

Connecticut Water Company
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Customer Service: 800.286.5700
www.ctwater.com



June 15, 2018

Town of Hebron
15 Gilead St

Hebron CT 06248-1501

Dear Customer:

Given the significant and unexpected decline in the yield of our wells in the system, Connecticut Water asked for and received a declaration of water supply emergency from the Connecticut Department of Public Health for the Hebron Center water system that also serves the Mill at Stonecroft water system. The declaration allowed us to make a connection to use the nearby Country Manor water system as a supplemental water source for the Hebron Center system rather than relying on tanker deliveries to help meet demands. The additional water is helpful, but does not fully address the issues in the Hebron Center system.

The unexpected decline in water production from our source is being investigated and we are simultaneously evaluating both short-term and long-term options for additional sources of supply.

However, while the conditions exist, we are instituting a mandatory ban on outdoor water use until further notice. This ban on outdoor water applies to the Hebron Center, Mill at Stonecroft and Country Manor water systems. We ask for your cooperation during this time.

To help further reduce water usage, enclosed are instructions and dye tablets to help determine if there are leaking toilets in your premises. Silent leaks are one of the biggest water wasters inside the home. Connecticut Water also has free water conservation kits available to customers.

You can be assured that the water being delivered from the system to customers' meets all water quality standards and is safe to drink.

This is follow-up to information that we have been providing through our phone, e-mail and text notification service. If you have not been receiving these messages, if you have questions about the water situation or want to request a water conservation kit, please call our customer service team at 800-286-5700. Thank you.

Sincerely,

Connecticut Water



IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Chlorination of the Country Manor Public Water System begins on June 15 (today)

Connecticut Water wants consumers of the water provided by the Country Manor water system in Hebron to know about a change in the operation of the water system.

In order to address an immediate issue and provide increased redundancy and operational flexibility for the Country Manor and nearby Hebron Center water systems, we are connecting these two water systems. The Hebron Center water system is currently experiencing a decline in the output of its primary groundwater source and will be supplemented with water from the Country Manor system in the short-term.

We plan to permanently interconnect these two systems at a later date to provide greater redundancy and operational flexibility to provide reliable water service in both water systems.

The Hebron Center water system is chlorinated and when these two systems are connected, consumers served by the Country Manor water system may notice the taste or smell of chlorine.

People who notice the taste may want to keep a sealed bottle of tap water in the refrigerator. Over a period of a few hours the chlorine taste and smell will dissipate. Additional information about the chlorination of tap water is included below.

If you have any questions, please call our customer service department at 1-800-286-5700.

Chlorine in Drinking Water

Why is chlorine added to water supplies?

Chlorine is a naturally existing element that is used to disinfect drinking water supplies to prevent waterborne diseases such as cholera, typhoid fever and dysentery. Chlorine has residual properties that allow it to continue disinfecting as water travels from the treatment facility to your home. Chlorine has been added to disinfect drinking water in America since about 1900.

How can I remove the taste and smell of chlorine from my water?

We add as little chlorine as possible to our water while still maintaining an adequate level for disinfection. Fortunately, the taste and smell of chlorine can easily be removed by refrigerating tap water in a sealed container, preferably glass. Some plastic bottles can add their own taste to the water. Having a bottle of ice water in the fridge also helps conserve water because you don't have to let the tap run for the water to get cold.

Are there alternatives to chlorine?

Some alternatives to chlorine are being used but there are concerns associated with them. Chloramine, a chlorine-related compound, is a weak disinfectant so a greater concentration of it is needed to be effective. Ozone is popular in Europe and ultraviolet light disinfects without chemicals, but neither have the same residual properties to disinfect all the way to the tap that chlorine does. There is no perfect alternative to chlorine.

STATE OF CONNECTICUT

DEPARTMENT OF PUBLIC HEALTH

Raul Pino, M.D., M.P.H.
Commissioner



Dannel P. Malloy
Governor
Nancy Wyman
Lt. Governor

DECLARATION AND ORDER

Pursuant to section 25-32b of the General Statutes (*Conn. Gen. Stat.*), the Commissioner of Public Health ("Commissioner"), in consultation with the Commissioner of Energy and Environmental Protection and the Public Utilities Regulatory Authority ("PURA"), upon receipt of information that a public water supply emergency exists, is imminent or can reasonably be expected to occur without the immediate implementation of conservation practices, hereby declares a public drinking water supply emergency in Hebron ("Declaration"). Such Declaration is based upon the following information received by the Department of Public Health ("the Department") from Connecticut Water Company ("CWC"):

1. CWC is a water company, as defined in *Conn. Gen. Stat.* § 25-32a, that owns and operates public water systems in 56 towns and cities throughout Connecticut, including the Hebron Center¹ and Country Manor systems in Hebron.
2. CWC's Hebron Center system has a daily usage of approximately 45,000 gallons per day ("gpd"). Its sources of supply consists of three active bedrock wells with a current pumping capacity of 5, 11 and 22 gallons per minutes ("gpm"), respectively ("Three Active Wells"). CWC's Hebron Center system also has two bedrock wells, with pumping capacities of 5 and 10 gpm, respectively, that it does not use due to high sodium and chloride levels.² CWC's Hebron Center system has treatment installed.
3. CWC has a diversion permit for its Three Active Wells from the Department of Energy and Environmental Protection ("DEEP") for 105,000 gpd (Diversion Number DIVC-201703427GP).
4. In May 2018, Hebron Center system's yield of its largest producing well decreased significantly. CWC replaced the pump and surged the well, which increased the yield of the well temporarily. Hebron Center system's Three Active Wells are no longer able to meet demand with their supply.
5. On June 8, 2018, CWC provided to 200 consumers of its Hebron Center system, which includes the former consumers of the Mill at Stonecroft system, a statement requesting that such consumers conserve water in the home and avoid using water outside due to a reduction in the amount of water available resulting from a decreased output from the system's largest producing well.

¹ CWC's Hebron Center system interconnected with CWC's Mill at Stonecroft system on January 15, 2018. CWC's Mill at Stonecroft system had two active wells, which are now part of CWC's Hebron Center system.

² These two wells are the wells that were previously used by CWC's Mill at Stonecroft system, which is now part of the Hebron Center system.



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6. On June 12, 2018, CWC sent a letter to the Commissioner of Public Health requesting that the Department declare a public drinking water supply emergency for CWC's Hebron Center system because, "[d]ue to a sudden and precipitous decline in well yield, [CWC] is unable to adequately meet system demand without supplemental bulk water deliveries". In that letter, CWC requested authorization to temporarily interconnect its Hebron Center system to its Country Manor system so that CWC can transfer water from its Country Manor system to its Hebron Center system.
7. CWC's Country Manor system has a daily usage of approximately 3,750 gpd. Its source of supply consists of one well with a current pumping capacity of thirty-eight gallons per minute ("gpm"), or 54,720 gpd. CWC does not have, and is not required to have, a diversion permit from DEEP for the Country Manor system's well since it withdraws less than 50,000 gpd. The Country Manor system does not have treatment.


ORDER

Pursuant to *Conn. Gen. Stat.* § 25-32b, and based on the Declaration, the Commissioner of Public Health hereby orders the following:

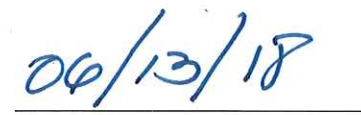
1. CWC shall institute and enforce a mandatory ban on outdoor water use for consumers of its Country Manor and Hebron Center systems. CWC shall distribute such mandatory ban to its consumers by telephone and shall publish it on CWC's Internet webpage.
2. CWC shall implement a program for reducing unaccounted for water by calibrating supply and mainline meters, calibrating consumers' meters, taking pipeline flow measurements, conducting leakage surveys, and inspecting bleeders.
3. CWC shall identify its highest water users in the Hebron Center system, and provide to the Department a list of such users and the amount of water consumed by each. CWC shall also work with and conduct water audits of its highest water users in the Hebron Center system to achieve water savings.
4. CWC shall not add any new consumers to the Hebron Center system without the Department's review and approval.
5. CWC shall maximize the use of its Three Active Wells in the Hebron Center system.
6. CWC shall develop and submit to the Department, on or before June 29, 2018, a plan regarding how it will resolve its water shortage issue in the Hebron Center system.
7. CWC is authorized to install approximately 1,000 feet of above-ground piping from the Country Manor system to the Hebron Center system to enable CWC to transfer raw water from the Country Manor system to the Hebron Center system in an amount up to but not to exceed 36,000 gpd in any twenty-four hours ("Temporary Pipeline").
8. With respect to such Temporary Pipeline, CWC shall provide to the Department on or before June 20, 2018:
 - a. Its plan for ensuring the security of such Temporary Pipeline; and

- b. Evidence of liability insurance coverage for such Temporary Pipeline satisfactory to the Commissioner.
9. CWC shall cease utilizing the Temporary Pipeline authorized in Paragraph 7 as soon as this Order is lifted and shall not maintain such pipeline in place more than 120 days after the lifting of this Order.
10. CWC shall monitor all water entering the treatment plant at the Hebron Center system on a weekly basis for the following: Physical parameters, bacteriological parameters, water quality parameters, iron, and manganese.
11. CWC shall ensure that water quality in the Hebron Center system continues to meet all state and federal drinking water standards, including § 19-13-B102 of the Regulations of Connecticut State Agencies and the federal Safe Drinking Water Act.
12. CWC shall weekly communicate with the consumers of its Country Manor and Hebron Center systems, town officials in Hebron and the Chatham Health District any updates and information regarding the status of the Hebron Center system and its water supply.
13. CWC shall weekly report to the Department, DEEP, PURA, and the Chatham Health District the following:
 - a. Information regarding CWC's supply and demand in its Country Manor and Hebron Center systems. The information shall include at a minimum the weekly reading of instantaneous flow rate, total quantity of water delivered over the previous week and groundwater elevations.
 - b. Information regarding CWC's conservation practices and the effect of such practices on CWC's supply and demand.
 - c. Information regarding CWC's communications with the consumers of the Country Manor and Hebron Center systems, town officials in Hebron and the Chatham Health District that are required in Paragraph 12.
 - d. The results of the water quality monitoring required in Paragraph 10 of this Order.

This Order shall remain in effect for not more than thirty days. The Commissioner of Public Health may extend such order for additional periods of thirty days up to one hundred fifty days, consistent with the contingency procedures for a public drinking water supply emergency in CWC's water supply plan approved pursuant to *Conn. Gen. Stat.* § 25-32d, to the extent the Commissioner deems appropriate.



Raul Pino, MD, MPH
Commissioner



Date