



2017 Annual

Water Quality Report

Cambridge Water System

PWS ID: NY5700117



NEW YORK AMERICAN WATER

Introduction

New York American Water (NYAW) is issuing this report describing the quality of drinking water supplied to customers of the Cambridge Water Works Company. The purpose of this report is to raise your understanding of drinking water and awareness of the need to protect our drinking water sources. This report provides an overview of last year's water quality. Included are details about where your water comes from, what it contains, and how it compares to State standards.

Please share this information with all the other people who drink this water, especially those who may not have received this notification directly (for example people in apartments, nursing homes, school, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

If you have any questions about this report or concerning your drinking water, please contact our customer call center at 877-426-6999, or at newyorkamwater.com. We want you to be informed about your drinking water.

A Message from the New York American Water President

To Our Valued Customer:

New York American Water is proud to be your local water service provider, and I am pleased to share some very good news about the quality of your drinking water. As you read through our Annual Water Quality Report, you will see that we continue to supply water that meets or surpasses all state and federal water quality standards. **Better yet, the price you pay for this high-quality water service is about a penny per gallon.**

This is an exceptional value when you consider the facilities and technology needed to draw water from the source and treat it, along with miles and miles of pipeline hidden below the ground to bring water to your tap. What's more, our plant operators, water quality experts, engineers and maintenance crews work around the

clock to make sure that quality water is always there when you need it.

Delivering safe, reliable water service requires significant investment to maintain and upgrade aging facilities. **In 2017 alone, we invested approximately \$40 million in system improvements across the state; and plan on investing another \$44 million in 2018.**

Because water is essential for public health, fire protection, economic development and overall quality of life, New York American Water's employees are committed to ensuring that quality water keeps flowing not only today, but well into the future.

Please take the time to review this report. It provides details about the source and quality of your drinking water using the data from water quality testing conducted for your local system between January and December 2017.

Thanks for allowing us to serve you.
WE KEEP LIFE FLOWING.
Sincerely,



Carmen Tierno
President, New York American Water



WE CARE ABOUT WATER. IT'S WHAT WE DO.®

WHERE DOES OUR WATER COME FROM?

In general, 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. In order to ensure that tap water is safe to drink, the State and the EPA prescribe regulations which limit the amount of certain contaminants in water provided by public water systems. The State Health Departments and the FDA's regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

Our water system has a population of approximately 2,475 through 483 service connections. Our water source is two groundwater wells located near the intersection of Route 313 and Fish Hatchery Road in Jackson Township. The water is chlorinated at the source prior to the distribution system. Zinc orthophosphate is added for corrosion control to reduce the amount of lead and copper leached from household plumbing into the water supply.

The New York State Department of Health has completed a source water assessment for this system, based on available information. Possible and actual threats to this drinking water source were evaluated. The state's source water assessment includes a susceptibility rating based on the risk posed by each potential source of contamination and how easily contaminants can move through the subsurface to the wells. The susceptibility rating is an estimate of the potential for contamination of the source water, it does not mean that the water delivered to consumers is, or will become contaminated. See the section, "Are there contaminants in our drinking water?" for a list of the contaminants that have been detected, if any. The source water assessments provide resource managers with additional information for protecting source waters into the future.

The source water assessment has rated our water source as having an elevated susceptibility to microbial matter and nitrate contamination. These ratings are due primarily to the close proximity of the wells to permitted discharge facilities (industrial / commercial facilities that discharge wastewater into the environment and are regulated by the state and/or federal government) and the associated industrial activity in the assessment area. In addition, the wells are high yielding wells, drawing from an unconfined aquifer, which is a shallow aquifer that occurs immediately below the ground surface and has no overlying protective layer for protection from potential sources of contamination. While the source water assessment rates our wells as being susceptible to microbial matter, please note that our water is disinfected to ensure that the

finished water delivered into your home meets New York State's drinking water standards. Previous tests conducted have indicated the drinking water source to be free of herbicides, pesticides and volatile organic contaminants.

The county and state health departments will use this information to direct future source water protection activities. These may include water quality monitoring, resource management, planning and education programs. A copy of the assessment, including a map of the assessment area, can be obtained by contacting us at the telephone number provided in this report.

ARE THERE CONTAMINANTS IN OUR DRINKING WATER?

It should be noted that all drinking water, including bottled drinking water, may be reasonably 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, or the Glen Falls District Office of the New York State Department of Health at 518-793-3893.

As the State regulations require, we routinely test your drinking water for numerous contaminants. These contaminants include total coliform, inorganic compounds, nitrate, nitrite, lead and copper, volatile organic compounds, and synthetic organic compounds. The tables presented on the next page 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. Some of our data, though representative, are more than one year old.

WHAT DOES THIS INFORMATION MEAN?

As you can see by the Water Quality Results table, our system had no MCL violation in 2017. We have learned through our testing that some contaminants have been detected; however, these contaminants were detected below New York State requirements.

IS OUR WATER SYSTEM MEETING OTHER RULES THAT GOVERN OPERATIONS?

During 2017, our system was in violation for not taking TTHM [Total Trihalomethanes] at the specified location set by the monitoring plan (see details ahead). In addition, we collected TTHM and HAA5 [Haloacetic Acids] in July rather than August as was required. We were in compliance with all other applicable State drinking water operating, monitoring and reporting requirements.

DO I NEED TO TAKE SPECIAL PRECAUTIONS?

Some people may be more vulnerable to disease causing microorganisms or pathogens in drinking water than the general population. Immuno-compromised 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 from their health care provider about their drinking water. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium*, *Giardia* and other microbial pathogens are available from the Safe Drinking Water Hotline (800.426.4791).

Straight Talk

Our water systems are designed and operated to deliver water to our customers' plumbing systems that complies with state and federal drinking water standards. This water is disinfected using chlorine, but it is not necessarily sterile. Customers' plumbing, including treatment devices, might remove, introduce or increase contaminants in tap water. All customers, and in particular operators of facilities like hotels and institutions serving susceptible populations (like hospitals and nursing homes), should properly operate and maintain the plumbing systems in these facilities. You can obtain additional information from the EPA's Safe Drinking Water Hotline at 800.426.4791.

WHY SAVE WATER AND HOW TO AVOID WASTING IT?

Although our system has an adequate amount of water to meet present and future demands, there are a number of reasons why it is important to conserve water:

- Saving water saves energy and some of the costs associated with both of these necessities of life;
- Saving water reduces the cost of energy required to pump water and new pumping equipment and sources of supply; and
- Saving water lessens the strain on the water system during a dry spell or drought, helping to avoid severe water use restrictions so that essential fire fighting needs are met.

You can play a role in conserving water by becoming conscious of the amount of water your household is using, and by looking for ways to use less whenever you can. It is not hard to conserve water. Conservation tips include:

- Automatic dishwashers use 15 gallons for every cycle, regardless of how many dishes are loaded. So get a run for your money and load it to capacity.
- Turn off the tap when brushing your teeth.
- Check every faucet in your home for leaks. A slow drip can waste 15 to 20 gallons a day. Fix it and you can save almost 6,000 gallons per year.

- Check your toilets for leaks by putting a few drops of food coloring in the tank, watch for a few minutes to see if the color shows up in the bowl. It is not uncommon to lose up to 100 gallons a day from one of these otherwise invisible toilet leaks. Fix it and you save more than 30,000 gallons a year.

New York American Water is offering a free 'leak detection kit' for home use. If desired, please call our customer call center at 877-426-6999 and request one.

Thank you for allowing us to continue to provide your family with quality drinking water this year. We ask that all our customers help us protect our water sources. For questions concerning this report or your water quality, please contact Michael Nofi, Water Quality Manager, at 516-632-2215; or New York American Water's customer call center at 1-877-426-6999; or on the web at newyorkamwater.com.

Definitions:

Action Level- (AL): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible.

Maximum Contaminant Level Goal (MCLG): 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.

Maximum Residual Disinfectant Level (MRDL): 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.

Maximum Residual Disinfectant Level Goal (MRDLG): 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 contamination.

Milligrams per liter (mg/L): Corresponds to one part of liquid in one *million* parts of liquid (parts per million - ppm).

Micrograms per liter (ug/L): Corresponds to one part of liquid in one *billion* parts of liquid (parts per billion - ppb).

N/A: Not applicable

Non-Detects (ND): Laboratory analysis indicates that the constituent is not present.

Picocuries per liter (pCi/L): A measure of the radioactivity in water.



Water Quality Results

Table of Detected Contaminants

Contaminant and Unit of Measurement	Dates of Sampling (mo/yr)	MCL Violation Y/N	Level Detected	MCLG	MCL	Likely Source of Contamination
Inorganic Contaminants (at Point-of-Entry location)						
Barium, mg/l	08/16	N	0.0157	2	2	Erosion of natural deposits
Chloride, mg/l	08/17	N	22	NA	250	Naturally occurring or indicative of road salt contamination
Nitrate, mg/l	07/17	N	1.65	10	10	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Sulfate, mg/l	08/17	N	49.8	NA	250	Naturally occurring
Sodium, mg/l ¹	08/17	N	14	NA	(See health effects)	Naturally occurring
Zinc, mg/l	08/17	N	.017	NA	5	Naturally occurring

¹Water containing more than 20 mg/l of sodium should not be used for drinking by people on severely restricted sodium diets. Water containing more than 270 mg/l of sodium should not be used for drinking by people on moderately restricted sodium diets.

Disinfectant/ Disinfection Byproduct (D/DBP) Parameters (taken in the Distribution System)							
Contaminant and Unit of Measurement	Date of Sample (mo/yr)	Violation Y/N	Level Detected	Range	MCLG	MCL	Likely Source of Contamination
TTHM [Total Trihalomethanes], µg/L	07/17	N	5.52	N/A	N/A	80	By-product of drinking water chlorination needed to kill harmful organisms. TTHMs are formed when source water contains large amounts of organic matter.
HAA [Haloacetic Acids], µg/L	07/17	N	4.5	N/A	N/A	60	By-product of drinking water chlorination needed to kill harmful organisms. HAA's are formed when source water contains large amounts of organic matter.
Disinfectants (Test results from the Entry Point to the distribution system location)							
Chlorine, mg/l	2017	N	1.80 (average)	1.2 - 2.1	NA	MRDL = 4	Water additive used to control microbes

Lead and Copper Rule (Tap water samples were collected from 10 customer homes in the service area)

Contaminant (units)	Date Sampled	Action Level	MCLG	Amount Detected (90th %tile)	Range: Low-High	Homes Above Action Level	Violation	Typical Source
Copper(ppm) ²	6-9/17	1.3	1.3	0.94	.004-2.04	0	NO	Corrosion of household plumbing systems

11 samples were collected from approved sites in your water system for Lead and Copper analyses in June and September of 2017.

(2) 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. NYAW 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 several 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 <http://www.epa.gov/safewater/lead>

Unregulated Substances*

Contaminant (units)	Date Sampled	Maximum Amount Detected	Range: Low-High	Typical Source
Perfluorooctanic acid - (PFOA) (ug/l)	2/24/16	0.0034	0.0028 - 0.0034	Teflon manufacturing; firefighting foam



* Special PFOA samples were taken in response to contamination issues in Hoosick Falls area. Samples were not required, but were taken as a precaution. New York State health advisory level is currently set at 0.070 ug/L (same as ppb) – Which is equivalent to 70 parts per trillion (ppt).



**There's a lot more
to your water bill
than just water.**

When you turn on the tap, it's easy to see what your water bill buys. What's not as easy to see is what it takes to bring that water to your home. The miles of pipeline hidden below the ground. The facilities that draw water from the source. The plant where it's treated and tested. The scientists, engineers, and maintenance crews working around the clock to make sure that water is always there when you need it. Your water payments are helping to build a better tomorrow by supporting needed improvements that will keep water flowing for all of us—today and well into the future. All for less than a penny a gallon.

 **AT LESS THAN
A PENNY
PER GALLON
WATER IS A
GREAT VALUE**™

**WE CARE ABOUT WATER. IT'S WHAT WE DO.
FIND OUT WHY YOU SHOULD, TOO, at amwater.com.**

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WE CARE ABOUT WATER. IT'S WHAT WE DO.®

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER
Monitoring Requirements Not Met for Cambridge Water Works
{New York American Water}

Our water system violated a drinking water standard over the past year. Even though this was not an emergency, as our customers, you have a right to know what happened and what we did to correct these situations.

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During the 3rd Quarter 2017 monitoring period, we did not test for Total Trihalomethane parameters at the specified sampling location as per the registered monitoring plan, and therefore, cannot be sure of the quality of our drinking water during that time.

What should I do?

There is nothing you need to do at this time.

The table below lists the contaminant(s) we did not properly test for during the last year, how often we are supposed to sample for these contaminants, and how many samples we are supposed to take, how many samples we took, when samples should have been taken, and the date on which follow-up samples were (or will be) taken:

Contaminant(s)	Required sampling frequency	Number of samples taken	When all samples should have been taken	When samples were or will be taken
Total Trihalomethanes (TTHM's) {TTHM parameters include the sum of Bromoform, Bromodichloromethane, Chloroform, and Chlorodibromomethane}	1 sample every year in 3 rd Quarter	1 (Sample taken at the incorrect monitoring location)*	3 rd Quarter 2017	3 rd Quarter 2017

What happened? What is being done?

*Our operator was not able to gain access to the regular sampling location as stated on our health department monitoring plan. He then went to an alternate location two doors away to obtain that sample. That procedure was acceptable. However, he transcribed the wrong address on the laboratory chain-of-custody form that designates where the sample came from. He inadvertently wrote down "S. Main St", instead of "S. Union St", which was where the approved location was. This error was not corrected in time by water department personnel, thus the violation and this Public Notification have been issued. All test results for the samples were within New York State Dept. of Health guidelines.

For more information, please contact Michael Nofi, Water Quality Manager at New York American Water, at 516-632-2215.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by: Cambridge Water Works(New York American Water)
 State Water System ID#: NY 5700117. Date distributed: May 1, 2018

