

MUNICIPAL SERVICES COMMISSION

CITY OF NEW CASTLE, DELAWARE 19720-0208

P.O. BOX 208

<http://newcastlemsc.delaware.gov>

Office: 302 323-2330 Utility Building: 302-323-2333 Fax: 302-323-2337

Customer Notification

PFAS Levels Exceed Established Maximum Contaminant Levels

Municipal Services Commission (MSC) is issuing this public notification to inform our customers that routine water quality sampling conducted on July 14, 2026 showed per - and polyfluoroalkyl substances (PFAS) were detected in our treated water supply that exceeded the States of Delaware's established Maximum Contaminant Levels (MCL). The routine monitoring was being conducted as part of our semi-annual PFAS testing required by the State of Delaware, Department of Public Health, Office of Drinking Water (ODW).

Sample results collected on July 14th were posted on August 3rd to the Drinking Water Watch web-site. On August 4th, MSC reviewed the test results and observing the MCLs were exceeded on several compounds, took immediate action by shutting down our water supply and began purchasing finished water from Artesian Water Company. New water samples were collected on August 5th and sent to the lab for rush PFAS testing. Follow up results received on August 10th showed the water supply being received through the interconnection was non-detect for PFAS compounds however, they confirmed some of our treated water supply that was pumped into the distribution system exceeded the State of Delaware's established MCL.

Under current Federal and State guidelines, MCL's have been established for the following PFAS contaminants as well as mixtures of these compounds that tend to bond together.

Distribution Entry Point Results			
Compound	MCL	8 / 5 / 2026 Result	8 / 10 / 2026 Result
PFOA	4 ppt	14 ppt	0 or ND
PFOS	4 ppt	78 ppt	0 or ND
PFHxS	10 ppt	35 ppt	0 or ND
PFNA	10 ppt	0 or ND	0 or ND
HFPO-DA	10 ppt	0 or ND	0 or ND
PFBS	2000 ppt	5 ppt	0 or ND
Mixtures with at least 2 PFHxS, PFNA, HFPO-DA, and PFBS	Hazard Index of 1 (unitless)	4	0

After shutting down our water supply, MSC contacted both the ODW and Department of Natural Resources and Environmental Control (DNREC) advising them of the MCL exceedance. Both organizations agreed MSC's actions were decisive, the correct approach, and committed to assisting and supporting MSC working through this emerging issue we experienced.

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Background and Future Actions

MSC began work on our Carbon Filter System Improvement Project on May 6th. To complete this project in a timely manner with minimal delays, MSC secured the use of a temporary Carbon Filter System to remove PFAS contamination from our drinking water supply. This temporary system was setup allowing our water supply to be used while the granular activated carbon (GAC) vessels were out of service for construction project. The exact cause of the isolated spike of PFAS compounds in our post treated water supply is unknown. MSC is working with ODW, DNREC, and the Temporary Treatment System Engineer to understand what caused the failure. Reduced media bed depth, compressed Empty Bed Contact Time (EBCT), and high PFAS contamination levels of influent water are being considered as possible causes leading to the temporary system reaching PFAS breakthrough significantly faster than models predicted.

This incident exceeding the PFAS MCL is directly related to the water treatment facility capital improvement project being worked on preparing our filter system for migration from the legacy GAC media to a hybrid system using a combination of granular activated carbon and anion exchange resin media. This hybrid system when placed in service later this month will be significantly more effective at removing both short-chain and long-chain PFAS compounds further improving overall water quality.

Beginning in 2014, MSC started treating and supplying finished water to our customers with Non-Detect levels of PFAS contaminants listed in Federal and State Guidelines. MSC is working diligently with our Contractor to complete the Carbon Filter Improvements project as quickly as possible with a scheduled completion date set for the week of August 31st.

MSC regrets this incident occurred however to maintain and build trust with our customers, we prefer you be made aware of incidents that effect your water system and water quality by MSC and not a third party. If you have any questions or concerns, please contact MSC Monday – Friday, 7:30am to 4:00pm at 302-323-2330.

Below are additional resources related to Per - and Polyfluoroalkyl Substances (PFAS):

<https://www.epa.gov/pfas>

<https://www.epa.gov/sdwa/and-polyfluoroalkyl-substances-pfas>

<https://publichealthalerts.delaware.gov/pfas-in-delaware-public-drinking-water/>

<https://drinkingwater.dhss.delaware.gov/>

https://publichealthalerts.delaware.gov/wp-content/blogs.dir/203/files/sites/203/2026/06/PFAS_Brochure-002.pdf

<https://dnrec.delaware.gov/waste-hazardous/remediation/pfas/>