



Kelly A. Williams, Commissioner,
Department of Public Works

A Word from the Commissioner

Exciting news is on the horizon! The City of Wilmington will launch a new Wilmington Water Utility website soon. The new website will strengthen our commitment to providing clean and reliable drinking water for today's and future generations, along with enhanced customer service.

WilmingtonDEWater.gov will offer an easier way for our customers to manage their accounts, access essential information about our projects, and learn about our environmental stewardship efforts.

To help our water, wastewater, and stormwater services stand out and become easier for our customers and local businesses to work with, the City of Wilmington rebranded its Water Division, creating Wilmington Water. This change is more than just a name; it's about raising awareness of our water, wastewater, and stormwater services while reaffirming our dedication to exceptional customer service.

Powered by Civic Plus, our website will offer features such as improved account management, billing services, and valuable guidelines for contractors. Whether you're a homeowner, business owner, or contractor, you'll find the resources you need to navigate our services efficiently.

Moreover, the website serves as a comprehensive resource for information on the quality of our drinking water and the extensive environmental efforts undertaken by Wilmington Water. We are committed to transparency and accountability in all aspects of our operations, and our website reflects this commitment.

While the website isn't quite ready for unveiling, we're excited about the progress we've made so far. Keep an eye out for updates, and when the time comes, we hope you'll find the new site to be a valuable resource.

Thank you for your patience and support as we strive to provide cleaner, safer water for Wilmington.

CITY OF WILMINGTON

WATER QUALITY REPORT 2023

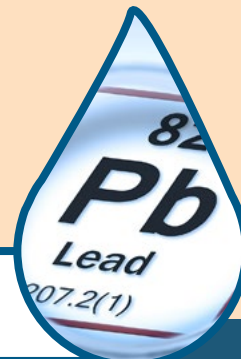
Published by the City of Wilmington Department of Public Works Water Division

To ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (EPA) prescribes regulations which limit the amount of certain contaminants in public water systems. The EPA requires the City of Wilmington, and all other water suppliers in the U.S., to report annually on specific details about testing for various contaminants in our water. Chemical and biological monitoring provide the data that helps suppliers, such as the City of Wilmington, make key water quality management decisions to ensure freshness and purity. This report, published in the spring of 2024 includes water quality information for the 2023 calendar year.

(Full report continues on page 2)

LEAD & DRINKING WATER

(Pages 6-7)



CITY OF WILMINGTON SOURCES OF DRINKING 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 and, in some cases radioactive material. It can also pick up substances resulting from the presence of animals or from human activity.

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 by calling the EPA's Safe Drinking Water Hotline at **(800) 426-4791**.

Contaminants 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, 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 by-products 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.

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.

Contaminants may be found in drinking water that may cause taste, color, or odor problems. These types of problems are not necessarily causes for health concerns. For more information on taste, odor, or color of drinking water please call **Wilmington 311**, or call **(302) 576-2620**.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer who are undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, and 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 EPA's Safe Drinking Water Hotline **(800) 426-4791**.

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 service lines and a home's internal plumbing. 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 five minutes before using water 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 epa.gov/safewater/lead.

The Division of Public Health, in conjunction with the Department of Natural Resources and Environmental Control (DNREC), has conducted source water assessments for nearly all community water systems in the state. The assessment may also be viewed at this website: delawarewater.org.

period, the City was found in violation of the State of Delaware's drinking water monitoring requirement for the month of August.

Routine monitoring on the system was conducted in September 2023 through December 2023 and no confirmed positive results for total coliform were found. The City will continue to be monitored for total coliform bacteria monthly as required in the State of Delaware Regulations Governing Public Drinking Water Systems and the Safe Drinking Water Act.

TABLE 1: WATER QUALITY RESULTS - DETECTED PRIMARY^[1] PARAMETERS AT ENTRY POINTS TO DISTRIBUTION SYSTEM

Contaminant	Units	MCLG ^[2]	MCL ^[3] or TT ^{[4][5]}	Brandywine Filter Plant			Porter Filter Plant			Likely Source of Contamination
				Range of Levels Detected	Highest Detected Level	Violation	Range of Levels Detected	Highest Detected Level	Violation	
Microbiological Indicators^[6]										
Turbidity - Percentile	% of samples below 0.3	N/A	95% of monthly samples must be less than 0.3.	100%	100%	No	100%	100%	No	Soil runoff
Turbidity - Values	NTU		No sample must ever exceed 1.0.	0.018 - 0.372	0.372	No	0.019 - 0.266	0.266	No	Soil runoff
Inorganic Chemicals (Metals and Nutrients)										
Barium	ppm	2	2	0.0511 - 0.0511	0.0511	No ^[8]	0.0414 - 0.0414	0.0414	No ^[9]	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Nickel	ppb	N/A	100	<10 - <10	<10	No ^[8]	2.0 - 2.0	2.0	No ^[8]	Discharge from industrial sources; Erosion of natural deposits
Chromium	ppb	100	100	<10 - <10	<10	No ^[8]	1.9 - 1.9	1.9	No ^[8]	Discharge from steel and pulp mills; Erosion of natural deposits
Fluoride	ppm	2	Delaware State MCL: 2 ppm ^[7]	0.45 - 1.23	1.23	No	0.43 - 1.25	1.25	No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Nitrate	ppm	10	10	0.9 - 3.6	3.6	No	0.9 - 3.8	3.8	No	Runoff from fertilizer use; Leaching from septic tanks; Sewage; Erosion of natural deposits
Nitrite	ppm	1	1	0.002 - 0.008	0.008	No	0.002 - 0.007	0.007	No	Runoff from fertilizer use; Leaching from septic tanks; Sewage; Erosion of natural deposits
Disinfectants										
Chlorine	ppm	N/A	At least 0.3 residual entering Distribution System.	1.01 - 2.7	2.7	No	1.26 - 2.5	2.5	No	Water additive used to control microbes.
Disinfection Byproduct Precursors										
Total Organic Carbon	ppm	N/A		0.7724 - 2.9649	2.9649	N/A	0.6219 - 1.7767	1.7767	N/A	Naturally present in the environment. Total organic carbon (TOC) has no health effects. However, TOC provides a medium for the formation of disinfection byproducts.
Total Organic Carbon	% Removal (Raw to Treated)	N/A	TOC Removal 25-35% requirement based on source water Alkalinity between	32 - 74%	74%	No	46 - 69%	69%	No	
Total Organic Carbon	Compliance Ratio (rolling annual avg)	N/A	Ratio of Actual to Required Removal - must be greater than or equal to 1.	1.0 - 1.8	1.8	No ^[10]	1.0 - 2.5	2.5	No ^[10]	
Synthetic Organic Chemicals (pesticides, defoliants, fuel additives) - (2016 unless noted)										
Dalapon	ug/L	200	200	0.79 - 0.79	0.79	-	-	-	-	Runoff from herbicide on rights of way
Atrazine	ug/L	3	3	-	-	-	0.031 - 0.031	0.031	-	Runoff from herbicide on rights of way
Di (2-ethylhexyl) phthalate	ug/L	0	6	0.27 - 0.27	0.27	-	0.28 - 0.28	0.28	-	Discharge from plastic production
Hexachlorocyclopentadiene	ug/L	50	50	-	-	-	0.077 - 0.077	0.077	-	Runoff from herbicide on rights of way
Simazine	ug/L	4	4	-	-	-	0.072 - 0.072	0.072	-	Runoff from herbicide on rights of way

NOTICE OF VIOLATION MONITORING REQUIREMENTS NOT MET

The City of Wilmington is required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether our drinking water meets health standards.

This notice is to inform the public that, during August 2023, the City missed the collection of two out of the 100 samples it is required to take for total coliform during a typical month. The violation was due to an administrative error, and the two samples were taken in early September. However, because they were taken outside of the August sampling

TABLE 2: WATER QUALITY RESULTS - DETECTED PRIMARY^[1] PARAMETERS AT ENTRY POINTS TO DISTRIBUTION SYSTEM

Contaminant	Units	MCLG ^[2]	MCL ^[3] or TT ^[4]	Range of Levels Detected	Highest Detected Level	Violation	Likely Source of Contamination
Microbiological Indicators							
Total Coliform	% of samples positive each month	0%	5.0%	0 - 1.9	1.9	No	Bacteria that are naturally present in the environment. Used as an indicator of the presence of other potentially harmful bacteria.
Disinfectants							
Chlorine	ppm	MRDLG = 4.0 ^[11]	MRDL = 4.0 ^[12]	0.02 - 2.2 ^[13]	2.2 ^[13]	No	Water additive used to control microbes.
Disinfection Byproducts							
Total Trihalomethanes	ppb	No goal for the total	80	13 - 107 ^[14]	55 ^[15]	No	Byproduct of drinking water disinfection. Forms due to reaction of chlorine with total organic carbon. Health effects: Some people who drink water containing TTHMs in excess of the MCL over many years could experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.
Haloacetic Acids	ppb	No goal for the total	60	9 - 72 ^[14]	35 ^[15]	No	Byproduct of drinking water disinfection. Forms due to reaction of chlorine with total organic carbon.

TABLE 4: RADIOACTIVE CONTAMINANTS (2020 UNLESS NOTED)

Radioactive Contaminants	Units	MCLG	MRL	Highest Detected Level	Range of Levels Detected	Violation	Likely Source of Contamination
Beta/photon emitters (2011)	pCi/L	0	50 ^[17]	3.5	3.5 - 3.5	No	Decay of natural and man-made deposits.
Gross Alpha Particle Activity	pCi/L	0	3	0.14	0.14 - 0.14	No	Decay of natural and man-made deposits.
Radium-226	pCi/L	0	1	0.25	0.25 - 0.25	No	Decay of natural and man-made deposits.
Radium-228	pCi/L	0	1	0.84	0.84 - 0.84	No	Decay of natural and man-made deposits.

TABLE 3: DETECTION OF UNREGULATED CONTAMINANTS^[16]

Chemical or Constituent	Units	Average	Range of Levels Detected	Likely Source of Contamination
Per-and Polyfluoroalkyl-Substances (2023)				
Perfluorobutanesulfonic acid (PFBS)	ppt	3.23	<3.0 - 3.6	Industrial discharges
Perfluoroheptanoic acid (PFHpA)	ppt	3.42	<3.0 - 4.0	Industrial discharges
Perfluorohexanoic acid (PFHxA)	ppt	9.92	4.6 - 21.1	Industrial discharges
Perfluorononanoic acid (PFNA)	ppt	3.98	<3.9 - <4.0	Industrial discharges
Perfluorooctanesulfonic acid (PFOS)	ppt	3.98	<3.9 - <4.0	Industrial discharges
Perfluorooctanoic acid (PFOA)	ppt	6.92	5.2 - 9.1	Industrial discharges
Disinfection Byproducts (2023)				
Bromochloroacetic Acid (BCAA)	ppb	3.39	1.2 - 5.5	Chlorination disinfection by-product
Bromodichloromethane (BDCM)	ppb	9.21	3.2 - 18.3	Chlorination disinfection by-product
Chlorodibromomethane (CDBM)	ppb	2.68	<0.5 - 5.2	Chlorination disinfection by-product
Dibromoacetic Acid (DBAA)	ppb	1.01	<1.0 - 1.2	Chlorination disinfection by-product
Dichloroacetic Acid (DCAA)	ppb	11.83	3.5 - 31.4	Chlorination disinfection by-product
Monobromoacetic Acid (MBAA)	ppb	1.0	<1.0 - <1.0	Chlorination disinfection by-product
Monochloroacetic Acid (MCAA)	ppb	2.03	<2.0 - 2.5	Chlorination disinfection by-product
Trichloroacetic Acid (TCAA)	ppb	12.32	3.4 - 37.7	Chlorination disinfection by-product

For more information on Per-and Polyfluoroalkyl-Substances visit drinktap.org/Water-Info/Whats-in-My-Water/Per-and-Polyfluoroalkyl-Substances

For more information on Unregulated Contaminants visit drinktap.org/Water-Info/Whats-in-My-Water/Unregulated-Contaminant-Monitoring-Rule-UCMR

TABLE 5: SECONDARY^[18] PARAMETERS AND OTHER PARAMETERS OF INTEREST DETECTED IN WATER AS IT ENTERS DISTRIBUTION SYSTEM

Contaminant	Units	SMCL ^[18]	Brandywine Filter Plant			Porter Filter Plant			Source
			Average	Lowest	Highest	Average	Lowest	Highest	
Conventional Physical and Chemical Parameters									
pH	units	6.5 - 8.5	7.5	7.0	8.1	7.4	6.7	8.2	Waters with pH = 7.0 are neutral
Alkalinity	ppm as CaCO ₃	N/A	61	31	80	56	40	75	Measure of buffering capacity of water or ability to neutralize an acid
Hardness	ppm as CaCO ₃	N/A	114	72	146	134	108	174	Naturally occurring; Measures Calcium and Magnesium
Conductivity	µmhos/cm	N/A	357	128	478	418	321	523	General measure of mineral content
Sodium	ppm	N/A	25	25	25	24	24	24	Naturally occurring; Chemical additive to treat the water; Road salt application and run-off
Sulfate	ppm	250	18	18	18	18	18	18	Naturally occurring; Can cause objectionable taste and odor in water
Chloride	ppm	250	58	24	77	80	60	99	Naturally occurring; Chemical additive to treat the water; Road salt application and run-off
Metals									
Iron	ppb	300	-	-	-	24	20	80	Naturally occurring; Chemical additive to treat the water; Corrosion of pipes; Can cause discoloration in water
Manganese	ppb	50	20	5	49	23	6	46	Naturally occurring; Can cause discoloration and objectionable taste in water
Zinc	ppm	5	0.141	0.012	0.230	0.150	0.110	0.210	Naturally occurring; Chemical additive to treat the water

TABLE 6: LEAD AND COPPER

(BASED ON 2020 SAMPLING—TESTING IS DONE EVERY 3 YEARS)

Contaminant	MCLG	Action Level (AL) ^[19]	90th Percentile	# Sites Over AL	Units	Violation	Likely Source of Contamination
Copper	1.3	1.3	0.23	0	ppm	No	Erosion of natural deposits; Leaching from wood preservatives; Corrosion of household plumbing systems
Lead	0	15	2.0	1	ppb	No	Corrosion of household plumbing systems; Erosion of natural deposits

KEY TO TABLES

- ^[1] Primary parameters are contaminants that are regulated by a maximum contaminant level (MCL), because above this level consumption may adversely affect the health of a consumer.
- ^[2] MCLG - Maximum Contaminant Level Goal is the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow no margin of safety.
- ^[3] MCL - Maximum Contaminant Level is 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.
- ^[4] TT - Treatment Technique refers to the required process intended to reduce the level of a contaminant in drinking water. EPA's surface water treatment rules require systems to (1) disinfect their water and (2) filter their water such that the specific contaminant levels cited are met. Lead and copper are regulated by a Treatment Technique that requires systems to control the corrosiveness of their water. Total organic carbon is regulated by a Treatment Technique that requires systems operate with enhanced coagulation or enhanced softening to meet specified percent removals.
- ^[5] Unless otherwise indicated value given is a MCL.
- ^[6] The state allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old. If this is the case, the sample year will be noted in the table.
- ^[7] State limit is to not exceed 2.0 mg/L.
- ^[8] Collected in 2023.
- ^[9] Collected in 2015.
- ^[10] Total Organic Carbon compliance is calculated quarterly based on the running annual average of removal %.
- ^[11] MRDLG - Maximum Residual Disinfectant Level Goal is the level of drinking water disinfectant below which there is no known or expected health risk. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
- ^[12] MRDL - Maximum Residual Disinfectant Level is 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.
- ^[13] Cited value is the lowest and/or highest number of routine samples.
- ^[14] Cited range is the range of all individual results in 2023.
- ^[15] Cited value is the highest Locational Running Annual Average (LRAA). MCL is based on the LRAA, which is compiled to include data from previous quarters.
- ^[16] Unregulated contaminant monitoring helps EPA to determine where certain contaminants occur and whether the Agency should consider regulating those contaminants in the future.
- ^[17] The MCL for beta particles is 4 mrem/year. EPA considers 50 pCi/L to be the level of concern for beta particles.
- ^[18] SMCL - Secondary Maximum Contaminant Level ppm: milligrams per liter or parts per million - or one ounce in 7,350 gallons of water ppb: micrograms per liter or parts per billion - or one ounce in 7,350,000 gallons of water.
- ^[19] AL - Action Level: The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements which a water system must follow. ND: not detected.

LEAD & DRINKING WATER

Providing safe, reliable drinking water is our top priority. The City of Wilmington treats drinking water to minimize the amount of lead that may leach into the water and performs routine water testing to ensure the treatment is effective. Drinking water is lead-free when it leaves our treatment plants, but as water travels through the system to your faucet, lead can enter the water from plumbing components including brass fixtures and fittings, and lead soldered joints in household plumbing, as well as lead service lines – the pipe that brings water into the home from the water main in the street.

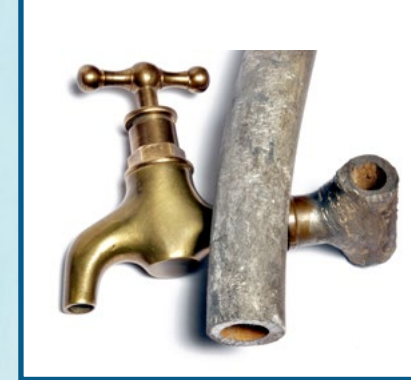
Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have a decrease in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed 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.

The Environmental Protection Agency (EPA) requires that 90% of the sampled sites must have lead levels below the Action Level of 15 parts per billion (ppb), and we have been below this threshold since the Lead and Copper Rule was established in 1991. To monitor lead levels, the City of Wilmington tests tap water in homes that are most likely to have lead. Sampling is conducted at 50 locations every three years, as required by the United States EPA Lead and Copper Rule. The City's 90th percentile lead level was 2.0 ppb in 2023. However, there are steps you can take to reduce your exposure to lead in drinking water, as shown in this report.



SIMPLE TIPS TO REDUCE LEAD EXPOSURE IN YOUR HOME

- 1. Have your water tested.** The only way to determine the level of lead in drinking water at your home is to have the water tested. If you would like your water tested, contact the Water Quality Lab **(302) 571-4158**.
- 2. Learn if you have a lead service line.** To help with our compliance with the revised Lead and Copper Rule, the City of Wilmington created a service line inventory survey that you use to identify the service line material by checking your water service connection inside your home. The survey is quick and easy to complete; all you need is a penny or a screwdriver and your phone. To take the survey, just scan the QR code shown or access the survey [here](https://arcg.is/0za9OL).  arcg.is/0za9OL
- 3. Run your water.** Before drinking, flush your home's pipes for five minutes by running the tap, taking a shower, doing laundry, or doing a load of dishes. The amount of time to run the water will depend on whether your home has a lead service line or not, and the length of the lead service line.
- 4. Use cold water.** Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water.
- 5. Clean your aerator.** Regularly clean your faucet's screen (also known as an aerator). Sediment, debris, and lead particles can collect in your aerator. If lead particles are caught in the aerator, lead can get into your water. After removing the aerator, flush the cold water line for five minutes.
- 6. Use your filter properly.** If you use a filter, make sure you use a filter certified to remove lead. Read the directions to learn how to properly install and use your cartridge and when to replace it. Using the cartridge after it has expired can make it less effective at removing lead. Do not run hot water through the filter. Visit nsf.org/water-systems/water-filtration for more information about filters certified for lead removal.
- 7. Install lead-free faucets and fixtures.** Look for lead certification marks indicating the new product is lead free, and then replace old faucets and fixtures. Visit nepis.epa.gov and search for lead free certification for more information.



SURVEY!



CHANGES TO THE LEAD AND COPPER RULE

In 2021, the EPA instituted revisions to the Lead and Copper Rule that all water systems must comply with by October 16, 2024. These changes, known as LCRR for short, included the development of a service line inventory to locate any lead service lines that may remain with a water system so a water provider like the City of Wilmington can develop a fair, equitable, and complete replacement program.

The LCRR also updated tap water sampling locations and modified sample collection procedures and set in place a requirement of a sampling plan for schools and childcare facilities. Stricter public education and communication requirements were also instituted.

In 2023, the EPA determined it wanted to make more changes to the Lead and Copper Rule and proposed Lead and Copper Rule Improvements, known as the LCRI for short. These improvements will be finalized before the LCRR's October 16, 2024, compliance date.

Among the LCRI's changes are the lowering of the Action Level for lead – the point where utilities must take a series of required steps to protect public health – from its current 15 part per billion level to 10 parts per billion.



arcg.is/0za9OL

TAKE OUR SERVICE LINE INVENTORY SURVEY TODAY!

The City of Wilmington is diligently working to address all the LCRR requirements as they are finalized and put into place, including developing a water service line inventory. To determine the type of material for the portion of the service line within your home, and to reduce your exposure to lead in drinking water, we need your help!

The City of Wilmington created a service line inventory survey that you use to identify the service line material by checking your water service connection inside your home.

The survey is quick and easy to complete; all you need is a penny or a screwdriver and your phone. To take the survey, just scan the QR code shown here or access the survey [here](https://arcg.is/0za9OL).

If you believe your service line material is lead, please use the survey to submit your results, call **Wilmington 311**, or call **302-576-2620**.

FAQ 1: BROWN / YELLOW COLORED WATER ISSUES

1. Why is my water discolored?

All treated water introduced into the system is clean and clear; however, a large portion of the city's pipes are made of unlined cast iron. On occasion, the internal build-up of iron corrosion in these pipes can be released due to a disturbance event such as main breaks, construction, and flushing fire hydrants. Rusty water events are usually brief and will clear up within a day or so after the disturbance is resolved, and water is flushed out through your piping system. (Reference Article: Water Quality – Questions & Answers. Henry County Water Authority. HCWSA, 2015.)

2. Are there regulations for discolored water concerning health?

The Environmental Protection Agency (EPA) states that discolored water is safe to drink unless it has been contaminated with unrelated substances. The EPA has established National Secondary Drinking Water Regulations (NSDWRs) that set non-mandatory water quality standards for 15 contaminants. While the EPA does not enforce these Secondary Maximum Contaminant Levels (SMCLs), they are established as guidelines to assist public water systems in managing their drinking water for aesthetic considerations, such as taste, color, and odor. However, these contaminants are not considered a risk to human health at the SMCL. (Reference Website: epa.gov/sdwa/secondary-drinking-water-standards-guidance-nuisance-chemicals)

FAQ 2: FLUORIDE IN DRINKING WATER

1. Is there Fluoride in my drinking water?

Fluoride is a naturally occurring mineral that can enter water sources from the erosion of natural deposits or discharge from fertilizer and aluminum factories. While there is a small background level of fluoride found in the city's raw water supplies, additional levels of fluoride are added during the treatment process. This is done to promote strong teeth and protect against skeletal fluorosis. The addition of fluoride is also required by the State of Delaware Office of Drinking Water.

2. Are there standards for this chemical?

In Delaware, the Maximum Contaminant Level (MCL) for fluoride is 2.0 ppm. MCLs describe a biological, chemical, or physical characteristic of water that may affect the taste, odor, color, or appearance (aesthetics) of water. The city is required to notify customers if the average levels of fluoride exceed the State's MCL. (www.dhss.delaware.gov/dhss/dph/hsp/pubdw.html)

WHAT TO DO

WHEN RUSTY WATER APPEARS IN MY FAUCETS?



Step 1: Call the Call Center at (302)-576-3878 and they will assist you in diagnosing and resolving the water issue. Contacting the Call Center is the only way the city knows there is an issue with the water. This creates an electronic record that is especially useful if there is a recurring issue.



Step 2: Take a sample of the discolored COLD water in a white cup or bowl for comparison and set it aside.



Step 3: Go to the lowest sink in the house, set a timer for 15 minutes and run the COLD water only. Running the hot water can cause rusty water to fill the hot water tank, which will then require it to be drained.



Step 4: After 15 minutes, take another sample in another white cup or bowl and compare the first with the second. Continue to flush and keep an eye on the water's color for lightening. If it has not lightened, call the Call Center back for further instructions.



CITY OF WILMINGTON CELEBRATES

EARTH DAY/ARBOR DAY AT COOL SPRINGS RESERVOIR

On April 19th, the city of Wilmington came together at Cool Springs Reservoir to celebrate Earth Day and Arbor Day. The official dates for Earth Day and Arbor Day are April 22nd and April 30th respectively. The city celebrated both holidays with a vibrant and educational event that brought the community together in appreciation of our natural world.

The annual celebration provides education to our citizens about the significance of trees, native plants, clean water, and the overall impact of environmental conservation on our daily lives. This year's event was a resounding success, offering an array of engaging activities and opportunities for all ages to learn and participate.

Visitors to Cool Springs Reservoir were treated to a diverse range of experiences, from informative exhibitions by over 40 vendors to fun-filled children's games and face painting. The atmosphere was alive with energy and enthusiasm as residents explored ways to contribute to a healthier, more sustainable future for our city and beyond.

As we reflect on the success of this year's event, let us carry forward the spirit of environmental stewardship in our daily lives. We extend our heartfelt thanks to everyone who participated in making this year's Earth Day and Arbor Day celebration a memorable and impactful event!

NEED HELP?

ARE YOU EXPERIENCING A WATER QUALITY PROBLEM OR HAVE QUESTIONS AND CONCERNS?

The City of Wilmington is committed to providing you with high-quality drinking water. We also understand that concerns may arise at your tap, and we strive to address these quickly and efficiently. If you have questions about the quality of your water or are experiencing an issue such as low water pressure, discolored water, or unusual taste and smell, please call **Wilmington 311**, or call **(302) 576-2620** or the Water Quality Lab at **(302) 571-4158**. You will be asked a series of questions regarding your concern and then the appropriate Water Department personnel will be contacted to address your problem. If you would like your water to be sampled, one of our Water Quality Specialists will call you to schedule a time that is convenient for you.

WHAT ARE PFAS?

Per- and polyfluoroalkyl substances (PFAS) are manufactured chemicals used in many household products including nonstick cookware (e.g., Teflon™), stain repellants (e.g., Scotchgard™), and waterproofing (e.g., GORE-TEX™). They are also used in industrial applications such as in firefighting foams and electronics production.

There are thousands of PFAS chemicals, and they persist in the environment. Two well-known PFAS chemicals are perfluorooctanoic acid (PFOA) and perfluorooctane sulfonic acid (PFOS). These were phased out of production in the United States and replaced thousands of other PFAS chemicals including hexafluoropropylene oxide-dimer acid (commonly known as GenX), perfluorobutane sulfonic acid (PFBS), and others. Additional information on PFAS from the United States Environmental Protection Agency (U.S. EPA) can be found at [epa.gov/pfas](https://www.epa.gov/pfas).

It is important to note that a person's exposure to these PFAS can vary due to several factors because they have been used in millions of ways since the 1940s: Teflon-coated pans being the first consumer use back in 1961. The EPA itself estimates that only 20% of a person's exposure to PFAS comes from drinking water.

While exposure through drinking water is a concern, an estimated 80% of a person's PFAS exposure can come from consumer products such as cookware, cosmetics, food wrappings, stain/water-resistant clothing, carpet and furniture treatments, and even deodorants, contact lenses, dental floss, and toilet paper. People can also be exposed by eating foods that may contain PFAS, such as fish, and it has been found in the air and in rainwater.



WHAT IS THE CITY OF WILMINGTON DOING ABOUT PFAS?

In 2023, the City of Wilmington tested our drinking water for 29 PFAS through its compliance with the U.S. EPA's Fifth Unregulated Contaminant Monitoring Rule, or UCMR 5. Through the UCMR process, water systems collect data on a group of contaminants that are currently not regulated in drinking water at the federal level. U.S. EPA then uses this information when deciding if it needs to create new drinking water limits. The results of our UCMR 5 are provided in the table 3 of this report, and more information on UCMR 5 can be found at www.epa.gov/dwucmr/fifth-unregulated-contaminant-monitoring-rule.



PFAS chemicals are unique, so two PFAS chemicals at the same level typically do not present the same risk. Therefore, you should not compare the results for one PFAS chemical against the results of another.

U.S. EPA sets drinking water standards – known as maximum contaminant levels – as close to the level where no health impacts are expected, considering the ability to measure and treat the chemical, among other factors. In 2023, the EPA proposed new drinking water standards for six PFAS: PFOA, PFOS, GenX, PFBS, perfluorononanoic acid (PFNA), and perfluorohexane sulfonic acid (PFHxS).

While these proposed standards, were finalized in April 2024, they will not take effect for another five years, the City of Wilmington understands our customers may be concerned, so we are providing this information about the EPA's process, the results found in our drinking water, and the steps we are taking to address the issue.

While our overall PFAS levels are low, our testing for PFOA found a level slightly over the EPA's proposed drinking water standard. As a result, we are taking the following proactive actions:

- We are voluntarily testing our water (monthly) to gather the best data possible to guide future decision-making and keep our customers informed. We will also participate in all required federal and state testing.
- We will continue to coordinate and collaborate with state and federal regulatory agencies regarding ongoing research and rule-making developments.
- We will continue openly communicating about PFAS.
- We are also examining strategies to effectively address PFAS compounds through our water treatment process.

Regardless of the challenges posed by PFAS, the City of Wilmington is committed to providing safe, reliable drinking water.



CAN I STILL DRINK MY TAP WATER AND USE IT FOR COOKING AND BATHING?

Yes. The EPA is not recommending bottled water for communities based solely on concentrations of PFAS chemicals in drinking water at the levels found in the City of Wilmington's water. Also, bottled water could have PFAS levels higher than what is found in the City of Wilmington's water. Bottled water is not as strictly regulated as drinking water.

We understand if some customers decide to make the personal choice to use water filters. Certified water filtration systems may lower levels of some PFAS if the filter is properly maintained. Information on certified filter systems can be found at [nsf.org/consumer-resources/articles/pfoa-pfos-drinking-water](https://www.nsf.org/consumer-resources/articles/pfoa-pfos-drinking-water).

WHAT CAN I DO TO REDUCE MY OVERALL EXPOSURE TO PFAS?

One way to reduce exposure is to think about what products you are buying and using every day. As stated earlier, PFAS is found in many consumer products, especially ones that are heat, stain, or water-resistant, like clothing, cookware, cosmetics, and carpet and furniture treatments. It is also found in personal products, such as dental floss, toilet paper, contact lenses, feminine products, and deodorants.

Buying PFAS-free options will help decrease your exposure, however, we understand purchasing products with less or no PFAS may be hard because PFAS is everywhere, even in fertilizers and compost. A list of product types that may have PFAS, can be found at [atsdr.cdc.gov/pfas/health-effects/exposure.html](https://www.atsdr.cdc.gov/pfas/health-effects/exposure.html).



HOW CAN I LEARN MORE ABOUT PFAS AND DRINKING WATER?

More information on PFAS is in the U.S. EPA PFAS Strategic Roadmap, available at www.epa.gov/pfas/pfas-strategic-roadmap-epas-commitments-action-2021-2024.

PFAS health effect information can also be found on the U.S. Centers for Disease Control and Prevention (CDC) website at www.atsdr.cdc.gov/pfas/health-effects/index.html.

For information on PFAS from the State of Delaware, visit www.dnrec.delaware.gov/waste-hazardous/remediation/pfas/.

WHAT CAN I DO TO HELP?

A good first step is to increase your understanding of how PFAS can enter our bodies, our homes, and the environment. Ongoing education on PFAS and staying informed on federal and state guidance can help manage personal exposure.

Another key action is to purchase products with less or no PFAS. Many companies are working to remove PFAS from their products. Buying PFAS-free options will help decrease the amount of new PFAS entering the environment, and reward companies who have committed to removing PFAS from their manufacturing processes.

AVOID PTFE-BASED NONSTICK PANS AND KITCHEN UTENSILS.

BE WARY OF ALL FABRICS LABELED STAIN- OR WATERREPELLENT.

SOME FAST FOOD CONTAINERS AND CUPS OFTEN COME IN PFAS-TREATED WRAPPERS.

CHOOSE PERSONAL CARE PRODUCTS WITHOUT "PTFE" OR "FLUORO" INGREDIENTS.

MICROWAVEABLE POPCORN BAGS ARE OFTEN COATED WITH PFAS CHEMICALS ON THE INSIDE.

CONTACT US

You can help us ensure the safety of our water supply by reporting any unusual or suspicious activity either on our waterways, near our reservoirs, water filtration plants, water towers, or pumping stations.

To report an incident or general water quality concerns, call **Wilmington 311**, or call **(302) 576-2620**.

If you have questions about this report, call the Water Quality Laboratory at **(302) 571-4158**. Weekends or after 4 P.M., call **Wilmington 311**, or call **(302) 576-2620**.



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An electronic version of this document is available
at ccrwilmingtonde.com.

Una versión en español de este documento está
disponible por correo, previa solicitud.

MICHAEL S. PURZYCKI, MAYOR

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In accordance with Title VI of the Civil Rights Act of 1964, state and federal law, "no person or group shall be excluded from participation, denied any benefits, or subjected to discrimination on the basis of race, color, national origin, age, sex, religion, handicap, and/or disability." General complaints or inquiries should be directed to: Affirmative Action Officer (302) 576-2460, and persons with disabilities may contact 504 Coordinator (302) 576-2460, City of Wilmington, Personnel Department, 4th Floor, 800 French Street, Wilmington, Delaware 19801. TDD is available at (302) 571-4546.

