

**Millinocket Division**

January 1 through December 31, 2020



Dear Valued Customer:

At Maine Water, we know that water touches everything we care about. Our team of 80 dedicated, highly trained professionals is committed to providing you with a reliable supply of high quality water and responsive service. We know the most important thing we do each and every day is to provide clean, safe drinking water so families can trust the water we provide will contribute to their good health.

We strive to make this report easy to read to help you understand more about your drinking water – where it comes from, what is done to protect and treat it, and what is in it. Within these pages are details about the drinking water quality test results, the source(s) of the drinking water supply, and an assessment about the susceptibility of water supply sources to potential contamination.

Maine Water is committed to the stewardship of its water resources, land and the environment and to its protection and conservation for current and future generations. We have a comprehensive source protection program for our water supplies, aquifers and watershed areas.

Maine Water's 2020 Annual Water Quality Reports include the results of more than 110,000 water samples tested at state certified laboratories for more than 120 potential contaminants and water quality parameters. We are pleased to report the water quality results in your system meet all state and federal drinking water standards.

Delivering safe drinking water to our customers and communities is our highest priority. Our Maine Water team appreciates the trust you put in us every day when you turn on the tap, and we are committed to honoring that trust and delivering you a world-class product. If you have any questions or comments about your drinking water or this report, please call our Customer Service staff at 1-800-287-1643 or send an e-mail to [customerservice@mainewater.com](mailto:customerservice@mainewater.com).

Sincerely,

A handwritten signature in black ink that reads "Rick Knowlton".

Rick Knowlton  
President

Water touches everything we **LOVE** about Maine  
and everything we **CARE** about.



# Maine Water is a company with **people from Maine** serving in the **interest of Maine**.

We are dedicated to serving our  
customers and communities.

## POPULATION OF 80,000 ACROSS 21 TOWNS AND COMMUNITIES:

Families | Businesses | Schools | Hospitals | Municipal needs

A lot goes into delivering  
**high quality water** from  
the source to you.

### PROVIDING SAFE AND RELIABLE WATER SYSTEM OPERATIONS 24/7:

- 5 surface water supplies
- 14 groundwater wells
- 11 treatment facilities
- 530 miles of water main
- 2,600 fire hydrants
- 32,000 service lines
- 3,600 water quality tests per year
- 9 million gallons of water per day



It takes a **TEAM** to provide  
**safe reliable service**  
to Maine communities.

- 80 water professionals to serve you
- Licensed and certified by State of Maine
- Over 1,600 customer appointments per month
- 5,000 customer calls per month
- Provide timely, accurate customer information
- After hours and emergency response
- Preventive maintenance and contingency plans minimize service interruptions



Quality water service is important to our  
**health and well-being** and a priority  
for Maine Water.



Community



Family



Health



Safety



Environment



# 2020 Water Quality Report – Millinocket Division

Maine Water Company Millinocket Division PWSID# ME0090990



Maine Water is pleased to present a summary of the quality of the water provided to you during the past year. This report is consistent with the requirements of the Federal Safe Drinking Water Act, to report annually the details of where your water comes from, what it contains, and the risks that our water testing and treatment are designed to prevent.

Federal law allows water providers to make the annual water quality reports available online. Paper copies can be mailed to customers who request it. We will notify customers through our notification system, bill inserts, news releases, our website and social media any time a new water quality report has been posted to our website. If you have any questions about this report, please call us at 1-800-287-1643 or email [customerservice@mainewater.com](mailto:customerservice@mainewater.com).

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*Sources of Supply: Ferguson Pond serves as the water supply for all Millinocket customers. A treatment facility is maintained to meet all primary and secondary drinking water regulations. Chemicals are used to promote flocculation and sedimentation in the filtration process to effectively remove organic matter and micro-organisms that may be present in the source water. We use chlorine and ammonia for disinfection, add fluoride to promote dental health, and add a corrosion inhibitor to reduce corrosion in the pipe system. Certified operators ensure the quality of the water we produce.*

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## **For the year 2020, we are pleased to report that your drinking water met all national primary drinking water standards.**

Sources of drinking water include rivers, lakes, ponds and wells. As water flows on the surface of the land or through the ground, it can dissolve naturally occurring minerals and in some cases, radioactive material, and can also accumulate substances resulting from human and animal activity. The Maine Drinking Water Program (DWP) has evaluated all public water supplies as part of the Source Water Protection Program. The assessments included geology, hydrology, land uses, water testing information, and the extent of land ownership or protection by local ordinance to see how likely our drinking water source is being contaminated by human activities in the future. In 2003, a source water assessment was completed for the Millinocket system and indicates a low to moderate risk of significant contamination. Assessment results are available at town offices, public water supplies and the DWP (207.287.2070).

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, or wildlife.
- Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban runoff, industrial or domestic wastewater discharge, oil and gas production, mining or farming.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, storm water runoff, and residential uses.
- Organic chemicals contaminants, including synthetic and volatile organics, are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.

- Radioactive contaminants, which can be naturally occurring, or can be the results of oil or gas production or mining activities.

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (EPA) prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. FDA regulations established limits for contaminants in bottled water, which must provide the same protection for public health.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained at EPA's Safe Drinking Water Hotline website <https://www.epa.gov/ground-water-and-drinking-water/safe-drinking-water-hotline>.

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 website <https://www.epa.gov/ground-water-and-drinking-water/safe-drinking-water-hotline>.

## Protecting Water Sources



Source water is untreated water from streams, rivers, lakes, or underground aquifers that is used to supply public drinking water. Preventing drinking water contamination at the source makes good public health sense, good economic sense, and good environmental sense. Most contaminants enter rivers, lakes and reservoirs from storm water runoff of streets, parking lots, golf courses, athletic fields, construction sites, farms and residential neighborhoods. You can be aware of the challenges of keeping drinking water safe and take an active role in protecting drinking water.

There are many ways that you can get involved in drinking water protection activities to prevent the contamination of the ground water source:

- Restrict the use of lawn chemicals, especially before heavy rains.
- Dispose of pet or animal waste properly so that it does not wash into a nearby stream or storm drain.
- Inspect septic tanks every two years, and clean as needed. Make septic system repairs as soon as possible.
- Do not pour used motor oil on the ground or into storm drains. Contact your town for proper disposal of household chemicals.
- Report muddy runoff from construction sites to your town's zoning or wetland officials.

## Educational Information on Lead & Copper



We believe 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.

### ***What is Lead?***

Major Sources in Drinking Water: Corrosion of household plumbing systems; erosion of natural deposits.

Health Effects Statement: Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. 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.

Maine Water Company is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components in your home where they could potentially cause result in lead in your drinking water. If you are concerned about the potential for lead in your drinking water from in-home plumbing and fixtures, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. This is important especially in cases where you may not have used your water over a period of several hours and it's been sitting in the pipes. You may also 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 (<https://www.epa.gov/ground-water-and-drinking-water/safe-drinking-water-hotline>) or [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead) Where needed, we have a comprehensive corrosion control program, to reduce risk of lead leaching from our customers' service line or internal plumbing. This includes pH monitoring and adjustment. And, we fully comply with EPA requirements regarding sampling for lead in drinking water.

### ***What is Copper?***

Major Sources in Drinking Water: Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives

Health Effects Statement: 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 doctor. If you are concerned about elevated lead or copper levels, you may wish to have your water tested. Running your tap for 30 seconds to 2 minutes before use will significantly reduce the levels of lead and copper in the water. Additional information is available from the U.S. Environmental Protection Agency's Safe Drinking Water Hotline website <https://www.epa.gov/ground-water-and-drinking-water/safe-drinking-water-hotline>.

For information on the levels of lead and copper detected in your drinking water system, please refer to the table in this water quality report.

# Unregulated Contaminants: PFAS in Water Sources



PFAS (Per-and Polyfluoroalkyl substances) are a large group of man-made chemicals that have been manufactured and used around the world since the 1940s for many industrial and consumer purposes including the coating of fabrics, nonstick cookware, food packaging, and firefighting foam.

These chemicals can accumulate over time and have been found in both the environment and the human body. They do not break down easily in the environment or the human body and are sometimes called “forever chemicals”.

Of these chemicals, the most extensively produced and studied have been PFOA and PFOS.

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*At this time, the United States Environmental Protection Agency (EPA) and regulators in Maine and states across the country are working to develop appropriate standards for these chemicals in drinking water. Maine Water Company will be engaged with our industry colleagues and regulators as the process continues, to ensure we best meet the needs of our customers.*

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Maine Water is in full compliance with Maine Drinking Water Program (DWP) and United States Environmental Protection Agency (EPA) drinking water standards and the guidelines for risk assessment of all water sources and systems as well as all the monitoring and testing requirements under the Unregulated Contaminant Monitoring Rule (UCMR) to date.

For more information and 2020 source water testing results, please visit [www.maine.com/water-quality](http://www.maine.com/water-quality) and find our section on PFAS or the Maine Water Drinking Program, <https://www.maine.gov/dhhs/mecdc/environmental-health/water/>



# Water Quality Data – Millinocket Division



The following table lists the contaminant levels that were detected in your water system.

The Safe Drinking Water Act allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old. The Safe Drinking Water Act also allows monitoring waivers to reduce or eliminate certain monitoring requirements. In 2020, the Millinocket Division was granted a three year “Synthetic Organics Waiver” from monitoring/reporting requirements for the following industrial chemicals: Toxaphene/Chlordane/PCB, herbicides, Carbamate pesticides, and semi volatile organics. This waiver was granted due to the absence of these potential sources of contamination within a half mile radius of the water source.

**Turbidity Levels:** Turbidity is a measure of cloudiness or suspended colloidal matter (silt). Excessive turbidity can interfere with water disinfection. Monitoring of turbidity is done continuously at the Millinocket water treatment plant. The standard for turbidity requires that 95% of all readings in each month be less than 0.3 NTU and a single day maximum of 1 NTU. These standards were met in 2020. The highest single value was 0.08 NTU which occurred in January.

**Microbiological Contaminants:** During 2020, two of the 72 distribution system samples tested positive for coliform bacteria. These samples were collected in September. Locations were retested and all samples tested negative for coliform bacteria. Total coliform bacteria are naturally present in the environment.

**Violations:** No violations in 2020.

## National Primary Drinking Water Contaminants

*Legally enforceable primary standards and treatment techniques that apply to public water systems*

| Compounds                         | Test Date | Violation Y / N | Detection Value | Range of Detection | Federal/State Standard |             | Major Sources in Drinking Water            |
|-----------------------------------|-----------|-----------------|-----------------|--------------------|------------------------|-------------|--|
|                                   |           |                 |                 |                    | MCL/ MRDL              | MCLG/ MRDLG |  |
| Inorganics and Radionuclides      |           |                 |                 |                    |                        |             |  |
| Fluoride, ppm                     | 2020      | N               | 0.87            | 0.72 - 0.87        | 4                      | 4           | Water additive which promotes strong teeth |
| Barium, ppm                       | 2020      | N               | 0.0023          | NA                 | 2                      | 2           | Erosion of Natural Deposits                |
| Chromium, ppm                     | 2020      | N               | <0.001          | NA                 | 0.1                    | 0.1         | Erosion of Natural Deposits                |
| Combined Radium (226 & 228) pCi/l | 2020      | N               | 0.979           | NA                 | 5                      | 0           | Erosion of Natural Deposits                |
| Radium 226                        | 2020      | N               | 0.275           | NA                 | 5                      | 0           | Erosion of Natural Deposits                |
| Radium 228                        | 2020      | N               | 0.704           | NA                 | 5                      | 0           | Erosion of Natural Deposits                |

| <b>Disinfectants and Disinfection Byproducts</b> -- Compliance for Haloacetic Acids and Total Trihalomethanes is based on a running annual average of quarterly samples. The range shows the highest and lowest result for individual samples during 2019. |      |   |              |                    |    |    |  |
|--|------|---|--------------|--------------------|----|----|--|
| Residual Chlorine, ppm   | 2020 | N | 0.46 ave     | 0.27 -0.68         | 4  | 4  | Water additive used to control microbes  |
| <b>Haloacetic Acids (HAA5), ppb</b><br>McDonalds<br>Scoodic Restaurant   | 2020 | N | 47.5<br>47.5 | 41 – 57<br>40 – 63 | 60 | NA | Byproduct of drinking water disinfection |
| <b>Total Trihalomethanes (TTHMs), ppb</b><br>McDonalds<br>Scoodic Restaurant   | 2020 | N | 49.3<br>44   | 41 – 65<br>28 – 66 | 80 | NA |  |

**Lead and Copper Results**– Samples are from consumer’s taps. 90% of the tests must be equal to or below the action level for rule compliance.

| Lead and Copper | Test Date | 90th Percentile | Total Number of Samples | Samples Exceeding Action Level | Federal/State Standard |      | Major Sources in Drinking Water |
|-----------------|-----------|-----------------|-------------------------|--------------------------------|------------------------|------|---------------------------------|
|                 |           |                 |                         |                                | Action Level           | MCLG |                                 |
| Copper, ppm     | 2019      | 0.0797          | 30                      | 0                              | 1.3                    | 1.3  | Corrosion of household plumbing |
| Lead, ppb       | 2019      | 2.8             | 30                      | 0                              | 15                     | 0    |                                 |

For more Lead & Copper data: <https://www.mainewater.com/water-quality/lead-test-results>

## National Secondary Drinking Water Contaminants

*Non-enforceable guidelines regulating contaminants that may cause cosmetic effects (such as skin or tooth discoloration) or aesthetic effects (such as taste, odor, or color) in drinking water.*

| Parameter      | Test Results | Secondary MCL | Noticeable Effects above the MCL                              |
|----------------|--------------|---------------|---|
| Chloride, ppm  | 6            | 250           | Salty taste   |
| Sodium, ppm    | 14.5         | No limit      | Salty taste   |
| Iron, ppm      | <0.01        | 0.3           | Rust color; sediment; metallic taste; reddish orange staining |
| Manganese, ppm | 0.004        | 0.05          | Black to brown color; black staining; bitter taste            |
| Hardness, ppm  | 8.5<br>Soft  | No limit      | Scaly residues; soaps that don't lather                       |

## Unregulated Water Contaminants

*Contaminants that are suspected to be present in drinking water and do not have health-based standards set under the Safe Drinking Water Act (SDWA)*

| Parameter                                 | Sampling Point  | Test Results 9/11/2019 | Sources in Drinking Water                              |
|---|-----------------|------------------------|--|
| Perfluorooctanoic acid (PFOA) (ppt)       | Untreated Water | Not Detected           | By-product of industrial process and consumer products |
| Perfluorooctanesulfonic acid (PFOS) (ppt) | Untreated Water | Not Detected           | By-product of industrial process and consumer products |



PFAS are not regulated under the Safe Drinking Water Act (SDWA) and therefore have no federally-established Maximum Contaminant Level (MCL) that would require action such as treatment to remove these compounds from drinking water. EPA has established a Health Advisory of 70 parts per trillion (ppt), combined, for two PFAS compounds: perfluorooctanoic acid (PFOA) and perfluorooctanesulfonic acid (PFOS).

PFOA and PFOS are fluorinated organic chemicals that are part of a larger group of chemicals referred to as perfluoroalkyl substances (PFASs). PFOA and PFOS have been the most extensively produced and studied of these chemicals. They have been used to make carpets, clothing, fabrics for furniture, paper packaging for food and other materials (e.g., cookware) that are resistant to water, grease or stains. They are also used for firefighting at airfields and in several industrial processes.

To provide Americans, including the most sensitive populations, with a margin of protection from a lifetime of exposure to PFOA and PFOS from drinking water, EPA established the health advisory levels at **70 parts per trillion**. The EPA's health advisories are based on the best available peer-reviewed studies of the effects of PFOA and PFOS on laboratory animals (rats and mice) and were also informed by epidemiological studies of human populations that have been exposed to PFASs.

#### **Notes:**

**Action Level (AL):** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements.

**Fluoride:** Fluoride may help prevent tooth decay if administered properly to children, but can be harmful in excess. US Department of Health and Human Services recommend a level of 0.7 ppm.

**Maximum Contaminant Level (MCL):** 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. Some levels are based on a running annual average.

**Maximum Contaminant Level Goal (MCLG):** 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.

**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. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

**NA:** Not applicable.

**ND:** Not detected.

**NTU:** Nephelometric turbidity unit (cloudiness of water)

**pCi/L, picocuries/Liter:** A unit of concentration for radioactive contaminants.

**ppb:** A unit of concentration equal to one part per billion. Equal to micrograms per liter (ug/L).

**ppm:** A unit of concentration equal to one part per million. Equal to milligrams per liter (mg/L).

**ppt:** A unit of concentration equal to one part per trillion. Equal to nanograms per liter (ng/L).

**PWSID:** Public water supply identification number.

**Running Annual Average (RAA):** The average of all quarterly samples for the last year at all sample locations.

**TTHM and HAA5:** Total Trihalomethanes and Haloacetic Acids are formed as a byproduct of drinking water chlorination. This chemical reaction occurs when chlorine combines with naturally occurring organic matter in water.

**Total Coliform Bacteria:** Reported as the highest monthly number of positive samples, for water systems that take < 40 samples per month.

**Turbidity:** Monitored as a measure of treatment efficiency for removal of particles.

**Our water systems are designed and operated to deliver water to our customers' plumbing systems that complies with state and federal drinking water standards. This water is disinfected using chlorine, but it is not necessarily sterile. Customers' plumbing, including treatment devices, might remove, introduce or increase contaminants in tap water. All customers, and in particular operators of facilities like hotels and**

**institutions serving susceptible populations (like hospitals and nursing homes), should properly operate and maintain the plumbing systems in these facilities. You can obtain additional information from the EPA's Safe Drinking Water Hotline at 800.426.4791**



# WATER CONSERVATION

*Conserving water helps ensure that we have an adequate supply of water for public health and safety and reduces demands on the state's water resources. A typical household uses 15,000 gallons of water per quarter, or 60,000 gallons a year. YOU can play a role in conserving water by being conscious about the amount of water your household is using.*

**Here are some ways to conserve.  
Find more on our social media handles:**



## **REPAIR** leaky toilets

Check for leaks by putting food coloring in the tank; if the food coloring seeps into the bowl without flushing, there is a leak.

**Potential Savings:**  
73,000 gallons/year



## **CONSIDER** a low flow toilet

Modern toilets use just 1.6 gallons per flush, versus older models using 3.5 gallons per flush.

**Potential Savings:**  
15,000 gallons/year



## **RUN** full loads in the washer & dishwasher

Go ahead and fill'er up! Full loads of laundry and dishes save water AND energy.

**Potential Savings:**  
3,400 gallons/year



## **COVER UP** - your pool

Pool covers not only keep out leaves and debris, they reduce up to 95% of evaporation.

**Potential Savings:**  
20,000+ gallons/year



## **WATER EARLY**, not often

Lawns develop short root systems when watered every day. Water just once or twice a week in the morning to maximize root health and avoid water loss from evaporation

**Potential Savings:** 6,750 gallons per watering day avoided for every .25 acres of lawn



## **TURN OFF** the tap

Running water during toothbrushing, shaving and washing dishes all adds up; turn off the tap when you don't need the water

**Potential Savings:** 3,000 gallons/year through toothbrushing alone

**Maine Water is committed to preserving our environment for generations to come.** Conserving open spaces and drinking water sources through:

Protection of  
**WATERSHED  
LANDS**

**WATER  
CONSERVATION**  
education and  
programs

**INFRASTRUCTURE  
INVESTMENTS** to  
reduce system  
water loss

**SUSTAINABLE  
DESIGN** of  
buildings and  
facilities