



# 2015 Annual Water Quality Report

Scranton Area  
PWS ID: PA2359008



PENNSYLVANIA  
AMERICAN WATER



Este informe contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, ó hable con alguien que lo entienda. (This report contains important information about your drinking water. Have it translated if needed.)

## A Message from the Pennsylvania American Water President



Dear Valued Customer:

On behalf of all Pennsylvania American Water employees, 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 based on testing results between January and December 2015, 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 one penny per gallon.**

This is an exceptional value when you consider the science, expertise, equipment and technology that go into bringing water from the source and treating it, plus the miles and miles of pipe to deliver clean 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 infrastructure. **In 2015 alone, we invested approximately \$270 million in system improvements across the commonwealth.**

Water is essential for public health, fire protection, economic development and our overall quality of life. This is a responsibility that Pennsylvania American Water employees take very seriously to ensure that quality water keeps flowing not only today but well into the future. Please take the time to review this report with its details about the source and quality of your drinking water. We hope you agree that your water service is worth every penny.

Sincerely,

Kathy L. Pape

President, President American Water



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

## Our Mark of Excellence

American Water is the largest and geographically diverse publicly traded U.S. water and wastewater utility company. Marking its 130<sup>th</sup> anniversary this year, the company employs approximately 6,700 dedicated professionals who provide drinking water, wastewater and other related services to an estimated 15 million people in more than 47 states and Ontario, Canada. More information can be found by visiting [www.amwater.com](http://www.amwater.com).

Pennsylvania American Water, a subsidiary of American Water (NYSE: AWK), is the largest water utility in the state, providing high-quality and reliable water and/or wastewater services to approximately 2.3 million people.

We are once again proud to present our annual water quality report. This edition covers all testing completed from January through December 2015. Over the years, we have dedicated ourselves to producing drinking water that meets or surpasses all state and federal drinking water standards. We continually strive to adopt new and better methods of delivering the best quality drinking water to you. As regulations and drinking water standards become more stringent, it is our commitment to you to ensure compliance with these standards in an expeditious and cost-effective manner, while maintaining our objective of providing quality drinking water at an affordable price. We are pleased to tell you that our compliance with all state and federal drinking water laws remains exemplary. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, and community education while continuing to serve the needs of all our water users.

For more information about this report, or for any questions relating to your drinking water, please feel free to call our Customer Service Department at 1-800-565-7292.

## Source Water Information

Lake Scranton is the main surface water source of supply for the Scranton Area service territory. Pennsylvania American Water maintains a treatment facility on the Lake Scranton Reservoir capable of processing a maximum of 33 million gallons of water per day (MGD). Additional surface water sources include Griffin Reservoir and Summit Lake Reservoir, which can supplement the system through PAW's alternate water purification facility, the Chinchilla Plant, on Leggett's Creek. This facility is capable of processing a maximum of 6 million gallons of water per day. Approximately 40% of the Abington area is supplied with water by 8 wells and the other 60% comes from an interconnection with the Lake Scranton Area Water Purification Plant system. Wells in the Abington Area deliver approximately 0.60 million gallons per day (MGD) to the distribution system. The water supply is distributed for residential, commercial, and industrial use.

## Protecting Your Water Source

The Pennsylvania Department of Environmental Protection (DEP) and PAW completed an assessment of the drinking water sources for the Lake Scranton and Chinchilla surface water supplies in 2002. Although no man-made contaminants were detected, the water sources were considered most vulnerable to the following potential impacts: sewage treatment plants, junkyards, greenhouses, an industrial park and plating utility, runoff from agricultural lands, farming activities, storm water runoff in developed areas, and roadway spills. The source water assessment for the Abington groundwater area of the Lake Scranton system was completed in August 2003. Potential sources of contamination for these groundwater wells include: underground petroleum storage tanks, auto repair shops, dry cleaners, highway spills and road salt, lawn care products, petroleum and sewer pipelines, on-lot sewage disposal, and boreholes.

A summary of the completed Source Water Assessments has been made available by DEP and may be viewed on their website by following the link below. Additional information can also be obtained by calling the local office of the DEP at (570) 826-2511. PAW encourages you to take an active part in protecting your water supply by participating in local watershed activities as they occur in your area.

[Lake Scranton Source Water Assessment Link](#)

## Other Water Quality Parameters of Interest

### Is there lead in your water?

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. Pennsylvania American Water 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 by following the attached link. [U.S. Environmental Protection Agency Web Page on Lead](#)



### Does your water contain nitrates?

PAW's normal range of nitrate levels is below the MCL of 10 ppm. Nitrate enters the water supply from fertilizers used on farms and natural erosion of deposits in the watershed. Levels above 10 ppm are a health risk for infants under six months of age and can cause blue baby syndrome. Check with your physician if you have questions.

### How hard is your water?

Hardness is a measure of the concentration of two minerals naturally present in water – calcium and magnesium. High hardness levels cause soap not to foam as easily as it would at lower levels. Hardness levels from the Lake Scranton Area Water Purification Plant range from 30 ppm to 68 ppm, or 1.8 to 4 grains per gallon of water. Hardness levels from the Abington Area wells range from 126 ppm to 496 ppm, or 7 to 29 grains per gallon of water.

### How much sodium is in your water?

The sodium level is approximately 22 ppm from the Lake Scranton Area Water Purification Plant and ranges from 17 ppm to 190 ppm from the Abington Area wells.

### What is the pH (acidity) range of your water?

Water in the distribution system averaged 7.2 pH units. A pH of 7.0 is considered neutral, neither acidic nor basic.

### Is there fluoride in your water?

PAW does not add fluoride to your water supply

## Partnership for Safe Drinking Water Program



In 2000, the Lake Scranton water treatment facility was awarded the prestigious Director's Award under the Partnership for Safe Water program, which is administered by the U.S. Environmental Protection Agency (EPA), the Pennsylvania Department of Environmental Protection (DEP), and other water-related organizations. The award honors water utilities for achieving operational excellence, by voluntarily optimizing their treatment facility operations and adopting more stringent performance goals than those required by federal and state drinking water standards. We are proud to report that our employees have maintained those standards every year through 2015.

## How to Contact Us

Additional copies of this report can be printed directly from this site [www.amwater.com/ccr/scranton.pdf](http://www.amwater.com/ccr/scranton.pdf). Questions can be presented to our Customer Service Department at 1-800-565-7292. Additional information can be gathered from the following sources:

[Pennsylvania American Water Web Page](#)

[Pa. Department of Environmental Protection Web Page](#)

[U.S. Environmental Protection Agency Web Page](#)

**Safe Drinking Water Hotline:** (800) 426-4791

[Center for Disease Control and Prevention Web Page](#)

[American Water Works Association Web Page](#)

## Substances Expected to be in Drinking Water

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (EPA) prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration regulations also establish limits for contaminants in bottled water, which must provide the same protection for public health. Pennsylvania American Water's treatment processes are designed to reduce any such substances to levels well below any health concern and the processes are controlled to provide maximum protection against microbial and viral pathogens which could be naturally present in surface and groundwater. Drinking water, including bottled water, may reasonably be 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.



Some people may be more vulnerable to contaminants 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 may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the EPA's Safe Drinking Water Hotline (800) 426-4791.

The source of drinking water (both tap water and bottled water) includes 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 activity.

**Contaminants that may be present in source water include:**

**Microbial Contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

**Inorganic Contaminants**, such as salts and metals, which can be naturally occurring or may result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

**Pesticides and Herbicides**, which may come from a variety of sources, such as agriculture, urban storm water runoff, and residential uses.

**Organic Chemical Contaminants**, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and may also come from gas stations, urban storm water runoff, and septic systems.

**Radioactive Contaminants**, which can be naturally occurring or may be the result of oil and gas production and mining activities.

## Important Information About Your Drinking Water

**Availability of Monitoring Data for Unregulated Contaminants for Pennsylvania American Water – Scranton Area**  
Our water system conducted monitoring for several unregulated contaminants in 2014. Unregulated contaminants are those that do not yet have a drinking water standard set by the EPA. The purpose of monitoring for these contaminants is to help the EPA decide whether the contaminants should be regulated. As our customers, you have a right to know that these data are available. If you are interested in discussing the results please contact Emery Yurko at 570-457-1550.

## Sodium

Although the amount of sodium in drinking water is insignificant compared to the sodium normally consumed in the average diet, it does become a concern to people on low sodium diets recommending less than 20 ppm intake from drinking water. High levels of salt intake may be associated with hypertension in some individuals. To reduce the risks of adverse health effects due to sodium, consult a physician or registered dietitian to plan a healthy diet that reduces the sodium content in your total food intake.

## Cryptosporidium

*Cryptosporidium* is a microbial pathogen found in surface water throughout the US. Although *Cryptosporidium* can be removed through commonly used filtration methods, the US EPA issued a rule in January 2006 that requires systems with higher *Cryptosporidium* levels in their source water to provide additional treatment. Lake Scranton monitored for *Cryptosporidium* in 2015. Based on the results of our *Cryptosporidium* monitoring, no additional treatment will be required by this US EPA regulation. *Cryptosporidium* monitoring will continue in 2016 and 2017. In 2009, 2010 and 2011 Pennsylvania American Water monitored for *Cryptosporidium* in the source water of the Chinchilla Water Treatment Plant. Results for those samples do not show a need to provide additional treatment.



## How to Read This Table

Start with a **Substance** and read across. The **Year Sampled** is usually in 2015 or years prior. **MCL** shows the highest level of substance (contaminant) allowed. **MCLG** is the goal level for that substance (goal may be set lower than what is allowed). **Amount Detected** represents the measured amount (lower is better). **Range** shows the highest and lowest amounts measured. A **Yes** under **Compliance Achieved** means the amount of the substance met government requirements. **Typical Source** tells where the substance usually originates.

Various non-regulated substances are measured; however, maximum contaminant levels have not been established by the government. These contaminants are shown for your information.

## Definitions of Terms Used in This Report

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

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

**MCLG (Maximum Contaminant Level Goal):** 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.

**MRDL (Maximum Residual Disinfectant Level):** 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.

**MRDLG (Maximum Residual Disinfectant Level Goal):** The level of 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.

**Entry Point:** A point at which finished water representative of each source enters the distribution system.

**NA:** Not applicable

**ND:** Not detected

**NTU (Nephelometric Turbidity Units):** Measurement of the clarity, or turbidity, of the water.

**pCi/L (picocuries per liter):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

**ppm (parts per million):** One part substance per million parts water, or milligrams per liter.

**ppb (parts per billion):** One part substance per billion parts water, or micrograms per liter.

**SS:** Single sample

**TT (Treatment Technique):** A required process intended to reduce the level of a contaminant in drinking water.

**90<sup>th</sup> Percentile:** The highest concentration of lead and copper in tap water that is exceeded by 10 percent of the sites sampled during a monitoring period. This value is compared to the lead and copper action level (AL) to determine whether an AL has been exceeded.

**%:** means percent.

**>:** means greater than.

**<:** means less than.

**≤:** means less than or equal to.

**≥:** means greater than or equal to.

## Water Quality Statement

We are pleased to report that during the past year, the water delivered to your home or business complied with all state and federal drinking water requirements. For your information, we have compiled a list in the table below showing what substances were detected in your drinking water during 2015. The Pennsylvania DEP allows us to monitor for some contaminants less than once per year because the concentration of the contaminants does not change frequently. Some of our data, though representative, is more than one year old. Although all of the substances listed below are under the Maximum Contaminant Levels (MCL) set by U.S. Environmental Protection Agency and the Pennsylvania DEP, we feel it is important that you know exactly what was detected and how much of each substance was present in the water.



## Water Quality Results

### Turbidity – A Measure of the Clarity of the Water at the Treatment Facility

Plant	Substance (units)	Year Sampled	MCLG	MCL	Highest Single Measurement or Lowest Monthly % of Samples $\leq 0.3$ NTU	Compliance Achieved	Typical Source
Lake Scranton	Turbidity (NTU) <sup>1</sup>	2015	NA	TT= 1 NTU for a single measurement	0.08	Yes	Soil runoff
				TT= at least 95% of monthly samples $\leq 0.3$ NTU	100%	Yes	

<sup>1</sup> Turbidity serves as an indicator of the effectiveness of the filtration process

### Chlorine – Measured on the Water Leaving the Lake Scranton Plant

Substance (units)	Year Sampled	Minimum Disinfectant Residual Level	Lowest Amount Detected	Range Low - High	Compliance Achieved	Typical Source
Chlorine Residual (ppm) <sup>2</sup>	2015	0.2	1.0	1.0 - 2.7	Yes	Water additive used to control microbes

<sup>2</sup> All chlorine readings were above the treatment technique requirement of not less than 0.2 ppm for more than 4 hours on water being supplied to the distribution system.

### Ground Water Disinfectant Residuals - Measured on the Water Leaving the Treatment Facilities

Entry Point	Year Sampled	Units	DEP Approved Minimum Disinfectant Residual	Range of Results	Below Required Minimum Residual More Than 4-Hours	Compliance Achieved	Typical Source
104	2015	ppm	0.30	0.40 – 2.20	No	Yes	Water additive used to control microbes
106	2015	ppm	0.70	0.70 – 1.80	No	Yes	Water additive used to control microbes
107	2015	ppm	0.70	0.80 - 2.00	No	Yes	Water additive used to control microbes
108	2015	ppm	1.05	1.05 - 1.85	No	Yes	Water additive used to control microbes
109	2015	ppm	0.75	0.85 - 1.85	No	Yes	Water additive used to control microbes
110	2015	ppm	0.40	0.45 - 1.55	No	Yes	Water additive used to control microbes
112	2015	ppm	0.40	0.40 – 2.00	No	Yes	Water additive used to control microbes
113	2015	ppm	0.80	0.80 - 1.55	No	Yes	Water additive used to control microbes



### Disinfectant Residual – Measured in the Distribution System

Substance (units)	Year Sampled	MRDL	MRDLG	Highest Amount Detected	Range Low - High	Compliance Achieved	Typical Source
Chlorine (ppm) <sup>3</sup>	2015	4	4	1.56	1.11 - 1.56	Yes	Water additive used to control microbes

<sup>3</sup> Range represents the calculated monthly averages of the results for the routine individual samples.

### Total Organic Carbon (TOC) – A measure of the removal of TOC at the Treatment Facility

Plant	Substance (units)	Year Sampled	MCL	MCLG	Range of Removal Required (%)	Range of Removal Achieved (%)	Number of Quarters Out of Compliance	Typical Source
Lake Scranton	TOC Removal Efficiency (%)	2015	TT	NA	≥35	43 - 53	0	Naturally present in the environment

### Regulated Substances - Measured on the Water Leaving the Treatment Facilities

Substance (units)	Year Sampled	MCLG	MCL	Highest Amount Detected	Range Low - High	Compliance Achieved	Typical Source
Barium (ppm)	2015	2	2	1.1	ND - 1.1 (Abington Wells)	Yes	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Nitrate as Nitrogen (ppm)	2015	10	10	2.54	0.22 - 2.54	Yes	Runoff from fertilizer use; Leaching from septic tanks; Erosion of natural deposits
Xylene (ppm)	2015	10	10	0.0013	ND - 0.0013	Yes	Discharge from petroleum factories; Discharge from chemical factories
Tetrachloroethylene (ppb)	2015	0	5	0.9	ND - 0.9	Yes	Discharge from factories and dry cleaners
Trichloroethylene (ppb)	2015	0	5	2.5	ND - 2.5	Yes	Discharge from metal degreasing sites and other factories
Alpha Emitters (pCi/L)	2014	0	15	3.4	ND - 3.4	Yes	Erosion of natural deposits
Uranium (ppb)	2011	0	30	2.0	ND - 2.0	Yes	Erosion of natural deposits
Combined Radium (pCi/L)	2014	0	5	1.2	ND - 1.2	Yes	Erosion of natural deposits

### Other Contaminants measured on water leaving the treatment facilities

Substance	Year Sampled	MCLG	MCL	Highest Amount Detected	Range	Typical Source
Nickel (ppb)	2015	NA	NA	7	ND - 7	Erosion of natural deposits; Corrosion of bronze plumbing fixtures



## Bacterial Results – Measured in the Distribution System

Substance	Year Sampled	MCLG	MCL	Highest Percentage Detected per Month	Compliance Achieved	Typical Source
Total Coliform Bacteria	2015	Zero bacteria	No more than 5% of the monthly samples can be positive.	0	Yes	Naturally present in the environment

## Regulated Compounds (Measured in the Distribution Systems)

Substance (units)	Year Sampled	MCLG	MCL	Results	Range Low - High	Compliance Achieved	Typical Source
Total Trihalomethanes (TTHM) (ppb) <sup>4</sup>	2015	NA	80	68	23 - 95	Yes	By-product of drinking water chlorination
Haloacetic Acids (HAA5) (ppb) <sup>4</sup>	2015	NA	60	39	17 - 64	Yes	By-product of drinking water chlorination

<sup>4</sup> Stage 2 Disinfection By-Product Rule: The Range represents the sampling results of all distribution system locations in 2015. The results are the highest quarterly running annual average of the individual locations which are used to determine compliance with the MCL.

## Tap Water Samples: Lead and Copper Results – Measured in the Distribution System

Substance (units)	Year Sampled	Action Level	MCLG	Number of Samples Taken	90th Percentile	Number of Samples Above Action Level	Compliance Achieved	Typical Source
Lead (ppb)	2013	15	0	51	4	2	Yes	Corrosion of household plumbing systems; Erosion of natural deposits
Copper (ppm)	2013	1.3	1.3	51	0.23	0	Yes	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives



## Unregulated Compounds (UCMR3) (Measured on the water leaving the treatment facilities and in the distribution system)<sup>5</sup>

Substance (units)	Year Sampled	Average	Range Low - High	Typical Source
Strontium (ppb)	2014 & 2015	32 (Lake Scranton)	26 – 34	Naturally-occurring element; historically, commercial use of strontium has been in the faceplate glass of cathode-ray tube televisions to block x-ray emissions
		1,267 (Abington Well System)	280 – 4,351	
Chlorate (ppb)	2014	ND (Lake Scranton)	ND	Agricultural defoliant or desiccant; disinfection by-product; and used in production of chlorine dioxide
		182 (Abington Well System)	ND - 570	
Bromomethane (ppb)	2014	0.03	ND – 0.3	Halogenated alkane; occurs as a gas, and used as a fumigant on soil before planting, on crops after harvest, on vehicles and buildings, and for other specialized purposes
Total Chromium (ppb) <sup>6</sup>	2014 & 2015	0.2	ND – 1.2	Naturally-occurring element; used in making steel and other alloys; chromium -3 or chromium -6 forms are used for chrome plating, dyes and pigments, leather tanning, and wood preservation
Chromium 6 or Hexavalent Chromium (ppb)	2014	0.06	ND – 0.13	Naturally-occurring element; used in making steel and other alloys; chromium -3 or chromium -6 forms are used for chrome plating, dyes and pigments, leather tanning, and wood preservation
1,4 dioxane (ppb) <sup>7</sup>	2014	0.01	ND – 0.12	Cyclic aliphatic ether; used as a solvent or solvent stabilizer in manufacture and processing of paper, cotton, textile products, automotive coolant, cosmetics and shampoos
Vanadium (ppb) <sup>7</sup>	2014	0.02	ND – 0.4	Naturally-occurring elemental metal; used as vanadium pentoxide which is a chemical intermediate and a catalyst
Cobalt (ppb) <sup>7</sup>	2014	0.05	ND – 1.3	Naturally-occurring element found in the earth's crust and at low concentrations in seawater, and in some surface and groundwater; cobaltous chloride was formerly used in medicine and as a germicide
4-androstene-3,17-dione (ppb) <sup>7</sup>	2014	0.00005	ND – 0.001	Steroidal hormone naturally produced in the human body; and used as an anabolic steroid and a dietary supplement

<sup>5</sup> Substances were monitored under the Unregulated Contaminant Monitoring Rule 3 (UCMR3). MCLs and MCLGs are not established for these compounds.

<sup>6</sup> Total Chromium, a regulated contaminant, was detected in 2014 & 2015 during sampling for the Unregulated Contaminants Monitoring Rule 3 (UCMR3). UCMR3 required sampling of both the water leaving the treatment facilities and in the distribution system.

<sup>7</sup> The average result of all samples analyzed for this substance is less than the analytical method's minimum reporting level for an individual sample result. This is due to the high amount of samples in which the substance was not detected.





## 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 about a penny a gallon.



**WE CARE ABOUT WATER. IT'S WHAT WE DO.  
FIND OUT WHY YOU SHOULD, TOO, at [amwater.com](http://amwater.com).**

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