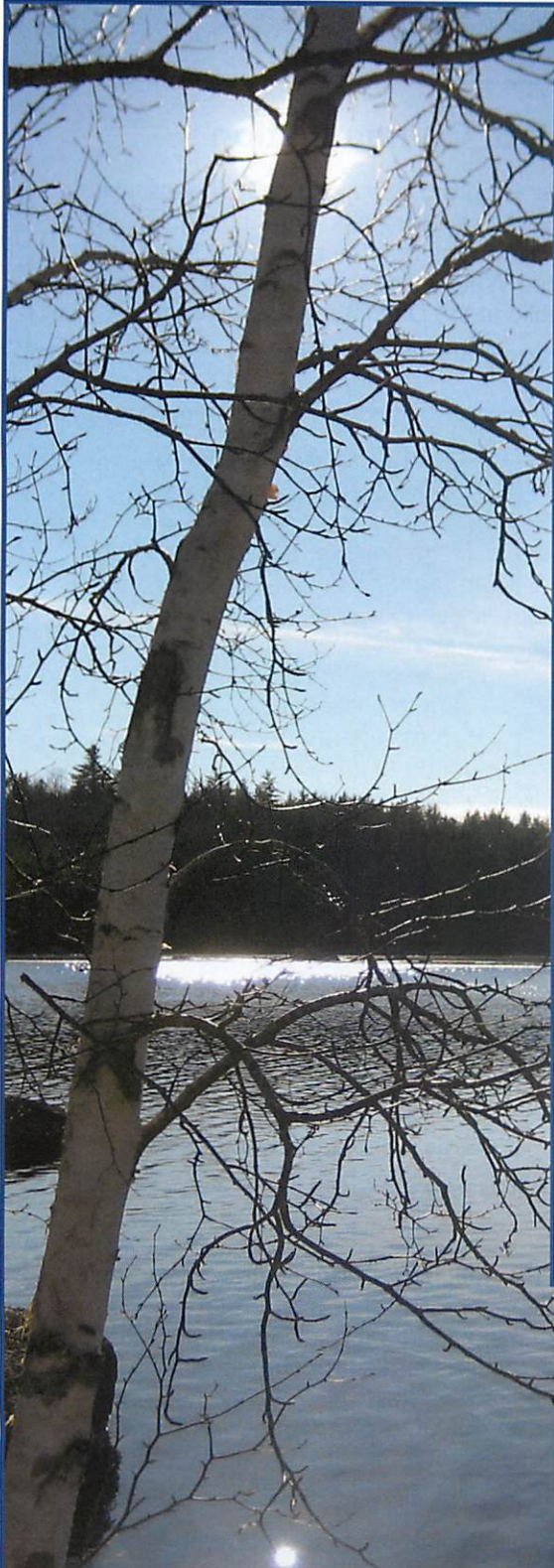




BANGOR WATER

2014 Water Quality Report



This 2014 Water Quality Report provides you with important information about the quality of your drinking water.

You count on us for a safe and reliable supply of water every day, and we are dedicated to providing you and your family with the highest quality product at a very affordable rate.

Our success starts with Floods Pond in Otis, Maine. The very remote, forested setting provides a perfect source of supply.

Minimal treatment is required to ensure safe drinking water. This allows us to keep treatment costs low and extend the savings to you and your family.

We know you have more important things to do than worry about the safety and reliability of the water in your home. That is our responsibility, and our best for you is as close as your faucet. Judge for yourself by opening your tap!

Voted Maine's Best Tasting Water

Maine Rural Water Association 2014 Drinking Water Taste Test

Keeping you well informed

Answering your questions and discussing any concerns you may have is our priority. Please call (207) 947- 4516 ext. 409 if you have questions, comments, or concerns.



Exceptional Quality Right From the Start

Floods Pond remains a very pristine part of Maine. Its water is so clean and clear that it does not need to be filtered. To meet safety standards, water from this surface supply is disinfected using state of the art ozone and ultraviolet light treatment systems. Chloramines are added for long-term protection to ensure safety throughout the distribution system. These steps along with pH adjustment for corrosion control and the addition of a small amount of fluoride for dental health are the only treatment processes applied.

Low Risk of Contamination

The Maine Drinking Water Program has evaluated all public water supplies as part of their Source Water Assessment Program. Their report on Floods Pond concludes that the pond is at **low** risk of contamination. The Source Water Assessment for Floods Pond is available to the public at the District's business office.

Waivers Received

As a drinking water supply, Floods Pond has always been unfiltered. Our first 32 years of utilizing it preceded the federal regulations that eventually required all U.S. surface water supplies to be filtered. Knowing its exceptional quality, we applied for and received a filtration waiver in 1991. In the 23 years since, we have met and exceeded all of the source water monitoring requirements to maintain this special status. Compared to the approximate 12,500 surface water supplies in the country, Floods Pond is among fewer than 60 systems with a filtration waiver.

The source water protection plan we have for Floods Pond allows us to apply for and receive waivers for testing synthetic organic compounds. Our most recent SOC waiver was granted in 2014.

Protected and Managed Watershed Lands

Maintaining a healthy forest is important for drinking water source protection. The District has a long standing partnership with a professional forest management firm to ensure best practices. Harvest operations are carefully planned to improve forests without impacting water clarity.

2014 Ongoing Research For New EPA Regulations

Compound (µg/L)	MCLG	MCL	Average	Range	Source
Chlorate	N/A	N/A	170	83 - 260	Byproduct of water chlorination
Chromium, Total	100	100	0.7	0.0 - 3.0	Erosion of natural deposits
Hexavalent Chromium	N/A	N/A	0.5	0.06 - 2.6	Erosion of natural deposits
Strontium	N/A	N/A	9	8 - 10	Erosion of natural deposits
Vanadium	N/A	N/A	0.05	0 - 0.31	Erosion of natural deposits

The Bangor Water District and other water suppliers across the nation participate in testing programs to find trace amounts of substances not yet regulated by the Environmental Protection Agency. Results are evaluated in regard to potential health risks, and future drinking water regulations may be developed. At times, regulated compounds, such as total chromium, may be re-assessed to determine if Maximum Contaminant Levels need to be adjusted. While the five substances listed above were found in 2014, numerous other unregulated compounds were tested for and not detected. For a complete listing of all substances not found in your drinking water, please visit www.bangorwater.org for our 2014 Water Quality Report Supplement.

Your drinking water is routinely monitored and tested for over 90 substances...



Thanks to the pristine nature of Floods Pond, very few regulated compounds are found in the water before or after it is disinfected. Below is a list of regulated compounds that were detected in 2014. Many are natural and are found at low levels. Please note that test results for lead and copper are determined in homes with copper pipes and lead solder. For a complete listing of all substances tested for but not found in your water, please visit www.bangorwater.org.

Secondary Standards

These limits are established to protect aesthetic qualities in drinking water, and **do not** present a health risk.

Compound	Result ¹	Limit
Chloride (mg/L)	5	250
Color (units)	5	15
Copper (mg/L)	0.0016	1
Hardness (mg/L)	5.84	500
Iron (µg/L)	not detected	300
Manganese (µg/L)	3.2	50
Silver (µg/L)	not detected	100
Sodium (mg/L)	13	100
Sulfate (mg/L)	2	250
Zinc (mg/L)	not detected	5

Our Best For You and Your Family

In 2014, your drinking water met or surpassed all state and federal water quality requirements, and our water rates were the 14th lowest out of 147 public water suppliers in Maine. Your drinking water is safe and affordable, and we are honored that it was voted **Maine's Best Tasting Water!**

2014 Water Test Results Before Treatment

Compound	MCLG	MCL	Result ¹	Range	Source
Turbidity (NTU)	N/A	5	0.56	0.23 - 0.56	Natural suspended particles

2014 Water Test Results After Treatment

Disinfectant	MRDLG	MRDL	Result ¹	Range	Source
Chloramines (mg/L)	4	4	2.57	2.00 - 2.57	Water disinfectant

Compound	MCLG	MCL	Result ¹	Range	Source
Barium (mg/L)	2	2	0.0014	N/A	Erosion of natural deposits
Copper (mg/L) ²	1.3	AL > 1.3	0.19	N/A	Corrosion of household plumbing
Fluoride (mg/L)	4	4	0.7	0.6 - 0.7	Additive for dental health
Haloacetic Acids (µg/L) ³	N/A	60	27.00	21.95 - 27.00	Byproduct of water chlorination
Lead (µg/L) ⁴	0	AL > 15	8.26	N/A	Corrosion of household plumbing
Trihalomethanes (µg/L) ³	N/A	80	9.55	8.10 - 9.55	Byproduct of water chlorination
Uranium (µg/L)	0	30	0.55	N/A	Erosion of natural deposits

Footnotes

- ¹ Results shown represent the highest value obtained unless otherwise noted.
- ² 90th percentile result, none of the 60 homes tested exceeded the copper action level.
- ³ Highest LRAA result and range of LRAAs of all monitoring sites shown.
- ⁴ 90th percentile result, two of the 60 homes tested exceeded the lead action level.

Definitions

AL: Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow. To meet compliance, 90% of sample results must be at or below the Action Level.

LRAA: Locational Running Annual Average: An annual average is calculated at each monitoring site.

MCL: Maximum Contaminant Level: The highest level of a contaminant that is allowed in drinking water.

MCLG: Maximum Contaminant Level Goal: The level of a contaminant in drinking water below which there is no known or expected risk to health.

mg/L: Milligrams per liter or parts per million (ppm).

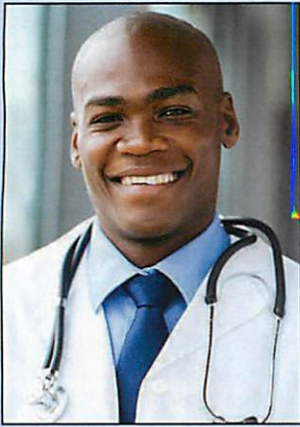
MRDL: Maximum Residual Disinfectant Level: The highest level of a disinfectant allowed in drinking water.

MRDLG: Maximum Residual Disinfectant Level Goal: The level of a drinking water disinfectant below which there is no known or expected risk to health.

NTU: Nephelometric Turbidity Unit: A measure of the amount of light scattered by suspended particles in a water sample.

µg/L: Micrograms per liter or parts per billion (ppb).

Health Information From U.S. EPA



Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained from the Environmental Protection Agency Safe Drinking Water Hotline at 1-800-426-4791. You may also direct questions to the Maine Department of Health and Human Services Drinking Water Program at (207) 287-2070.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons, such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline or online at www.epa.gov/safewater/hotline/.

Fluoride Proficiency Awards

Floods Pond has a natural fluoride level of 0.2 mg/L. To reach the optimum level of 0.7 mg/L, 0.5 mg/L is added during the treatment process.



The Maine Drinking Water Program and the U.S. Centers for Disease Control each awarded the Bangor Water District with a Fluoride Proficiency Award for consistently maintaining optimal levels.

The CDC considers fluoride a safe and effective method to reduce tooth decay. For more information about drinking water fluoridation, please contact the Maine Oral Health Program at (207) 287-2361 or visit the CDC website at www.cdc.gov/fluoridation/index.htm.

We Welcome Your Feedback

The Bangor Water District staff conducted a variety of activities related to water quality during 2014, and we encourage public comment on our efforts. If you wish to provide feedback, you can contact us:

- 1) by visiting our business office at 614 State St. in Bangor, ME, business hours are 7:00 a.m. - 3:30 p.m. Monday - Friday except holidays
- 2) by mail at P.O. Box 1129, Bangor, ME 04402-1129
- 3) online at www.bangorwater.org
- 4) by telephone at (207) 947-4516 ext. 409 for Dina Page, the Water Quality Manager, or by fax at (207) 947-5707
- 5) at the District's Board of Trustees meetings held at 614 State St. on the 3rd Tuesday of every month at 3:45 p.m.

Thank you for your support!

Reduction of Lead in Tap Water

Lead is not found in Floods Pond; there is no lead in the water when it leaves the treatment facility; and the District uses piping and materials that do not add lead to the water. Since 1992, we have monitored homes known to have lead solder and other lead plumbing components. Results of our monitoring program guide our corrosion control treatment.

After finding higher levels of lead at some homes in 2010, we responded right away with public education, more intensive monitoring, and a treatment adjustment has proved effective to date. While we continue to monitor drinking water for lead, keep you informed of our progress, and adjust our corrosion control treatment as necessary, we offer this advice:

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 internal home plumbing.

The Bangor Water District is responsible for providing high quality drinking water, but cannot control the variety of materials used in internal home plumbing components. You can reduce your potential exposure to lead by replacing components containing lead with "lead free" varieties. As of January 4, 2014, plumbing components sold in the U.S. are required to be certified "lead free" meaning that they contain no more than 0.25% lead versus up to 8% in the past.



When water has been sitting unused for several hours, you can minimize potential lead exposure by flushing your cold water tap for 2 to 3 minutes before using it 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 <http://www.epa.gov/safewater/lead>.