridge
<i>Gross Beta emitters Man-made Radioactivity</i>	50 pCi/l	0	<b>0.5</b> Analyzed 2003	<b>1.3</b> Analyzed 2003	<b>1.1</b> Analyzed 2003
<i>Gross Alpha emitters Naturally Occurring Radioactivity</i>	15 pCi/l	0	<b>0.4</b> Analyzed 2003	<b>ND</b> Analyzed 2003	<b>ND</b> Analyzed 2003
<i>Radium 226 and Radium 228</i>	5 pCi/l	0	<b>1.28</b> Analyzed 2003	<b>1.19</b> Analyzed 2003	<b>1.47</b> Analyzed 2003
<i>Sodium</i>	Notification Level 28 ppm	N/A	<b>10</b> Range 9 – 12	<b>18</b> Range 16 – 19	<b>13</b> Range 13 –14

### Source-specific Levels of Regulated Contaminants for Lakes (continued)

Parameter	MRDL	MRDLG	Units	Average Level and Range Detected During 2004		
				North Branford	East Haven/ Branford	Woodbridge
<i>Chlorine</i>	4	4	ppm	<b>1.9</b> Range 1.5 – 2.3	<b>1.3</b> 0.9 – 1.8	<b>1.3</b> 1.0 –1.8

### Source-specific Levels of Unregulated Contaminants for Lakes

Parameter	MCL	Units	Average Level and Range Detected During 2004		
			North Branford	East Haven/ Branford	Woodbridge
<i>Sulfate</i>	N/A	ppm	<b>14</b> Range 13 –15	<b>34</b> Range 31 – 40	<b>14</b> Range 14 – 14

### Region-wide Levels of Unregulated Contaminants for Lakes

Parameter	MCL	Units	Average Level and Range Detected During 2004
<i>Bromodichloromethane</i>	N/A	ppb	<b>9</b> Range 4 – 20
<i>Chloroform</i>	N/A	ppb	<b>36</b> Range 12 – 95
<i>Dibromochloromethane</i>	N/A	ppb	<b>1</b> Range ND – 3
<i>Monochloroacetic Acid</i>	N/A	ppb	<b>1</b> Range ND – 4
<i>Dichloroacetic Acid</i>	N/A	ppb	<b>10</b> Range 1 – 17
<i>Trichloroacetic Acid</i>	N/A	ppb	<b>17</b> Range 7 – 28
<i>Dibromoacetic Acid</i>	N/A	ppb	<b>&lt;0.5</b> Range ND – 1

(a) Calculated value derived from the analysis performed on high priority customers

(b) Calculated ratio value derived from TOC percent removal

# 2004 Water Quality Report for Aquifers

(Please see page 2 for Terminology and Abbreviations Used in These Charts)

## Region-wide Levels of Regulated Contaminants for Aquifers

Parameter	MCL	MCLG	Highest Level Detected During 2004
<i>Total Coliform Bacteria</i>	Presence of coliform bacteria not to exceed 5.00% of monthly samples.	0%	<b>0.52%</b> Range 0.0% – 0.52%
<i>Turbidity</i>	TT=5 NTU	0	<b>0.06</b> 0.04% – 1.30%*
<i>Total Trihalomethanes (TTHM)</i>	80 ppb Average	N/A	<b>9 ppb Average</b> Range ND* – 42*
<i>Total Haloacetic Acids (THAA)</i>	60 ppb Average	N/A	<b>2 ppb Average</b> Range ND* – 12*

\* Individual sample and individual location

## Region-wide Levels of Regulated Contaminants for Aquifers (continued)

Parameter	MCL	MCLG	90th Percentile (a)
<i>Lead</i>	AL=15 ppb	0	<b>2</b> Number of sites above AL = 0 Analyzed 2002
<i>Copper</i>	AL=1.3 ppm	1.3	<b>0.55</b> Number of sites above AL = 0 Analyzed 2002

## Source-specific Levels of Regulated Contaminants for Aquifers

Parameter	MCL	MCLG	Average Level and Range Detected During 2004	
			Quinnipiac River Aquifer	Mill River Aquifer
<i>Barium</i>	2 ppm	2	<b>0.160</b> Range 0.158 – 0.165	<b>0.088</b> Range 0.031 – 0.213
<i>Chromium</i>	0.1 ppm	0.1	<b>0.001</b>	<b>ND</b>
<i>Chloride</i>	250 ppm	N/A	<b>20</b> Range 18 – 21	<b>26</b> Range 16 – 36
<i>Fluoride</i>	4 ppm	4	<b>1.00</b> Range 0.00 – 1.28	<b>1.00</b> Range 0.00 – 1.91
<i>Nitrate (as Nitrogen)</i>	10 ppm	10	<b>2.726</b> Range 2.269 – 3.140	<b>1.959</b> Range 0.825 – 3.590
<i>Gross Alpha emitters Naturally Occurring Radioactivity</i>	15 pCi/l	0	<b>0.51</b> Analyzed 2003	<b>0.62</b> Range ND – 1.03 Analyzed 2003
<i>Gross Beta emitters Man-made Radioactivity</i>	50 pCi/l	0	<b>0.88</b> Analyzed 2003	<b>0.82</b> Range 0.28 – 1.20 Analyzed 2003
<i>Radium 226 and Radium 228</i>	5 pCi/l	0	<b>0.73</b> Analyzed 2003	<b>1.62</b> Range 1.34 – 1.94 Analyzed 2003
<i>Sodium</i>	Notification Level 28 ppm	N/A	<b>10</b> Range 9 – 10	<b>11</b> Range 8 – 19

## Source-specific Levels of Regulated Contaminants for Aquifers (continued)

Parameter	MRDL	MRDLG	Units	Average Level and Range Detected During 2004	
				Quinnipiac River Aquifer	Mill River Aquifer
<i>Chlorine</i>	4	4	ppm	<b>1.5</b> Range 1.2 – 2.3	<b>1.5</b> Range 0.7 – 2.4

# 2004 Water Quality Report for Aquifers

(Please see page 2 for Terminology and Abbreviations Used in These Charts)

## Source-specific Levels of Unregulated Contaminants for Aquifers

Parameter	MCL	Units	Average Level and Range Detected During 2004	
			Quinnipiac River Aquifer	Mill River Aquifer
Radon	N/A	pCi/l	<b>20</b> Range ND – 98	<b>205</b> Range ND – 340
Sulfate	N/A	ppm	<b>14</b> Range 13 –15	<b>12</b> Range 10–15

## Region-wide Levels of Unregulated Contaminants for Aquifers (continued)

Parameter	MCL	Units	Average Level and Range Detected During 2004
Bromodichloromethane	N/A	ppb	<b>3</b> Range ND – 13
Bromoform	N/A	ppb	<b>&lt;0.5</b> Range ND – 1
Chloroform	N/A	ppb	<b>4</b> Range ND – 31
Dibromochloromethane	N/A	ppb	<b>2</b> Range ND – 6
Dichloroacetic Acid	N/A	ppb	<b>1</b> Range ND – 8
Trichloroacetic Acid	N/A	ppb	<b>&lt;0.5</b> Range ND – 3
Dibromoacetic Acid	N/A	ppb	<b>&lt;0.5</b> Range ND – 1

(a) Calculated value derived from the analysis performed on high priority customers

## Results of Cryptosporidium Monitoring

Cryptosporidium is a microbial pathogen that may be found in surface water throughout the U.S. Although filtration removes cryptosporidium, the most commonly-used filtration methods cannot guarantee 100 percent removal. Our monitoring in 2004 did not detect any cryptosporidium oocysts in either the raw untreated water or the finished water ready for consumption. The oocyst resembles a shell that protects the microbes similar to the seed of a plant. In 2003, one cryptosporidium oocyst was detected in one raw water source but none was found in the finished water ready for consumption. Current test methods do not allow us to determine if the microbes are dead or if they are capable of causing disease. Ingestion of cryptosporidium may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However, immuno-compromised people are at greater risk of developing life-threatening illness. We encourage immuno-compromised individuals to consult their doctor regarding appropriate precautions to take to avoid infection. Cryptosporidium must be ingested to cause disease, and it may be spread through means other than drinking water.

## How can contaminants get into my drinking water?

As natural water travels over the surface of land or through the ground, it can pick up substances such as natural occurring minerals and other materials that may come from animals and human activity. Both untreated and treated water may include the following kinds of contamination:

**INORGANIC COMPOUNDS** such as salt and metals, 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** may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

**MICROBIAL CONTAMINANTS** such as viruses and cryptosporidium may come from the sewage-treatment plants, septic systems, agricultural livestock operations, wildlife or natural sources.

**ORGANIC CHEMICAL COMPOUNDS**, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, can come from gas stations, urban stormwater runoff, or septic systems. Trihalomethanes and haloacetic acids are disinfection byproducts that result from the use of chlorine as a disinfectant in water treatment, which reacts with natural occurring compounds in water.

**RADIOACTIVE CONTAMINANTS** can be naturally occurring or may be the result of oil and gas production.

**RADON** is a radioactive gas that you cannot see, taste or smell. It is found throughout the United States. Radon can move up through the ground and into a home through cracks and holes in the foundation. It can build up to high levels in all types of homes. Radon can also get into indoor air when released from tap water during showers, washing dishes, and other household activities. In most cases, however, radon entering the home through tap water is a small source of all the radon in indoor air.

Radon is a carcinogen. Breathing air-containing radon can lead to lung cancer. Drinking water containing radon may also cause increased risk of stomach cancer. If you are concerned about radon in your home, test the air. Testing is inexpensive and easy. If the level of radon in your air is four picoCuries per liter of air (pCi/l) or higher, you need to take steps to reduce it. For additional information, call your state radon program or call EPA's Radon Hotline (800.SOS.RADON).

## Source Water Assessment Information:

The source water assessment of the South Central Connecticut Regional Water Authority was completed by the Department of Public Health, Drinking Water Division. The updated assessment report can be found on the Department of Public Health's website: [www.dph.state.ct.us/BRS/Water/source\\_protection/SWAP/SWAP.htm](http://www.dph.state.ct.us/BRS/Water/source_protection/SWAP/SWAP.htm).



## Water Conservation:

Water is a precious resource. It is important to use it wisely. While the normal amount of rainfall we receive is sufficient to meet our needs, we encourage consumers to use water wisely. Here's how:

- ▶ Three-quarters of the water we use each day flows through the bathroom. Check for leaks.
- ▶ Consider replacing your 5-gallon per flush toilet with an efficient 1.6-gallon per flush unit. This cuts water consumption by 25%.
- ▶ Turn the faucet off while brushing teeth or shaving.
- ▶ Run your dishwasher or washing machines only when full.
- ▶ Water your lawn early in the morning to avoid excess evaporation. Don't water on a very hot, or windy day.
- ▶ Be sure your hose has a shut-off nozzle. Hoses without a nozzle can spout 10 gallons or more per minute.
- ▶ Be sure sprinklers water only your lawn, not the pavement.
- ▶ Apply mulch around flowers, shrubs, vegetables and trees to reduce evaporation, promote plant growth and control weeds.
- ▶ Raise the cutting height on your lawn mower; keep the grass higher to avoid "burning" your lawn.

## About the Authority

*The five-member Authority and a 17-member Representative Policy Board oversee our operations. The Authority normally meets on the third Wednesday of each month at 8 a.m. and the Representative Policy Board meets on the third Thursday in the evening at our headquarters on 90 Sargent Drive. Please call to confirm meeting time.*

South Central Connecticut Regional Water Authority  
90 Sargent Drive, New Haven CT 06511-5966  
Customer Service: **203.562.4020** / Fax: 203.624.6129 / TDD: 203.562.5055  
On the Internet: [www.rwater.com](http://www.rwater.com) /  
General E-mail: [ask.info@rwater.com](mailto:ask.info@rwater.com)

*The pages of this report contain a map (page 5) and important terms (page 2), definitions and abbreviations referred to in this report. Please refer to them as you review the information and charts (pages 6 -9) in this water quality report.*

***Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien.***

***This report contains important information about your drinking water. Translate it, or speak with someone who understands it.***



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