2014 Annual Water Quality Report

Kingsvale Water System
PWS ID: NY5503392

NEW YORK AMERICAN WATER

New York American Water (NYAW) is issuing this report describing the quality of drinking water supplied to customers of the Kingsvale water system. The report summarizes the quality of water provided in 2014 - Including details about water sources, what the water at your tap contains, and how it compares to standards set by regulatory agencies. Although the report lists only those regulated substances that were detected in your water, we test for more than what is reported. This report is only a summary of our testing during 2014.

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 on the web at newyorkamwater.com. We want you to be informed about your drinking water.

WA 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 remains 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 reliable, high-quality water service also requires significant investment to maintain and upgrade aging facilities. In 2014 alone, we invested approximately $26 million in system improvements across the state; and plan on investing another $37 million in 2015.

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. We hope you agree that your water service is worth every penny.

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 2014.

Thanks for allowing us to serve you.

Sincerely,

William M. Varley
President, New York American Water

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

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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

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 Department's and the FDA's regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

Our water system serves approximately 600 people through 200 service connections. The water source consists of nine drilled groundwater wells located off Kukuk Lane to the north of Whittier and to the east of Deer Run. The water is chlorinated at the source for proper disinfection. To reduce the amount of iron precipitated in the water distribution mains, an iron sequestering agent (sodium hexametaphosphate) is added to the water.

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. The source water assessments provide resource managers with additional information for protecting source waters into the future.

As mentioned before, our water is derived from 9 drilled wells. The source water assessment has rated these wells as having no or low susceptibility to any contamination. No significant sources of contamination were identified. The wells draw from an unconfined aquifer and the hydraulic conductivity is unknown. The water is disinfected to ensure that the finished water delivered into your home meets the New York State's drinking water standards. 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.

Are there contaminants in our drinking water?

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

contaminants; inorganic contaminants; pesticides and herbicides; organic chemical contaminants; and radioactive contaminants. In order to ensure that tap water

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 Ulster County Department of Health at 1-845-340-3045.

As NY 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 show 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.

Is our water system meeting other rules that govern operations?

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 your drinking water meets health standards. During the January 1, 2009 through December 31, 2014 time period, we did not test for the required amount of Radiological samples. We have since taken the required amount of radiological samples in January of 2015, and those test results were acceptable and within regulatory guidelines. Please see the public notification at the end of this report for complete information on this incident.

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.

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 water resources;
- Saving water reduces the cost of energy for pumping water and can avoid costs for developing new 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 to ensure supply for essential uses.

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:

- Washing machines can use up to 15 gallons for every cycle, regardless of the size of the load. Try to always run full loads.
- 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 516-900-1193; 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 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. 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.

Water Quality Results

Table of Detected Contaminants

Contaminant and Unit of Measurement	Dates of Sampling (mo./yr.)	MCL Violation Y/N	Level Detected	Range of Detections	MCLG	MCL	Likely Source of Contamination
Inorganic Contaminants							
Barium, mg/l	08/14	N	0.134	N/A	2	2	Erosion of natural deposits
Chloride, mg/l	05/10	N	30	N/A	N/A	250	Naturally occurring or indicative of road salt contamination
Iron, µg/l	09/12	N	243	113 - 243	N/A	300 [1]	Naturally occurring
Manganese, µg/l	09/12	N	101	56 - 101	N/A	300	Naturally occurring
Sodium, mg/l	08/14	N	34.1 [2]	N/A	N/A	See health effects [2]	Naturally occurring
Sulfate, mg/l	05/10	N	55	N/A	N/A	250	Naturally occurring
Zinc, mg/l	05/10	N	0.01	N/A	N/A	5	Naturally occurring
Radioactive Contaminants (4)							
Gross Alpha, pCi/L	03/08	N	1.7	N/A	0	15	Erosion of natural deposits
Gross Beta, pCi/L	06/08	N	3.2	N/A	0	50 [3]	Decay of natural deposits and man-made emissions
Combined Radium 226 and 228, pCi/L	03/08	N	1.8	N/A	0	5	Erosion of natural deposits
Uranium, pCi/L	08/08	N	1.2	N/A	0	30 µg/L	Erosion of natural deposits
Disinfectant/ Disinfection By-product (D/DBP) Parameters							
Haloacetic Acids (HAAs), µg/l	08/14	N	3.47	N/A	N/A	60	By-product of drinking water disinfection needed to kill harmful organisms
TTHM [Total Trihalomethanes], µg/l	08/14	N	25.5	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.
Disinfectants							
Chlorine, mg/l	2014	N	0.85 (Average in Distribution system)	0.60 – 1.1	N/A	MRDL = 4	Water additive used to control microbes

[1] The secondary standard for iron is based on aesthetics, not health effects. Some people will note a bitter astringent taste from iron at levels over 1,000 µg/l. Iron can also impart a brownish tint to laundry and stain plumbing fixtures at levels as low as 50 µg/l. The MCL of 300 µg/l represents a reasonable compromise level to minimize adverse aesthetic effects. As described earlier, NYAW treats the water at Kingsvale with a sequestrant to minimize the potential for staining.

[2] Water containing more than 20 mg/l of sodium should not be used for drinking by people on *severely* restricted sodium diets. Water in excess of 270 mg/l of sodium should not be used for drinking by people on a *moderately* restricted diet.

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

(4) Radiological parameters were tested for in January of 2015, and the results are as follows:

Radioactive Contaminants (January 2015 test results)							
Gross Alpha, pCi/L	01/15	N	4.04	N/A	0	15	Erosion of natural deposits
Combined Radium-226 and 228, pCi/L	01/15	N	0.86	N/A	0	5	Erosion of natural deposits

Lead and Copper (Tap Water)

Contaminant and Unit of Measurement	Dates of Sampling (mo /yr.)	AL Violation Y/N	90th Percentile Result	# of samples exceeding the AL	MCLG	AL (Action Level)	Likely Source of Contamination
Copper, mg/l	9/12	N	0.274	0	1.3	1.3	Corrosion of household plumbing
Lead, µg/l	9/12	N	2	0	0	15	Corrosion of household plumbing

Values reported represent the 90th percentile of ten samples tested at household taps after water was sitting for at least six hours. For the purposes of compliance for the Lead and Copper Program, the 90th percentile value is calculated as the second highest value among results from the ten sites tested. No individual sample exceeded the action level for either copper or lead.

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.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER
Radiological Monitoring Requirements Not Met for Kingsvale Operations District (PWS# NY5503392)

In the January 2009 through December 2014 time period, New York American Water failed to take the required amount of Radiological samples in its Kingsvale Operations District. Even though this was not an emergency, as our customers, you have the right to know what happened, what was done to correct the situation, and what New York American has and will continue to do to avoid this type of event from occurring again.

Regulated water utilities are required to monitor drinking water for specific contaminants on a regular basis. Results of regular Radiological monitoring are an indicator of whether or not drinking water meets health standards. During January 2009 through December 2014 time period, the required amount of routine Radiological samples were not taken, and therefore, could not be sure of the quality of the drinking water during that time.

What Should I do?

There is nothing you need to do at this time. Radiological monitoring is an indicator as to whether or not our water meets health standards. We are required to monitor for Radiological parameters on a regular basis, as those results determine if there is a radiological issue in our source water wells. The table below lists the contaminant we did not properly test for, how often we are supposed to sample for Radiological parameters, 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 taken.

Contaminant:	Required Sampling Frequency:	Number of Samples Taken:	Compliance Period:	When Samples were taken:
Radiological Parameters *	One sample every 6 years	(0 routine)	1/1/2009 - 12/21/2014	January 22, 2015

What Happened?

During the 1/1/2009 – 12/31/2014 monitoring period, the required amount of routine Radiological samples were not taken (one routine sample). Our operators did not collect the Radiological sample before the end of 2014, and thus, are in violation of monitoring requirements. We did collect the sample on 1/22/15, and those test results were within regulatory standards; and below the Maximum Contaminant Levels (MCL's) for radiological parameters. When required monitoring is missed, water utilities are required to notify their customers within one year of the event. As a result, New York American Water must make this public notification now.

What is being done?

We have implemented additional and ongoing operator training on monitoring requirements to ensure regulatory compliance with all applicable health standards in the future.

For more information, please contact our Water Quality Manager, Michael Nofi, at 516-900-1193.

* Radiological Parameters include: Gross Alpha activity, Radium-226, and Radium-228.

Please share this information with others 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 New York American Water.
State Water System ID# NY5503392.
Date Distributed: May 5, 2015.


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