



2014 Annual

Water Quality Report

Waccabuc Water System
(Indian Hill Subdivision)
PWS ID: NY5918382

Introduction:

New York American Water (NYAW) is issuing this report describing the quality of drinking water supplied to customers of the Waccabuc Water System (aka: Indian Hill subdivision). The report summarizes the quality of water NYAW 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. Required testing is preformed at regulated frequencies. This report is a summary of detected contaminants as of the last time required testing was performed.

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 24-hour customer call center at 877-426-6999, or at amwater.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 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



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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 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 320 people through 80 service connections. Our water source is three groundwater wells located near the pump station. The water is chlorinated prior to distribution.

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. 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.

The source water assessment has rated the wells as having a medium to high susceptibility to microbial matter, nitrates, industrial solvents, and other industrial contaminants. These ratings are due primarily to the close proximity of low intensity residential activities in the assessment area, such as fertilizing lawns. In addition, the wells draw from unconfined aquifers with unknown hydraulic conductivities and the overlying soils are not known to provide adequate protection from potential contamination. The water is disinfected to ensure that the finished water delivered into your home meets New York State's drinking water standards.

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.

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 the need to construct costly new wells, pumping systems and water towers; 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. 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 can 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 24-hour 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 24-hour customer call center at 1-877-426-6999; or on the web at newyorkamwater.com.

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.

Are there contaminants in our drinking water?

As NY State regulations require, we routinely test your drinking water for numerous contaminants, including: Total coliform, inorganic compounds, nitrate, nitrite, lead and copper, volatile organic compounds, and synthetic organic compounds, total trihalomethanes, haloacetic acids and radiologicals. The tables presented below 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. Please refer to the "Water Quality Results" chart for more information.

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 Westchester County Department of Health at 914-813-5000.

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).

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 August 2014 monitoring period, we did not sufficiently monitor for total coliforms (bacteriological parameters) on the distribution system water that we serve, and therefore, cannot be sure of the quality of your drinking water during those times. We did collect more than the required amount of monthly bacteriological samples in August 2014, but those were related to our response to a broken water main, and did not include the routine monthly sampling. All of those samples were acceptable. We have since taken the required amount of bacteriological samples, and again,

those were acceptable. Please see the public notification at the end of this report for complete information on these incidents.

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.

What does this information mean?

Although some contaminants were detected, none exceeded levels (MCL's) allowed by the State.

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 (µg/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

Inorganic Contaminants

Contaminant and Unit of Measurement	Date of Sample (mo/ yr)	Violation Y/N	Maximum Level Detected	MCLG	Regulatory Limit (MCL)	Likely Source of Contamination
Barium (µg/l)	11/14	N	105	2000	2000	Erosion of natural deposits.
Nitrate (mg/l)	11/14	N	2.03	10	10	Runoff from fertilizer use; Leaching from septic tanks; Sewage; Erosion of natural deposits
Sodium (mg/l)	11/14	N	16.6	NA	See Health Effects ¹	Naturally occurring; Road salt; Water softeners
Sulfate(mg/l)	11/14	N	20.8	NA	250	Naturally occurring
Zinc (mg/l)	11/14	N	0.149	NA	5	Naturally occurring
Chloride (mg/l)	11/14	N	111	NA	250	Naturally occurring or indicative of road salt contamination

Health Effects:

¹ Sodium (mg/l): Water containing more than 20 mg/l of sodium should not be used for drinking by people on a *severely* restricted sodium diet. Water in excess of 270 mg/l of sodium should not be used for drinking by people on a *moderately* restricted diet.

Disinfectant/Disinfection By-Product (D/DBP) Parameters

Contaminant and Unit of Measurement	Date of Sample (year)	Violation Y/N	Average Level Detected	Range	MCLG	MCL	Likely Source of Contamination
Haloacetic Acids (HAA5), µg/l	2014	N	3.46	1.16 - 5.75	N/A	60	By-product of drinking water disinfection needed to kill harmful organisms
TTHM [Total Trihalomethanes], µg/l	2014	N	13.5	10.0 - 17.0	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.
Chlorine, mg/L	2014	N	1.20	0.3 - 1.8	N/A	MRDL = 4.0	Water additive used to control microbes

Lead and Copper (Tap Water sampled at homeowner locations)

Contaminant and Unit of Measurement	Dates of Sampling (mo/yr)	AL Violation Y/N	90 th Percentile Result	Range (Low - High)	# of samples exceeding AL	MCLG	AL (Action Level)	Likely Source of Contamination
Copper (mg/l)	09/14	N	0.095	0.038 - 0.102	0	1.3	1.3	Corrosion of household plumbing
Lead (µg/l)	09/14	N	1.53	1.34 - 1.56	0	0	15	Corrosion of household plumbing

Values reported for lead and copper represent the 90th percentile of 5 sites 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 average of the two highest values among results from the five 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>.



Radiological Contaminants (3)

Contaminant and Unit of Measurement	Date of Sample (year)	Violation Y/N	Average of Levels Detected	Range (Low – High)	MCLG	MCL	Likely Source of Contamination
Point of Entry Location							
Gross Alpha, pCi/L	2014	N	3.53	3.33 – 3.72	0	15	Erosion of natural deposits
Gross Beta, pCi/L	2014	N	5.65	4.82 – 6.48	0	50	
Combined Radium-226 and 228, pCi/L	2014	N	0.900	0.622 – 1.45	0	5	
Uranium, pCi/L	2014	N	6.30	5.04 – 7.55	0	20.1 ²	

Contaminant and Unit of Measurement	Date of Sample (year)	Violation Y/N	Average of Levels Detected	Range (Low – High)	MCLG	MCL	Likely Source of Contamination
Wells 2, 3, and 4 combined results³							
Gross Alpha, pCi/L	2014	N	7.89	2.28 – 11.5	0	15	Erosion of natural deposits
Gross Beta, pCi/L	2014	N	7.41	3.48 – 12.7	0	50	
Combined Radium-226 and 228, pCi/L	2014	N	1.37	0.689 – 3.28	0	5	
Uranium, pCi/L	2014	N	8.73	2.24 – 13.0	0	20.1 ²	

² 30 µg/l of uranium is approximately 20.1 pCi/L

³ Radioactive contaminant monitoring samples were collected quarterly starting with the third quarter in 2014. Levels listed above are for testing results on individual well samples as per health department regulations, and do not reflect the water quality at the point of entry into the distribution system.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER Bacteriological Monitoring Requirements Not Met for Waccabuc (Indian Hill subdivision) Operations District (PWS# NY5918382)

In August 2014, New York American Water failed to take the required amount of monthly bacteriological samples in its' Waccabuc (Indian Hill) 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 bacteriological monitoring are an indicator of whether or not drinking water meets health standards. During August 2014, the required amount of routine bacteriological samples were not taken, and therefore, we 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. Bacteriological monitoring is an indicator as to whether or not our water meets health standards. We are required to monitor for bacteriological indicator organisms on a regular basis, as those results determine if there is a bacteriological issue or problem in the distribution system. The table below lists the contaminant we did not properly test for, how often we are supposed to sample for bacteriological parameters, 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:
Bacteriological	One Routine Monthly sample	(0 routine)	August 2014	September 2014



What Happened?

During the August 2014 monitoring period, the required amount of routine bacteriological samples were not taken (one routine sample). Our operators did indeed take more than one bacteriological sample in the distribution system in August 2014, but those eight bacteriological samples collected over two consecutive days were in response to a water main break, and did not count towards the routine monthly total (1). When this occurs, 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.

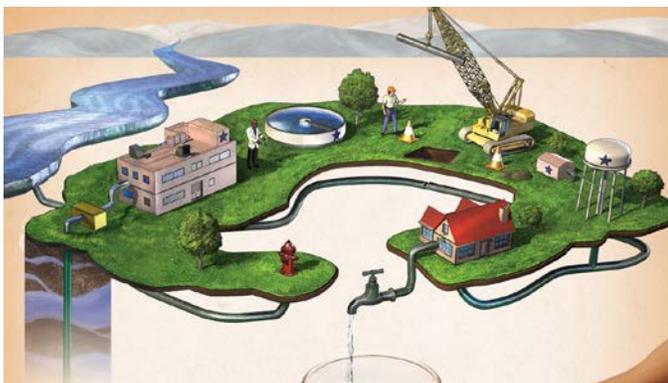
What is being done?

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.

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# NY5918382.
Date Distributed: May 4, 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.

 **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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