

# CONSUMER CONFIDENCE REPORT



Hampden Water District

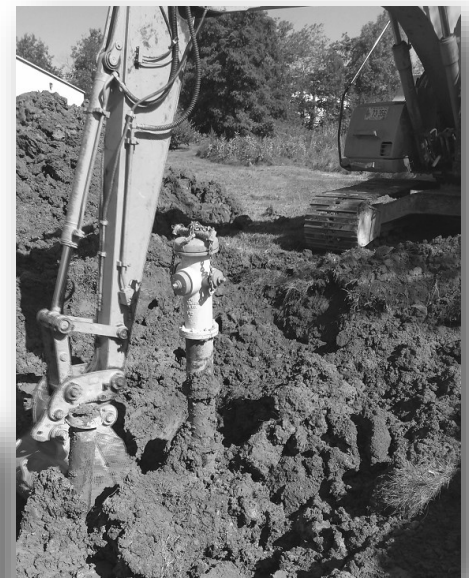
Issued June 2020

## Your waters journey...

This report describes the journey your drinking water takes from its origin at Floods Pond in Otis to your tap. It also contains important information regarding the quality of water delivered to your home. The Hampden Water District receives its supply of water from the Bangor Water District.

Hampden Water District is pleased to be able to work in collaboration with the Bangor Water District to provide our customers with some of the best water in the state. The Floods Pond watershed covers approximately 5,632 acres (8.8 square miles) of pristine wilderness. Because of the pristine watershed, and the high water quality, minimal treatment is needed. A filtration waiver has been issued by the Environmental Protection Agency (EPA) due to the high quality of the source. Water is disinfected using ozone and ultraviolet light. Long-term disinfection is maintained by the addition of chloramines. Alkalinity and pH adjustment and the addition of a small amount of fluoride for dental health are the only treatment processes applied. Upon entry by means of 3 interconnects with Bangor Water District, additional treatment, including pH & alkalinity adjustment, as well as the addition of additional disinfection is applied, then the water is dispersed throughout our system.

*Hampden Water District proudly serves safe, reliable drinking water to the inhabitants of the Town of Hampden for domestic, sanitary, manufacturing, municipal and fire protection purposes.*



Source Water

Floods Pond, Otis

Fire Hydrant Repair

### In This Issue

- 2019 Test Results
- Definitions
- Drinking Water Source Information
- Leak Detection
- Digsafe
- Backflow Testing

# Water Test Results

Contaminant	Date	Results	MCL	MCLG	Possible Sources of Contamination
Coliform (TCR) (1)	2019	0 positive	1 positive/month or 5%	0 positive	Naturally present in the environment.
Copper	1/1/17— 12/31/2019	0.27 ppm	1.3 ppm Action Level	1.3 ppm	Corrosion of household plumbing systems.
Lead	1/1/17— 12/31/2019	7.09 ppb	15 ppb Action Level	0 ppb	Corrosion of household plumbing systems.
Total Haloacetic Acids (HAA5) (3)	2019 LRAA	2 ppb	60 ppb	0 ppb	By-product of drinking water chlorination.
Total Trihalomethane (TTHM) (3)	2019 LRAA	14 ppb	80 ppb	0 ppb	By-product of drinking water chlorination.
Chlorine Residual	2019	0.03—3.14 ppm	4 ppm MRDL	4 ppm MRDLG	By-product of drinking water chlorination.

**Notes:**

- 1) Total Coliform Bacteria: Reported as the highest monthly number of positive samples, for water systems that take less than 40 samples per month.
- 2) Lead / Copper: Action levels (AL) are measured at consumer's tap. 90% of the tests results must be equal to or below the action level.
- 3) TTHM / HAA5: Total Trihalomethanes and Haloacetic Acids (TTHM and HAA5) are formed as a by-product of drinking water chlorination. This chemical reaction occurs when chlorine combines with naturally occurring organic matter in water. Compliance is based on running annual average; 12 month rolling average of all monthly samples at all locations.

**Definitions:**

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water.

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

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

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLG's do not reflect the benefits of the use of disinfectants to control microbial contaminants.



Flood's Pond

Otis, Maine

**Units:**

**ppm:** Parts per million or parts per liter (mg/L)

**ppb:** Parts per billion or micrograms per liter (µg/L)

**pos:** positive samples

**Sources of Drinking Water...** Water is life, and you likely obtain it from a variety of sources including tap water and bottled water. The various sources of drinking water include rivers, lakes, ponds, and ground water accessed via wells. As water travels over the surface of land or through the ground beneath, it can dissolve naturally occurring minerals and radioactive material. Water can also pick up substances resulting from human or animal activity. Every effort is taken to protect the Floods Pond watershed, and in turn minimizing potential sources of contamination to your drinking water. Careful monitoring of our supply keeps us aware of exactly what is and is not present, and we effectively apply treatment to ensure safe drinking water to all of our consumers. The presence of contaminants does not necessarily indicate that water poses a health risk. Contaminants that may be present in source water include:

**Microbial contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

**Inorganic contaminants**, such as salts and metals, which can be naturally occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

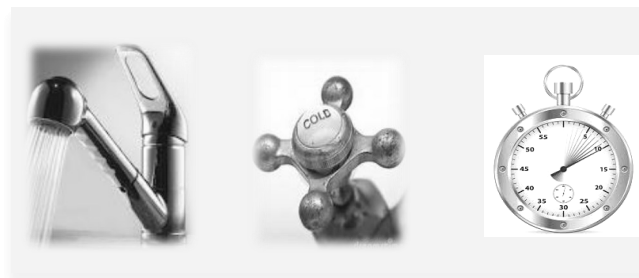
**Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

**Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production and can also come from gas stations, urban runoff, and septic systems.

**Radioactive Contaminants**, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791) or at the following link:

<https://www.epa.gov/ccr/forms/contact-us-about-consumer-confidence-reports>.



***Eliminating your exposure to lead...***  
***Flush your cold water tap for 1 to 3 minutes***  
***before using for drinking or cooking,***  
***if it has not been used for several hours.***

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. Hampden Water District is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested by a certified laboratory. Information of lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at the following link: <http://www.epa.gov/safewater/lead>



# Hampden Water District Newsletter

Here's what is happening throughout your water system...

*The Hampden Water District proudly serves safe, reliable drinking water to the inhabitants of the Town of Hampden for domestic, sanitary, manufacturing, municipal and fire protection purposes.*

**You are not just paying for WATER each quarter, your also paying for ...**

**Public Health**—monitoring for contaminants, while following through with regulations ensures our customers can drink safely from the tap.

**Fire Protection**—providing adequate fire protection and protecting the town center, in addition to providing ALL business and residential structures in Hampden protection from eminent threat of fire, and increases the Town of Hampden's Insurance Rating from the ISO, which is reflective of lower insurance rates throughout the community.

**Infrastructure**—maintaining 41 miles of water line, 233 fire hydrants, 2 standpipes, 4 pump stations / treatment facilities.

**Economic Development**—The quantity, quality and cost of public water and fire protection influence a companies decision on locating or expanding a business into the town of Hampden.



**Would you like to become more involved in your community?**

**If you answered yes, you might be interested in becoming a member of our Board of Trustees.** Trustees are elected or appointed by the residents of Hampden, to serve a 3 year term. These residents are community minded individuals, who seek to ensure the residents of Hampden are provided safe, reliable water, for domestic, sanitary, manufacturing, municipal and fire protection purposes. Trustees are responsible for overseeing the financial and operational responsibilities of the district, including budget review at the monthly board, selecting which infrastructure is most critical to replace and the timeline to replace, and much more. If you are a resident of Hampden and are considering becoming a trustee, please feel free to call the office Monday-Friday 7:00am to 3:30pm at (207)862-3490.

## WAYS TO TELL IF YOU MIGHT HAVE A LEAK...

Have you noticed your water bill gradually increasing over time or possibly a significant increase in your water usage recently? Here are some tips to try and determine the cause of the issue:

- ◆ Pick up some "toilet tablets" at our office or use food coloring to determine if the flapper gasket in the tank needs to be replaced
- ◆ Check to see if any fixtures are dripping
- ◆ Monitor your water usage by recording your meter reading monthly or even weekly



The Water Service Specialists at the Hampden Water District can help with leak detection as well as educating customers on how to prevent water leakage that leads to high quarterly bills. This service is performed at no additional cost to our customers. If you are concerned about an unusual increase in your water consumption, feel free to contact our office to schedule an appointment with a service technician at (207) 862-3490 Monday—Friday, 7:00a.m. to 12:00 p.m. and 12:30 p.m. to 3:30 p.m.



## Infrastructure Upgrades in 2019

The Hampden Water District works diligently to ensure safe, reliable drinking water is delivered to its customers each and every day. The District strives to make improvements throughout the water system to guarantee high quality water is provided in the years to come. Some infrastructure upgrades made to the system in 2019 were:

**Well Exploration**—the District has been investigating water quality along with estimates of potential yield.

**Hydrant Replacement**—4 hydrants were replaced.



### **TIPS TO REDUCE YOUR WATER USAGE?**

Here are some tips to reduce your water usage and your next water bill.

#### **Collect rain water to water your plants & flowers**

Using 20 gal. of rain water daily to water plants could save up to \$15 per quarter.

#### **Shorten your shower**

Cutting shower time by 5 min. could save approximately \$17 per quarter / per person.

#### **Shut off the water while brushing your teeth**

Shutting off the water could save up to 10 gal. per brushing and save about \$10 per person per quarter.

#### **Check to see if your toilet is leaking**

Fixing a leaky toilet that wastes 200 gal. per day could save \$155 per quarter.

### **Have you called in the reading on your summer meter?**

Call your readings in by the **14th of April, July, and October** to get a rebate for water not going into the public sewer system. New summer meters are now available at the FW Webb facility in Hampden, call 947-6905. (Please ask for a C700 Positive Displacement Meter.)



## **DIGSAFE**

### **Why should I call Dig Safe?**

Damaging an underground facility is dangerous – for you, and for the people around you. A broken pipe or cable also causes outages, expensive repairs and legal problems. This is why state law requires a call to 811, even for property owners digging on private land.

### **When should I call Dig Safe?**

Even small, shallow jobs are a risk if you don't know where utilities are buried. Call Dig Safe any time you dig, for any type of project.

Some examples: landscaping, fencing, walkway, retaining wall, clothesline, irrigation, swing set, mailbox, planting, driveway, root/stump removal, patio, basketball hoop

### **What information do I need?**

This is what DIGSAFE will ask for when you call:

- What is the address of the property where work will be performed?
- Is this property bounded by any other streets?
- What are the two cross streets that the property is between?
- What type of work are you doing?
- Where on your property will the work take place?
- Is the area pre-marked? (Before calling, mark out the area where you plan to work using white stakes, paint or flags.)
- If not yourself, who is doing the digging?
- Is there any other information that will help the utility companies find where you are working?

**\*\*Customers who have a swimming pool, hot tub or radiant heat systems must have a testable double check valve or an RPZ installed.\*\***

It is the **responsibility of the customer** to inform the District if any of these hazards exist. If you have not had your backflow preventer installed, please do so as soon as possible in order to avoid interruption of service. If you have a question regarding the type of device you need, or contact numbers of plumbers available to install the device, please call our office at 862-3490 or check our website. The Backflow Preventer information sheet is posted on our webpage.



**What is water delivered to your tap worth???**

**1.5 cents per gallon**

**or**

**\$1.11 per day?**

**(based on the minimum quarterly fee.)**

**Call Dig Safe® before you dig.**  
**811** *It's smart, it's free, it's the law.* **Dial 811.**  
**DigSafe** *digsafe.com*  
MA ME NH RI VT



*The Hampden Water District proudly serves safe, reliable drinking water to the inhabitants of the Town of Hampden for domestic, sanitary, manufacturing, municipal and fire protection.*

### Contact Us

The Hampden Water District staff conducted a variety of activities related to water quality during 2019, and we encourage public comment on our efforts. To provide feedback, please contact the district:

#### Our office:

140 Main Rd. North,  
Hampden

Monday—Friday, during normal business  
hours: 7:00 am—3:30 pm

#### Mail:

PO Box 218, Hampden, ME 04444

#### Phone:

(207) 862-3490

#### Website:

[www.hampdenwaterdistrict.org](http://www.hampdenwaterdistrict.org)

The Board of Directors typically meet on the third Thursday of each month at 4:00pm at 140 Main Rd. North in Hampden.

The date and time of all meetings are posted at the Post Office, Town Office, Hannaford's, our office and on our website at: [www.hampdenwaterdistrict.org](http://www.hampdenwaterdistrict.org)



The Hampden Water District serves approximately 5,200 residential and commercial residents throughout the town of Hampden and provides fire protection throughout various commercial buildings sprinkler systems and 233 fire hydrants. Our water supply and distribution system includes 41 miles of water mains. We provide over 106 million gallons of water in 2019 (an average of 290,800 gallons per day).

The system stores 1.1 million gallons of water in two storage facilities. This volume of storage allows us to meet the peak system demand of 681,00 gallons in one day, while continuing to maintain an adequate firefighting supply.



Hampden Water District  
140 Main Rd. North  
P.O. Box 218  
Hampden, ME 04444

PLACE  
STAMP  
HERE