

Annual
WaterQualityReport
Water testing performed in 2010



Presented By
Biddeford & Saco Water Company

PWS ID#: 0090170

Quality First

Once again we are proud to present our annual water quality report. This edition covers all testing performed between January 1 and December 31, 2010. We remain committed to delivering the best-quality drinking water possible. To that end, we are vigilant in meeting the challenges of new regulations, source water protection, water conservation, and community outreach and education while serving the needs of all of our water users. We thank you for supporting us as we strive to provide you and your family with quality drinking water, and we encourage you to share your thoughts with us on the information contained in this report. Should you ever have any questions or concerns, we are always available to assist you.

Water Rates May Rise

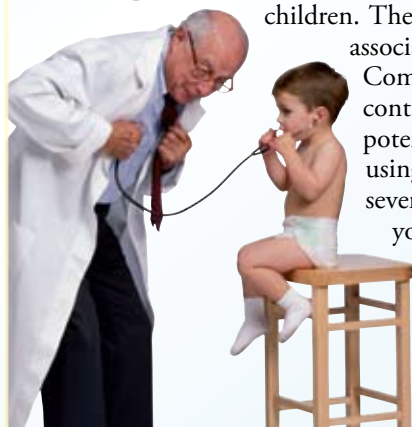
The Biddeford and Saco Water Company may be filing with the Maine Public Utilities Commission for a modest increase in rates sometime later this year. There are a number of reasons why such an adjustment may be necessary, including the rainy summers we had in 2008 and 2009, and an economy that has been very slow to recover from its dramatic downturn. The bad weather and bad economy combined during 2009 in a perfect storm to suppress water use, which automatically pulled the Company's revenues down. Fortunately, the weather during 2010 was much better, and 2010's good weather has facilitated a delay in the Company's filing for an adjustment. But 2010's good weather alone cannot make up for all that was lost during prior years, and some adjustment may be necessary for the Company to be able to continue to provide good service.

If the Company does ask for a rate adjustment, it will be for as little as possible, just enough to keep the high standards the Company has for outstanding water quality. The Company's rates are among the lowest when compared with other water utilities, and even with an increase, will keep that distinction. If the Company does file a rate request, the application will not be filed until the late spring or early summer of 2011, and customers would not see any change in their bills until sometime in the fall of 2011 at the earliest.

Important Health Information

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. 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 or <http://water.epa.gov/drink/>.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. The primary sources of lead in drinking water are the materials and components associated with service lines and home plumbing. The Biddeford and Saco Water Company is responsible for providing high-quality drinking water but cannot control the variety of materials used in plumbing components. 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 whenever your water has been sitting idle for several hours. 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 at (800) 426-4791 or at www.epa.gov/safewater/lead.



Community Water Fluoridation

The U.S. Department of Health and Human Services is proposing a change to the recommended optimal fluoride level in drinking water to prevent tooth decay. The new recommendation of 0.7 milligrams of fluoride per liter of water replaces the previous recommended range of 0.7 to 1.2 milligrams per liter. There are several reasons for this change, including the fact that Americans now have access to many more sources of fluoride than they did when water fluoridation was first introduced in the United States. The new guidance will update and replace original recommendations provided in 1962 by the U.S. Public Health Service.

The Maine Drinking Water Program has initiated the process of revising fluoridation rules for the public water systems in the state to conform with the new recommendations. In the meantime, they have issued interim guidance concerning fluoridation levels. In response, the Biddeford and Saco Water Company lowered fluoride levels in the finished water to comply with the new federal recommendation in accordance with the guidelines issued by the Maine Drinking Water Program effective January 11, 2011.

Additional information on this subject may be found through the following link: http://www.cdc.gov/fluoridation/fact_sheets/cwf_qa.htm.

Substances That Could Be in Water

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, possibly including radioactive material, and can pick up substances resulting from human or animal activity.

Under the Safe Drinking Water Act (SDWA), the United States Environmental Protection Agency (EPA) protects the public health by setting national limits for hundreds of these substances in public drinking water supplies. Similarly, United States Food and Drug Administration (FDA) regulations establish limits for these same substances in bottled water in order 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 substances. The presence of these substances does not necessarily indicate that the water poses a health risk. 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 or www.epa.gov/safewater/hotline/.

Questions?

For more information about this report, or for any questions relating to your drinking water, please call either Chris Mansfield, Deputy Manager, at (207) 282-9141 or Jerry Mansfield, President of our Company, at (207) 282-1543. Public speakers for community meetings may be arranged by calling (207) 282-9141.

LT2 Rule

The U. S. EPA created the Long Term 2 Enhanced Surface Water Treatment Rule (LT2) to reduce illnesses linked with the contaminant *Cryptosporidium* and other disease-causing microorganisms. The rule will bolster existing regulations and provide a higher level of protection for your drinking water supply. Monthly monitoring of our source water over a period of 24 consecutive months which was undertaken in accordance with the requirements of the LT2 Rule found the following:

Substance (unit of measure)	Mean	Range
<i>Cryptosporidium</i> (oocysts/L)	0.03	0.00 – 0.10
<i>Giardia Lamblia</i> (cysts/L)	0.16	0.00 – 0.38
<i>E.coli</i> (coliform forming units/mL)	0.34	<0.01 – 2.61

It is important to note that these results are from our raw water source only and not from our treated drinking water supply.

Although these results are well below the action level which would trigger additional treatment requirements under the LT2 Rule, we do encourage immunocompromised individuals to ask their doctors about appropriate precautions that might be taken to avoid infection. For more information, you may contact U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791 or www.epa.gov/safewater/hotline/.

Empty Barrels

We have lots of empty food-safe barrels. We would be pleased to give these away to anyone who would like one (or more) to use. Each barrel has one or two 2-inch threaded openings in one end, and the other end is solid; however, we would be glad to cut the barrel tops off for you if that would make for a better fit with your plans. If interested, just call our treatment facility at (207) 282-9141.

Your Source of Water

The Saco River is our sole source of water. It begins as a small stream high in the White Mountains of New Hampshire and flows through about 124 miles of New Hampshire and Maine forest and farmland before reaching our treatment facility. The Saco River watershed covers an area of roughly 1,700 square miles in central New Hampshire and southwestern Maine. We are fortunate that the Saco River is one of the cleanest major rivers in Maine and New England, due in part to the lack of any substantial industrial development along its shoreline. In fact, the majority of the Saco River in Maine has been given the cleanest rating possible for water.

Demand is great for high-quality drinking water. We provide an average of more than 5 million gallons of water every day to a population that varies between 45,000 and 200,000 people, depending upon the season. To learn more about our watershed on the Internet, go to the U.S. EPA's Surf Your Watershed at http://cfpub.epa.gov/surf/huc.cfm?huc_code=01060002. Additional information on the Saco River watershed and land use regulations in place for the watershed can also be obtained through the Saco River Corridor Commission's Internet site at www.sccc-maine.org, or by visiting our office.

A national source water assessment program was mandated by the 1996 amendments to the Safe Drinking Water Act. Once complete, the assessment program will provide an overview of all public water supply sources nationwide. In the State of Maine, the Drinking Water Program (DWP) coordinated the assessment program, which was completed in May 2003. The program identified future growth in source protection areas as the dominant risk factor threatening public water supplies. For more information, please visit the DWP's Web site at www.maine.gov/dhhs/eng/water/.



Why do I get this report each year?

Community water system operators are required by federal law to provide their customers an annual water quality report. The report helps people make informed choices about the water they drink. It lets people know what contaminants, if any, are in their drinking water and how these contaminants may affect their health. It also gives the system operators a chance to tell customers what it takes to deliver safe drinking water.

Why does my water sometimes look milky?

Cloudy water is most often caused by small air bubbles, not unlike the small gas bubbles one finds in carbonated beverages or beer. The best way to verify that water's cloudiness is caused by air is to fill a glass and set it on the counter. If the cause of the cloudiness is air, the water in the glass should clear from bottom to top as the tiny air bubbles rise to the surface. This type of cloudiness is most common in the winter. You can safely drink, cook with, or bathe in this water.

How can I keep my pet's water bowl germ free?

Veterinarians generally recommend that water bowls be washed daily with warm, soapy water, normally when you change the water. Scour the corners, nooks, and crannies of the water dish using a small scrub brush. In addition, once a week, put water bowls into the dishwasher to sanitize them with hot water. In most situations, disinfectants like bleach are not needed; warm, soapy water is all you need to keep the water for your pet clean and safe.

How much water is used during a typical shower?

The Federal Energy Policy Act set a nationwide regulation that limits showerheads to a maximum flow of 2.5 gallons per minute (GPM). Showerheads made before 1980 are rated at 5 GPM. Since the average shower is estimated to last 8.2 minutes, the old showerheads use 41 gallons of water, while the newer, low-flow showerheads use only about 21 gallons.

Is it okay to use hot water from the tap for cooking and drinking?

No, always use cold water. Hot water is more likely to contain rust, copper, and lead from household plumbing and water heaters. These substances can dissolve into hot water faster than they do into cold water, especially when the faucet has not been used for an extended period of time.

Sampling Results

We are very pleased to be able to report that the water delivered to your home or business continues to be in compliance with all state and federal drinking water requirements. Each year we analyze more than 70,000 water samples for bacteria, turbidity, inorganic contaminants, lead and copper, nitrate, volatile organic contaminants, total trihalomethanes, and synthetic organic contaminants. For your information, we have compiled the table below to show which substances were detected in our drinking water during 2010. Although all of the substances listed below are under the Maximum Contaminant Level (MCL) set by the U.S. EPA, we feel it is important that you know exactly what was detected and how much of the substance was present in the water. None of the more than 120 other substances regulated by the U.S. EPA were detected in our water.

The state requires us to monitor 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 are included, along with the year in which the sample was taken.

REGULATED SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL [MRDL]	MCLG [MRDLG]	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Alpha Emitters (pCi/L)	2006	15	0	0.10	NA	No	Erosion of natural deposits
Arsenic (ppb)	2010	10	0	0.51	NA	No	Erosion of natural deposits; Runoff from orchards
Barium (ppm)	2010	2	2	0.0038	NA	No	Erosion of natural deposits
Chloramines (ppm)	2010	[4]	[4]	0.97	0.02–2.04	No	Water additive used to control microbes
Combined Radium (pCi/L)	2009	5	0	1.78	ND–1.78	No	Erosion of natural deposits
Fluoride (ppm)	2010	4	4	1.3	0.2–2.1	No	Erosion of natural deposits; Water additive which promotes strong teeth
Haloacetic Acids [HAA] (ppb)	2010	60	NA	21.8	1.1–43.0	No	By-product of drinking water disinfection
Nitrate (ppm)	2010	10	10	0.10	0.05–0.10	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
TTHMs [Total Trihalomethanes] (ppb)	2010	80	NA	35.7	4.0–56.6	No	By-product of drinking water disinfection
Total Organic Carbon (removal ratio)	2010	TT	NA	1.6	1.0–1.8	No	Naturally present in the environment
Turbidity ¹ (NTU)	2010	TT=5.0	NA	0.076	0.030–0.269	No	Soil runoff
Turbidity (Lowest monthly percent of samples meeting limit)	2010	TT=5.0	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)	2008	1.3	1.3	0.115	0/30	No	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Lead (ppb)	2008	15	0	7.18	1/30	No	Corrosion of household plumbing systems; Erosion of natural deposits

INITIAL DISTRIBUTION SYSTEM EVALUATION RESULTS²

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	TYPICAL SOURCE
Haloacetic Acids [HAA]–IDSE Results (ppb)	2008 & 2009	27.3	10.6–41.8	By-product of drinking water disinfection
TTHMs [Total Trihalomethanes]–IDSE Results (ppb)	2008 & 2009	31.6	8.2–53.3	By-product of drinking water disinfection

¹Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system.

²We were required by the U.S. EPA to conduct an evaluation of our distribution system. This is known as an Initial Distribution System Evaluation (IDSE) and is intended to identify locations in our distribution system that have elevated disinfection by-product concentrations. Disinfection by-products (e.g., HAAs and TTHMs) result from continuous disinfection of drinking water and form when disinfectants combine with organic matter that naturally occurs in the source water.



Definitions

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

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).

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

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

