WANNACOMET WATER COMPANY 2013
ANNUAL WATER QUALITY REPORT

We are pleased to present the 2013 edition of our annual water quality report.

It is being delivered to all customers, the Nantucket Board of Health, the Massachusetts Department of Public Health (DPH), and the Massachusetts Department of Environmental Protection (DEP). We strive to provide high quality drinking water that exceeds all Federal and Commonwealth drinking water standards; provide the highest level of customer and water related support services achievable; educate and inform the public of the need to protect Nantucket's water resources; and to accomplish this using prudent utility practices and responsible fiscal management. As your water provider, we are carefully monitoring your water quality, improving our aging infrastructure and expanding service areas to make sure water is safe and available 24/7.

Congress passed the Safe Drinking Water Act (SDWA) in 1974 to protect public health by regulating the nation's public drinking water supply and protecting sources of drinking water. A public water system (PWS) is defined as one that serves piped water to at least 25 persons or 15 service connections for at least 60 days each year. SDWA is administered by the U. S. Environmental Protection Agency (EPA) and its state partners. The SDWA requires public notification of water systems violations, other notices and annual reports (Consumer Confidence Reports) to customers on contaminants found in their drinking water – www.eap.gov/safewater/ccr.

This report is mandated by the federal government and presents many topics of interest along with the results of our 2013 Water Quality Data completed from January 1, 2013 through December 31, 2013 and summarizes the past year's activities at Wannacomet Water Company. It is intended to inform the public about the quality of the water and the effort made by us to maintain it. We are committed to ensuring the quality of your water and strive to adopt new and better methods for delivering drinking water to you.

Please take a moment to read this report as there is a great deal of information enclosed.

Wannacomet Water Company and Nantucket Cottage Hospital

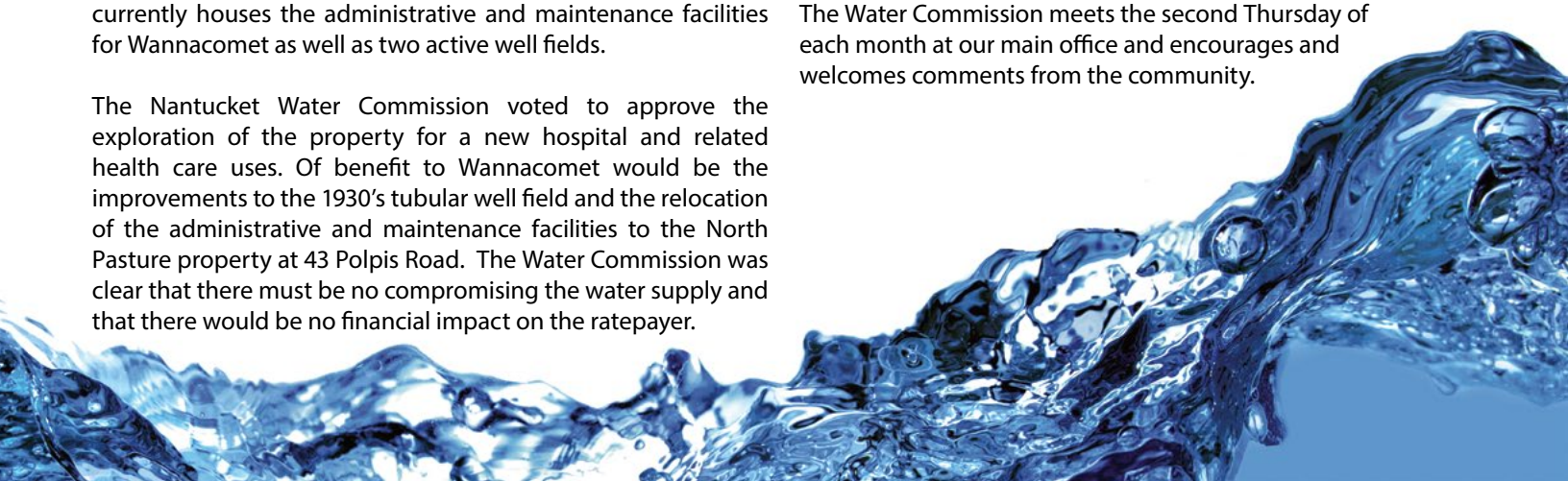
NANTUCKET COTTAGE HOSPITAL
MASSACHUSETTS GENERAL HOSPITAL AFFILIATE

In early 2013 the Nantucket Cottage Hospital approached Wannacomet with a request to consider using a portion of the property, known as Wyer's Valley, under the control and stewardship of the Nantucket Water Commission for the location of a new health care facility and campus. The 48 acre parcel currently houses the administrative and maintenance facilities for Wannacomet as well as two active well fields.

The Nantucket Water Commission voted to approve the exploration of the property for a new hospital and related health care uses. Of benefit to Wannacomet would be the improvements to the 1930's tubular well field and the relocation of the administrative and maintenance facilities to the North Pasture property at 43 Polpis Road. The Water Commission was clear that there must be no compromising the water supply and that there would be no financial impact on the ratepayer.

Over the years the Water Commission has resisted requests and inquiry from a number of groups to use the Wyer's Valley property. However, the importance of Nantucket Cottage Hospital to the Nantucket community was paramount in its decision to authorize Wannacomet staff to proceed with the research, review and planning phase of the project.

The Water Commission meets the second Thursday of each month at our main office and encourages and welcomes comments from the community.



In Memory of John Varkonda

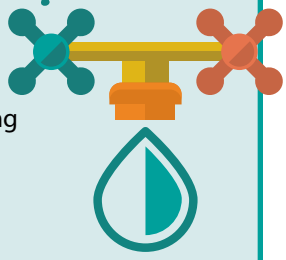
We would like to dedicate this Annual Water Quality Report to the memory of our friend John Varkonda. John was a faithful steward of the State Forest both on Nantucket and Martha's Vineyard. He was a conservationist who took great pride in his work and he will be greatly missed.

Photo: Mark Lovewell, Vineyard Gazette

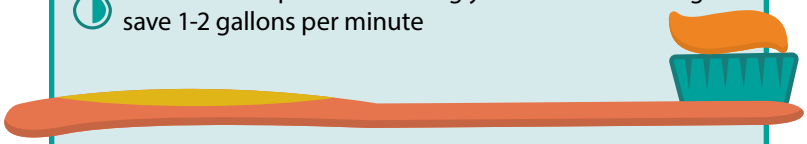
Water Conservation

Wasted water can add up quickly. We take our water supplies for granted, yet they are limited. The average American uses about 90 gallons of water each day in the home. We urge you to use it wisely and responsibly.

Water Conservation Tips:



- Install low flow fixtures
- Insulate hot water heater and piping
- Don't run tap water to get it cold, keep a bottle in the refrigerator
- Know where your main shut off valve is and make sure it works
- After turning on the irrigation system check and repair leaks promptly
- Turn off the tap while brushing your teeth or shaving: save 1-2 gallons per minute



- Be aware of leaky toilets and fixtures and fix them promptly with a licensed plumber

- That trickling sound you hear in the bathroom could be a leaky toilet wasting 50 gallons of water a day or more. But sometimes it leaks silently. Your flapper or flush valve may need to be replaced. Parts are inexpensive and fairly easy to replace.

What is SWAP?

The **Source Water Assessment and Protection** (SWAP) program, established under the federal Safe Drinking Water Act, requires every state to:

- inventory land uses within the recharge areas of all public water supply sources;
- assess the susceptibility of drinking water sources to contamination from these land uses; and
- publicize the results to provide support for improved protection.

Source Water Assessment and Protection (SWAP) Report

The SWAP report was compiled by the Massachusetts Department of Environmental Protection with assistance from the Wannacomet Water Company staff to inventory land uses within the Wellhead Protection District (WPD) and assess their potential to negatively impact the aquifer.

Wannacomet Water Company's complete SWAP report can be viewed at: http://www.mass.gov/dep/water/drinking/4197000.pdf

Water Demand & Statistics

Wannacomet Water Company produced and delivered 584,269,000 gallons of drinking water from all of its wells in 2013. Our highest pumpage day was 4,064,747 gallons on July 19, 2013. Total measured rainfall reported on Nantucket for year 2013 was 42 inches. We installed 76 new service connections, 5 new fire hydrants and 3,855 feet of new water mains into the system by private developers and Wannacomet Water.

Your Water System - where the water comes from...

Wannacomet's water is a groundwater supply. Water is pumped from three different groundwater wells located in Nantucket's Sole Source Aquifer (geologic formations containing water). Our customers receive their drinking water from two different levels of the aquifer. The wells are located throughout the mid-island. The water is distributed through a network of water mains ranging in size from 2 inches to 16 inches in diameter. We depend on rainfall to recharge our water supply. The annual recharge to the aquifer from an average of 43 inches of precipitation more than makes up for the amount of water pumped from all sources.

What the EPA Says About Drinking Water Contaminants

Contaminants in Bottled Water and Tap Water

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 the water poses a health risk. More information about contaminants and potential health effects can be obtained from the Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791).

In order to ensure that tap water is safe to drink, Massachusetts DEP and the EPA prescribe regulations which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration (FDA) and the Massachusetts Department of Public Health regulations establish limits for contaminants in bottled water that must provide the same protection for public health.

Contaminants

General 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 animal or 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;
- **Radioactive contaminants**, which can be naturally occurring or the result of oil and gas production and mining activities;
- **Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban storm water run-off, and residential uses;
- **Inorganic contaminants**, such as salts and metals, which can be naturally occurring or result from urban storm water run-off, industrial or domestic waste water discharges, oil and gas production, mining, or farming;
- **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 storm water run-off and septic systems.

Special Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons 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 of infection. These people should seek advice about drinking water from their health care providers. Environmental Protection Agency (EPA) and Centers for Disease Control and Prevention (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 (800-426-4791).

Important Contacts

Massachusetts Department of Environmental Protection
www.state.ma.us/dep (617) 292-5500

Massachusetts Department of Public Health
www.state.ma.us/dph (617) 624-6000

Town of Nantucket
www.nantucket-ma.gov

US Centers for Disease Control & Prevention
www.cdc.gov (800) 232-4636

Environmental Protection Agency
www.epa.gov (800) 426-4791

List of Certified Water Quality Testing Labs
www.mwra.com (617) 242-5323

Wannacomet Water Company
www.wannacomet.org for our staff directory (508) 228-0022

The U.S. EPA Office of Water (www.epa.gov/watrhome) and the Centers for Disease Control and Prevention (www.cdc.gov) websites provide a substantial amount of information on many issues relating to water resources, water conservation and public health. Also, the Massachusetts Department of Environmental Protection has a website (www.state.ma.us/dep) that provides complete and current information on water issues in our state.

Our Public Water Supply (PWS) ID # MA 4197000
Member: American Water Works Association (AWWA),
New England Water Works Association (NEWWA),
Barnstable County Water Utility Association (BCWUA),
Massachusetts Water Works Association (MWWA),
The Groundwater Foundation

Office Update

Sign up for e-bills

Electronic bills are available. For information and to enroll for paperless statements contact us at ebill@wannacomet.org.

On-Line Bill Payment with Unipay Gold

Wannacomet accepts payments on-line using Unipay Gold. Customers can securely pay their bills either using their credit card (Mastercard and Discover) or bank account. Visit us on the web at www.wannacomet.org.

Auto Draft Bill Pay

Wannacomet Water Company offers automatic bill pay at no cost to you. You may set up bill pay through your checking account or we can set you up as an auto draft customer. Auto draft customers receive bills by mail and/or by e-mail. Two weeks after the bills are issued on/or about the 15th of each month your balance due will be drafted as an ACH (Automated Clearing House) fund transfer from the designated bank account you authorize us to debit the amount due from. Using your checking account bill pay or setting up as a draft payment is an efficient way to use the free resources available to you. Sign up at www.wannacomet.org.

Water Rates

Effective 7/1/13 the water rate remained unchanged from the prior year at $3.50 per 100 cubic feet. Visit our website at www.wannacomet.org for current rates and important notices.

Sewer Rates

Sewer rates remained unchanged in 2013. The Board of Selectmen acting as the Board of Sewer Commissioners review sewer rates on an annual basis. Rate payers should routinely check the town's website (www.nantucket-ma.gov) and search budget information for the latest in proposed sewer rate increases and current project proposals under consideration by the town.

Staff News

Service Awards

On December 4, 2013 at the Public Safety Facility Community Room the Board of Selectmen recognized and presented a service award pin to Linda Roberts for her twenty years of service.

Water Commission

Commissioner Eldridge was voted chairman of the commission effective April 11, 2013.

Meter Upgrade Project

The Flexnet meter replacement program continued in 2013. Upon completion in spring 2014 all water meters will be read from our main office at 1 Milestone Road. The system will have the ability to track the water use patterns of individual accounts for a defined period of time.

Siasconset Water Department

A management agreement between Siasconset Water Department and the Wannacomet Water Company continued in 2013. We continue to provide certified operators, technical, and administrative support to the Siasconset Water Department.

REMINDER: Emergency on-call person 7 days a week – 24 hours a day.

We have an emergency on-call utility person available during non-business hours, weekends and holidays. In the event of an emergency during non-business hours please contact us through the Nantucket Police Department at 508-228-1212.

In The Community

Public Outreach

In 2013 Wannacomet Water Company partnered with the Nantucket New School, Maria Mitchell Association, Nantucket Disc Golf and Sustainable Nantucket. We look forward to working with these agencies in the future to communicate our message about the value of Nantucket's water and the need to invest in water infrastructure to our customers, seasonal visitors and media.

nantucket new school

Maria Mitchell Association

Sustainable Nantucket

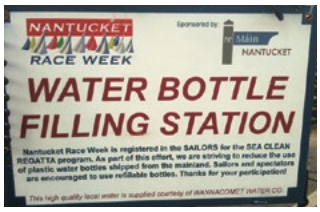
Nantucket Arts Council

A new tradition has started! Wannacomet Water Company was proud to host and be the site for the 2013 Nantucket Arts Council Giant Magic Daffodil Garden located at our main office entrance on Milestone Road on the Daffodil Parade route to the village of Siasconset.

Aliza Mansfield in front of the Giant Magic Daffodil Garden

Nantucket Community Sailing

Wannacomet Water Company is a proud sponsor of Nantucket Community Sailing. For the fifth year Wannacomet provided sponsorship, water stations and reusable water bottles to Nantucket Community Sailing for the 2013 Nantucket Race Week during the Annual Opera House Cup. In addition we placed water stations at the town pier, the boat basin and the Great Harbor Yacht Club and the Nantucket Yacht Club. The stations allowed participants and spectators to fill their reusable water bottles with local tap water from Wannacomet Water Company. These stations removed the equivalent of **50,000** one time use plastic bottles from Nantucket's waste stream.



50,000 Bottles

Didn't get used, thanks to the Water Filling Station sponsored by WWC during Race Week 2013

Visit our Website
www.wannacomet.org

We urge you to visit our website at www.wannacomet.org. The site has many customer service forms and tips for water efficiency. There is also an on-line water use calculator. The calculator is effective in determining your water use patterns. We encourage you to check it out and see how much water you use on a daily basis.

You can re-fill your own water bottles at Wannacomet! If you don't have access to the town water supply at home, you can bring containers to Wannacomet Water Company at 1 Milestone Road and fill up right outside the building (fifty cents per gallon).

Our constant goal is to provide you with a safe and dependable supply of drinking water. Major water issues are presented at monthly water commission meetings. The public is invited to participate in and voice its concerns about our drinking water. For meeting dates and location visit www.nantucket-ma.gov.

Water Quality Testing Results 2013

	Level Detected	Unit of Measurement	MCLG	MCL	Possible Source of Contamination
Volatile Organic Compounds					
Wannacomet Water Company sampled for 56 VOC contaminants and none were detected in the source water.					
Inorganic Contaminants					
Fluoride	0	mg/l	4	4	Leaching from fertilizers and erosion of natural deposits
Mercury	0	mg/l	0	0.002	Metal processing, coal incineration, medical waste & atmospheric deposition
Arsenic	0	mg/l	0	0.05	Erosion of natural deposits & runoff from orchards
Cadmium	0	mg/l	0.005	0.005	Erosion of natural deposits & corrosion of galvanized pipe

Lead & Copper	Range of Detection (mg/l)	Action Level (mg/l)	MCLG (mg/l)	Number above 90% Action Level	
Lead	0.0 - 0.044	0.015	0	0	Corrosion of Plumbing
Copper	0.0 - 0.53	1.3	1.3	0	Corrosion of Plumbing

Microbiological Contaminates					
Total Coliform Bacteria	0	presence or absence	0	presence of coliform in 5% of monthly samples	Naturally present in environment - Coliform bacteria are used as an indicator to the presence of other potentially harmful bacteria.
One violation resolved by re-sampling at location and up and down stream locations The follow-up sample and the up and down stream locations showed no coliform present					

Radioactive Contaminants					
Gross Alpha	0	pCi/l	0	15	Erosion of natural deposits
Radium 226	0	pCi/l	0	5	Decay of natural deposits & some man made deposits
Radium 228	0	pCi/l	0	5	Decay of natural deposits & some man made deposits

SMCL = secondary maximum contaminant level. These standards are developed to protect the aesthetic qualities of drinking water and are not health based.

ORSG = Massachusetts Office of Research and Standards guideline. This is the concentration of a chemical in drinking water, at or below which, adverse health effects are unlikely to occur after chronic (lifetime) exposure. If exceeded, it serves as an indicator of the potential need for further action.

What you need to know about lead in your tap water

Lead and copper samples were collected from our system in the third quarter of 2013. The samples were taken at 26 residences and the Nantucket Public Schools. All lead and copper concentrations were below the lead action level of 0.15 mg/l and the copper action level of 1.3 mg/l. Based upon the excellent results the Wannacomet Water Company was placed by the MA DEP on a reduced sampling schedule. The next system wide lead and copper sampling is scheduled for the third quarter of 2016. The Wannacomet Water Company will continue to reduce any amounts of lead in contact with the drinking water by complying with the Lead Reduction Act and installing water service materials that have been certified as being “no-lead”.

Important Definitions

Maximum Contaminant Level Goal (MCLG): The "Goal" is the level of a contaminant in drinking water below which there is no known or expected risk to healthy persons. MCLGs allow for a margin of safety.

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

CDC = Centers for Disease Control and Prevention

ND: Not detected. Laboratory analysis indicated that the constituent is not present.

Variances and Exemptions: State or EPA permission not to meet an MCL or a treatment technique under certain conditions. The data presented in this report is from the most recent testing done in accordance with regulations.

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, if exceeded, triggers a treatment or other requirements that a water system must follow.

Parts Per Million (ppm): one part per million corresponds to one minute in two years or a single penny in $10,000.

Parts Per Billion (ppb): one part per billion corresponds to one minute in 2,000 years, or a single penny in $10,000,000.

PCI/L: picoCuries per liter (a measure of radiation)

DEP = Department of Environmental Protection

EPA = Environmental Protection Agency

NA: Not applicable

Our Annual Water Quality Report

Wannacomet Water Company has prepared this annual drinking water Consumer Confidence Report (CCR) to provide you with information regarding your drinking water. This report includes detected contaminants found in your drinking water, compliance issues related to the water quality, operational matters, and general education information regarding the condition of your drinking water.

Share this report: Landlords, businesses, schools, hospitals, and other groups are encouraged to share this important water quality information with water users at their location.

For water or meter problems, leaks, fire hydrants, water billing, and miscellaneous questions – call Wannacomet Water at 508-228-0022. For comments and suggestions, please email us at info@wannacomet.org.

Robert L. Gardner
General Manager

Nelson K. Eldridge
Commissioner

Noreen Slavitz
Commissioner

Allen Reinhard
Commissioner

(PWS) ID #MA4197000

Nantucket Water Commission

Nelson K. Eldridge, Chairman
Noreen "Nonie" Slavitz, Commissioner
Allen Reinhard, Commissioner

General Manager, Robert L. Gardner
Operations Manager, Christopher R. Pykosz
Business Manager, Heidi Holdgate

Photo (from left to right):
Nelson Eldridge, Nonie Slavitz, Bob Gardner and Allen Reinhard

If you need a large print version of this Annual Water Quality report, please contact us at 508-228-0022

Wannacomet Water Company
1 Milestone Road
Nantucket, MA 02554

Plans are underway to bring water to Hummock Pond and Cisco.

In early 2014 Wannacomet will award a contract to extend the water main on Hummock Pond Road to serve the Cisco and Hummock Pond area of the island. This project will provide both drinking water and water for fire protection. The project is expected to be completed in early May of 2014.

June, 2013
Hummock Pond Road
Bike Path Ribbon Cutting Ceremony