



TOWN OF WATERTOWN Water & Sewer Authority

WATER QUALITY REPORT — 2025 —



TOWN OF WATERTOWN
PUMPING STATION



SAFE
WATER

RELIABLE
SERVICE

OUR WATER. OUR COMMUNITY. OUR COMMITMENT.

YPWS ID#1539031-
WESTGATE

The Town of Watertown is pleased to provide the **2025 Water Quality Report**

Dear valued customer,

The Watertown Water and Sewer Authority (WSA) is pleased to provide its consumers with this report on the drinking water supplied to its customers in Watertown. The information contained in this report explains where your water comes from, what tests are performed to ensure the safety of your water as well as where you can acquire additional information about your water supply. We trust you will find this information both interesting and helpful. We want you to know more about the quality of your drinking water. Public participation is encouraged, and the WSA Board Regular Monthly Meeting schedule can be found on the WSA website. https://watertownct.org/departments/water_and_sewer/index.php

YOUR WATER QUALITY AT A GLANCE



4100+
Customers
Served



9900+
People



61 miles
of water
mains



2
water
storage
tanks



655
Fire Hydrants



100%
Compliance

We are committed to providing
safe, reliable drinking water.



WHERE YOUR WATER COMES FROM



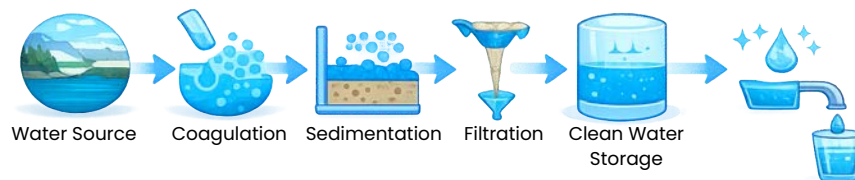
Your water source is groundwater pumped by wells, which are located along the Nonnewaug River in Woodbury, (the Hart Well Fields). The Watertown Fire District owns and operates two surface reservoirs: Lockwood Reservoir, which is located in Bethlehem, and Judd Pond, which is located in Watertown. These reservoirs are used to augment the flow of water in the Nonnewaug River to replenish the groundwater removed by the wells, located off of Route 61 (the Hart Well Fields), which are owned and operated by the Watertown Fire District.



The water is then pumped from the Neil Drive pump station to the Bald Hill water storage tank, located off of Neil Drive. From there it is metered through a water meter pit located on Westgate Road, then distributed through the Watertown Water and Sewer Authority system to your home.

WATER TREATMENT PROCESS

THE WATER TREATMENT PROCESS



Water pumped from the district wells is treated with a disinfectant (chlorine) as a precaution to protect consumers from potentially harmful bacteria. We carefully monitor the amount of chlorine, adding the lowest quantity necessary to protect the safety of your water without compromising taste. The water is also treated with a small amount of sodium hydroxide to make it less corrosive. This is important in reducing the amounts of metals such as copper and lead that may be picked up by the water from consumers' homes and businesses. This finished water is pumped into our network of distribution pipes to reach our residential and business customers.

FROM SOURCE TO TAP



SOURCE



TREATMENT



STORAGE



TO YOUR HOME
OR BUSINESS



HOW SAFE IS YOUR WATER?



The State of Connecticut Department of Public Health (DPH), in cooperation with the Department of Energy and Environmental Protection, completed an assessment of the Hart Farm Well Field, a source of public drinking water maintained and operated by the Watertown Fire District Water Department. The assessment report can be found on the DPH website at portal.ct.gov/dph/drinking-water/dws/source-water-assessment-program-swap-reports

This one-time assessment is part of a nationwide effort mandated by Congress under the Safe Drinking Water Act amendments of 1996. The assessment aims to evaluate the susceptibility of all public drinking water sources in Connecticut to potential sources of contamination. The assessment is intended to provide Watertown Fire District consumers with information about where their public drinking water comes from, sources of potential contamination that could impact it, and what can be done to help protect it. Based on a combination of current field and source water area conditions, existing potential contaminant sources, and level of source protection measures currently in place, the source water assessment for this well field indicates it has an overall low risk of contamination from identified potential sources of contamination. **For more information on the assessment report, contact the Watertown Fire District office at (860) 274-6332.**

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish 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.

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/Center of Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline at 1-800-426-4791.



More information about contaminants and potential health effects can be obtained by calling the **EPA's Safe Drinking Water Hotline (1-800-426-4791)** or the **State of Connecticut, Department of Public Health (860-509-7333)**. Or visit their websites epa.gov or portal.ct.gov/dph/drinking-water/dws/source-water-assessment-program-swap-reports



OUR INFRASTRUCTURE. OUR PEOPLE.YOUR WATER.



Delivering safe, reliable drinking water every day takes more than pipes and pumps - it takes a team of dedicated professionals and well-maintained infrastructure working together for our community.



CRITICAL INFRASTRUCTURE

Our water system includes many essential assets that work together to deliver high-quality drinking water.

- Pump stations move water through the system
- Storage tanks provide capacity and pressure
- Miles of water main that distribute water throughout the community
- Hydrants support fire protection
- Valves control system flow



DEDICATED PROFESSIONALS

Our team is committed to providing safe, reliable water service to every customer, every day.

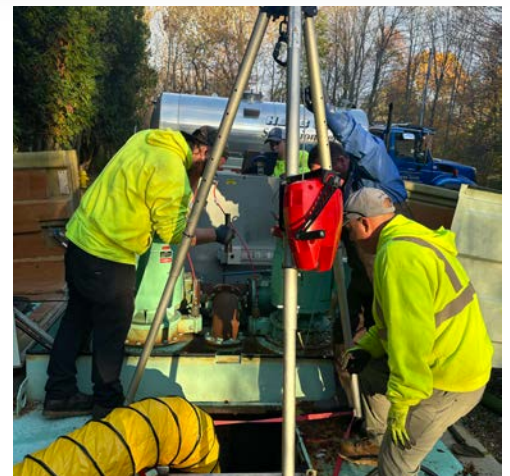
- Water system operators
- Maintenance technicians
- Customer service staff
- Engineering and compliance experts



Hydrant maintenance



Reliable equipment.



Keeping water flowing

**BUILT FOR TODAY.
PREPARED FOR TOMORROW.**



KEEPING OUR WATER MAINS CLEAN



Routine flushing helps maintain water quality throughout the distribution system.

WATER MAIN FLUSHING

Distribution mains (pipes) convey water to homes, businesses, and hydrants in your neighborhood. The water entering distribution mains is of very high quality; however, water quality can deteriorate in areas of the distribution mains over time. Water main flushing is the process of cleaning the interior of water distribution mains by sending a rapid flow of water through the mains.



Flushing maintains water quality in several ways. For example, flushing removes sediments like iron and manganese. Although iron and manganese do not pose health concerns, they can affect the taste, clarity, and color of the water. Additionally, sediments can shield microorganisms from the disinfecting power of chlorine, contributing to the growth of microorganisms within distribution mains. Flushing helps remove stale water and ensures the presence of fresh water with sufficient dissolved oxygen, disinfectant levels, and an acceptable taste and smell.



Routine flushing

During flushing operations in your neighborhood, some short-term deterioration of water quality, though uncommon, is possible. You should avoid tap water for household use at that time. If you do use the tap, allow your cold water to run for a few minutes at full velocity before use and avoid using hot water, to prevent sediment accumulation in your hot water tank.

Please contact us if you have any questions or would like more information on our water main flushing schedule. Our **water main flushing schedule** is posted on our website: watertownct.org/departments/water_and_sewer/index.php



KEEPING OUR WATER SAFE



Backflow prevention helps keep contaminants from entering the public water supply.

CROSS-CONNECTION PROTECTION

Cross-connections that contaminate drinking water distribution lines are a major concern. A cross-connection is formed at any point where a drinking water line connects to equipment (boilers), systems containing chemicals (air-conditioning systems, fire sprinkler systems, irrigation systems), or water sources of questionable quality. Cross-connection contamination can occur when the pressure in the equipment or system is greater than the pressure inside the drinking water line (backpressure). Contamination can also occur when the pressure in the drinking water line drops due to fairly routine occurrences (main breaks, heavy water demand), causing contaminants to be sucked out from the equipment and into the drinking water line (back siphonage).

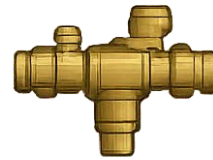
Outside water taps and garden hoses tend to be the most common sources of cross-connection contamination at home. The garden hose creates a hazard when submerged in a swimming pool or attached to a chemical sprayer for weed killing. Garden hoses that are left lying on the ground may be contaminated by fertilizers, cesspools, or garden chemicals. Improperly installed valves in your toilet could also be a source of cross-connection contamination.

Community water supplies are continuously jeopardized by cross-connections unless appropriate valves, known as backflow prevention devices, are installed and maintained. We have surveyed industrial, commercial, and institutional facilities in the service area to make sure that potential cross-connections are identified and eliminated or protected by a backflow preventer. We also inspect and test backflow preventers to make sure that they provide maximum protection.

HOW BACKFLOW PREVENTION WORKS



**YOUR HOME
OR BUSINESS**



**BACKFLOW
PREVENTER**



**PUBLIC WATER
MAIN**



For more information on backflow prevention, contact the Safe Drinking Water Hotline at (800) 426-4791.

DRINKING WATER & YOUR HEALTH



Drinking water can contain small amounts of naturally occurring or man-made contaminants.

WHAT ARE SOURCES OF WATER CONTAMINANTS?



MICROBIAL CONTAMINANTS such as viruses and bacteria, which may come from 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 byproducts of industrial processes and petroleum production, and can also, come from gas stations, urban stormwater runoff, and septic systems.



RADIOACTIVE CONTAMINANTS which can be naturally occurring or be the result of oil and gas production and mining activities.

HOW IS SOURCE WATER PROTECTED?

CONNECTICUT PROHIBITS DISCHARGE of potential disease-carrying wastewaters into public drinking water supply sources.

FILTRATION AND DISINFECTION of all surface supplies is mandatory.

LAND AREAS (WATERSHEDS) that drain into public water sources must be inspected annually for pollution.

STATE AND LOCAL REGULATORS govern land use and development on watershed lands.

STRICT REGULATIONS GOVERN THE SALE AND THE USE OF WATER COMPANY-OWNED LAND which is critical to the protection of public water supply resources.

PFAS

For general information on PFAS, visit [epa.gov/pfas](https://www.epa.gov/pfas)

According to the EPA, Perfluoroalkyl and Polyfluoroalkyl Substances (PFAS) are a group of manufactured chemicals that have been used in industry and consumer products since the 1940s because of their useful properties. There are thousands of different PFAS, some of which have been more widely used and studied than others. One common characteristic of concern of PFAS is that many break down very slowly and can build up in people, animals, and the environment over time. Initial research suggests that exposure to PFAS at elevated levels may be linked to health problems.

WSA relies on the Waterbury Water Department to keep their customers informed on plans to comply with state and federal water quality standards for PFAS as they are developed by our regulators.



LEAD AND COPPER IN DRINKING WATER



When it comes to lead, there is no safe level of exposure.



Protecting your family's health starts at the tap.

There is no detectable lead in the Watertown Water & Sewer Authority's supply water. However, older homes may contain plumbing or fixtures that contain lead. Waterbury Water Department treats its water supply to keep pH levels elevated to minimize the risk of lead leaching from older plumbing fixtures. Furthermore, Watertown Water & Sewer Authority performs regular water testing for lead throughout the system in compliance with state and federal regulations.

Further information can be found on our website at

https://watertownct.org/departments/water_and_sewer/water_service_line_inventory.php

LEAD IN DRINKING WATER



HEALTH EFFECTS

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney, or nervous system problems.



SOURCES

Major sources of lead in drinking water are corrosion of household plumbing systems and erosion of deposits. WSA is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When water has been sitting in the internal plumbing for several hours, you can minimize the potential for lead exposure by flushing your cold tap for 30 seconds to two minutes before using water for drinking or cooking.

COPPER IN DRINKING WATER



HEALTH EFFECTS

Copper is an essential nutrient, but some people who drink water containing Copper in excess of the action level over a relatively short 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 doctor.



SOURCES

Major sources of copper in drinking water are: corrosion of household plumbing systems, erosion of natural deposits and leaching from wood preservatives.

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.

STEPS YOU CAN TAKE



RUN YOUR TAP

Run your tap for 30 seconds to 2 minutes before using water for drinking or cooking, especially if the water has not been used for several hours.



USE COLD WATER

Use cold water for drinking, cooking, and making baby formula. Hot water can contain higher levels of copper.



CHECK YOUR PLUMBING

Copper levels can increase due to corrosion in older plumbing. Consider having your plumbing inspected if you are concerned.



BE INFORMED

Additional information is available from the U.S. **Environmental Protection Agency's Safe Drinking Water Hotline** website epa.gov/ground-water-and-drinking-water/safe-drinking-water-hotline or at 1-800-426-4791.



LEAD SERVICE LINE INVENTORY



Providing the best drinking water to our WSA customer is our top priority. As part of our commitment to public health and regulatory compliance, we have completed an initial Lead Service Line Inventory, providing customers with transparency regarding service line materials in our system.

THE INITIAL LEAD SERVICE LINE INVENTORY IS AVAILABLE TO VIEW

The Watertown Water & Sewer Authority has published the Initial Lead Service Line Inventory, which complies with the US Environmental Protection Agency's (US EPA) Lead and Copper Rule Revisions (LCRR). As part of the LCRR, water systems are required to inventory all water service line materials and identify any water service line that contains lead or lead materials. This inventory is updated annually. To view the inventory, please visit the WSA office located at 747 French St, Oakville, CT.

ABOUT SERVICE LINES

A service line is the narrow pipe that branches from the water main in the street to your address and brings water to the meter, which is usually located in your basement. The water mains distributing water are made of non-lead material. The public water system owns the street side portion (public or water system side) of the service line, and the property owner owns the yard-side portion (private or customer side).

IF YOU RECEIVED A NOTICE IN THE MAIL

Public water systems are required by US EPA and CT DPH to mail notifications to customers who have a Lead service line, a Galvanized Requiring Replacement service line, or an Unknown material service line. The notice was generated based on the Watertown Water & Sewer Authority's inventory of service lines. For more information please visit our website at

https://watertownct.org/departments/water_and_sewer/water_service_line_inventory.php

If you did not receive a notice, your service line is not made of lead or lead-containing materials.

WHAT THIS MEANS FOR YOU



Review Your Service Line Information: To review, you are welcome to come into the WSA office to look at a hard copy of the inventory.



Take Steps to Reduce Lead Exposure: If you have a lead or galvanized service line, you can reduce potential exposure by running your tap for at least 30 seconds to flush stagnant water before use, using a certified lead-removal filter, and regularly cleaning aerators. More information on lead in drinking water and steps to minimize exposure is available at EPA's Lead in Drinking Water website <https://www.epa.gov/ground-water-and-drinking-water/basic-information-about-lead-drinking-water>

NEXT STEPS

WSA is committed to updating our inventory and working with customers to verify and replace lead service lines. We will continue to monitor water quality and provide updates on our efforts to reduce lead exposure in drinking water.



TERMS & ABBREVIATIONS



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

Location Running Annual Average (LRAA): Average of four quarterly results used to evaluate compliance.

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

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCLGs as feasible using the best available treatment technology.

Maximum Residual Disinfectant Level Goal (MRD): 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 contamination.

Millirems per year (NREM/YR): A measure of radiation absorbed by the body

Notification Level (NL): There is no MCL for sodium, however, the Connecticut DPH requires customers to be notified if sodium exceeds 28 ppm

Nephelometric Turbidity Unit (NTU): A measure of water clarity.

ppm: Parts per million, or milligrams per liter, mg/l

ppb or ug/L: Parts per billion, or micrograms per liter ug/l

pCi/l: A unit of measure of radioactivity.

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

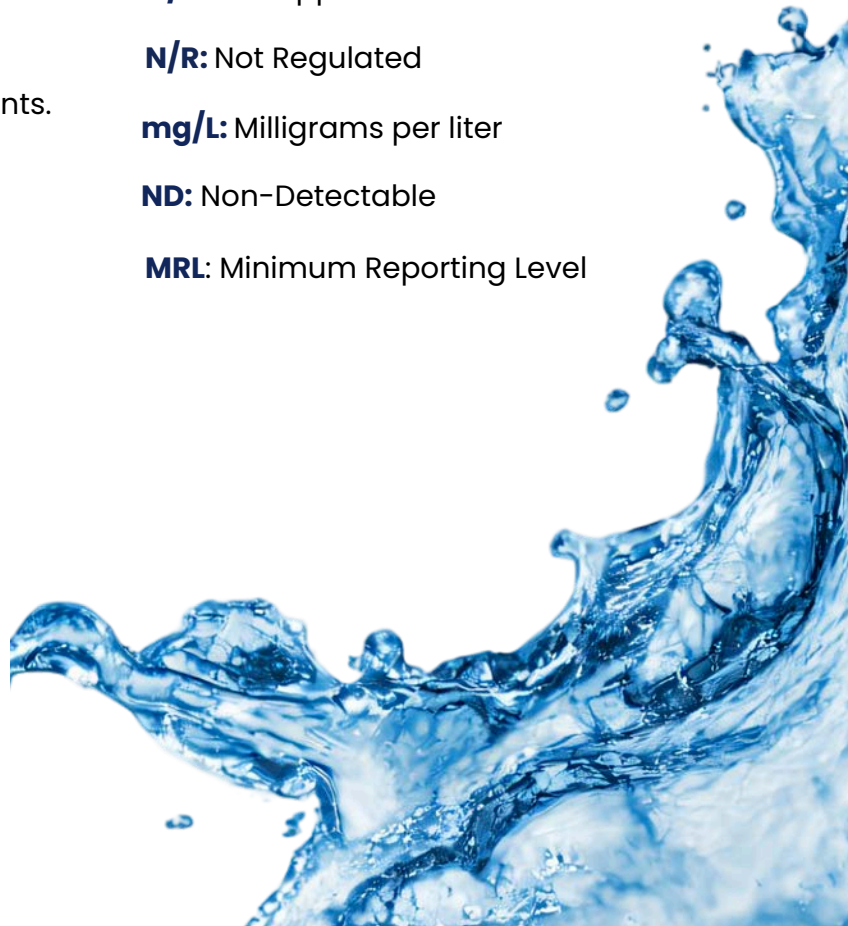
N/A: Not Applicable

N/R: Not Regulated

mg/L: Milligrams per liter

ND: Non-Detectable

MRL: Minimum Reporting Level



TREATED WATER QUALITY TABLES

WATER TESTING RESULTS BY THE WATERTOWN FIRE DISTRICT 2025



Reference Watertown Fire District
2025 Water Quality Report

REGULATED SUBSTANCES						
SUBSTANCE (UNIT OF MEASURE) (YEAR TESTED)	MCL (MRDL)	MCLG (MRDLG)	AMOUNT DETECTED	RANGE LOW - HIGH	VIOLATION	TYPICAL SOURCE
Alpha Emitters (pCi/L) (2023)	15	0	-0.36	N/A	No	Erosion of natural deposits
Asbestos (MFL) (2021)	7	7	ND	N/A	No	Decay of asbestos cement water mains, Erosion of natural deposits
Barium (PPM) (2024)	2	2	0.0174	N/A	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Chlorine (PPM) (2024)	4	4	1.29	0.68 – 1.29	No	Water additive used to control microbes
Combined Radium (pCi/L) (2023)	5	0	0.28	0.203 – 0.28	No	Erosion of natural deposits
Haloacetic Acids (HAAs – Stage 2 (PPB) (2024)	60	N/A	5.91	5.40 – 5.91	No	By-product of drinking water disinfection
Nitrate (PPM) (2024)	10	10	0.241	N/A	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
TTHMs (Total Trihalomethanes) Stage 2 (PPB) (2024)	80	N/A	13.6	11.7 – 13.6	No	By-product of drinking water disinfection
Turbidity ¹ (NTU) (2024)	TT	N/A	1.25	N/A	No	Soil runoff
Uranium (PPB) (2023)	30	0	<1.00	N/A	No	Erosion of natural deposits
Sodium				22.5	No	
Sulfate				6.44	No	

Tap water samples were collected for Lead and Copper analyses from sites throughout the community

¹ Turbidity is the measure of the cloudiness of the water. It is monitored because it is a good indicator of water quality and the effectiveness of disinfectants.

SUBSTANCE (UNIT OF MEASURE) (YEAR TESTED)	AL	MCL G	HIGHEST DETECTED LEVEL (90th Percentile)	RANGE LOW - HIGH	SITES ABOVE AL /TOTAL SITES	VIOLATION	TYPICAL SOURCE
Copper (PPM) (2023)	1.3	1.3	1.13	0.027-1.570	2/22/2026	No	Corrosion of household plumbing system; Erosion of natural
Lead (PPB) (2023)	15	0	4.4	ND – 13.0	0 / 22	No	Corrosion of household plumbing system; Erosion of natural



TREATED WATER QUALITY TABLES

TOWN OF WATERTOWN WATER & SEWER TESTING RESULTS 2025



Inorganic	MCL	MCLG	Highest Detected Level (90th Percentile)	Range of Detection	Met Drinking Water Standards	Typical Source
Copper (PPM) Tested in 2024	AL 1.3	AL 1.3	0.19 (90th Percentile)	0.04 – 0.19	Yes	Corrosion of Household plumbing system
Lead (PPB) Tested in 2024	AL 15	0	0.00 (90th Percentile)	0.00 – 0.01	Yes	Corrosion of Household plumbing system
Microbiological						
Total Coliform Bacteria	More than 1	0	Absent	Absent	Yes	Naturally present in the environment
Organic						
TTHMs (PPB) Total Trihalomethanes	80	0	52.7 Average	10.1 – 85	Yes	By-product of drinking water disinfection
HAAs (PPB) Haloacetic Acids	60	NA	48.9 Average	5.2- 62	Yes	By-product of drinking water disinfection
Chlorine	MR DL 4	MRDLG 4	1.7 Highest Detected	0.20 – 1.70	Yes	Water additive used to control microbes



PROTECTING OUR WATER



We all play a role in keeping Watertown's drinking water clean and our environment healthy.

HOW CAN YOU HELP PROTECT WATER SUPPLIES?



WATER ONLY WHEN NECESSARY

The most effective time is early in the morning — never on windy, rainy, or very hot days. Use water with an efficient, slow soaking irrigation system.



USE PESTICIDES AND FERTILIZERS WISELY

Follow the directions, apply only what is needed, and do not over use. When in doubt, consult an expert.



MAINTAIN YOUR SEPTIC SYSTEM

Regular maintenance prevents contamination of our lakes, rivers, and groundwaters.



DO NOT DUMP

Dispose of trash, waste motor oil, and household hazardous wastes properly. Check with Town Hall proper disposal of these wastes.



REPORT ANY POLLUTING ACTIVITIES

If you see illegal dumping, waste discharges, chemical spills, etc., please report them to the **Connecticut Department of Energy and Environmental Protection (CTDEEP)** at **860-424-3338**, the local police, health department or the Water Department.

WHAT CAN YOU DO TO SAVE WATER AT HOME?



Check for leaky toilets (put a drop of food coloring in the tank and let it sit. If the bowl turns color, then you have a leak). Check the over fill line inside the tank and be sure it's not running over down the drain.

Consider replacing your five-gallon per flush toilet with an efficient 1.6-gallon per flush unit. This will permanently cut your water consumption by 25%.

Fix leaking fixtures as soon as possible. A leaking faucet or toilet can dribble away thousands of gallons of water a year.

Run only full loads in dishwashers and washing machines. Rinse all handwashed dishes at once.

Turn off the water while brushing your teeth or shaving.



WE'RE HERE FOR YOU



TOWN OF WATERTOWN WATER & SEWER AUTHORITY

747 French Street
Oakville, CT 06779

HAVE QUESTIONS?
Contact Us



(860) 945-5299



wsa-info@watertownct.org



[watertownct.org/departments/
water_and_sewer/index.php](http://watertownct.org/departments/water_and_sewer/index.php)

PWS ID#1539031-WESTGATE

Thank you for supporting
and helping protect *our*
community's water system.

