

Annual Drinking Water Quality Report For 2020

**City of Lockport Department of Public Utilities
Division of Water
One Locks Plaza
Lockport, NY 14094
Public Water Supply ID# NY3100564**

INTRODUCTION

To comply with State and Federal regulations, the City of Lockport Water Department will be annually issuing a report describing the quality of your drinking water. The purpose of this report is to raise your understanding of drinking water and awareness of the need to protect our drinking water sources. Last year, your tap water met all New York State drinking water health standards. We are proud to report that our system did not violate a maximum contaminant level or any other water standard. This report provides an overview of last year's water quality. Included are details about where your water comes from, what it contains, and how it compares to State standards.

If you have any questions concerning this report or your water utility, please contact Dennis McNamara, Chief Water Treatment Plant Operator, 433-1645 ext 303. Attending the City Common Council Meetings scheduled for the first and third Wednesday of each month at 5:30 PM afford opportunities for public participation in decisions that may affect the quality of your water.

WHERE DOES OUR WATER COME FROM?

In general, the 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 the presence of animals or from human activities. Contaminants that may be present in source water include: microbial contaminants; inorganic contaminants; pesticides and herbicides; organic chemical contaminants; and radioactive contaminants. In order to ensure that tap water is safe to drink, the State and the EPA prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The State Health Department's and the FDA's regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

The primary source of water for the City of Lockport is surface water from the East Branch of the Niagara River located near the city of North Tonawanda. The quantity and quality of your source of raw water is considered excellent by Niagara County Health Department standards. During 2020, our system did not experience any restriction of our water source. At the Raw Water Pumping Station (1968), chlorination is utilized for disinfection and zebra mussel control. The raw water is then pumped 13-miles through a 30-inch force main to the Lockport Water Treatment Plant (1930) located at 220 Summit St.

The water treatment plant employs conventional treatment processes of coagulation, sedimentation, filtration, chlorination and fluoridation. Coagulation and sedimentation are used to settle out particles (dirt) before filtration. Filtration removes or filters out fine organic and inorganic particles that did not settle out of the water during the sedimentation process. Chlorine is used to disinfect the water and provide a residual disinfectant that ensures the sanitary quality of the water as it is pumped from the water treatment plant to your home. Fluoride is added to the water to help prevent dental cavities.

CITY OF LOCKPORT SWAP SUMMARY

The New York State Department of Health completed a Source Water Assessment of the supply's raw water source under the States Source Water Assessment Program (SWAP). The purpose of this program is to compile, organize, and evaluate information regarding possible and actual threats to the quality of public water supply (PWS) sources. It is important to note that source water assessment reports estimate the potential for untreated drinking water sources to be impacted by contamination. These reports do not address the safety or quality of treated finished potable tap water. The Great Lakes' watershed is exceptionally large and too big for a detailed evaluation in the SWAP. General drinking water concerns for public water supplies which use these sources include: storm generated turbidity, wastewater, toxic sediments, shipping related spills, and problems associated with exotic species (e.g. zebra mussels - intake clogging and taste and odor problems). The SWAP is based on the analysis of the contaminant inventory compiled for the drainage area deemed most likely to impact drinking water quality at this public water supply raw water intake. This assessment found an elevated susceptibility to contamination for this source of drinking water. The amount of residential land in the assessment area results in elevated potential for microbials, disinfection byproduct precursors, turbidity and pesticides contamination. There is also a high density of sanitary wastewater discharges, which results in elevated susceptibility for numerous contaminant categories. Non-sanitary wastewater could also impact source water quality.

There is also noteworthy contamination susceptibility associated with other discrete contaminant sources, and these facility types include: Chemical Bulk Storage facilities, Inactive Hazardous Waste Sites, Landfills, Toxic Release Inventory data, Municipally Operated Sewage Facilities and Resources Conservation and Recovery Act (RCRA) facilities. Limited copies of the SWAP report may be obtained at the Water Office in City Hall.

FACTS AND FIGURES

The City of Lockport Water Treatment Plant is a 12 million gallon a day plant (designed capacity of 16 million gallons) owned by and servicing the City of Lockport. Our water system serves a population of 20,722 residents through 7,739 service connections. The total water produced in 2020 was 2.04 billion gallons of water. The average daily water treated and pumped into the distribution system was 5,764,273 gallons per day. Our highest single day (10/21/20) was 7,124,000 gallons. The amount of water delivered to customers was 0.520 billion gallons. This leaves unaccounted for a total of 1.52 billion gallons (74% of the total amount produced). This water was used to flush mains, fight fires but the majority was lost through leakage within the City's aging water mains. The average family of four used 75,000 gallons a year (10,027 cubic feet) at an annual cost of \$341. The rate was last increased in 2016 and the residential rate is \$3.40 a 100 cubic feet which computes to \$4.54 a thousand gallons (less than 1¢ per gallon).

The City of Lockport and the Niagara County Water District are interconnected via a 20-inch water main. Both water systems benefit from the ability to deliver water to one another if the need arises.

ARE THERE CONTAMINANTS IN OUR DRINKING WATER?

The City of Lockport Water Department routinely monitors for contaminants in your drinking water according to Federal and State laws. These contaminants include: total coliform, turbidity, inorganic compounds, nitrate, lead and copper, volatile organic compounds, total trihalomethanes, haloacetic acids, radiological and synthetic organic compounds. The contaminants detected in your drinking water are included in the following table. It is important to remember that the presence of these contaminants does not necessarily pose a health risk. Your drinking water meets or exceeds all Federal and State requirements. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline (800-426-4791) or the Niagara County Department of Health at (716) 439-7444.

All drinking water, including bottled drinking water, may be reasonably expected to contain at least small amounts of some contaminants. As water travels over the surface of the land or through the ground, it dissolves many substances. Some occur naturally and some result from the presence of animals and humans. Contaminants that may be present in our source water include: microbes (ex. bacteria, viruses), inorganic compounds (ex. lead, copper), organic compounds (ex. pesticides, herbicides) and radioactive compounds (ex. alpha radiation). In order to ensure our drinking water is safe, the State and Federal Governments have prescribe regulations that limit the amount of certain contaminants in our tap water.

The table presented below lists compounds that were detected in your drinking water. The State allows us to test for some contaminants less than once a year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old. Unless otherwise noted test results were from the period of January 1st to December 31st, 2020. Limited copies of this report may be obtained at the Water Office in City Hall or viewed on the Internet site: <https://lockportny.gov/awqr-2020>

Table of Detected Contaminants

Contaminate	Violation Y/N	Date of Sample	Unit Measurement	Level Detected (Avg/Max) (Range)	MCLG	Regulatory Limit (MCL, TT, AL)	Likely Source of Contamination	Health Effects
Microbiological Contaminants								
Total Coliform	N	1/20-12/20	N/A	0 positive samples	0	MCL= 2 or more positive samples	Naturally present in the environment.	Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms indicating the need to look for potential problems in water treatment or distribution.
Turbidity ¹ - Entry Point	N	1/11/20	NTU	0.08 (0.02 - 0.08)	N/A	TT= \leq 1 NTU	Soil Runoff	Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. Please pay special attention to the additional statement in this document regarding Cryptosporidium.
Turbidity ¹ - Entry Point	N	1-12/20	NTU	100% \leq 0.3	N/A	TT= 95% samples \leq 0.3 NTU	Soil Runoff	
Turbidity ² - Distribution	N	1-12/20	NTU	0.24 (0.02 – 3.23)	N/A	5.00 Monthly Avg.	Iron build up in water mains in distribution system	
Radioactive Contaminants								
Gross Alpha	N	3/6/17	pCi/l	-0.059+/-0.875	0	15	Erosion of natural deposits	Certain minerals are radioactive and may emit a form of radiation known as alpha radiation. Some people who drink water containing alpha emitters in excess of the MCL over many years may have an increased risk of getting cancer.

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Contaminant	Violation Y/N	Date of Sample	Unit Measurement	Level Detected (Avg/Max) (Range)	MCLG	Regulatory Limit (MCL, TT, AL)	Likely Source of Contamination	Health Effects
Radium 226	N	3/6/17	pCi/l	-0.153+/-0.423	0	5	Erosion of natural deposits	Some people who drink water containing radium 226 or 228 in excess of the MCL over many years may have an increased risk of getting cancer.
Radium 228	N	3/6/17	pCi/l	0.897+/-0.413	0	5	Erosion of natural deposits	
Uranium	N	3/6/17	ug/l	0.080+/-0.003	0	30	Erosion of natural deposits	Some people who drink water containing uranium in excess of the MCL over many years may have an increased risk of getting cancer.
Inorganics								
Barium	N	3/13/20	µg/l	20.0	2,000	2,000	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits	Some people who drink water containing barium in excess of the MCL over many years could experience an increase in their blood pressure.
Copper	N	8-9/2020	µg/l	42.2 ³⁻ (ND-83.9)	1,300	AL = 1300	Corrosion of household plumbing systems, erosion of natural deposits, 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. People with Wilson's Disease should consult their personal doctor.
Nickel	N	3/13/20	µg/l	0.52	N/A	No Limit	Erosion of natural deposits	
Fluoride	N	2020	mg/l	0.66 (0.27-0.79)	N/A	MCL=2.2	Erosion of natural deposits; discharge from fertilizer and aluminum factories water additive which promotes strong teeth	Some people who drink water containing fluoride in excess of the MCL over many years could get bone disease, including pain and tenderness of the bones. Children may get mottled teeth.
Lead	N	8-9/2020	µg/l	8.4 ⁴⁺ (ND-10.2)	0	AL = 15	Corrosion of household plumbing systems, erosion of natural deposits	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 this water over many years could develop kidney problems or high blood pressure.

Table of Detected Contaminants

Contaminate	Violation Y/N	Date of Sample	Unit Measurement	Level Detected (Avg/Max) (Range)	MCLG	Regulatory Limit (MCL, TT, AL)	Likely Source of Contamination	Health Effects
Nitrate as Nitrogen	N	5/20/20	mg/l	0.28	10	MCL=10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits	Infants below the age of six months who drink water containing nitrate in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue-baby syndrome.
Sodium	N	3/13/20	mg/l	12.6	N/A	(see Health Effects)	Naturally occurring; road salt; water softeners; animal waste	Water containing more than 20 mg/l of sodium should not be used for drinking by people on severely restricted sodium diets. Water containing more than 270 mg/l of sodium should not be used for drinking by people on moderately restricted sodium diets.
Cyanide	N	3/13/20	µg/l	11.5	200	200	Discharge from steel/metal factories, Discharge from plastic and fertilizer factories.	Some people who drink water containing cyanide well in excess of the MCL over many years could experience nerve damage or problems with their thyroid.
UCMR-4 Unregulated Substances								
HAA5	N	02-11 2020	µg/l	22.2 (11.1 – 40.9)	N/A	N/A	N/A	N/A
HAA6Br	N	02-11 2020	µg/l	10.26 (6.55 – 16.3)	N/A	N/A	N/A	N/A
HAA9	N	02-11 2020	µg/l	31.0 (17.0 – 55.4)	N/A	N/A	N/A	N/A
Bromide	N	02-11 2020	µg/l	31.3 (29.3 – 33.3)	N/A	N/A	N/A	N/A

Table of Detected Contaminants

Contaminant	Violation Y/N	Date of Sample	Unit Measurement	Level Detected (Avg/Max) (Range)	MCLG	Regulatory Limit (MCL, TT, AL)	Likely Source of Contamination	Health Effects
Manganese	N	8/3/20	µg/l	0.507	N/A	N/A	N/A	<p>Manganese is a common element in rocks, soil, water, plants, and animals. Manganese occurs naturally in water after dissolving from rocks and soil. Contamination of drinking water may occur if manganese gets into surface or groundwater after dissolving from rocks and soil. It may also occur if manganese gets into surface or groundwater after improper waste disposal in landfills or by facilities using manganese in the production of steel or other products.</p> <p>Manganese is an essential nutrient that is necessary to maintain good health. However, exposure to too much manganese can cause adverse health effects. There is some evidence from human studies that long-term exposure to manganese in drinking water is associated with nervous system effects in adults (e.g., weakness, stiff muscles and trembling of the hands) and children (learning and behavior). The results of these studies only suggest an effect because the possible influences of other factors were not adequately assessed. There is supporting evidence that manganese causes nervous system effects in humans from occupational studies of workers exposed to high levels of manganese in air, but the relevance of these studies to long term drinking water exposure is less clear because the exposures were quite elevated and by inhalation, not by ingestion.</p>
Disinfection Byproducts								
Total Trihalomethanes	N	2020	µg/l	48 ⁵⁻ (22-66)	N/A	MCL=80	Byproduct of drinking water chlorination	Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.
Total Haloacetic Acids	N	2020	µg/l	20 ⁵⁻ (10-28)	N/A	MCL=60	Byproduct of drinking water chlorination	Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.

Table of Detected Contaminants

Contaminant	Violation Y/N	Date of Sample	Unit Measurement	Level Detected (Avg/Max) (Range)	MCLG	Regulatory Limit (MCL, TT, AL)	Likely Source of Contamination	Health Effects
Disinfectants								
Chlorine Residual Entry Point	N	1-12/20	mg/l	1.11 (0.69-1.11)	N/A	MRDL= 4 ⁵⁻	Water additive used to control microbes.	Some people who use water containing chlorine well in excess of the MRDL could experience irritating effects to their eyes and nose. Some people who drink water containing chlorine well in excess of the MRDL could experience stomach discomfort.
Chlorine Residual (Distribution)	N	1-12/20	mg/l	0.80 (ND-0.80)	N/A	MRDL= 4 ⁵⁻		
Unregulated Substances								
Alkalinity Source	N	1-12/20	mg/l	91 (88-98)	N/A	Not Reg.	Erosion of natural organic deposits	
Total Organic Carbon Source	N	1-12/20	mg/l	2.13 (1.91-2.40)	N/A	Not Reg.	Erosion of natural organic deposits	Total organic carbon (TOC) has no health effects. However, total organic carbon provides a medium for the formation of disinfection byproducts. These byproducts include trihalomethanes (THMs) and haloacetic acids (HAAs). Drinking water containing these byproducts in excess of the MCL may lead to adverse health effects, liver or kidney problems, or nervous system effects, and may lead to an increased risk of getting cancer.
Total Organic Carbon Finished	N	1-12/20	mg/l	1.77 (1.68-1.99)	N/A	Not Reg.	Erosion of natural organic deposits	

- 1- Turbidity is a measure of the cloudiness of the water. We monitor turbidity because it is a good indicator of the effectiveness of our filtration system. Our highest single turbidity measurement (0.08 NTU) for the year occurred on 01/11/2020. State regulations require that turbidity must always be below 1 NTU. The regulations require that 95% of the filtered water turbidity samples have measurements below 0.3 NTU. The turbidity values of all samples collected were below 0.3 NTU 100 % of the time.
- 2- Turbidity in the distribution system is a snap shot picture of the clarity of water at predetermined locations collected during the year. There are 52 locations throughout the city used with a total of 491 samples collected in 2020. A violation occurs when the monthly average of the results of all distribution samples collected in any calendar month exceeds the MCL of 5 NTU. Sporadic high results can occur when there is a disruption in the flow due to a water main break, fire department usage or even street sweepers filling from a hydrant.
- 3- The level presented represents the 90th percentile of the 30 sites tested. A percentile is a value on a scale of 100 that indicates the percent of a distribution that is equal to or below it. The 90th percentile is equal to or greater than 90% of the copper values detected in the distribution system. In this case, 30 samples were collected from the distribution system and the 90th percentile value was the third highest value of 42.2 ug/l. The action level (AL) for copper was not exceeded at any of the sites tested.
- 4- The level presented represents the 90th percentile of the 30 samples collected. The action level for lead was not exceeded at any of the sites tested.
- 5- This level represents the highest locational running annual average calculated from data collected.
- 6- The value represents the Maximum Residual Disinfection Level (MRDL), which is a level of disinfectant added for water treatment that may not be exceeded at the consumer's tap without an unacceptable possibility of adverse health effects.

In the above table, you will find many terms and abbreviations you might not be familiar with. To help you better understand these terms we have provided the following definitions:

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

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 contamination.

Distribution- sampling point representative of drinking water within the distribution system.

Entry Point- a representative sampling location after the last point of treatment but before the first consumer connection.

Maximum Contaminant Level (MCL) - The “Maximum Allowed” is 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.

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 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.

Million Fibers per Liter (MFL) - million fibers per liter is a measure of the presence of asbestos fibers that are longer than 10 micrometers.

Non-Detects (ND) - laboratory analysis indicates that the constituent is not present.

N/A – Not applicable

Nephelometric Turbidity Unit (NTU) - nephelometric turbidity unit is a measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

Parts per million (ppm) or Milligrams per liter (mg/l) - one part per million corresponds to one minute in two years or a single penny in \$10,000.

Parts per billion (ppb) or Micrograms per liter (µg/l) - one part per billion corresponds to one minute in 2,000 years, or a single penny in \$10,000,000.

Parts per trillion (ppt) or Nanograms per liter (ng/l) - one part per trillion corresponds to one minute in 2,000,000 years, or a single penny in \$10,000,000,000.

Parts per quadrillion (ppq) or Picograms per liter (pg/l) - one part per quadrillion corresponds to one minute in 2,000,000,000 years or one penny in \$10,000,000,000,000.

Picocuries per liter (pCi/L) – A measure of the radioactivity in water.

Millirems per year (mrem/yr) – A measure of radiation absorbed by the body.

Million Fibers per Liter (MFL) – A measure of the presence of asbestos fibers that are longer than 10 micrometers.

Level 1 Assessment – A Level 1 Assessment is an evaluation of the water system to identify potential problems and determine, if possible, why total coliform bacteria have been found in our water system.

Level 2 Assessment - A Level 2 Assessment is an evaluation of the water system to identify potential problems and determine, if possible, why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

Treatment Technique (TT) - A treatment technique is a required process intended to reduce the level of a contaminant in drinking water.

WHAT DOES THIS INFORMATION MEAN?

As you can see by the table, our system had no violations. We have learned through our testing that some contaminants have been detected; however, these contaminants were detected below the level allowed by the State.

DO I NEED TO TAKE SPECIAL PRECAUTIONS?

Although our drinking water met or exceeded State and Federal regulations, some people may be more vulnerable to disease causing microorganisms or pathogens 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 from their health care providers about drinking water. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium, Giardia and other microbial pathogens are available from the Safe Drinking Water Hotline (800-426-4791).

Information on Cryptosporidiosis and Giardiasis is also available by contacting the NCDOH, 5467 Upper Mountain Rd, Lockport, NY. 14094 or phone (716) 439-7444.

Information on Fluoride Addition

Our system is one of the many drinking water systems in New York State that provides drinking water with a controlled, low level of fluoride for consumer dental health protection. According to the United States Centers for Disease Control, fluoride is very effective in preventing cavities when present in drinking water at a properly controlled level. To ensure that the fluoride supplement in your water provides optimal dental protection, we monitor fluoride levels on a daily basis to make sure fluoride is maintained at a target level of 0.7 mg/l. During 2020 monitoring showed that fluoride levels in your water were within 0.2 mg/l of the target level for 100% of the time when operational. The fluoride system storage tank and chemical feed system was replaced in October, 2018. None of the monitoring results showed fluoride at levels that approach the 2.2 mg/l MCL for fluoride.

Water Conservation

Unlike many areas of the country, the City of Lockport has access to more than enough water to meet its current and future needs. In many areas of the country, local or regional water shortages exist, at least for parts of the year. Although our water supply source is adequate, we need to use it wisely. In an effort to promote the wise use of water, to avoid waste and reduce our energy demands, we offer the following conservation tips:

1. Fix leaking faucets. A drop a minute can amount to 2,400 gallons over the course of a year.
2. Check your toilet(s) for leaks. Leaking toilets not only waste water but also are the leading cause of high water bills. Leaking toilets can waste up to 500 gallons of water per day. To check your toilet for leaks, place a few drops of food coloring in the back of your toilet. Let it sit for approximately an hour or so without using the toilet. If the food coloring is present in the bowl, the toilet is leaking.
3. Use water saving devices such as flow restricting showerheads, low flow faucets (aerators) and low flow flush toilets.
4. Do full loads when washing clothes and dishes. Use a garbage disposal sparingly. They waste water.
5. Water your lawn only when necessary. The most effective time to water is before 10:00 am. After that time, you will lose water through evaporation.
6. If you have a swimming pool, fill it during the night when demands on power and production systems are less.
7. When washing your car, use a bucket for washing and turn on the hose only for rinsing.

Revenues and Expenditures

During 2020, the City of Lockport Water Department spent \$4,317,755.00 and received revenues of \$ 4,317,756.00.

System Improvements

In 2020, we installed 60 feet of new water pipe improving the flow and water quality to the system. We repaired 20 main breaks and replaced two fire hydrants. We leak detected 10 miles of water mains and are continuing an aggressive leak detection program. We are continuing to replace meters with remote read meter heads. These meter heads allow us to read meters simply by driving by the residence. We rebuilt the motor and pump on high service pump number 1 and replaced 15% of the valve operating rods in the sedimentation basins at the water treatment plant. In our continuing efforts to maintain a safe and dependable water supply, it may be necessary to make improvements in your water system. The City's water system consists of approximately 100 miles of pipe, ranging in size from 4 to 30 inches in diameter. The majority of this pipe (60%) is 6-inch cast iron, installed in the late 19th century and early 20th century. The same pipes that deliver drinking water to your home are at or very near their life expectancy and will need to be replaced within the next 30 years. The cost of replacement will be reflected in the water rate structure. The City of Lockport Water Department faces the difficult challenge of replacing its aging infrastructure and at the same time keeping water affordable for all its residents.

Closing

Thank you for allowing us to continue to provide your family with quality drinking water. We at the City of Lockport Water Department work around the clock to provide top quality water to every tap. Your Water Department is staffed by a competent group of professional people dedicated to this task. We ask that all our customers help us protect our water sources, which are the heart of our community and our way of life. Please call our office if you have questions.