



93 West Main Street
Clinton, CT 06413

www.ctwater.com

2010 Annual Water Quality Report

This report was prepared to meet the water quality reporting requirements of the Safe Drinking Water Act.



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Dear Valued Customer:



The 200 dedicated professionals at Connecticut Water are proud to provide you with the 2010 Annual Water Quality Report, which summarizes the results of water quality testing conducted last year. We know that the most important thing we do each and every day is to provide a reliable supply of high-quality water to consumers. Families trust that every drop of water we provide will contribute to their good health.

This report includes the results of more than 170,000 water quality tests performed in our systems in 2010 – that’s about 400 tests per day – for more than 120 potential contaminants and water quality parameters. We work closely with the State of Connecticut Department of Public Health to ensure that we are meeting federal and state drinking water standards.

We strive to make this report easy to read and understand so that you will have an understanding about where your water comes from, how it is treated, and how we monitor it for purity. You may have noticed that this year’s report is in a slightly different format. By making a few small changes we were able to provide you with all of the information while reducing printing and postage costs. This is one of many things we have done to find cost savings without compromising our commitment to deliver quality water and service to our customers.

In closing, our Connecticut Water team knows the trust you put in us every day when you turn on the tap. We are committed to honoring that trust and delivering you a world-class product at less than a penny a gallon. If you have any questions about this report, please call our customer service team at 1-800-286-5700 or e-mail us at publicaffairs@ctwater.com.

Sincerely,

Eric W. Thornburg
President and CEO

Region	Towns Served
Crystal	Brooklyn Griswold, Killingly, Plainfield, Thompson, Voluntown
Naugatuck	Beacon Falls, Bethany, Middlebury, Naugatuck, Plymouth, Prospect, Thomaston, Waterbury
Northern	Bolton, Coventry, East Granby, East Windsor, Ellington, Enfield, Somers, South Windsor Stafford, Suffield, Tolland, Vernon, Windsor Locks
Shoreline	Chester, Clinton, Deep River, Essex, Guilford, Killingworth, Madison, Old Lyme, Old Saybrook, Stonington (Masons Island), Westbrook
Unionville	Avon, Burlington, Canton, Farmington,
Mansfield	Ashford, Colchester, Columbia, Coventry, East Haddam, East Hampton, Hebron, Lebanon, Manchester, Mansfield, Marlborough, Portland, Willington, Woodstock

This report is available online at www.ctwater.com, or you may obtain a copy by calling our Customer Service team at 1-800-286-5700.

In addition, please check our Web site or call us for the Water Quality Reports for Connecticut Water's Mansfield Region systems, Legend Hill, Green Springs, and the Jensen's Beechwood and Rolling Hills communities.

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Important Information for all Customers

Water Quality Testing and Treatment

The Connecticut Water Company conducts more than 170,000 water quality tests annually – an average of more than 400 tests per day. This is done to provide you with the highest-quality water possible. Our tap water is tested for more than 120 potential contaminants and water quality parameters that could affect the quality of your drinking water. All water quality testing is conducted at Connecticut Department of Public Health certified laboratories.

Connecticut Water has been in the forefront in planning for current and future water supply needs and for providing security measures and the treatment technology to maintain water quality. The company has long been recognized for its ability to operate water systems in compliance with the complex public health and Safe Drinking Water Act requirements. The state's regulatory agencies have acknowledged Connecticut Water's technical, managerial and operational skills, and have looked to the company to solve problems for many small troubled water systems in the state.

Source Protection

We have an aggressive source protection program to prevent contamination and unsanitary conditions in our watershed and aquifer recharge areas. We own and protect approximately 6,000 acres of land. We also perform watershed inspections on private property each year to identify potential contamination issues that could adversely affect the quality of the water. In addition, our source protection staff review and comment on local land development proposals that could affect water quality at our sources of supply.

Lead and Copper

Connecticut Water believes it is important to provide you with information about the sources of lead and copper in drinking water and the health effects associated with them. The primary source of lead and copper in tap water is household plumbing, and plumbing can vary from house to house within the same neighborhood.

What is Lead?

Who is impacted by it?

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Connecticut Water is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components at your property. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to two minutes before using water for drinking or cooking. If you are concerned about lead in your drinking water, you may wish to have your water tested. Information on lead in drinking water, testing methods and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline at 1-800-426-4791, or www.epa.gov/safewater/lead.

What is Copper?

Who is impacted by it?

Major sources of copper in drinking water are corrosion of household plumbing systems, erosion of natural deposits, and leaching from wood preservatives. 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. Anyone with Wilson's Disease should consult their personal doctor.

Fluoride

The primary benefit of drinking water fluoridation is reduced risk of tooth decay in children. The State of Connecticut requires public water systems serving 20,000 or more people to add fluoride to drinking water. We believe the decision to fluoridate public drinking water is a public health issue best decided by state regulators and health officials. Therefore we only fluoridate as required by the state based on population levels.

Nitrate

All of Connecticut Water Company water systems are in compliance with the Environmental Protection Agency's (EPA) standard of less than 10 ppm for nitrates in drinking water. However, you should know that nitrate levels in drinking water above 10 ppm is a health risk for infants less than six months of age. High nitrate levels in drinking water can cause blue baby syndrome. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant, you may want to ask for advice from your health care provider.

How to Read the Table of Detected Substances

Key Abbreviations

AL – Action Level	The concentration of a contaminant that, if exceeded, triggers treatment or other requirements that a water system must follow.	NTU – Nephelometric Turbidity Units	A measure of clarity of water. Turbidity more than 5 NTU is just noticeable to the average person.
TT – Treatment Techniques	A required process intended to reduce the level of contaminant in drinking water.	ND	Not detected.
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.	NA	Not applicable or required.
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.	PCi/L – PicoCuries per liter	A measure of radioactivity in water.
MRDL – Maximum Residual Disinfectant Level	The highest level of a disinfectant allowed in drinking water. There is convincing evidence that the addition of a disinfectant is necessary to control microbial contaminants.	ppm – 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.
MRDLG – Maximum Residual Disinfection Level Goal	The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of using disinfectants to control microbial contamination.	ppb or ug/L – Parts per billion	A measure of the concentration of substance roughly equivalent to one inch in 15,750 miles or 1 minute in 2,000 years.

The results of the tests conducted on distribution water samples for regulated compounds are summarized in the tables in this report. While most monitoring was conducted in 2010, certain substances are monitored less than once per year because the concentrations do not change frequently. If levels were tested prior to 2010, the year is identified in parentheses. Table footnotes are found on page 11.

We also sampled for a series of unregulated substances, and no unregulated compounds were detected. Unregulated contaminants are those that do not yet have a drinking water standard set by the EPA. A copy of the list of unregulated substances monitored is available by calling Customer Service at 1-800-286-5700.

Typical Source

Substance	Source
Alpha Emitters (pCi/L)	Erosion of natural deposits
Barium (ppm)	Erosion of natural deposits
Beta Emitters (pCi/L)	Erosion of natural deposits
Chloride (ppm)	Erosion of natural deposits
Chlorine (ppm)	Water additive used to control microbes
Chromium (ppm)	Erosion of natural deposits
Combined Radium (pCi/L)	Erosion of natural deposits
Copper (ppm)	Corrosion of household plumbing systems
Lead (ppb)	Corrosion of household plumbing systems
Dichloroethylene (ppb)	Discharge from industrial chemical factories
Fluoride (ppm)	Water additive that promotes strong teeth
HAA's (ppb) [Haloacetic acids]	By-product of drinking water disinfection
Nickel (ppm)	Erosion of natural deposits
Nitrate (ppm)	Runoff from fertilizer use
Nitrite (ppm)	Runoff from fertilizer use
Sodium (ppm)	Erosion of natural deposits
Sulfate	Erosion of natural deposits
Total Coliform Bacteria	Naturally present in the environment
Total Organic Carbon	Naturally present in the environment
Tetrachloroethylene (ppb)	Discharge from factories and dry cleaners
TTHMs (ppb) [Total Trihalomethanes]	By-product of drinking water disinfection
Trichloroethane (ppb)	Discharge from factories and dry cleaners
Trichloroethylene (ppb)	Discharge from factories and dry cleaners
Turbidity (NTU)	Soil runoff
Uranium (ug/L)	Erosion of natural deposits
Xylene (ppb)	Discharge from industrial chemical factories

Source Water Assessment and Protection

The Source Water Assessment and Protection (SWAP) program assesses the susceptibility of public water supplies to potential contamination by microbial and chemical contaminants. The susceptibility ranking was assigned in 2003 by the Department of Public Health (DPH). The assessments are based on following criteria:

1. The environmental sensitivity of the aquifer recharge or watershed area.
2. Potential contaminant sources present in the aquifer recharge or watershed area.
3. Source Protection Factors, including the presence of local regulations or zoning initiatives to protect public drinking water supplies, and how much of the aquifer recharge or watershed area is controlled by the water utility.

The following tables summarize the SWAP assessments for each of our systems. The assessments are not an indication of water quality from our water sources.

The completed SWAP reports for all systems except Crescent Lake can be found at: <http://www.ct.gov/dph>. The complete SWAP assessment for the Crescent Lake System was conducted by the Massachusetts Department of Environmental Protection and can be found at: <http://www.mass.gov/dep/water>.

Crystal SWAP Assessments				
System	Source	Location	Type	Overall Susceptibility
Crystal	Brooklyn Wellfield	Brooklyn	Groundwater	High
Crystal	Killingly (Hopkins) Wellfield	Killingly	Groundwater	High
Crystal	Well #1	Killingly	Groundwater	High
Crystal	Well #2	Killingly	Groundwater	Moderate
Plainfield	Plainfield Wellfield	Killingly	Groundwater	Low
Thompson	Thompson Wellfield	Thompson	Groundwater	Low
Gallup	Gallup Wells	Plainfield	Groundwater	High
Bay Mountain	Bay Mountain Wells 1 & 2	Griswold	Groundwater	Low
Country Mobile	Country Mobile Well 'B'	Griswold	Groundwater	Low
SDC	Wells 1 & 2	Voluntown	Groundwater	Low

Naugatuck SWAP Assessments				
System	Source	Location	Type	Overall Susceptibility
Hillcrest	Shepaug Reservoir	Warren	Surface Water ¹	Moderate
Hillcrest	Wigwam Reservoir	Morris	Surface Water ¹	Moderate
Naugatuck Central	Indian Field Wellfield	Prospect	Groundwater	High
Naugatuck Central	Marks Brook Wellfield	Naugatuck	Groundwater	Moderate
Naugatuck Central	Naugatuck Central Reservoir System	Naugatuck-Prospect	Surface Water ²	Low
Terryville	Terryville Wellfield	Plymouth	Groundwater	High
Thomaston	Reynolds Bridge Wellfield	Thomaston	Groundwater	Moderate

Northern SWAP Assessments				
System	Source	Location	Type	Overall Susceptibility
Crescent Lake	Cobble MT, Border Brook reservoirs & Sedimentation Basin in Western MA	Blandford, Granville, Otis, Russell, Tolland & Westfield, MA	Surface Water ³	Moderate
Lakewood/Lakeview	Lacek Wells 1,2,7,&8	Coventry	Groundwater	Low
Lakewood/Lakeview	Lakewood Wells 2,3&4	Coventry	Groundwater	Low
Lakewood/Lakeview	Seussel Well	Coventry	Groundwater	Low
Llynwood	Lynwood Well 2,4&5	Bolton	Groundwater	Moderate
Llynwood	Llynwood Well 3	Bolton	Groundwater	Low
Nathan Hale	Hale Wells 1 & 2	Coventry	Groundwater	Low
Reservoir Heights	Manchester Reservoir System	Bolton,, Glastonbury, Manchester & Vernon	Surface Water ⁴	Low
Stafford	Stafford Reservoirs 2, 3&4	Stafford & Union	Surface Water ⁵	Moderate

Northern SWAP Assessments (continued)				
System	Source	Location	Type	Overall Susceptibility
Western	Preston Wellfield	Somers	Groundwater	High
Western	Wells 1,2&3	Ellington Acres	Groundwater	Moderate
Western	Ellsworth Well 3	East Windsor	Groundwater	Moderate
Western	Mapleton Ave Well 1	Suffield	Groundwater	High
Western	Mapleton Ave Well 2 & W Suffield Well	Suffield	Groundwater	Moderate
Western	Pine Knob Well	South Windsor	Groundwater	Moderate
Western	Torry Road Well 3	Tolland	Groundwater	Low
Western	Vernon Well 5	Vernon	Groundwater	Low
Western	Woodland Park Well	South Windsor	Groundwater	Low
Western	Hunt Wellfield	East Windsor	Groundwater	Moderate
Western	O'Bready Wellfield	Enfield	Groundwater	High
Western	Powder Hollow & Spring Lots Wellfields	Enfield	Groundwater	Moderate
Western	Shenipsit Lake	Ellington, Tolland & Vernon	Surface Water ⁶	Moderate
Western	Vernon Wells 1,2&4	Vernon	Groundwater	Moderate

¹Surface water for Hillcrest System comes from the Cairns, Morris, Pitch, Shepaug and Wigwam Reservoirs in Litchfield County and is treated and filtered at the Harry P. Danaher Water Treatment Plant in Thomaston.

²Surface water for the Naugatuck Central System comes from the Twitchell Reservoir in Bethany and the Mulberry and Straitsville Reservoirs in Naugatuck and is treated and filtered at the Stewart Water Treatment Plant in Naugatuck.

³Water from the reservoirs is treated at the Springfield Water and Sewer Commissions's West Parish Filters Treatment Plant in Westfield, Massachusetts.

⁴Water from these reservoirs is treated and filtered at Manchester's Globe Hollow Water Treatment Plant.

⁵Water from these reservoirs is treated and filtered at the Stafford Springs Water Treatment Plant in Stafford.

⁶Water from the Lake Shenipsit Reservoir is treated and filtered at the Rockville Water Treatment Plant in Vernon.

Source Water Assessment and Protection

Shoreline SWAP Assessments

System	Source	Location	Type	Overall Susceptibility
Chester	Chester Reservoir System	Chester - Haddam	Surface Water ¹	Moderate
Chester	Dennison (Essex) Wellfield	Essex	Groundwater	Moderate
Chester Village West	Wells 5,8 & 9	Chester	Groundwater	Low
Guilford	Clinton Wellfield	Clinton	Groundwater	Moderate
Guilford	Guilford Reservoir System	Killingworth - Clinton	Surface Water ²	Moderate
Guilford	Five Fields Wellfield	Madison	Groundwater	Low
Guilford	Guilford Wellfield	Guilford	Groundwater	High
Guilford	Pinewood Wellfield	Guilford	Groundwater	Low
Guilford	Rettich Wellfield	Madison	Groundwater	Moderate
Guilford	Saybrook Wellfield	Old Saybrook	Groundwater	Low
Guilford	Weiss Wellfield	Clinton	Groundwater	Low
Guilford	Westbrook Wellfield	Westbrook	Groundwater	Moderate
Masons Island	Lantern Hill Wellfield	Stonington	Groundwater	Low
Masons Island	Palmer/Dean Reservoir System	Stonington	Surface Water ³	Low
Point O'Woods	Wells 2 & 5	Old Lyme	Groundwater	Low
Point O'Woods	Wells 4,6 & 7	Old Lyme	Groundwater	Moderate
Sound View	Town Property Wells 1, 2 & 3	Old Lyme	Groundwater	Low
Sound View	William Hartung Wells 3, 6, 7, 8, 11, 12 & 14	Old Lyme	Groundwater	Low

¹Surface water for the Chester System comes from the Lower Chester reservoir and is treated and filtered at the Williams Water Treatment Plant in Chester.

²Surface water for the Guilford System comes from the Kelseytown Reservoir and is treated and filtered at the MacKenzie Water Treatment Plant in Clinton.

³Surface water for the Masons Island System comes from the Palmer Reservoir and is treated and filtered at the Dean's Mill Filter Plant in Stonington.

Unionville SWAP Assessments

System	Source	Location	Type	Overall Susceptibility
Collinsville	Nepaug Reservoir	Burlington, Canton, New Hartford	Surface Water ¹	Low
Main	Barkhamsted & Nepaug Reservoirs	Barkhamsted, New Hartford	Surface Water ²	Low
Main	Charles House Wells	Farmington	Groundwater	Moderate
Main	CT Sand & Stone Wells	Farmington	Groundwater	Moderate
Main	Pondwood Well	Farmington	Groundwater	Low

¹Surface water for the Collinsville System comes from the Nepaug Reservoir and is treated and filtered at the Collinsville Water Treatment Plant in Canton.

²Surface water from these reservoirs is filtered and treated at the Metropolitan District Commission's West Hartford Treatment facility.

What's in your water?

Sources of drinking water and bottled water include reservoirs, ponds, wells, and springs. As water travels over the surface of the land or through the ground, it can dissolve naturally occurring minerals and in some cases, radioactive material, and pick up substances resulting from the presence of animals or from human activity, including:

- Viruses and bacteria, which may come from septic systems, livestock and wildlife.
- Salts and metals, which can be natural or may result from stormwater runoff and farming.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, or farming.
- Organic chemicals, which originate from industrial processes, gas stations, stormwater runoff and septic systems.
- Radioactive substances that can be naturally occurring.

To ensure safe tap water, EPA prescribes limits on these substances in water provided by public water systems.

Special Considerations

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, and some elderly and infants can be particularly at risk from infections.

These people should seek advice about drinking water from their health care providers.

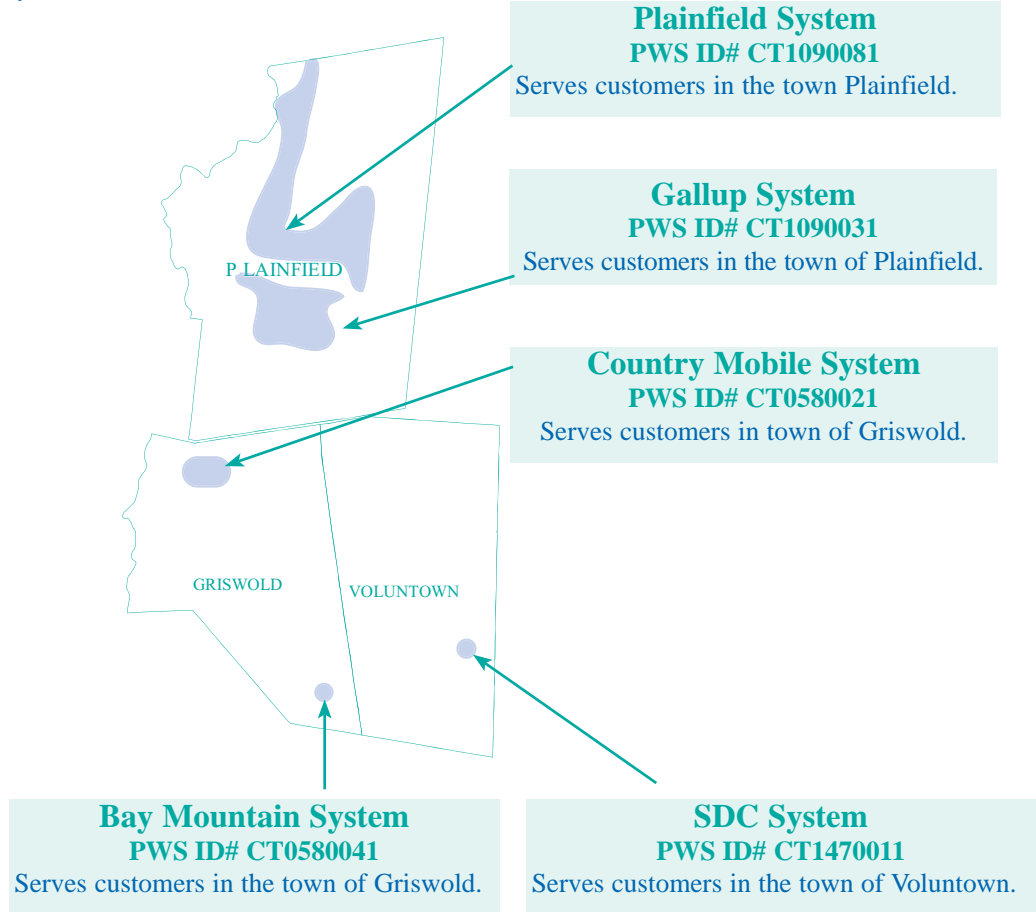
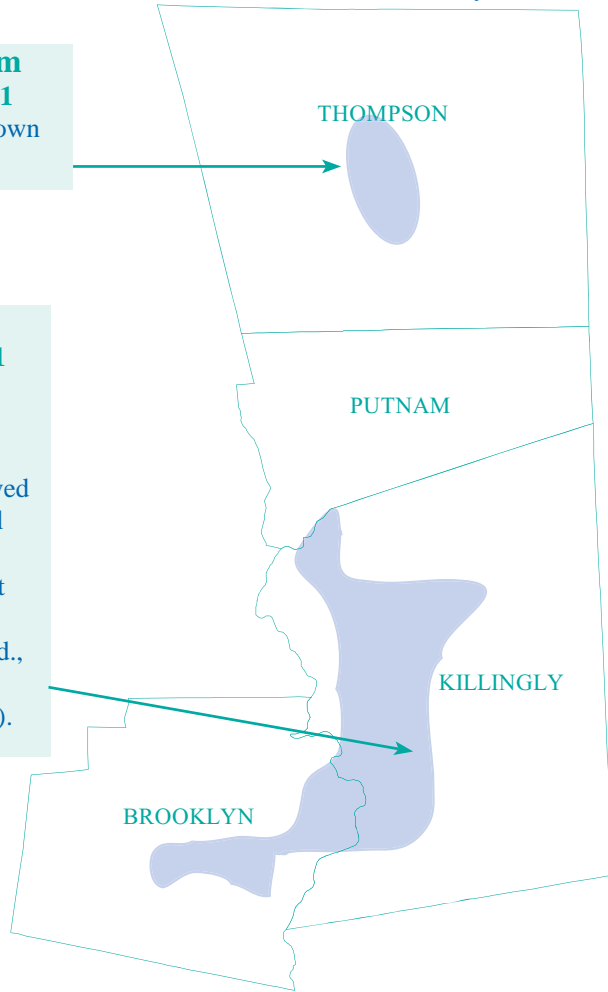
EPA/Centers for Disease Control guidelines on appropriate means to lessen the risks of infection by Cryptosporidium and other microbial contaminants are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

Connecticut Water Crystal

Connecticut Water Crystal serves customers in Brooklyn, Griswold, Killingly, Plainfield, Thompson and Voluntown
(Crystal's Gallup System also serves Plainfield)

Thompson System
PWS ID# CT1410011
Serves customers in the town of Thompson.

Crystal System
PWS ID# CT0690011
Serves customers in the towns of Brooklyn and Killingly including customers previously served by the Killingly Industrial Park System (Ballouville section of Killingly and at Alexanders Lake on the following streets: Lake Rd., Louisa Viens Dr., North Shore Rd., and Tracy Rd.).



Plainfield System
PWS ID# CT1090081
Serves customers in the town Plainfield.

Gallup System
PWS ID# CT1090031
Serves customers in the town of Plainfield.

Country Mobile System
PWS ID# CT0580021
Serves customers in town of Griswold.

Bay Mountain System
PWS ID# CT0580041
Serves customers in the town of Griswold.

SDC System
PWS ID# CT1470011
Serves customers in the town of Voluntown.

Connecticut Water Company Crystal

Table of Detected Substances

Public Water System		Bay Mountain System			Country Mobile System		Crystal System		Gallup System		Plainfield System		SDC System		Thompson System		Met Drinking Water Standards?
Contaminant	MCL	MCLG	Highest Level Detected	Range of Detections	Highest Level Detected	Range of Detections	Highest Level Detected	Range of Detections	Highest Level Detected	Range of Detections	Highest Level Detected	Range of Detections	Highest Level Detected	Range of Detections	Highest Level Detected	Range of Detections	
Copper ¹ (ppm)	AL 1.3	AL 1.3	0.64 (2009)	no sample above AL	0.13	no sample above AL	0.78 (2008)	no sample above AL	0.39 (2008)	no sample above AL	0.16	no sample above AL	0.07	no sample above AL	0.55(2008)	no sample above AL	Yes
Lead ¹ (ppb)	AL 15	0	5.5 (2009)	no sample above AL	2	no sample above AL	ND (2008)	no sample above AL	3.5 (2008)	no sample above AL	<1	no sample above AL	2	no sample above AL	1.5(2008)	no sample above AL	Yes
Barium (ppm)	2	2	0.009	0.009	0.07	0.07	0.0063 (2009)	0.0063 (2009)	0.021 (2009)	0.021	ND (2008)	ND	ND	ND	0.028 (2009)	0.028	Yes
Chloride (ppm)	250	NA	9.6	9.6	35	35	8.7 (2009)	8.7	28 (2009)	28	20 (2008)	20	48 (2009)	48	80 (2009)	80	Yes
Fluoride ² (ppm)	4	4	<0.1	<0.1	<0.1	<0.1	ND (2009)	ND	ND (2009)	ND	0.1 (2008)	0.1	0.1 (2009)	<0.01-0.1	ND (2009)	ND	Yes
Nickel (ppm)	0.1	0.1	0.002	0.002	0.003	0.003	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	
Nitrate (ppm)	10	10	0.8	0.8	2.5	2.5	2.0	0.1.-2.0	2.9	2.9	0.76	0.76	3.8	3.8	1.0	1.0	Yes
Nitrite (ppm)	1	1	<0.001	ND	<0.01	<0.01	ND	ND	ND	ND	ND	ND	<0.001	<0.001	ND	ND	Yes
Sodium ³ (ppm)	NL= 28	NA	7.9	7.9	15.4	15.4	6.2 (2009)	6.2	15 (2009)	15	11 (2008)	11	25	25	45.8 ³	45.8	Yes
Sulfate (ppm)	NA	250	9	9	18	18	ND	ND	15 (2009)	15	11 (2008)	11	13	13	ND	ND	Yes
Turbidity ⁴ (NTU)	TT 5 NTU	0	0.28	100%	0.27	100%	0.88	100%	0.40	100%	0.28	100%	0.27	100%	0.20	100%	Yes
Total Coliform Bacteria	>5% of mo. samples	0	0.06%	1 sample	0	--	0	--	0	--	0	--	>1 ⁵	Detected Sep. & Oct.	0	--	Yes ⁵
Alpha Emitters (pCi/L)	15	0	ND	ND	2.15 (2008)	ND-2.15	3.5	ND-3.5	ND	ND	ND	ND	ND (2009)	ND	ND	ND	Yes
Beta Emitters (mrem/Year)	4	NA	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND (2009)	ND	ND	ND	Yes
Combined Radium (pCi/L)	5	0	ND	ND	2.84 (2008)	1.12-2.84	1.1	ND-1.1	ND	ND	ND	ND	ND (2009)	ND	ND	ND	Yes
Uranium (ug/L)	30	0	ND	ND	ND (2008)	ND	3.6	ND-3.6	ND	ND	ND	ND	ND (2009)	ND	ND (2006)	ND	Yes
Chlorine (ppm)	MRDL 4	MRDLG 4	1.51	0.72-1.51	0.28	0.12-0.28	1.3	0.1-1.3	0.92	0.12-0.92	0.82	0.3-0.82	0	Non chlorinated	0.8	0.4-0.8	Yes
HAA's ⁶ (ppb) (Haloacetic acids)	60	0	ND	ND	1.8	ND-1.8	5.6	ND-5.6	1.2	ND-1.2	1.2	ND-1.2	ND	ND	1.8	ND-1.8	Yes
TTHMs ⁶ (ppb) [Total Trihalo-methanes]	80	NA	4.2	ND-4.2	11.4	ND-11.4	28.2	ND-28.2	7	ND-7	11.7	ND-11.7	ND	ND	8.2	ND-8.2	Yes

Table footnotes are found on page 11.

Connecticut Water Naugatuck Region

The Connecticut Water Naugatuck Region serves customers in
Beacon Falls, Bethany, Middlebury, Naugatuck, Plymouth, Prospect, Thomaston and Waterbury

Thomaston System PWS ID# CT1400011

Serves customers in the town of Thomaston, and customers on Altair Ave. and North St. in Terryville.

Hillcrest Fire District PWS ID# CT0819031

Serves customers on Richardson Dr. and Straits Tpke. in the town of Middlebury.

Heritage/Middlebury Water System PWS ID# CT0819041

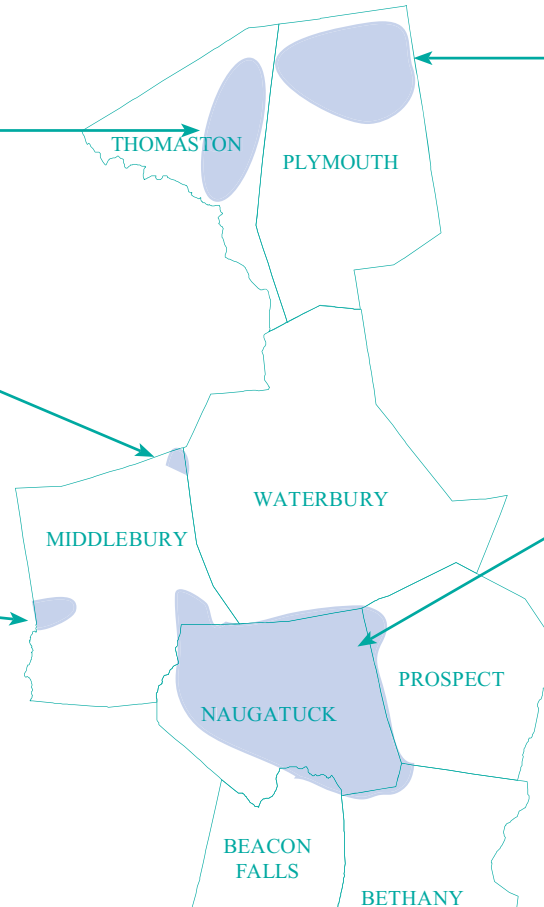
Serves customers on the following streets in Middlebury: Atwood St., Bona Rd., Bronson Dr., Camp Rd., Dwyer Rd., Judson Rd., and Woodland Rd. This system is managed by New England Water Utility Services.

Terryville System PWS ID# CT1110011

Serves customers in the town of Plymouth except those on Altair Ave. and North St. who are served by the Thomaston System.

Naugatuck Central System PWS ID# CT0880011

Serves customers in the Borough of Naugatuck, and in the towns of Beacon Falls, Bethany, Prospect and Waterbury, and the following streets in Middlebury: George St., Goff St., John St., Kinglsey Ave., Lawson Rd., Maple Dr., Porter Ave., Shadduck Rd., Steinman Ave., Townsend St., White Ave. and Yale Ave.



Connecticut Water Company Naugatuck

Table of Detected Substances

Public Water System		Heritage / Middlebury System		Hillcrest Fire District System		Naugatuck Central System		Terryville System		Thomaston System		Met Drinking Water Standards?	
Contaminant	MCL	MCLG	Highest Level Detected	Range of Detections	Highest Level Detected	Range of Detections	Highest Level Detected	Range of Detections	Highest Level Detected	Range of Detections	Highest Level Detected		Range of Detections
Copper ¹ (ppm)	AL 1.3	AL 1.3	0.34	no sample above AL	0.02	no sample above AL	0.04	no sample above AL	0.12 (2008)	no sample above AL	0.22 (2009)	no sample above AL	Yes
Lead ¹ (ppb)	AL 15	0	2	no sample above AL	ND	no sample above AL	3	no sample above AL	ND (2008)	no sample above AL	<1 (2009)	no sample above AL	Yes
Barium (ppm)	2	2	ND	ND	0.007	0.007	ND	ND	ND	ND	ND	ND	Yes
Chloride (ppm)	250	NA	46.4	46.4	ND	ND	40	11-40	48 (2009)	37-48	37.8	34-37.8	Yes
Fluoride ² (ppm)	4	4	0.04	0.04	1.11	0.79-1.11	1.06	0.80-1.06	0.1 (2009)	<0.1-0.1	0.1	<0.1-0.1	Yes
Nitrate (ppm)	10	10	1.68	1.68	0.024	0.024	2.6	0.1-2.6	1.2	1.2	0.8	0.6-0.8	Yes
Nitrite (ppm)	1	1	ND	ND	ND	ND	0.010	<0.001-0.010	0.002	0.002	0.004	ND-0.004	Yes
Sodium ³ (ppm)	NL =28	NA	18.5	18.5	18 (2009)	18	20.8	11-20.8	25.6	19.5-25.6	19.5	14-19.5	Yes
Sulfate (ppm)	NA	250	12.5	12.5	ND	ND	21	15-21	24 (2009)	24	14	7-14	Yes
Total Organic Carbon ⁷	TT	NA	NA	NA	NA	NA	1.2	1.2-2.1	NA	NA	NA	NA	Yes
Turbidity ⁴ (NTU)	TT	NA	2.43	100%	0.30	100%	0.76	100%	0.36	100%	0.30	100%	Yes
Total Coliform Bacteria	present in >5% of monthly samples	0	0	--	0	--	0	--	0	--	0	--	Yes
Alpha Emitters (pCi/L)	15	0	ND	ND	1.56 (2006)	1.56	ND (2008)	ND	ND (2008)	ND	ND (2008)	ND	Yes
Beta Emitters (pCi/L)	4	0	ND	ND	1.21	1.21	ND	ND	ND	ND	ND	ND	Yes
Combined Radium (pCi/L)	5	0	0.84	0.84	0.82 (2006)	0.82	ND (2008)	ND	ND (2008)	ND	ND	ND	Yes
Uranium (ug/L)	30	0	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	Yes
Chlorine (ppm)	MRDL 4	MRDLG 4	1.0	0.2-1.0	0.93	0.02-0.93	1.36	0.2-1.36	0.80	0.30-0.80	0.80	0.20-0.80	Yes
HAA's ⁶ (ppb) [Haloacetic acids]	60	NA	2.0	ND-2.0	43.0	37-50	15.2	ND-28	5	<1.0-5	4	ND-4	Yes
TTHMs ⁶ (ppb) [Total Trihalomethanes]	80	0	16.1	ND-16.1	65.9	38-78	27.6	ND-78.7	13	<0.5-13	3.1	<0.5-3.1	Yes

Table footnotes are found on page 11.

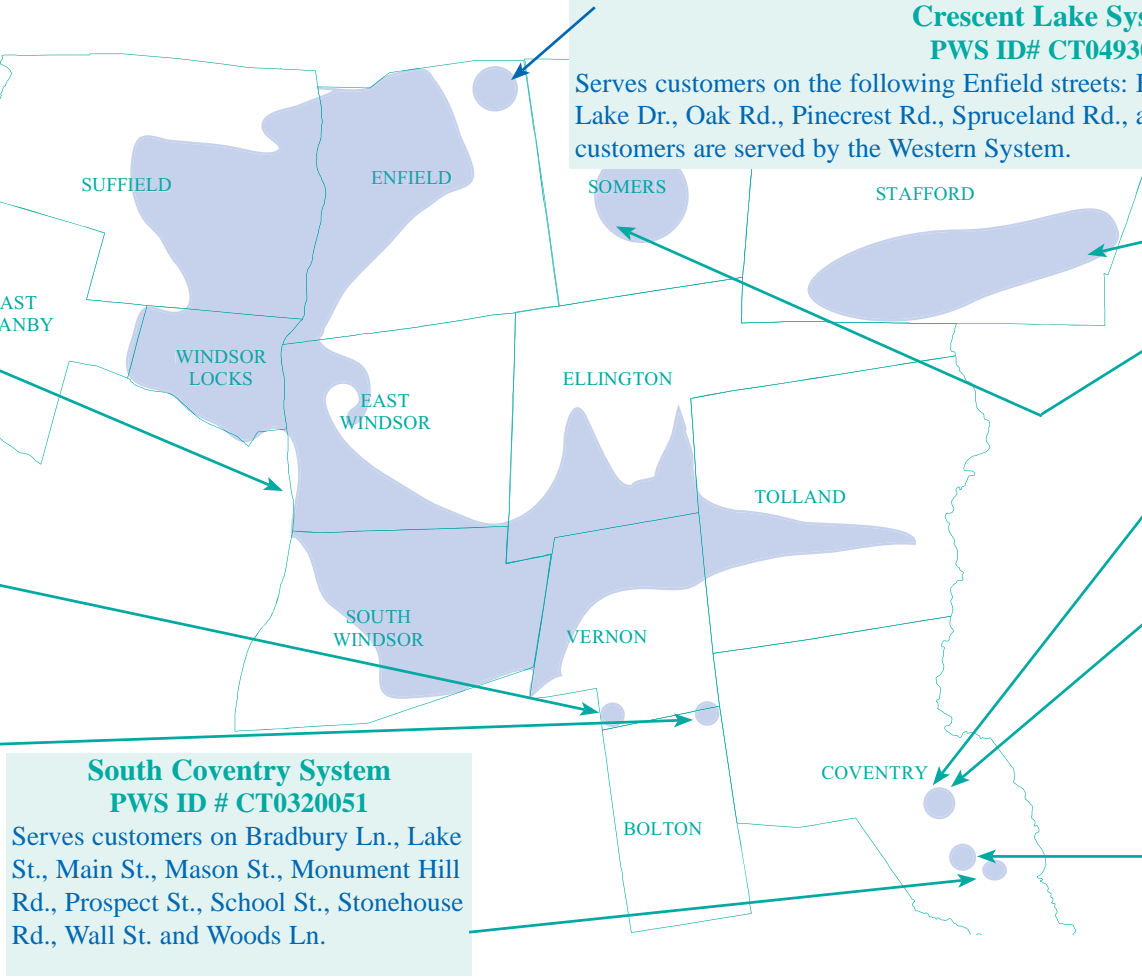
Connecticut Water Northern Region

The Connecticut Water Northern Region serves customers in Bolton, Coventry, East Granby, East Windsor, Ellington, Enfield, Somers, South Windsor, Stafford, Suffield, Tolland, Vernon and Windsor Locks

Western System
PWS ID# CT0473011
 Serves customers in East Granby, East Windsor, Ellington, South Windsor, Tolland and Windsor Locks, and most of our customers in Enfield and Vernon. Some Enfield customers are served by the Crescent Lake System, and some Vernon customers are served by the Llynwood and Reservoir Heights water systems.

Reservoir Heights System
PWS ID# CT1462011
 Serves customers on the following streets in Vernon: Amy Dr., Bridle Path Ln., and Lake St. between Richard Rd. and the Manchester town line. All other Vernon customers are served by the Llynwood or Western systems.

Llynwood System
PWS ID # CT0120021
 Serves customers in Bolton and customers on Juniper Ln. and Llynwood Dr. in Vernon. Other Vernon customers are served by the Reservoir Heights or Western systems.



Crescent Lake System
PWS ID# CT0493011
 Serves customers on the following Enfield streets: Brookside Rd., Crescent Beach Dr., Lake Dr., Oak Rd., Pinecrest Rd., Spruceland Rd., and Taylor Rd. All other Enfield customers are served by the Western System.

Stafford Springs System
PWS ID# CT1340011
 Serves customers in Stafford.

Somers System
PWS ID#CT1290011
 Serves customers in Somers.

Lakewood Heights System
PWS ID # CT0320011
 Serves customers on Edgewood Dr., Highland Rd., Kensington Dr., Lakewood Dr., Midland Rd. and South St.

Lakeview Terrace System
PWS ID # CT0320021
 Serves customers on Crestwood Rd., Echo Rd., Hickory Dr., Juniper Dr., Lakeview Dr., Laurel Dr., Maple Dr. and South St.

Nathan Hale System
PWS ID # CT0320031
 Serves customers on Flanders Rd., Nathan Hale Dr., South St. Ext. and Upton Rd.

South Coventry System
PWS ID # CT0320051
 Serves customers on Bradbury Ln., Lake St., Main St., Mason St., Monument Hill Rd., Prospect St., School St., Stonehouse Rd., Wall St. and Woods Ln.

Connecticut Water Company Northern

Table of Detected Substances

Public Water System		Crescent Lake System			Lakewood Heights System		Lakeview Terrace System		Llynwood System		Nathan Hale System		Reservoir Heights System		Met Drinking Water Standards?
Contaminant	MCL	MCLG	Highest Level Detected	Range of Detections	Highest Level Detected	Range of Detections	Highest Level Detected	Range of Detection	Highest Level Detected	Range of Detections	Highest Level Detected	Range of Detections	Highest Level Detected	Range of Detections	
Copper ¹ (ppm)	AL 1.3	AL 1.3	0.01	no sample above AL	0.43	no sample above AL	0.19(2009)	no sample above AL	0.21 (2009)	no sample above AL	0.23 (2009)	no sample above AL	0.05	no sample above AL	Yes
Lead ¹ (ppb)	AL 15	0	<1	no sample above AL	<1	no sample above AL	3 (2009)	no sample above AL	3 (2009)	no sample above AL	6.5 (2009)	no sample above AL	<1	no sample above AL	Yes
Barium (ppm)	2	2	0.008	0.008	ND	ND	ND	ND	ND	ND	ND	ND	0.18	0.03-0.18	Yes
Chloride (ppm)	250	NA	ND	--	15 (2009)	15	43 (2009)	35-43	24.4 (2009)	24.4	23.7 (2009)	23.7	119	24-119	Yes
Fluoride ² (ppm)	4	4	0.08 (2008)	0.06-0.08	1.7 (2009)	1.1-1.7	0.58 (2009)	0.42-0.58	0.40 (2009)	0.1-0.40	1 (2009)	0.9-1	1.7	0.10-1.7	Yes
Nitrate (ppm)	10	10	0.09	0.09	0.10	<0.1-0.10	0.9	0.9	0.14 (2009)	<0.1-0.14	0.47	0.1-0.47	3.6	ND-3.6	Yes
Nitrite (ppm)	1	1	ND	ND	0.006	<0.002-0.006	0.010	0.010	0.020 (2009)	<0.01-0.020	0.004 (2009)	<0.001-0.004	ND	ND	Yes
Sodium ³ (ppm)	NL 28	NA	11	11	21.8 (2009)	21.8	17 (2009)	15-17	14.8 (2009)	14.8	15 (2009)	15	26	14-26	Yes
Sulfate (ppm)	NA	250	5	5	54 (2009)	54	23 (2009)	22-23	22 (2009)	22	30 (2009)	30	39	11-39	Yes
Dieldrin (ppb)	NA	NA	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	0.05	ND-0.05	Yes
Turbidity ⁴ (NTU)	TT	NA	0.54	100%	1.22	100%	0.15	100%	0.25	100%	0.19	100%	0.25	100%	Yes
Total Coliform Bacteria	present in >5% of monthly samples	0	0	--	0	--	0	--	0	--	0	--	0	--	Yes
Total Organic Carbon ⁷	TT	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	1.0	1.0-1.9	Yes
Alpha Emitters (pCi/L)	15	0	ND	ND	3.48 (2009)	ND-3.48	4.58 (2008)	4.58	ND (2008)	ND	4.83 (2008)	ND-4.83	ND	ND	Yes
Radium (pCi/L)	5	0	ND	ND	ND (2009)	ND	ND (2008)	ND	ND (2008)	ND	0.36 (2008)	ND-0.36	ND	ND	Yes
Uranium (ug/L)	30	0	ND	ND	1.17 (2009)	ND-1.17	4.41(2008)	4.41	ND	ND	3.13 (2008)	2.09-3.13	ND	ND	Yes
Chlorine (ppm)	MRDL 4	MRDLG 4	0.53	0.03-0.53	1.95	0.25-1.95	0.85	0.50-0.85	0.20	0-0.20	0.79	0.21-0.79	1.35	0.19-1.35	Yes
HAA's ⁶ (ppb) [Haloacetic acids]	60	NA	18	5-26	1	ND-1	ND	ND	ND	ND	1	ND-1	16.3	ND-30	Yes
TTHMs ⁶ (ppb) [Total Trihalomethanes]	80	NA	53	40-79	8.2	<0.5-8.2	6.9	<0.5-6.9	1.7	<0.5-1.7	6.6	ND-6.6	19.1	ND-60	Yes
1,1,1-Trichloroethane (ppb)	5	0	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	1.4	ND-1.4	Yes
Trichloroethylene (ppb)	5	0	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	3	ND-3	Yes
Tetrachloroethylene (ppb)	5	0	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	Yes
1,1-Dichloroethylene (ppb)	7	7	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	1.5	ND-1.5	Yes

Table footnotes are found on page 11.

Connecticut Water Company Northern (continued)

Table of Detected Substances

Public Water System	South Coventry System				Stafford System		Western System		Met Drinking Water Standards?
	Contaminant	MCL	MCLG	Highest Level Detected	Range of Detections	Highest Level Detected	Range of Detections	Highest Level Detected	
Copper ¹ (ppm)	AL 1.3	AL 1.3	0.46	no sample above AL	0.21 (2009)	no sample above AL	0.19	no sample above AL	Yes
Lead ¹ (ppm)	AL 15	0	4	no sample above AL	<1 (2009)	no sample above AL	<1	no sample above AL	Yes
Barium (ppm)	2	2	ND	ND	ND	--	0.2	ND-0.2	Yes
Chloride (ppm)	250	NA	83 (2009)	83	6.6	4.3-6.6	57	22-57	Yes
Fluoride ² (ppm)	4	4	0.3 (2009)	0.2-0.3	ND	ND	1.77	0.31-1.77	Yes
Nitrate (ppm)	10	10	0.73	0.4-0.73	0.30	0.20-0.30	9.1	0.3-9.1	Yes
Nitrite (ppm)	1	1	0.012 (2009)	ND-0.012	0.006	<0.002-0.006	0.014	<0.002-0.014	Yes
Sodium ³ (ppm)	NL28	NA	21.5 (2009)	21.5	19.3	16-19.3	21	14-21	Yes
Sulfate (ppm)	NA	250	44 (2009)	44	22	22	32	18-32	Yes
Turbidity ⁴ (NTU)	TT	NA	0.13	100%	0.23	100%	1.22	100%	Yes
Total Coliform Bacteria	present in >5% of monthly samples	0	0	--	0	--	0.09%	found in 1 sample	Yes
Total Organic Carbon ⁷	TT	NA	NA	NA	1.8	1.8-2.3	1.7	1.7-2.5	Yes
Alpha Emitters (pCi/L)	15	0	3.0 (2008)	ND-3.0	ND (2008)	ND	4.2	ND-4.2	Yes
Radium (pCi/L)	5	0	ND (2008)	ND	ND (2008)	ND	0.59	ND-0.59	Yes
Uranium (ug/L)	30	0	2.26 (2008)	2.26	ND	ND	4.68	ND-4.68	Yes
Chlorine (ppm)	MRDL 4	MRDLG 4	0	Non-chlorinated	0.98	0.5-0.98	1.53	0.0-1.53	Yes
HAA's ⁶ (ppb) [Haloacetic acids]	60	NA	ND	ND	29	16-39	19	ND-30	Yes
TTHMs ⁶ (ppb) [Total Trihalomethanes]	80	NA	ND	ND	69.6	41-110	32	ND-64.8	Yes
Trichloroethylene (ppb)	5	0	ND	ND	ND	ND	1.4	ND-1.4	Yes
Tetrachloroethylene (ppb)	5	0	ND	ND	ND	ND	0.7 (2007)	<0.5-0.7	Yes

Table footnotes are found on page 11.

Partnership for Safe Water

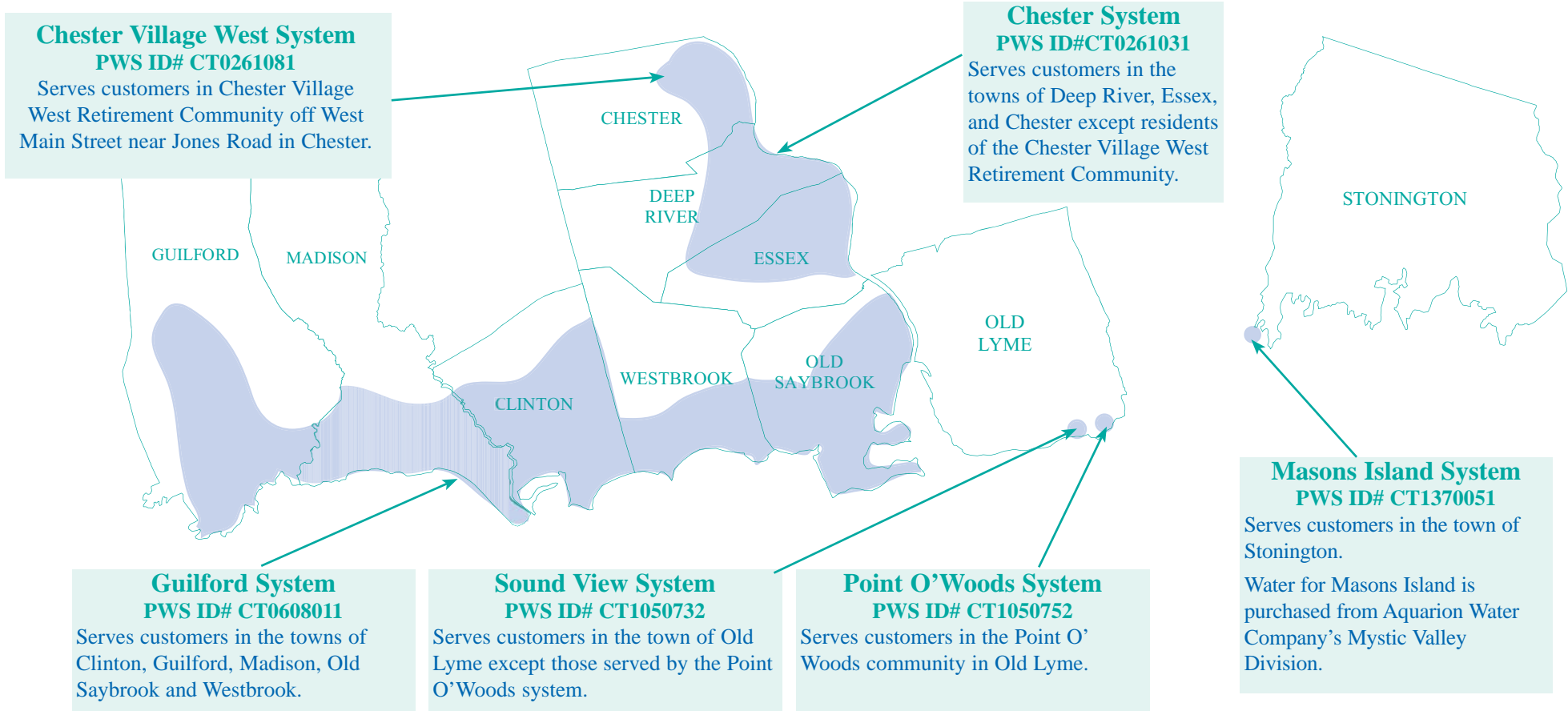
Connecticut Water Company continues to hold the Directors Award from the Partnership for Safe Water, a national volunteer initiative developed by the United States Environmental Protection Agency (EPA). The company has maintained the Directors Award for 10 years, an honor achieved by only 16 water utilities across the country. The national award recognizes water utilities that maintain quality facilities and provide customers with drinking water quality that is better than required by state and federal water quality standards.



Connecticut Water's participation in the program includes a rigorous review of treatment practices developed by national experts, and also includes a four-step, self-assessment and peer-review process. Developed by the EPA and other water organizations striving to provide optimum quality drinking water, the Partnership currently includes more than 200 water utilities.

Connecticut Water Shoreline Region

The Connecticut Water Shoreline Region serves customers in Chester, Clinton, Deep River, Essex, Griswold, Guilford, Madison, Old Lyme, Old Saybrook, Stonington and Westbrook



Connecticut Water Company Shoreline

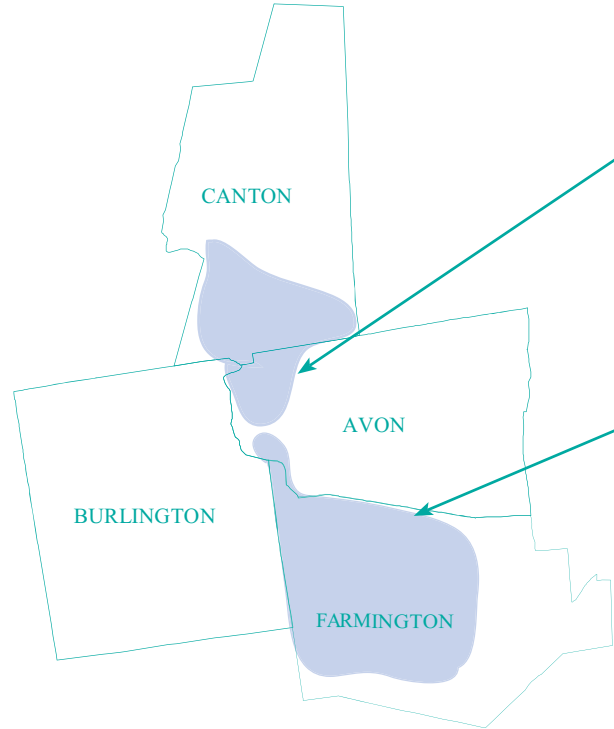
Table of Detected Substances

Public Water System		Chester System			Chester Village West System		Guilford System		Masons Island System		Point O' Woods System		Sound View System		Met Drinking Water Standards?
Contaminant	MCL	MCLG	Highest Level Detected	Range of Detections	Highest Level Detected	Range of Detections	Highest Level Detected	Range of Detections	Highest Level Detected	Range of Detections	Highest Level Detected	Range of Detections	Highest Level Detected	Range of Detections	
Copper ¹ (ppm)	AL 1.3	AL 1.3	0.15(2008)	no sample above AL	0.14 (2008)	no sample above AL	0.17 (2008)	no sample above AL	0.14 (2009)	no sample above AL	0.07	no sample above AL	0.03	no sample above AL	Yes
Lead ¹ (ppb)	AL 15	0	5 (2008)	no sample above AL	2 (2008)	no sample above AL	7 (2008)	no sample above AL	<1 (2009)	no sample above AL	2	no sample above AL	<1	no sample above AL	Yes
Barium (ppm)	2	2	ND	ND	ND	ND	ND	ND	0.018	0.018	ND	ND	ND	ND	Yes
Chloride (ppm)	250	NA	7.1	5.1-7.1	12.6	12.6	12	8-12	13.4	13.4	95 (2009)	70-95	18 (2009)	15-18	Yes
Fluoride ² (ppm)	4	4	0.1	<0.1-0.1	0.1	<0.1-0.1	1.17	0.8-1.17	0.95	0.77-1.63	0.10 (2009)	<0.05-0.10	0.1 (2009)	<0.1-0.1	Yes
Nitrate (ppm)	10	10	2.08	<0.1-2.08	0.61	0.48-0.61	2.67	0.1-2.67	0.015	0.015	2.11	2.11	1.23	1.23	Yes
Nitrite (ppm)	1	1	0.010	ND-0.010	<0.001	<0.001	0.010	<0.001-0.010	0.002 (2008)	<0.002-0.002	0.001	0.001	0.004	0.004	Yes
Sodium ³ (ppm)	NL= 28	NA	11.7	11.0-11.7	10.2	10.2	15	8-15	22.9	14.9-22.9	21 (2009)	18-21	13 (2009)	12-13	Yes
Sulfate (ppm)	NA	250	12	8-12	ND	ND	41	41	18.6	18.6	43 (2009)	43	12 (2009)	12	Yes
Turbidity ⁴ (NTU)	TT 5 NTU	0	0.38	100%	0.38	100%	0.95	99.4%	0.76	100%	0.47	100%	1.30	100%	Yes
Total Coliform Bacteria	present in >5% of monthly samples	0	0	--	0	--	0	--	0	--	0	--	0	--	Yes
Total Organic Carbon ⁷	TT	NA	1.0	1.0-1.7	ND	ND	1.3	1.3-2.2	1.2	1.2-1.7	ND	ND	ND	ND	Yes
Alpha Emitters (pCi/L)	15	0	5.15 (2008)	ND-5.15	5.72	ND-12	ND (2008)	ND	6.61 (2005)	ND-6.61	7.69 (2008)	3.48-7.69	3.53 (2008)	ND-3.53	Yes
Beta Emitters (mrem/Year)	4	NA	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	Yes
Combined Radium (pCi/L)	5	0	1.82 (2008)	ND-1.82	ND	ND	2.89 (2008)	ND-2.89	2.68 (2005)	ND-2.68	1.76 (2008)	ND-1.76	1.14 (2008)	ND-1.14	Yes
Uranium (ug/L)	30	0	2.32 (2008)	ND-2.32	20.6	18.7-23.8	ND (2008)	ND	8.4 (2005)	4.4-8.4	6.28 (2008)	1.03-6.28	7.17 (2008)	3.86-7.17	Yes
Chlorine (ppm)	MRDL 4	MRDLG 4	0.9	0.2-0.9	0.6	0.1-0.6	1.3	ND-1.3	1.68	0.05-1.68	1.2	0.2-1.2	1.6	0.20-1.6	Yes
HAA's ⁶ (ppb) (Haloacetic acids)	60	0	40.5	ND-67	1	<0.5-1	17.8	11-28	53	<0.5-71	8	<0.5-8	4	<0.5-4	Yes
TTHMs ⁶ (ppb) [Total Trihalomethanes]	80	NA	52	ND-68.9	1.8	<0.5-1.8	30.2	8-2-33.6	26.4	<0.5-53.7	22.5	<0.5-22.5	5.3	ND-5.3	Yes
Xylene(ppb)	10000	10000	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND	0.6	<0.5-0.6	Yes

Table footnotes are found on page 11.

Connecticut Water Unionville

Connecticut Water Unionville serves customers in
Canton, Burlington, Farmington and Avon



Collinsville System **PWS ID#CT0230011**

Serves customers in the towns of
Burlington, Canton and Avon.

Unionville System **PWS ID# CT0520011**

The Unionville Water Division's Main System
serves customers in Avon, south of Westbury.
Water for Unionville comes from the following
wells located in the town of Farmington: Charles
House, Connecticut Sand and Stone, and
Pondwood.

Unionville purchases water from the Metropolitan
District Commission (MDC). The water quality
information in this report reflects the water in the
distribution system which includes water from
Unionville's wells and that purchased from the
MDC.

Connecticut Water Company Unionville

Table of Detected Substances

Public Water System	Collinsville System				Unionville Main System		
Contaminant	MCL	MCLG	Highest Level Detected	Range of Detection	Highest Level Detected	Range of Detections	Met Drinking Water Standards?
Copper ¹ (ppm)	AL 1.3	AL 1.3	0.09	no sample above AL	0.54	no sample above AL	Yes
Lead ¹ (ppb)	AL 15	0	2	no sample above AL	2	no samples above AL	Yes
Barium (ppm)	2	2	0.006	0.006	0.27	ND-0.27	Yes
Chromium	0.1	0.1	0.012	0.012	ND	ND	Yes
Chloride (ppm)	250	NA	12	12	54.2	21-54.2	Yes
Fluoride ² (ppm)	4	4	0.04	<0.01-0.04	1.12	0.03-1.12	Yes
Nitrate (ppm)	10	10	0.69	0.12-0.69	2.65	1.37-2.65	Yes
Nitrite (ppm)	1	1	<0.002	<0.002	ND	ND	Yes
Sodium ³ (ppm)	NL 28	NA	21.5	21.5	24	19-24	Yes
Sulfate (ppm)	NA	250	<0.1	<0.1	12	9-12	Yes
Turbidity ⁴ (NTU)	TT	NA	0.76	100%	2.1	100%	Yes
Total Organic Carbon ⁷	TT	NA	1.2	1.2-1.6	NA	NA	Yes
Alpha Emitters (pCi/L)	15	0	1.7 (2008)	ND-1.7	1.55	ND-1.55	Yes
Total Coliform Bacteria	present in >5% of monthly samples	0	0	--	0	--	Yes
Combined Radium (pCi/L)	5	0	ND	ND	1.11	ND-1.11	Yes
Chlorine (ppm)	MRDL 4	MRDLG 4	1.0	0.02-1.0	0.9	ND-0.9	Yes
Uranium (ug/L)	30	0	ND	ND	ND	ND	Yes
TTHMs ⁶ (ppb) [Total Trihalomethanes]	80	NA	21.8	ND-26.4	22.3	ND-64.9	Yes
HAA's ⁶ (ppb) [Haloacetic acids]	60	NA	16	<0.5-30	14.6	ND-42	Yes

Footnotes for Tables on pages 7-11

- ¹ 90th percentile: out of every 10 homes tested, 9 were at or below this level.
- ² The Connecticut Department of Public Health (DPH) requires public water systems serving 20,000 or more people to add fluoride to drinking water. Fluoride detected in other systems is from the erosion of natural deposits. The water provided to Unionville customers through the MDC interconnection has fluoride.
- ³ There is no MCL for sodium. However, the Connecticut DPH requires customers to be notified if sodium exceeds 28 ppm. All systems except Crystal's Thompson System were in compliance with the Notification Level. Thompson customers were notified by mail during July 2010.
- ⁴ Turbidity is used as a means of measuring filter performance at surface water treatment plants and 95 percent of samples must be below 0.3 NTU.. The MCL for water in the distribution system is 5 NTU.
- ⁵ SDC System: Total Coliform levels that exceeded drinking water standards were detected in September and October in the water supply. Customers were notified by letter in 2010.
- ⁶ Compliance for Haloacetic Acids and Total Trihalomethanes is based on a running annual average. The "Highest Detected Level" is the value used for compliance, and values in the "Range of Detections" may be higher.
- ⁷ Total Organic Carbon provides a medium for the formation of disinfection by-products. These products include trihalomethanes (TTHMs) and haloacetic acids (HAA). The compliance ratio ≥ 1.0 is required, therefore the lowest ratio is reported in the table.