Presented By

The Torrington Water Company

ANNUAL WATER QUALITY REPORT

Water Testing Performed in 2017

PWS ID#: CT1430011

Dear Customer,

Safe, high-quality water is essential to the health and well-being of each one of us as well as to society as a whole. That's why water has been described as the world's most precious natural resource -- and that's also why The Torrington Water Company's highest priority is to provide you and your family with high-quality drinking water.

With The Torrington Water Company, high-quality water also means high-quality service. In 2017, we continued investing to upgrade water lines, hydrants, and other supply infrastructure throughout our system to help ensure the best service and water quality possible.

I must thank all our employees for their hard work in delivering to you the value you've come to count on. And I thank you and all our customers for helping to protect our water resources and making the most of every drop you use.

Please remember that we are always available to assist you with any questions or concerns about your water.

Thank you,
Susan M. Suhanovsky,
President

Where Does My Water Come From?

The water for Torrington and the surrounding towns we serve comes from two primary reservoirs. The Torrington Water Filtration Plant draws water from the Reuben Hart Reservoir, located in Torrington, which is supplemented by North Pond located in Norfolk. This source supplies the bulk of water to our system and has been the primary source of water for Torrington since 1930. Allen Dam, located in Torrington, is an integral part of our reservoir system. It is supplemented by Whist Pond located in Goshen. It is primarily used during drought conditions or emergencies.

We vigilantly monitor the water and activities on the surrounding land to safeguard our water supplies. We believe protecting the source is the single most important measure we can employ to protect your health. To this end, we maintain our watershed area in a forested condition.

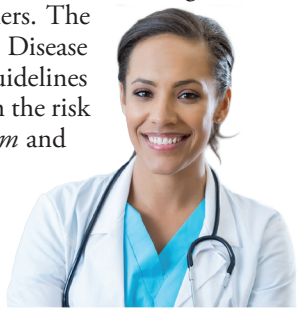
Drinking water travels to your home via a 169-mile network of water mains, five booster pumping stations, and eight distribution-system storage tanks. We produced a total of 877 million gallons of water in 2017 and delivered approximately 2.3 million gallons per day to our customers.

Important Health Information

Sources of lead in drinking water include corrosion of household plumbing systems and 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 disabilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.

Sources of copper in drinking water include 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. People with Wilson's Disease should consult their personal doctors.

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



QUESTIONS?

For more information about this report, or for any questions relating to your drinking water, please call Steven Cerruto, Vice President of Operations, at (860) 489-4149.

Please visit our Web site at www.torringtonwater.com for more information about The Torrington Water Company.

Source Water Assessment

A water assessment of The Torrington Water Company was completed by the Department of Public Health, Drinking Water Section, in 2002. The assessment report can be found on the Department of Public Health's Web site at http://www.dir.ct.gov/dph/Water/SWAP/Community/CT1430011.pdf.

The assessment found that this public drinking water source has a low susceptibility to potential sources of contamination.

Substances That Could Be in Water

To ensure that tap water is safe to drink, the U.S. EPA prescribes regulations limiting the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration regulations establish limits for contaminants in bottled water that 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 these contaminants does not necessarily indicate that the water poses a health risk.

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, in some cases, radioactive material, and substances resulting from the presence of animals or from human activity. Substances 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 may 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 may also come from gas stations, urban stormwater runoff, and septic systems;

Radioactive Contaminants, which can be naturally occurring or may be the result of oil and gas production and mining activities.

For more information about contaminants and potential health effects, call the U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791.

Tip Top Tap

The most common signs that your faucet or sink is affecting the quality of your drinking water are discolored water, sink or faucet stains, a buildup of particles, unusual odors or tastes, and a reduced flow of water. The solutions to these problems may be in your hands.

Kitchen Sink and Drain

Hand washing, soap scum buildup, and the handling of raw meats and vegetables can contaminate your sink. Clogged drains can lead to unclean sinks and backed-up water in which bacteria (e.g., pink and black slime growth) can grow and contaminate the sink area and faucet, causing a rotten egg odor. Disinfect and clean the sink and drain area regularly. Also, flush regularly with hot water.

Faucets, Screens, and Aerators

Chemicals and bacteria can splash and accumulate on the faucet screen and aerator, which are located on the tip of faucets and can collect particles like sediment and minerals, resulting in a decreased flow from the faucet. Clean and disinfect the aerators or screens on a regular basis.

Check with your plumber if you find particles in the faucet screen as they could be pieces of plastic from the hot water heater dip tube. Faucet gaskets can break down and cause black, oily slime. If you find this slime, replace the faucet gasket with a higher-quality product. White scaling or hard deposits on faucets and shower heads may be caused by hard water or water with high levels of calcium carbonate. Clean these fixtures with vinegar or use water softening to reduce the calcium carbonate levels for the hot water system.

Water Filtration and Treatment Devices

A smell of rotten eggs can be a sign of bacteria on the filters or in the treatment system. The system can also become clogged over time so regular filter replacement is important. (Remember to replace your refrigerator filter!)

Source Water Protection

The Torrington Water Company's commitment to providing the highest-quality water is evidenced by the efforts we take to protect our reservoirs from contamination. We own over 70 percent of our total watershed and maintain it in a forested state. We are vigilant in monitoring activities on those lands. There are no industrial or commercial activities on the watershed that could lead to chemical contamination of our supply.

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 is important. Here are some things that you can do to help make sure that your water supply is protected:

- Pump and inspect your septic systems regularly.
- Use chemicals such as pesticides and cleaning products wisely.
- Dispose of waste chemicals and used motor oil properly. That is, don't pour chemicals on the ground or down the sink drain, toilet, or storm drain.
- Report illegal dumping, chemical spills, or other polluting activities to CT DEEP's 24-hour hotline at (860) 424-3338, Torrington Water at (860) 489-4149, or your local police.

What's Your Water Footprint?

You may have some understanding about your carbon footprint, but how much do you know about your water footprint? The water footprint of an individual, community, or business is defined as the total volume of freshwater that is used to produce the goods and services that are consumed by the individual or community or produced by the business. For example, 11 gallons of water are needed to irrigate and wash the fruit in one half-gallon container of orange juice. Thirty-seven gallons of water are used to grow, produce, package, and ship the beans in that morning cup of coffee. Two hundred and sixty-four gallons of water are required to produce one quart of milk, and 4,200 gallons of water are required to produce two pounds of beef.

According to the U.S. EPA, the average American uses over 180 gallons of water daily. In fact, in the developed world, one flush of a toilet uses as much water as the average person in the developing world allocates for an entire day's cooking, washing, cleaning, and drinking. The annual American per-capita water footprint is about 8,000 cubic feet, twice the global per-capita average. With water use increasing six-fold in the past century, our demands for freshwater are rapidly outstripping what the planet can replenish.

To check out your own water footprint, go to http://goo.gl/QMoIXT.

Count on Us

Delivering high-quality drinking water to our customers involves far more than just pushing water through pipes. Water treatment is a complex, time-consuming process. Because tap water is highly regulated by state and federal laws, water treatment plant and system operators must be licensed and are required to commit to long-term, on-the-job training before becoming fully qualified. Our licensed water professionals have a basic understanding of a wide range of subjects, including mathematics, biology, chemistry, and physics. Some of the tasks they complete on a regular basis include:

- Operating and maintaining equipment to purify and clarify water;
- Monitoring and inspecting machinery, meters, gauges, and operating conditions;
- Conducting tests and inspections on water and evaluating the results;
- Maintaining optimal water chemistry;
- Applying data to formulas that determine treatment requirements, flow levels, and concentration levels;
- Documenting and reporting test results and system operations to regulatory agencies; and
- Serving our community through customer support, education, and outreach.

So, the next time you turn on your faucet, think of the skilled professionals who stand behind each drop.

Lead in Home Plumbing

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. We are responsible for providing high-quality drinking water, but we cannot control the variety of materials used in plumbing components. 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 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. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at www.epa.gov/lead.

Test Results

Our water is monitored for many different kinds of substances on a very strict sampling schedule. The information in the data tables shows only those substances that were detected between January 1 and December 31, 2017. Remember that detecting a substance does not necessarily mean the water is unsafe to drink; our goal is to keep all detects below their respective maximum allowed levels. The state recommends monitoring for certain substances less often than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data are included, along with the year in which the sample was taken.

We participated in the 3rd stage of the U.S. EPA's Unregulated Contaminant Monitoring Rule (UCMR3) program by performing additional tests on our drinking water. UCMR3 benefits the environment and public health by providing the EPA with data on the occurrence of contaminants suspected to be in drinking water, in order to determine if the EPA needs to introduce new regulatory standards to improve drinking water quality. Contact us for more information on this program.

REGULATED SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL [MRDL]	MCLG [MRDLG]	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Alpha Emitters (pCi/L)	2016	15	0	0.164	NA	No	Erosion of natural deposits
Barium (ppm)	2017	2	2	0.0092	NA	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Combined Radium (pCi/L)	2016	5	0	0.805	NA	No	Erosion of natural deposits
Haloacetic Acids [HAAs] (ppb)	2017	60	NA	40.5 (average)	19–38	No	By-product of drinking water disinfection
TTHMs [Total Trihalomethanes] (ppb)	2017	80	NA	49.5 (average)	21–79	No	By-product of drinking water disinfection
Turbidity[1] (NTU)	2017	TT	NA	0.095	0.060–0.095	No	Soil runoff
Turbidity (Lowest monthly percent of samples meeting limit)	2017	TT = 95% of samples < or = 0.3 NTU	NA	100	NA	No	Soil runoff

Tap water samples were collected for lead and copper analyses from sample sites throughout the community.

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AL	MCLG	AMOUNT DETECTED (90TH%TILE)	SITES ABOVE AL/ TOTAL SITES	VIOLATION	TYPICAL SOURCE
Copper (ppm)	2017	1.3	1.3	0.09	0/30	No	Corrosion of household plumbing systems; Erosion of natural deposits
Lead (ppb)	2017	15	0	<1.0	0/30	No	Corrosion of household plumbing systems; Erosion of natural deposits

SECONDARY SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	SMCL	MCLG	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Aluminum (ppb)	2017	200	NA	32	50–200	No	Erosion of natural deposits; Residual from some surface water treatment processes
Chloride (ppm)	2017	250	NA	9.18	NA	No	Runoff/leaching from natural deposits
Color (Units)	2017	15	NA	<1 (average)	ND–10	No	Naturally occurring organic materials
Copper (ppm)	2017	1.0	NA	0.0021	NA	No	Corrosion of household plumbing systems; Erosion of natural deposits
Fluoride (ppm)	2017	2.0	NA	0.78	0.55–1.00	No	Erosion of natural deposits; Water additive that promotes strong teeth; Discharge from fertilizer and aluminum factories
Manganese (ppb)	2017	50	NA	3.7	NA	No	Leaching from natural deposits
pH (Units)	2017	6.5–8.5	NA	7.36	6.8–8.4	No	Naturally occurring
Sulfate (ppm)	2017	250	NA	14.6	NA	No	Runoff/leaching from natural deposits; Industrial wastes

UNREGULATED AND OTHER SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	TYPICAL SOURCE
Bromodichloromethane (ppb)	2017	0.54	NA	By-product of drinking water disinfection
Calcium Hardness (ppm)	2017	9.96	NA	Naturally occurring calcium
Chloroform (ppb)	2017	4.44	NA	By-product of drinking water disinfection
Sodium (ppm)	2017	10.2	NA	Naturally occurring

UNREGULATED CONTAMINANT MONITORING RULE - PART 3 (UCMR3)

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH
Chlorate (ppb)	2015	340	64–340
Chromium [Total] (ppb)	2015	0.20	0.13–0.20
Chromium-6 (ppb)	2015	0.20	0.03–0.20
Strontium (ppb)	2015	16	10–16
Vanadium (ppb)	2015	0.40	0.30–0.40

[1] Turbidity is a measure of the cloudiness of the water. It is monitored because it is a good indicator of the effectiveness of the filtration system.

Definitions

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

LRAA (Locational Running Annual Average): The average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters. Amount Detected values for TTHMs and HAAs are reported as the highest LRAAs.

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.

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.

MRDL (Maximum Residual Disinfectant Level): 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.

MRDLG (Maximum Residual Disinfectant 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 the use of disinfectants to control microbial contaminants.

NA: Not applicable

ND (Not detected): Indicates that the substance was not found by laboratory analysis.

NTU (Nephelometric Turbidity Units): Measurement of the clarity, or turbidity, of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

pCi/L (picocuries per liter): A measure of radioactivity.

ppb (parts per billion): One part substance per billion parts water (or micrograms per liter).

ppm (parts per million): One part substance per million parts water (or milligrams per liter).

SMCL (Secondary Maximum Contaminant Level): SMCLs are established to regulate the aesthetics of drinking water like appearance, taste and odor.

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