# ANNUAL WATER QUALITY REPORT

Reporting Year 2025

***Presented By***

**New Britain Water Department**

PWS ID#: CT0890011

"هذا ألتقرير يحتوي على معلوماً ت مهّمة تتعلق بمياه ألشفة (أو ألشرب). ترجم ألتقرير , أو تكلم مع شخص يستطيع أن يفهم ألتقرير."

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

此份有关你的食水报告,
内有重要资料和讯息,请找
他人为你翻译及解释清楚。

Ta broszura zawiera wazne informacje dotyczace jakosci wody do picia. Przetlumacz zawartosc tej broszury lub skontaktuj sie z osoba ktora pomoze ci w zrozumieniu zawartych informacji.

Questo rapporto contiene informazioni inportanti che riguardano la vostra aqua potabile. Traducetelo, o parlate con una persona qualificata in grado di spiegarvelo.

## We Are Committed

Our Honorable Mayor Bobby Sanchez and the New Britain Board of Water Commissioners are proud to present this year's annual water quality report. The report is a snapshot of last year's water quality covering all testing performed between January 1 and December 31, 2025. Included are details about your source of water, what it contains, and how it compares to standards set by regulatory agencies. Our goal is to continue to provide our customers with a safe and dependable supply of drinking water. We are always working on improving the water treatment process and protecting our water resources. We are committed to ensuring the quality of your water.

## Where Does My Water Come From?

Customers of the New Britain Water Department are fortunate to receive water from many reservoirs and wells located throughout western central Connecticut. The Shuttle Meadow Water Treatment Plant is supplied by the Shuttle Meadow and the Wassel Reservoirs. These reservoirs are replenished by the Whigville, Wolcott, White Bridge, and Hart Ponds Reservoirs, as well as two well fields, the upper and lower White Bridge well fields. In times of drought, the New Britain Water Department can withdraw water from the Metropolitan District Commission's (MDC's) Nepaug Reservoir.

## Tap vs. Bottled

Many consumers believe that water purchased in bottles is a healthier alternative to tap water. However, according to a four-year study conducted by the Natural Resources Defense Council (NRDC), bottled water is not necessarily cleaner or safer than most tap water. In fact, about 40 percent of bottled water is actually just tap water, according to government estimates.

The FDA regulates bottled water; however, its standards allow for less rigorous testing and purity requirements than those set by the U.S. Environmental Protection Agency (EPA) for community tap water. The high mineral content of some bottled waters may make them unsuitable for infants and young children. Bottled water packaged and sold within the same state is also exempt from FDA regulation, accounting for approximately 70 percent of bottled water sold in the United States.

People spend 10,000 times more per gallon for bottled water than they typically do for tap water. If you get your recommended eight glasses a day from bottled water, you could spend up to $1,400 annually. The same amount of tap water would cost about 49 cents. Even if you installed a filter device on your tap, your annual expenditure would be far less than what you'd pay for bottled water.

For a detailed discussion on the NRDC study results, learn more at nrdc.org/stories/bottled-water-vs-tap-water.

## Source Water Assessment

An assessment of the New Britain source water was completed by the Department of Public Health, Drinking Water Section. The updated assessment report can be found on the Department of Public Health's website at https://portal.ct.gov/dph/drinking-water/dws/source-water-assessment-swap-reports-for-community-public-water-systems.

The assessment found that one of our water sources has a high susceptibility to potential sources of contamination due to its location in an urban setting. Although no contaminants have ever been detected, the department is required to make this information public.

## Water Treatment Process

Our treatment processes consist of a series of steps. First, raw water is drawn from our water sources and is disinfected by ozone gas, used to protect against bacteria, viruses, and cysts (such as Giardia and Cryptosporidium). Ozone also oxidizes metals and helps remove taste and odor compounds from the water. The second step is clarification, where a coagulant is added and slowly mixed into the water, then allowed to settle, removing most of the impurities. After settling, the water is filtered through granular activated carbon to remove organic compounds and flows through a layer of fine sand to remove smaller suspended particles. The water is disinfected again, adjusted to control corrosion, and fluoride is added to promote dental health. It is sent to a large tank to allow the required chemical reactions to take place prior to being sent out to you, our customers.

The staff of the New Britain Water Department perform the necessary operation and maintenance of facilities and the distribution system, along with required water quality sampling. Crews also patrol and inspect its watersheds daily and periodically test the water quality of its reservoirs to identify any potential contamination, helping ensure a safe and adequate water supply for our customers.

## Questions?

For more information about this report, or for any questions relating to your drinking water, please call Water and Sewer Chief of Operations Patrick Kearney at (860) 826-3546.

## Important Health Information

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, or kidney or nervous system problems.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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 may be particularly at risk from infections. These people should seek advice about drinking water from their health-care providers.

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 abilities. 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 doctor.

The U.S. Environmental Protection Agency (U.S. EPA)/ Centers for Disease Control and Prevention (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 at (800) 426-4791.

## My360 - New Britain's Water Consumer Portal

The City of New Britain offers the Neptune My360 consumer water portal, enabling users to monitor and manage water consumption from any device with internet access, 24/7. The My360 portal provides convenient access to water consumption data, allowing customers to track account activity, better manage usage, reduce expenses, and support conservation efforts. Customers can set usage thresholds for budgeting and conservation purposes, create out-of-town alerts for greater peace of mind, receive real-time notifications of possible leaks and anomalies, and manage additional meters and properties.

The user-friendly design displays important consumption information in graphs and charts. Sign up or update your existing account at newbritainct.my360-app.com or by scanning the QR code below. You will need your account number and either your full name or street address. If you need assistance setting up an account, please contact our Water Billing Department at (860) 826-3540.

The Neptune My360 City of New Britain consumer water portal offers the following benefits:

- Easily view and manage your property's water usage 24/7
- Access your account from any desktop, laptop, tablet, or mobile device;
- Monitor multiple properties from one account;
- Manage multiple meters to get a better understanding of your water usage;
- Set out-of-town alerts to monitor consumption and detect potential leaks; and
- Create water threshold alerts to set a water budget, help save water, and eliminate bill surprises.

If you need assistance setting up an account, please contact the Water Billing Department at (860) 826-3540.

## Think Before You Flush!

Flushing unused or expired medicines can be harmful to your drinking water. Properly disposing of unused or expired medication helps protect you and the environment. Keeping medications out of our waterways is an important step in responsible disposal. To find a convenient drop-off location near you, please visit bit.ly/3IeRyXy.

## Water Conservation Tips

You can play a role in conserving water and save yourself money in the process by becoming more aware of the amount of water your household uses and looking for ways to use less whenever possible. Conserving water can be simple with small changes in daily habits. Here are five easy tips.

1. Automatic dishwashers use three to six gallons for every cycle, regardless of how many dishes are loaded. Get a run for your money and load it to capacity.
2. Turn off the tap when brushing your teeth.
3. Check every faucet in your home for leaks. Even a slow drip can waste 15 to 20 gallons a day. This can help you save almost 6,000 gallons per year.
4. Check your toilets for leaks by putting a few drops of food coloring in the tank. Watch for a few minutes to see if the color appears in the bowl. It is not uncommon to lose up to 100 gallons a day from an invisible toilet leak. This can help you save more than 30,000 gallons a year.
5. Use your water meter to detect hidden leaks. Simply turn off all taps and water-using appliances, then take a meter reading. Check the meter after 15 minutes. If it moved, you have a leak.

## Additional Information Online

The U.S. EPA (epa.gov/ground-water-and-drinking-water) and the CDC (cdc.gov) provide a substantial amount of information on many issues relating to water resources, water conservation, and public health. Also, the Connecticut Department of Public Health (portal.ct.gov/DPH) provides complete and current information on water issues in Connecticut, including valuable information about our watershed.

## Lead in Home Plumbing

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 it 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 at (800) 426-4791 or epa.gov/safewater/lead.

The U.S. EPA has required the New Britain Water Department to complete an inventory of all water service lines that bring the drinking water to our customers' homes. The goal of the program is to identify lead service lines that may be in the system. The department is asking all customers to help us identify the materials of their lines. Please contact us at (860) 826-3532 for more information and how you can help.

To address lead in drinking water, public water systems were required to develop and maintain an inventory of service line materials by October 16, 2024. Developing an inventory and identifying the location of lead service lines (LSL) is the first step for beginning LSL replacement and protecting public health. The lead service inventory may be found at newbritainct.gov/services/water-department/servicelineinventory. Please contact us if you would like more information about the inventory or any lead sampling that has been done.

## NB FLUSH

The New Britain Fresh Line Upgrades for Sanitary Health (NB FLUSH) program is a massive investment in repairing and replacing the city's 100-year-old stormwater and sewer line system. This program aims to reduce municipal and taxpayer costs associated with stormwater infiltration into sewer lines, protect public health by reducing sewage backups, protect the environment by eliminating wastewater runoff, and promote community growth by increasing sewer capacity for expanded housing and economic development.

NB FLUSH is a three-part program that addresses the underground infrastructure of the city's water utilities, drinking water, sewage wastewater, and stormwater. The program includes a long-term plan to rehabilitate the existing sanitary sewer system by reducing the amount of inflow and infiltration of groundwater and stormwater into the sanitary sewers, allowing the city to maintain rates and reduce costs. The U.S. EPA has mandated that New Britain reduce flows to the Mattabassett wastewater treatment facility, as the processing of this water is expensive and puts a strain on the local water environment.

The third part of NB FLUSH is related to the stormwater sewer system, which operates as a separate sewer system. Our stormwater system is aging and undersized to handle the large storms that have occurred in the past few years. The system needs to be evaluated, and a long-term plan must be put in place. To date, one of the identified stormwater system improvement projects is currently under construction to address flooding concerns in the area of Overlook Avenue.

NB FLUSH is a long-term program representing a nearly $90 million investment the City of New Britain is making to improve the lives of its residents for many years into the future.

## Substances That Could Be in Water

The U.S. EPA prescribes regulations limiting the amount of certain contaminants in water provided by public water systems to ensure that tap water is safe to drink. The U.S. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water to 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 and, 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 the result of oil and gas production and mining activities.
- Turbidity, which has no health effects but 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.

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

## Community Participation

You are invited to participate in our public forum and voice any concerns or questions about your drinking water. The Board of Water Commissioners meets on the third Wednesday of every month. Meetings begin at 6:30 p.m. at 50 Caretaker Road.

## Safeguard Your Drinking Water

Protection of drinking water is everyone's responsibility. You can help protect your community's drinking water source in several ways:

- Eliminate excess use of lawn and garden fertilizers and pesticides—they contain hazardous chemicals that can reach your drinking water source.
- Pick up after your pets.
- If you have your own septic system, properly maintain it to reduce leaching to water sources, or consider connecting to a public water system.
- Dispose of chemicals properly; take used motor oil to a recycling center.

- Volunteer in your community on a watershed or wellhead protection organization in your community. If there are no active groups, consider starting one. Use U.S. EPA's Adopt Your Watershed to locate groups in your community.
- Organize a storm drain stenciling project with others in your neighborhood. Stencil a message next to the street drain reminding people "Dump No Waste – Drains to River" or "Protect Your Water." Produce and distribute a flyer for households to remind residents that storm drains dump directly into your local water body.

## 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 them.

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 and disinfectant levels and an acceptable taste and smell.

During flushing operations in your neighborhood, some short-term deterioration of water quality, though uncommon, is possible. You should avoid tap water for household uses 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.

## Test Results

Our water is monitored for many different types of substances on a very strict sampling schedule, and the water we deliver must meet specific health standards. This report only includes substances that were detected in our water (a complete list of all our analytical results is available upon request). Detecting a substance does not necessarily mean the water is unsafe to drink; our goal is to keep all detected levels below their respective maximum allowable limits.

The state recommends monitoring for certain substances less than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data is included, along with the year in which the sample was taken.

**We participated in the fifth stage of the U.S. EPA's Unregulated Contaminant Monitoring Rule (UCMR5) program by performing additional tests on our drinking water. UCMR5 sampling benefits the environment and public health by providing the U.S. EPA with data on the occurrence of contaminants suspected to be in drinking water to determine if it needs to introduce new regulatory standards to improve drinking water quality. Unregulated contaminant monitoring data is available to the public, so please feel free to contact us if you are interested in obtaining that information. If you would like more information on the U.S. EPA's Unregulated Contaminant Monitoring Rule, please call the Safe Drinking Water Hotline at (800) 426-4791.**

During 2025, New Britain Water Department was required to test for the UCMR5. This rule contains 29 per- and polyfluoroalkyl substances (PFAS) and the metal lithium, none of which were found above the detection limits.

**REGULATED SUBSTANCES**

| SUBSTANCE (UNIT OF MEASURE) | YEAR SAMPLED | MCL [MRDL] | MCLG [MRDLG] | AMOUNT DETECTED | RANGE LOW-HIGH | VIOLATION | TYPICAL SOURCE |
|---|---|---|---|---|---|---|---|
| **Barium** (ppm) | 2025 | 2 | 2 | 0.018 | 0.016–0.018 | No | Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits |
| **Chlorine** (ppm) | 2025 | [4] | [4] | 1.14 | 0.68–1.14 | No | Water additive used to control microbes |
| **Fluoride** (ppm) | 2025 | 4 | 4 | 0.75 | 0.59–0.75 | No | Erosion of natural deposits; Water additive that promotes strong teeth; Discharge from fertilizer and aluminum factories |
| **Nitrate** (ppm) | 2025 | 10 | 10 | 0.057 | NA | No | Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits |
| **Nitrite** (ppm) | 2025 | 1 | 1 | ND | NA | No | Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits |
| **Total Organic Carbon [TOC]** (removal ratio) | 2025 | TT[1] | NA | 1.63 | 1.34–1.63 | No | Naturally present in the environment |
| **Total Trihalomethanes [TTHMs]** (ppb) | 2025 | 80 | NA | 50.28 | 24.78–50.28 | No | By-product of drinking water disinfection |
| **Turbidity**[2] (CFE) | 2025 | TT | NA | 0.71 | 0.06–0.71 | No | Soil runoff |
| **Turbidity** (lowest monthly percent of samples meeting limit) | 2025 | TT = 95% of samples meet the limit | 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 %ILE) | RANGE LOW-HIGH | SITES ABOVE AL/TOTAL SITES | VIOLATION | TYPICAL SOURCE |
|---|---|---|---|---|---|---|---|---|
| **Copper** (ppm) | 2023 | 1.3 | 1.3 | 0.01 | ND–0.01 | 0/32 | No | Corrosion of household plumbing systems; Erosion of natural deposits |
| **Lead** (ppb) | 2023 | 15 | 0 | 4,000 | ND–4 | 1/32 | 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 |
| **Chloride** (ppm) | 2025 | 250 | NA | 24.3 | NA | No | Road salt, fertilizers, sewage, water softener discharge and salt water intrusion in coastal environments |
| **pH** (units) | 2025 | 6.5–8.5 | NA | 9.52 | 8.69–9.52 | No | Naturally occurring |
| **Sodium** (ppm) | 2025 | 100 | NA | 13.8 | NA | No | Naturally occurring; Component of water softeners |
| **Sulfate** (ppm) | 2025 | 250 | NA | 6.5 | NA | No | Runoff/leaching from natural deposits; Industrial wastes |

[1] The value reported under Amount Detected for TOC is the lowest ratio of percentage of TOC actually removed to the percentage of TOC required to be removed. A value of greater than 1 indicates that the water system is in compliance with TOC removal requirements. A value of less than 1 indicates a violation of the TOC removal requirements.
[2] 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.
[3] Connecticut MCL only

## FOG (Fats, Oils, and Grease)

You may not be aware of it, but every time you pour fat, oil, or grease (FOG) down your sink (e.g., bacon grease), you are contributing to a costly problem in the sewer collection system. FOG coats the inner walls of the plumbing in your house as well as the walls of underground piping throughout the community. Over time, these greasy materials build up and form blockages in pipes, which can lead to wastewater backing up into parks, yards, streets, storm drains, and even your house. These backups allow FOG to contaminate local waters, including drinking water. Exposure to untreated wastewater is a public health hazard. FOG discharged into septic systems and drain fields can also cause malfunctions, resulting in more frequent tank pump-outs and other expenses.

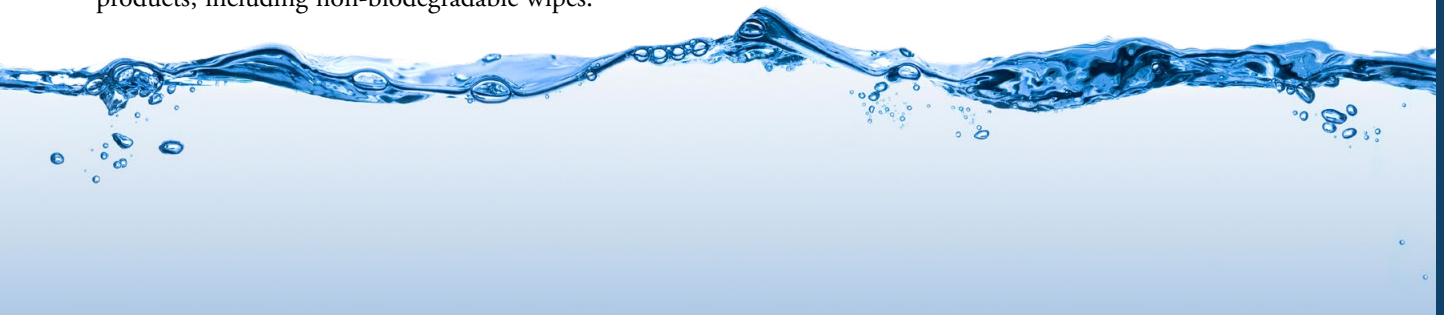
Communities spend billions of dollars every year to unplug or replace grease-blocked pipes, repair pump stations, and clean up costly and illegal wastewater spills. Here are some tips that you and your family can follow to help maintain a well-run system now and in the future:

**NEVER:**

- Pour FOG down the house or storm drains.
- Dispose of food scraps by flushing them.
- Use the toilet as a wastebasket.

**ALWAYS:**

- Scrape and collect FOG into a waste container such as an empty coffee can, and dispose of it with your garbage.
- Place food scraps in waste containers or garbage bags for disposal with solid wastes.
- Place a wastebasket in each bathroom for solid wastes like disposable diapers, creams and lotions, and personal hygiene products, including non-biodegradable wipes.



## Definitions

**90th %ile:** The levels reported for lead and copper represent the 90th percentile of the total number of sites tested. The 90th percentile is equal to or greater than 90% of our lead and copper detections.

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

**CFE (Combined Filter Effluent):** The blended water collected from the outlets of all filters in a treatment plant combined together, representing the overall filtered water quality before it enters the clearwell or distribution system.

**Herbicide:** Any chemical(s) used to control undesirable vegetation.

**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.

**Pesticide:** Generally, any substance or mixture of substances intended for preventing, destroying, repelling, or mitigating any pest.

**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).

**Removal ratio:** A ratio between the percentage of a substance actually removed to the percentage of the substance required to be removed.

**SMCL (Secondary Maximum Contaminant Level):** These standards are developed to protect aesthetic qualities of drinking water and are not health based.

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