

CITY OF CORTLAND WATER DEPARTMENT

WATER SUMMARY FOR 2009

The balance of our **2009 Annual Water Quality Report** contains a lot of mandatory technical information in a technical language that tends to detract from the original intent of an Annual Water Quality Report, which is to educate and inform the water consumer about the quality of their public water supply.

While the information is accurate and important, it is also important that the public understand, in simplest terms, that their public water supply meets and often exceeds minimum water quality standards as set forth by the Environmental Protection Agency (EPA) .



Water Department personnel are constantly striving to improve the water quality they deliver through programs aimed at protection of the public water before, during and after treatment. In addition, your water department works very closely with the Cortland County Health Department and Cortland County Soil and Water Conservation District in their efforts to educate our public on water quality issues and the protection of our “Sole Source Aquifer”, Otter Creek/Dry Creek Aquifer.

So please, drink our water with total confidence that it is very safe, healthy and good for you.

Question: Are there any contaminants in Cortland’s Water Supply?

Answer: Yes, those detected are listed in this report. Please note that they are well below the Maximum Contaminant Level (MCL).

Question: How can I be sure that the information in this report is accurate?

Answer: Water Quality Reports from water suppliers in Cortland County are reviewed by the Cortland County Health Department for content and accuracy. The testing of the samples taken are performed by State Certified Laboratories. Our water quality testing is performed by Microbac Environmental Labs in Polkville.

Question: What treatment processes are used on Cortland’s water?

Answer: The Cortland Water Department’s only treatment process is disinfection.

Question: Why do an annual report?

Answer: The Annual Water Quality Report is required by the EPA. The report also allows us to inform consumers about water quality and accomplishments made by our Department over the last year.

If you have a question regarding your public water supply, please call us at 753-3061 or fax us at 756-1732 or E-mail us at waterboard@cortland.org

Did you know?

Your water bill is a reflection of the amount of water units you used over a three month period. Each unit billed equals 750 gallons. Approximately forty-five percent of our customers use thirteen units of water or less per quarter. A minimum water bill is \$26.50.

High water bill?

The bathroom toilet is usually the cause of unexplainably high water and sewer bills. There are two places in the toilet tank where leaks are out of sight. One is the flapper valve in the bottom of the tank and the second is the overflow pipe.

The City of Cortland has approximately 115 acres of land up-gradient of our three production wells providing Well Head Protection. You can learn more about Well Head Protection from the Source Water Assessment Program (SWAP). You can get a copy of the Source Water Assessment Program by calling 753-3061.

The Otter Creek/Dry Creek Aquifer supplies all the water for the City of Cortland and Cortlandville. This aquifer is an Environmental Protection Agency (EPA) designated “Sole Source Aquifer”. The aquifer starts near Gracie Road and ultimately empties into the Chesapeake Bay through the Susquehanna River Basin. Although the Aquifer provides an adequate amount of water to meet present and future demands, it is always important to conserve water. We have booklets with water conservation techniques available upon request

If you have an after hours emergency, call the pump station at 753-0421, and the answering service will provide you with emergency personnel cell phone numbers.