# THE DISTRICT DISPATCH

*Manchester Water District's Annual Water Quality Report and Water Use Efficiency Data Inside*

## Happy Retirement to a District Legend

This spring Manchester Water District is saying goodbye to one of our most valuable assets. Lead Service Technician, Don Hoskinson is retiring after almost 38 years with the District. Don started at the Water District in October 1981 as an entry-level service tech. He had a bit of construction experience, had worked for a septic installation company, and could run heavy equipment. He was hired by Bill Hall, another long-time Manchester resident, turned Water District General Manager who passed away in 2016. the District was smaller when Don started—Mile Hill was only two lanes wide, and there were no stop lights. Don maintains that he never set out to make a career out of being a water technician, though he was a single father, so a steady paycheck with benefits kept him coming back.

Don Hoskinson, Service Technician Extraordinaire

As the years passed and the District grew along with the Community, Don has established himself as a favorite amongst customers. He is fantastic at customer service, and always makes sure that customer concerns are addressed promptly, professionally, and to satisfaction. Whether it's a water line leak, a change in taste, a drop in pressure, or a new customer looking for their water meter, Don takes his time explaining, and finding solutions, for whatever may arise.

Don's absence will also be felt for a very long time with the rest of District staff and the Board of Commissioners. When Don first broached the idea of retirement a few years ago, staff knew that it was going to be necessary to listen, and retain as much knowledge and history about the District as possible. He has been working with staff on creating digital maps of the miles of water main that run through Manchester, Southworth, South Colby, and all the neighborhoods in between. As each set of maps was memorialized, Don's notes were added; along with an interesting story or funny anecdote, usually. Don drove around with Rudolph and red nose on his service truck during the Holidays, he is quick with a joke, he stops and talks with workers from other utilities, he takes the time with customers and co-workers to really make sure that they are satisfied with their service. He lists and he cares. He is a wonderful friend, a true one-of-a-kind.

So, after close to four decades working in Manchester, Don has decided that it's time to hang-up his high-vis orange shirt and turn in his valve wrench (we will let him keep the Rudolph accessories!). He is ready to travel and camp with his life partner, Cindy, and their multiple dogs and really big cat. Don is excited to spend more time with his grandchildren and extended family. Whether it be summer nights spent at his lake property, tending to his vegetable garden, or working on one of his famous inventions and projects, Don is the type of person that will make the most out of every day.

*Thank you for your service and commitment to Manchester Water District Don!*

Manchester WATER DISTRICT

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# 2018 Water Quality Report—Water System ID #507002

Manchester Water District was formed in 1942 under Chapter 57 of the Revised Code of Washington. The District is governed by an elected three-member Board of Commissioners and staffed by eight full-time employees. The District serves over 3,300 accounts, which represents a population of nearly 10,000 people. The distribution system covers approximately 38 miles of water pipe, and in 2018 delivered 226 million gallons of water to customers in the Manchester, Yukon Harbor, South Colby, Harper, and Southworth neighborhoods. To ensure that sufficient water is available during peak demands, and to maintain fire protection, the District stores roughly 3.2 million gallons of water in the five reservoirs and water tanks located through the service area.

The Board of Commissioners and Staff of Manchester Water District are proud to present the 2018 Consumer Confidence Report. This report includes water quality data that conforms to federal regulations set forth in the Safe Drinking Water Act (SDWA). Under the SDWA, water utilities must annually provide water quality information to each customer. This report demonstrates that ***your drinking water meets or exceeds state and federal drinking water standards***.

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.

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 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 at (800) 426-4791.

Manchester Water District sources water from eight groundwater wells. The deep wells are located throughout the District's service area. Depending on location, some District customers may receive water from a single source, while others may be supplied by multiple sources. Manchester Water District treats all water with trace amounts of chlorine. This disinfection process is required by the Department of Health to provide a barrier of protection against bacterial growth in the distribution system. Chlorine also helps minimize the effects of hydrogen sulfide that can naturally occur in groundwater sources. Hydrogen sulfide causes what is typically referred to as a "rotten egg smell". In addition to chlorine, sodium fluoride is added to all District water. District customers voted to add fluoride to their drinking water in 1969, and have repeatedly held up the mandate since. District staff works diligently to maintain a fluoride level of .7 parts per million throughout the distribution system.

**Manchester Water District Sources of Supply**

| Department of Health Source Number | Manchester Water District Name | Approximate Location |
|---|---|---|
| S01 | Well 1 | Manchester Village |
| S02 | Well 2 | Manchester Village |
| S04 | Well 4 | Bulman Road |
| S09 | Well 9 | Sedgwick Road |
| S10 | Well 10 | Manchester Heights |
| S11 | Well 11 | Manchester Heights |
| S13 | Wells 5 & 8 | Sedgwick Road |
| S14 | Wells 6 & 7 | Garfield Avenue |

A *Source Water Assessment Program (SWAP)* was compiled by the Washington State Department of Health to highlight significant sources of contamination for community water systems in Washington State, if available. An interactive map of the assessment data and Manchester Water District's susceptibility rating can be found at *www.doh.wa.gov/communityandenvironment/drinkingwater/sourcewaterprotection/assessment.aspx*

**Manchester Water District Sampling Schedule**

| Parameter | Monitoring Schedule |
|---|---|
| Chlorine Residual | Daily Monitoring |
| Fluoride Residual | Daily Monitoring |
| Total Coliform—E Coli | Monthly Monitoring |
| Lead & Copper | Every 3 Years |
| Asbestos | Every 9 Years |
| Total Trihalomethane (THM) | Annual Monitoring |
| Halo-Acetic Acids (HAA5) | Annual Monitoring |
| Nitrates | Annual Monitoring |
| Inorganic Chemicals | Every 9 Years |
| Volatile Organic Chemicals | Every 6 Years |
| Herbicides | Every 9 Years |
| Pesticides | Every 9 Years |
| Soil Fumigants | Every 3 Years |
| Radionuclides | Every 6 Years |

Contaminants that may be included in source water include:

**Microbial Contaminants** Such as viruses, parasites, and bacteria that may come from sewage treatment plants, septic systems, agricultural livestock operations, or wildlife.

**Inorganic Contaminants** Such as salts and metals, which can occur naturally or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, and farming.

**Pesticides & Herbicides** Which may come from various 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. They can also come from gas stations, urban stormwater runoff, and septic systems.

**Radioactive Contaminants** Which can occur naturally or result from oil and gas production and mining activities.

Listed within this report are the few substances that were detected in Manchester Water District's most recent set of sampling results. Manchester Water District takes hundreds of samples each year. We have not listed the substances that were tested, but NOT detected. The Department of Health has granted complete waivers for dioxin, endothall, glyphosate, diquat, and insecticides. While we strive to make this report as user-friendly as possible, we understand that some questions may arise. For additional water quality questions or concerns, please contact the Manchester Water District office at (360) 871-0500. There are certified Water Distribution Managers who will be more than happy to assist you.

# 2018 Water Quality Analysis

The table below lists all the drinking water contaminants that were detected between January 1 and December 31, 2018 . The presence of these contaminants does not necessarily indicate that the water poses a health risk. Unless otherwise noted, the data presented represents water quality testing performed during the 2018 calendar year. Washington State requires Manchester Water District to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Data that is not from 2018 will be noted with the most recent sample date.

| Parameter | Maximum Contaminant Level (MCL) | Maximum Contaminant Level Goal (MCLG) | Potential Sources | Average Level Detected in Most Recent Samples | Range of Levels Detected in Most Recent Samples | Meets Standards |
|---|---|---|---|---|---|---|
| **Sampled in the Distribution System** | | | | | | |
| **Halo-Acetic Acid** *Monitored Annually* | 60 ppb | N/A | By-product of drinking water disinfection | 8.1 ppb | N/A | YES |
| **Trihalomethanes** *Monitored Annually* | 80 ppb | N/A | By-product of drinking water disinfection | 16.6 ppb | N/A | YES |
| **Chlorine** *Monitored Daily* | 4 ppm | 4 ppm | Water additive used to control microbes | .52 ppm | .32—.67 ppm | YES |
| **Fluoride** *Monitored Daily* | 4 ppm | 4 ppm | Water additive to promote dental health | .76 ppm | .62—.89 ppm | YES |
| **Total Coliform** *Monitored Routinely* | 0 | 0 | Naturally occurring organism | *No coliform was detected in any of the 120 samples taken in 2018* | | YES |
| **Sampled at Groundwater Sources** | | | | | | |
| **Nitrates** *Monitored Annually* | 10 ppm | 10 ppm | Runoff from fertilizer use; Leaching from septic tanks; Sewage; Erosion of natural deposits | .83 ppm | ND—2.03 ppm | YES |
| **Gross Alpha** | 15 pCi/L | N/A | Erosion of natural deposits | .33 pCi/L | ND—1.30 pCi/L | YES |
| **Radium 228** | 5 pCi/L | N/A | Erosion of natural deposits | .77 pCi/L | ND—3 pCi/L | YES |
| **Manganese*** *2016 Sample* | .05 ppm *SMCL* | N/A | Leaching from natural deposits | .10 ppm | .07—.13 ppm* | YES |
| **Sampled at Customer Taps** | | | | | | |
| **Lead**** *2016 Sample* | 15 ppb *Action Level* | 0 | Corrosion of household plumbing systems; Erosion of natural deposits | 4 ppb *90th Percentile* | *1 sample site out of 20 exceeded the Action Level* | YES |
| **Copper**** *2016 Sample* | 1.3 ppm *Action Level* | 1.3 ppm | Corrosion of household plumbing systems; Erosion of natural deposits | .18 ppm *90th Percentile* | *0 sample sites out of 20 exceeded the Action Level* | YES |

| Explanation of Terms | |
|---|---|
| **MCL** | **Maximum Contaminant Level**—Highest level of a contaminant 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. MCLGs allow for a margin of safety. |
| **SMCL** | **Secondary Maximum Contaminant Level—**Secondary Contaminant standards are developed to protect the aesthetic qualities of drinking water and are not health based. |
| **Action Level** | The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow. |
| **Lead & Copper** ***90th Percentile*** | **Specific to Lead & Copper Testing**—Out of every 10 homes sampled, 9 were at or below |

| Units of Measurement | |
|---|---|
| **ppm** | Parts per Million |
| **ppb** | Parts per Billion |
| **pCi/L** | Picocuries per Litter |
| **ND** | Not Detected in laboratory samples |
| **N/A** | Not Applicable |

## **A Note about Lead & Copper in Drinking Water from the Environmental Protection Agency

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 home plumbing. Manchester Water District is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for 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 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 *www.epa.gov/safewater/lead*

## *Manganese in Drinking Water

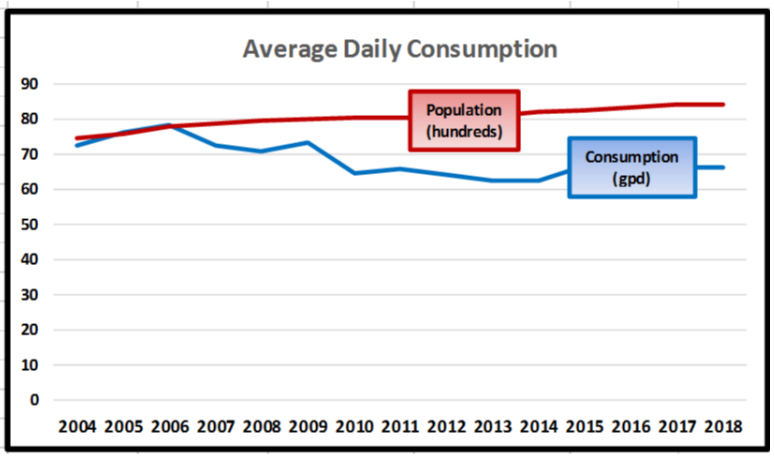
Manganese standards are achieved through blending of other drinking water sources.

There are no adverse health effects from manganese in drinking water at the levels detected. The primary impact of manganese in drinking water is aesthetic quality. Elevated manganese levels may cause discoloration in water. This can stain laundry and porcelain fixtures, promote bacterial growth in the distribution system, and in high concentrations customers may notice a metallic taste.

Manchester Water District employs various methods to reduce the impact of manganese on drinking water quality. This includes, but is not limited to; blending drinking water sources and regularly flushing the distribution system in affected areas.

# Water Conservation Works For All Of Us

Through public education, rate structuring, rebates for water conserving appliances, and improved system operations, Manchester Water District (District) has endeavored to reduce per capita water consumption by 10-percent over a sixteen year period beginning in 2004.




According to the U.S. Geological Survey (USGS), the average American consumes about 80-100 gallons per day (gpd). In 2004, the District billed 2,981 accounts for 217,701,002 gallons consumed, or an average daily consumption of 72 gpd per capita. In 2018, consumption was just 66 gpd among District customers. Thanks to conservation efforts, District customers consumed an average of 18-percent less when compared to 2004 per capita consumption levels.

In addition to reductions in per capita consumption, improvements to the District's distribution system have significantly reduced water loss due to system leaks, metering inaccuracies, or unreported consumption; such as fire fighting. For a distribution system of Manchester Water District's size and complexity, 10-percent or less unaccounted for water is considered acceptable. In 2018, the District had 9.6-percent unaccounted-for-total production, and a three-year average 7.5-percent unaccounted-for- production.

As the District's population continues to grow, the challenges of aging infrastructure and increased demand require strategic planning and optimization of limited resources. Working together with consumers, the District must continue to meet or exceed mandates set forth in the Washington State Water Use Efficiency Rule of 2007, while improving service to ratepayers.

## Payment Options

Customers are finding great success using Xpress Bill Pay for making and scheduling payments, checking their balances, and setting-up paperless billing options. The efficiency and ease of the service, along with the security of Xpress Bill Pay has proven to be a popular option amongst customers. Xpress Bill Pay has options for email and text message notifications, automatic and one-time payments, as well as a free iPhone app! For more information, please contact the office, or check out *www.manchesterwater.org*.

xpress BILL PAY

## Water Bill Basics

- Water bills are calculated using cubic feet.
  1 cubic foot = 7.48 gallons
- Manchester Water District processes bills on a bi-monthly schedule. Water Bills are processed on the last business day of the month
- Water bills consist of Base Rate and Consumption components. While the base rate is equal to all billing units, consumption is billed using a tiered rate structure. A tiered rate structure is another way that Manchester Water District promotes water conservation. The more water that is used, the more expensive the water becomes. Conversely, customers who use water wisely, will save.

## Manchester Water District Board of Commissioners

| Steve Pedersen | James Strode | Paul Drotz |
|---|---|---|
| **Chairman** | **Secretary** | **Commissioner** |

**General Manager—Dennis O'Connell**

The Manchester Water District Board of Commissioners meet on the second Tuesday of every month at 5:30 pm. Meetings are held at the Kitsap Regional Library—Manchester Branch, unless otherwise posted. Meetings are open to all, and public participation is encouraged.

**Manchester Water District Administrative Office Location & Hours**

8185 E Daniels Loop, Suite 111 Port Orchard, WA 98366

Monday through Friday, 8:00 am—4:30 pm

## Water Efficient Appliance Rebates

Manchester Water District offers rebate incentives for customers who have purchased new, water-efficient appliances.

If you have purchased a water-efficient toilet, washing machine, and/or dish-washer in the past six months—you may be eligible!

For more information, please contact (360) 871-0500, or visit the Conservation page at www.manchesterwater.org

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