



THE CITY of

Milford

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DELAWARE

Water Quality Q&A

What has the City done to improve water quality?

Over the last two years the City has taken several steps to improve water quality. The City removed over 4,600 feet of asbestos water main from the system and replaced it with new materials. The City also inspected over 150 water services suspected of containing lead and, of those, replaced 109 which were found to contain lead in some form. The City's water department has also begun a systematic flushing program which helps eliminate stagnant water within the system and flushes out the water system. The City applied for and received funding via DNREC's Water Infrastructure Advisory Council (WIAC) to have a third-party engineer investigate the southeast area water quality issues including the drilling of two test wells to identify areas where higher quality source water can be obtained.

What does the City plan to do moving forward to improve water quality?

The City is currently working to identify new well locations to abandon some of the older wells. It's also looking to add an additional water tower to eliminate some developing pressure related issues and continues to identify and remove lead services and asbestos piping system-wide. While working through the removal of those items, the City is identifying older pipes which may have issues with their lining, resulting in iron entering the water supply. While the iron is not a health concern, the aim is to continuously improve the water quality citywide, including quality issues not regulated by any other government entity such as clarity and smell. In order to make those improvements though, the distribution system for the water from our public wells needs to be up-to-date to reach citizens in the same condition it is sourced.

Some citizens have raised issues regarding hard water in the City, what is being done to combat that?

The City's water is sourced entirely from wells supplied from deep aquifers and because of this they contain a larger

amount of dissolved minerals. The long-term goal will be to reduce these minerals at the source; however, hard water tends to sequester lead, preventing it from entering the water. While there are no lead mains within the City, there would be some risk to homeowners in older houses which may contain lead piping both inside and outside of the home. The City is working diligently to comply with the upcoming lead and copper rule by eliminating these potential contaminants in advance of any federal or state requirement and working to find funding for individual homeowners to offset the cost of lead removal from their homes.

What if a customer wants to know more about what's in their water?

The City's water operator is required to test the water daily for some chemicals and more detailed tests occur on a less frequent basis. All of the information gets reported to the Department of Health who tracks and provides public records on all the water systems in Delaware. Citizens can go to the State's Drinking Water Watch website to get information on the City's water quality at <https://drinkingwater.dhss.delaware.gov/>

If a person has an issue with their water, who do they contact?

Their best option is to reach out to the Department of Public Works at (302) 422-1110 and the front desk will get them to the right person. The City encourages all residents to call if they have any water quality issues so staff can aggregate those reports to try and determine areas of concern and where the problem may be originating from.

How do people keep up on what the City is proposing to do for water quality and other improvements?

They can sign up for notifications on our website by clicking on the Notify Me icon and selecting the items they want to get notices about. Residents are also encouraged to sign up for Swift911 to receive up-to-date notices about construction and other ongoing activities.