ANNUAL WATER QUALITY REPORT

Reporting Year 2024

Presented By

City of Troy, Department of Public Utilities

PWS ID#: 4100050

Our Commitment

We are pleased to present to you this year's annual water quality report. The purpose of this report is to raise your understanding of drinking water and increase your awareness of the need to protect our drinking water sources. This report is a snapshot of last year's water quality covering all testing performed between January 1 and December 31, 2024. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water and providing you with this information because informed customers are our best allies.

Thank you for allowing us to provide your family with quality drinking water in 2024. We will continue to strive to improve and deliver you safe drinking water for years to come. We ask that all our customers help us protect our local water sources, which are the heart of our community and our way of life. The Rensselaer Land Trust is interested in helping us protect the Tomhannock watershed. For more information, visit renstrust.org or write to RTLC, 415 River St., Troy, NY 12180.

"As mayor of the City of Troy, I am proud to present our annual Water Quality Report, which reflects our continued commitment to providing safe, clean drinking water to every resident. My administration remains steadfast in our mission to replace all lead service lines throughout the city to create a safer, cleaner community for all. We're making significant progress in modernizing our infrastructure and investing in long-term improvements that protect public health and ensure future generations have access to high-quality water. This is not just about pipes—it's about people, and we're delivering on that promise every single day."

Carmella Mantello
Mayor

Where Does My Water Come From?

The water source for the City of Troy is the Tomhannock Reservoir, a human-made, surface water reservoir located within Rensselaer County, 6.5 miles northeast of the city. The reservoir is 5.5 miles long and holds 12.3 billion gallons when full. The quality of the water from the Tomhannock Reservoir is good to excellent.

Municipal Separate Storm Sewer Systems

The City of Troy, in cooperation with other Rensselaer County communities, the NYSDEC, and the U.S. EPA, has been working with the county and local governments to help control stormwater runoff and educate the public about stormwater. Stormwater should naturally seep into the ground, but impervious areas restrict this process, causing flooding and pollution. For more information, please visit https://www.troyny.gov/256/Stormwater-Management or epa.gov/npdes/stormwater.

System Improvements

In 2024 the Department of Public Utilities was very busy repairing water mains, hydrants, and critical parts of our sewer infrastructure. We replaced over 200 lead service lines in a continuing effort to eliminate lead exposure to our residents.

While work remains ongoing, significant repairs and upgrades have been made to the Eddys Lane pump station, including repairs to the chlorine booster feed system and necessary upgrades to the pumping controls and electrical systems.

Perhaps most significant for 2024, the city began to treat the water with phosphate as a corrosion control. An engineering study commissioned by the department found that the introduction of this new treatment chemical will greatly reduce the amount of lead found in consumers' drinking water. This remains an ongoing effort, with the city closely monitoring the effects of this new treatment.

Important Health Information

Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.

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, can be particularly at risk from infections. These people should seek advice about drinking water from their health-care providers. U.S. Environmental Protection Agency (U.S. EPA)/Centers for Disease Control and Prevention (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 or epa.gov/safewater.

There is no safe level of lead in drinking water. Exposure to lead in drinking water can cause serious health effects in all age groups, especially pregnant people, infants (both formula-fed and breastfed), and young children. Some of the health effects to infants and children include decreases in IQ and attention span. Lead exposure can also result in new or worsened learning and behavior problems. The children of persons who are exposed to lead before or during pregnancy may be at increased risk of these harmful health effects. Adults have increased risks of heart disease, high blood pressure, kidney or nervous system problems. Contact your health care provider for more information about your risks.

Questions?

For more information about this report, or for any questions relating to your drinking water, please contact Mr. Nathan Pennisi, Operations Manager, at (518) 237-0319. You may also contact the Rensselaer County Department of Health at (518) 270-2655.

Community Participation

You are invited to attend our regularly scheduled city council meetings to learn more or voice your concerns about your drinking water. The meetings are held the first Thursday of every month at 7:00 p.m. in Council Chambers, on the fifth floor of City Hall, 433 River Street.

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 and, in some cases, radioactive material and can pick up substances resulting from the presence of animals or from human activities. Contaminants that may be present in source water include: microbial contaminants, inorganic contaminants, pesticides and herbicides, organic chemical contaminants, and radioactive contaminants.

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. To ensure that tap water is safe to drink, the state and the U.S. EPA prescribe regulations which limit the amount of certain contaminants in water provided by public water systems. The New York Department of Health and the U.S. Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for public health. More information about contaminants and potential health effects can be obtained by calling the Safe Drinking Water Hotline at (800) 426-4791 or the Rensselaer County Department of Health at (518) 270-2711.

Unregulated Contaminant Monitoring

During the reporting year, we were required to collect and analyze drinking water samples for the following unregulated contaminants: lithium, 11-chloroeicosafluoro-3-oxaundecane-1-sulfonic acid (11Cl-PF3OUdS), 9-chlorohexadecafluoro-3-oxanonane-1-sulfonic acid (9Cl-PF3ONS), 4,8-dioxa-3H-perfluorononanoic acid (ADONA), hexafluoropropylene oxide dimer acid (HFPO-DA; GenX), nonafluoro-3,6-dioxaheptanoic acid (NFDHA), perfluorobutanoic acid (PFBA), perfluorobutanesulfonic acid (PFBS), 1H,1H, 2H, 2H-perfluorodecane sulfonic acid (8:2FTS), perfluorodecanoic acid (PFDA), perfluorododecanoic acid (PFDoA), perfluoro(2-ethoxyethane) sulfonic acid (PFEESA), perfluoroheptanesulfonic acid (PFHpS), perfluoroheptanoic acid (PFHpA), 1H,1H, 2H, 2H-perfluorohexane sulfonic acid (4:2FTS), perfluorohexanesulfonic acid (PFHxS), perfluorohexanoic acid (PFHxA), perfluoro-3-methoxypropanoic acid (PFMPA), perfluoro-4-methoxybutanoic acid (PFMBA), perfluorononanoic acid (PFNA), 1H,1H, 2H, 2H-perfluorooctane sulfonic acid (6:2FTS), perfluorooctanesulfonic acid (PFOS), perfluorooctanoic acid (PFOA), perfluoropentanoic acid (PFPeA), perfluoropentanesulfonic acid (PFPeS), perfluoroundecanoic acid (PFUnA), N-ethyl perfluorooctanesulfonamidoacetic acid (NEtFOSAA), N-methyl perfluorooctanesulfonamidoacetic acid (NMeFOSAA), perfluorotetradecanoic acid (PFTA), and perfluorotridecanoic acid (PFTrDA).

You may obtain the monitoring results by calling the Department of Public Utilities at (518) 237-0343.

Contaminants Below the Detection Limit

Inorganic Chemicals

Antimony (graphite), arsenic, asbestos, beryllium, cadmium, chromium, cyanide, mercury, nickel, nitrite (as N), selenium, silver, thallium, zinc

Organic Chemicals

1,4-dioxane, alachlor, aldrin, gamma-BHC (Lindane), chlordane (technical), dieldrin, endrin, heptachlor, heptachlor epoxide, hexachlorobenzene, hexachlorocyclopentadiene, methoxychlor, PCB screen, toxaphene, dicamba, dinoseb, pentachlorophenol, picloram, 2,4,5-TP (Silvex), aldicarb, aldicarb sulfone, aldicarb sulfoxide, carbofuran, 3-hydroxycarbofuran, methomyl, oxamyl, carbaryl, atrazine, benzo(a)pyrene, butachlor, bis(2-ethylhexyl)adipate, bis(2-ethylhexyl)phthalate, metolachlor, metribuzin, propachlor, simazine, benzene, bromobenzene, bromochloromethane, bromomethane, n-butylbenzene, sec-butylbenzene, tert-butylbenzene, carbon tetrachloride, chlorobenzene, chloroethane, chloromethane, 2-chlorotoluene, 4-chlorotoluene, dibromomethane, 1,2-dichlorobenzene, 1,3-dichlorobenzene, 1,4-dichlorobenzene, dichlorodifluoromethane, 1,1-dichloroethane, 1,2-dichloroethane, 1,1-dichloroethene, cis-1,2-dichloroethene, trans-1,2-dichloroethene, 1,2-dichloropropane, 1,3-dichloropropane, 2,2-dichloropropane, 1,1-dichloropropene, cis-1,3-dichloropropene, trans-1,3-dichloropropene, ethylbenzene, hexachloro-1,3-butadiene, isopropylbenzene (Cumene), p-isopropyltoluene, methylene chloride, methyl-tert-butyl ether, n-propylbenzene, styrene, 1,1,1,2-tetrachloroethane, 1,1,2,2-tetrachloroethane, tetrachloroethene, toluene, 1,2,3-trichlorobenzene, 1,2,4-trichlorobenzene, 1,1,1-trichloroethane, 1,1,2-trichloroethane, trichloroethene, trichlorofluoromethane, 1,2,3-trichloropropane, 1,2,4-trimethylbenzene, 1,3,5-trimethylbenzene, vinyl chloride, m&p-xylene, o-xylene, 1,2,3-trichloropropane, 1,2-dibromoethane (EDB), 1-2-dibromo-3-chloropropane, 2,4-D, dalapon

Lead in Home Plumbing

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. The City of Troy, Department of Public Utilities, is responsible for providing high-quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing.

You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter certified by an American National Standards Institute-accredited certifier to reduce lead is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure it is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling does not remove lead from water.

Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, or doing laundry or a load of dishes. If you have a lead or galvanized service line requiring replacement, you may need to flush your pipes for a longer period. If you are concerned about lead and wish to have your water tested, contact the Department of Public Utilities at (518) 237-0343. 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 epa.gov/safewater/lead.

To address lead in drinking water, public water systems were required to develop and maintain an inventory of service line materials by October 16, 2024. Developing an inventory and identifying the location of lead service lines (LSL) is the first step for beginning LSL replacement and protecting public health. The lead service line inventory may be accessed at troyny.gov/1342/Lead-Drinking-Water. Please contact us if you would like more information about the inventory or any lead sampling that has been done.

Lead and Copper Control Requirements Violation

In 2024 the City of Troy was in violation of the state's lead and copper control requirements We were in exceedance of the 90th percentile for lead. As a result, the city implemented a plan to minimize lead levels in your drinking water. This program includes (1) The addition of phosphate treatment to improve corrosion control and reduce lead levels in our drinking water, (2) continuing to conduct a water service line inventory to help us better sample lead service lines, (3) implementing a lead service line replacement program, and (4) instituting a public education program to better inform the consumer about the effects of lead in your drinking water.

Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.

Facts and Figures

Through over 13,000 service connections, the City of Troy, Department of Public Utilities, provides water to the city's more than 50,000 residents as well as numerous industrial and commercial customers. In addition, the city provides wholesale water to various neighboring municipalities, including the City of Rensselaer, the Towns of East Greenbush, North Greenbush, Brunswick, Schaghticoke, Poestenkill, and Halfmoon and the Villages of Menands and Waterford. The total finished water produced at the water treatment plant in 2024 was 6.4247 billion gallons, or an average of 17.5 million gallons a day. Of this, 1.3152 billion gallons was accounted for through metered sales to city residents. The remaining 5.1095 billion gallons was delivered to our wholesale customers and lost as unaccounted-for water. Our unaccounted-for water is estimated to be about 30 percent. In 2024 water customers within the City of Troy were charged $4.43 per 1,000 gallons of water.

Combined Sewer Overflows

The City of Troy, in cooperation with the City of Albany Water Board, the Cities of Cohoes, Rensselaer, and Watervliet, and the Village of Green Island, joined in a venture to develop a Combined Sewer Overflow (CSO) Long-Term Control Plan (LTCP), with the Capital District Regional Planning Commission coordinating the project. This project was mandated by the New York State Department of Environmental Conservation (NYSDEC) and U.S. EPA to comply with the National CSO Control Policy. The participating communities conducted the monitoring, sampling, and analysis in the summer of 2008 to identify the issues associated with CSOs during wet weather events. The results are being used to determine CSO impacts to the receiving water bodies (e.g., the Hudson River) and develop the required LTCP. NYSDEC implemented a final plan for the communities to reduce the amount of CSOs. For more information, please visit www.albanypoolcso.org.

Test Results

We routinely test your drinking water for numerous contaminants as required by New York state regulations. These contaminants include total coliform, turbidity, inorganic compounds, nitrate, nitrite, lead and copper, volatile organic compounds, total trihalomethanes, haloacetic acids, and radiological and synthetic organic compounds. The following tables depict which compounds were detected in your drinking water.

The state allows us to test for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. In these cases, the most recent sample data is included, along with the year in which the sample was taken.

We participated in the fifth stage of the U.S. EPA's Unregulated Contaminant Monitoring Rule (UCMR5) program by performing additional tests on our drinking water. UCMR5 sampling benefits the environment and public health by providing the U.S. EPA with data on the occurrence of contaminants suspected to be in drinking water to determine if it needs to introduce new regulatory standards to improve drinking water quality. Unregulated contaminant monitoring data is available to the public, so please feel free to contact us if you are interested in obtaining that information. If you would like more information on the U.S. EPA's Unregulated Contaminant Monitoring Rule, please call the Safe Drinking Water Hotline at (800) 426-4791.

REGULATED SUBSTANCES (1 OF 2)

SUBSTANCE (UNIT OF MEASURE)	MCL [MRDL]	MCLG [MRDLG]	DATE SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Barium (ppm)	2	2	7/1/24	0.0255	NA	No	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Beta Particle/Photon Activity [from human-made radionuclides] (pCi/L)	50[1]	0	10/17/22	0.819	NA	No	Decay of natural deposits and human-made emissions
Chlorate (ppm)	1	NA	Monthly 2024	0.16	ND–0.26	No	By-product of drinking water disinfection at treatment plants using hypochlorite solutions
Chloride (ppm)	250	NA	7/1/24	19.5	NA	No	Naturally occurring or indicative of road salt contamination
Chlorine Dioxide Residual (ppb)	800	NA	Daily 2024	0.6	ND–90	No	By-product of drinking water disinfection at treatment plants using chlorine dioxide
Chlorine Residual (ppm)	[4]	NA	Daily 2024	0.84	0.58–1.27	No	By-product of drinking water chlorination
Chlorite (ppm)	1	0.8	Monthly 2024	0.71	ND–0.88	No	By-product of drinking water disinfection at treatment plants using chlorine dioxide
Color (units)	15	NA	Daily 2024	<1	<1–5	No	Large quantities of organic chemicals; inadequate treatment; high disinfectant demand; disinfectant by-products like trihalomethanes; presence of metals such as copper, iron, and manganese; decaying leaves, plants, and soil organic matter
Fluoride (ppm)	2.2	NA	Daily 2024	0.96	0.12–1.33	No	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
Gross Alpha Activity [including radium 226 but excluding radon and uranium] (pCi/L)	15	0	10/17/22	-0.088	NA	No	Erosion of natural deposits
Haloacetic Acids [mono-, di-, and trichloroacetic acid, and mono- and dibromoacetic acid] (ppb)	60	NA	Quarterly 2024	27.6	15.2–37.7	No	By-product of drinking water disinfection needed to kill harmful organisms
Iron (ppb)	300	NA	Weekly 2024	10	<0.01–50	No	Naturally occurring
Manganese (ppb)	300	NA	Weekly	10	<0.01–20	No	Naturally occurring; indicative of landfill contamination
Nitrate (ppm)	10	10	7/1/24	0.150	NA	No	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Perfluorooctanoic Acid [PFOA] (ppt)	10	NA	Quarterly 2024	1.9	1.6–2	No	Released into the environment from widespread use in commercial and industrial applications
Sodium (ppm)	NS[2]	NA	7/1/24	10.6	NA	No	Naturally occurring; road salt; water softeners; animal waste

REGULATED SUBSTANCES (2 OF 2)

SUBSTANCE (UNIT OF MEASURE)	MCL [MRDL]	MCLG [MRDLG]	DATE SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Sulfate (ppm)	250	NA	7/1/24	17.1	NA	No	Naturally occurring
Total Trihalomethanes [TTHMs – chloroform, bromodichloromethane, dibromochloromethane, and bromoform] (ppb)	80	NA	Quarterly 2024	56.7	24.5–92.9	No	By-product of drinking water chlorination needed to kill harmful organisms, formed when source water contains large amounts of organic matter
Turbidity (NTU)	TT	NA	Daily 2024	0.58	NA	No	Soil runoff
Turbidity (lowest monthly percent of samples meeting limit)	TT	TT = 95% of samples meet the limit	Daily 2024	100	NA	No	Soil runoff
Uranium (pCi/L)	30	0	10/17/22	ND	NA	No	Erosion of natural deposits

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	RANGE LOW-HIGH	SITES ABOVE AL/ TOTAL SITES	VIOLATION	TYPICAL SOURCE
Lead (ppb)[3]	Jan-Jun 2024	15	0	22.9	<0.1-154	12/68	Yes	Corrosion of household plumbing systems; Erosion of natural deposits; leaching from wood preservatives
Copper (ppm)	Jan-Jun 2024	1.3	1.3	0.0496	0.003.5-0.196	0/68	No	
Lead (ppb)[3]	Jul-Dec 2024	15	0	34.7	<0.1-112	25/69	Yes	
Copper (ppm)	Jul-Dec 2024	1.3	1.3	0.0567	0.0032-0.143	0/69	No	

Disinfection By-Products: Trihalomethanes (TTHMs)

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL	MCLG	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Campbell Ave FS (ppb)	2024	80	NA	52.8	24.5-87.5	No	By-product of drinking water chlorination needed to kill harmful organisms. TTHMs are formed when source water contains large amounts of organic matter
Griswold Heights (ppb)	2024	80	NA	58.8	31.8-58.8	No	
Cookie Factory (ppb)	2024	80	NA	58.5	31.7-91.1	No	
Deli & Brew (ppb)	2024	80	NA	56.7	28.6-92.9	No	

Disinfection By-Products: Haloacetic Acids (HAAs)

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL	MCLG	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Campbell Ave FS (ppb)	2024	60	NA	30.1	20.9-44.3	No	By-product of drinking water disinfection needed to kill harmful organisms
Griswold Heights (ppb)	2024	60	NA	24.1	15.2-28.1	No	
Cookie Factory (ppb)	2024	60	NA	29.8	25-37.7	No	
Deli & Brew (ppb)	2024	60	NA	26.4	20.7-33.7	No	

UNREGULATED SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	DATE SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	TYPICAL SOURCE
Perfluorobutanoic Acid [PFBA] (ppb)	Quarterly 2024	0.0019	00.0019–0.0020	NA

[1] The state considers 50 pCi/L to be the level of concern for beta particles.

[2] Water containing more than 20 ppm of sodium should not be used for drinking by people on severely restricted sodium diets. Water containing more than 270 ppm of sodium should not be used for drinking by people on moderately restricted sodium diets.

[3] The level presented is the 90th percentile value, i.e. the concentration that is equal or greater than 90% of the sample results. In the first half of the year, the action level for lead was exceeded at 12 of the 68 sites tested. In the second half of the year, the action level for lead was exceeded at 25 of the 69 sites tested. The action level for copper was not exceeded at any of the sites tested.

Definitions

90th %ile: The levels reported for lead and copper represent the 90th percentile of the total number of sites tested. A percentile is a value on a scale of 100 that indicates the percent of a distribution that is equal to or below it. The 90th percentile is equal to or greater than 90% of the lead and copper values detected at your water system.

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 MCLG as possible.

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 (µg/L) (parts per billion): One part substance per billion parts water (or micrograms per liter).

ppm (mg/L) (parts per million): One part substance per million parts water (or milligrams per liter).

ppt (ng/L) (parts per trillion): One part substance per trillion parts water (or nanograms per liter).

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

Water Treatment Process

The treatment process consists of a series of steps. First, water flows from the Tomhannock Reservoir by gravity to our raw water intake structure, where potassium permanganate is added seasonally. The water then passes through the Melrose chlorination station, where it is disinfected with chlorine dioxide. After this, the water flows to the John P. Buckley Water Treatment Plant, a conventional water treatment plant using coagulation, flocculation, sedimentation, filtration, chlorination, and fluoridation processes. Water initially goes to a mixing tank where chlorine and aluminum sulfate are added. The addition of these substances causes small particles to form and adhere to one another to form larger particles called floc, making them heavy enough to settle out of the water. At this point, the water is filtered through layers of fine coal and silicate sand to remove any remaining sediment. As these smaller suspended particles are removed, turbidity (or cloudiness) disappears and clear water emerges.

After filtration, chlorine is added to the water as a precaution against any bacteria that may still be present. The amount of chlorine is carefully monitored to ensure that we only add the lowest amount necessary to protect the safety of your water. Finally, hydrated lime is added to adjust the pH and alkalinity, fluoride is added to prevent tooth decay, and orthophosphate (a corrosion inhibitor) is added to protect distribution system pipes. The finished water then enters our 8.75-million-gallon underground storage tank, from which it is distributed through the city's system of piping, pumping, and storage tanks to your home or business.

Source Water Assessment

The New York Department of Health completed a source water assessment for the Tomhannock Reservoir that includes a susceptibility rating based on the risk posed by each potential source of contamination and how likely contaminants could enter the reservoir. Note that it is only an estimate of the potential for contamination. It does not mean that the water delivered to your home is, or will become, unsafe to drink. The assessment found an elevated susceptibility to contamination for this source of drinking water. The amount of agricultural land in the assessment area results in an elevated potential for protozoa and pesticide contamination; however, there is reason to believe that the land cover data may overestimate the percentage of row crops in the assessment area. While there are some facilities present, permitted discharges do not likely represent an important threat to source water quality based on their density in the assessment area. In addition, it appears that the total amount of wastewater discharged to surface water in this assessment area is not high enough to further raise the potential for contamination (particularly for protozoa). There is also noteworthy contamination susceptibility associated with other discrete contaminant sources, and these facility types include mines and closed landfills. Finally, it should be noted that hydrologic characteristics (e.g., basin shape and flushing rates) generally make reservoirs highly sensitive to existing and new sources of phosphorus and microbial contamination. You may obtain a copy of this report by contacting the Department of Public Utilities at (518) 237-0343.