



# 2020 WATER QUALITY REPORT



**Service Area 2 – North Shore  
Sea Cliff Operations District**  
Public Water Supply ID# NY2902853  
January 1 to December 31, 2020

**This report complies with Part 5-1.72, New York State Sanitary Code (10 NYCRR) and federal Consumer Confidence Report regulations (40 CFR Part 141, Subpart O).**

Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien.

本报告与您的饮用水有关。

如果您不了解其内容，应请别人为您翻译解说。

이 보고서에는 귀하께서 사용하고 계시는 식수에 관한 정보가 들어있습니다. 만약에 이해를 못하시면 누군가에게 번역을 의뢰하십시오.

## A Message from the New York American Water President



Thank you for the opportunity to serve you. I am pleased to share our **Annual Water Quality Report** with you – this is our report card on the quality of the drinking water delivered to our customers. The report shows that we continue to supply you with water that meets or surpasses all county, state, and federal water quality standards.

We encourage our customers to review this report as it provides important details about the source and quality of your drinking water between January and December 2020.

New York American Water (NYAW) invests in our infrastructure to ensure the delivery of quality drinking water. This includes 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. In addition, our plant operators, water quality experts, engineers and maintenance crews work around the clock to provide you with quality water.

Delivering safe, reliable water service requires significant investment to maintain and upgrade aging facilities. **In 2020, we invested approximately \$62 million in system improvements across the state.** New York American Water is also making important investments in water treatment technology to comply with New York State Department of Health’s (NYSDOH) new drinking water standards for emerging compounds, specifically 1,4-Dioxane, PFOA, and PFOS.

The COVID-19 public health emergency highlighted how essential water is for public health. We remain steadfast in our commitment to delivering safe and reliable water service while maintaining a safe environment for our employees and customers. NYAW extends our sincerest gratitude to our field employees as well as all frontline workers and essential employees who are on the job and keeping life flowing. Thank you!

Sincerely,

Lynda DiMenna  
President, New York American Water

## Public Participation – How You Can Get Involved

Customers can participate in decisions that may affect the quality of water by:

- Reading the information provided in bill inserts and special mailings
- Contacting the company directly with questions or to discuss issues
- Attending open houses conducted by the company.
- Responding to survey requests
- Attending presentations by the company made to local community and civic associations
- Contacting agencies such as the Nassau County Health Department (NCDOH) at 516-227-9692.



## Be Water Smart – Think Conservation

The New York State Department of Environmental Conservation requested that all Long Island water suppliers reduce their peak pumpage by 15 percent to ensure the long-term sustainability of the Long Island aquifer. Our customers must conserve water to help us achieve this goal. When our customers conserve, not only do they reduce their water bill, but NYAW is able to defer infrastructure investment projects that are needed to meet peak water demand, which can reach as high as 50 million gallons of water a day in the summer.

The following suggestions will help you make your home “water efficient” without sacrificing comfort or changing lifestyles:

- Install smart irrigation technology on your irrigation system to irrigate as efficiently as possible.
- Install a moisture sensor on your irrigation system to prevent wasteful watering during or just after a rain.
- Use native, drought-resistant shrubs, trees, plants, and grasses in your landscape.
- Run dishwashers and washing machines only with full loads.
- Turn off the tap when brushing your teeth or shaving.
- Check every faucet for leaks. Even a slow drip can waste 15 to 20 gallons a day, or about 6,000 gallons a year.
- If you suspect that you have a water leak, order our free Leak Detection Kit. The kit contains information, hints and dye tablets to help you determine if you have a wasteful water loss. Call our customer call center or 516-632-2236 to order.
- Replace older devices with water-saving showerheads, faucets, or low flush toilets. A normal showerhead uses 5 to 7 gallons a minute. Switching to a low-flow model that uses 1.5 gallons a minute can save a family thousands of gallons of water a year.

## What is a Water Quality Report?

To assure that water is safe to drink, the U.S. Environmental Protection Agency (USEPA), and the Health Departments of New York State and Nassau County, set regulations for water quality and indicate the levels of various substances that are acceptable in public drinking water. This report explains how our water measures up to those standards. As you can see by the results, our water quality is excellent.

The NYSDOH and the U.S. Food & Drug Administration regulate and set limits for substances in bottled water, which must also provide protection for public health. During 2020, our system was in compliance with applicable NYS drinking water operating, monitoring and reporting requirements. If you have questions about this report, please contact our Water Quality Manager at 516-632-2239.

## Share This Report:

Landlords, businesses, schools, hospitals, and others are encouraged to share this important water quality information with water users at their location who are not customers of NYAW. Additional copies of this report are available by contacting us at 516-632-2239.

## How to Contact Us

Thank you for allowing us to continue to provide your family with quality drinking water this year. We ask that all our customers protect our water sources, which are the heart of our community. Please call our Customer Call Center toll-free if you have questions:

### NYAW:

**Customer Call Center:** 1-877-426-6999 (M-F; 7am-7pm)

**Emergencies:** 1-877-426-6909 (24 hours)

**TDD (Hearing/Speech impaired):** 1-800-300-6202

**On-line:** [www.newyorkamwater.com](http://www.newyorkamwater.com)

### Merrick Administrative Office:

New York American Water  
60 Brooklyn Avenue, Merrick, NY 11566  
516-632-2232

### Billing Payment Address:

New York American Water  
PO BOX 371332  
Pittsburgh, PA 15250-7332

## Water Information Sources:

### NYSDOH

1-518-473-8600 • [www.health.state.ny.us](http://www.health.state.ny.us)

### NCDOH

516-227-9692 • [www.co.nassau.ny.us/health](http://www.co.nassau.ny.us/health)

### New York State Department of Public Service

1-800-342-3377 • [www.dps.state.ny.us](http://www.dps.state.ny.us)

### USEPA

[www.epa.gov/safewater](http://www.epa.gov/safewater)

### EPA Safe Drinking Water Hotline

1-800-426-4791

### American Water Works Association

[www.awwa.org](http://www.awwa.org)

### Water Quality Association

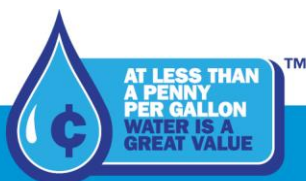
[www.wqa.org](http://www.wqa.org)

## About NYAW

NYAW, a subsidiary of American Water (NYSE: AWK), is the largest investor-owned water company in New York, providing high-quality and reliable water and/or wastewater services to approximately 350,000 people.

## About American Water

With a history dating back to 1886, American Water is the largest and most geographically diverse publicly traded U.S. water and wastewater utility company. The company employs more than 6,800 dedicated professionals who provide regulated and market-based drinking water,



wastewater, and other related services to more than 14 million people in 46 states. American Water provides safe, clean, affordable, and reliable water services to our customers to make sure we keep their lives flowing. For more information, visit [amwater.com](http://amwater.com) and follow American Water on [Twitter](#), [Facebook](#) and [LinkedIn](#).

## Communities Served

Village of Sea Cliff  
Glenwood Landing\*  
Glen Head\*  
Glen Cove\*  
Old Brookville\*  
Roslyn Harbor\*

\*community partially served

## Average Residential Usage & Cost

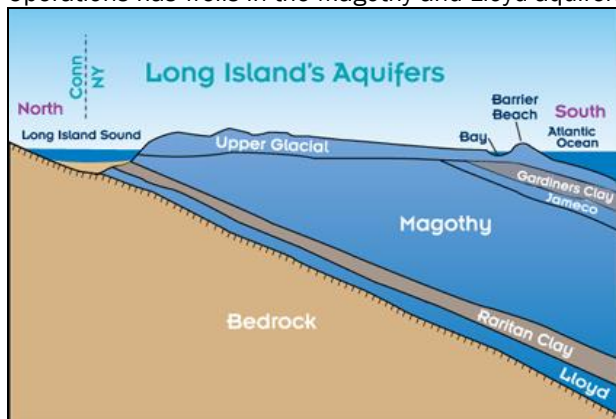
In 2020, the average residential household used approximately 87,107 gallons of water at a cost of \$842, or \$2.31 a day. With an average of 3.0 persons per household, the cost of water was about 77¢ a day per person.

## Source, Quality & Quantity

Groundwater is the source of your drinking water supply. It is drawn from two wells located in the aquifer system beneath the land surface.

## The Aquifers

The aquifers are water-bearing geologic deposits of sand and clay that absorb and store about 45 percent of the rain and snow that fall on Long Island. NYAW – Sea Cliff Operations has wells in the Magothy and Lloyd aquifers.



Not to scale

**If you have a private well, which is unregulated and untested, you should not use the water for drinking or cooking.**  
(Source: NCDOH)

## Source Water Assessment

The NYSDOH, with assistance from the local health department and the CDM consulting firm, 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 source water assessment includes a susceptibility rating based on the

risk posed by each potential source of contamination and how rapidly contaminants can move through the subsurface to the wells. The susceptibility of a water supply well to contamination is dependent upon both the presence of potential sources of contamination within the well's contributing area and the likelihood that the contaminant can travel through the environment to reach the well. 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 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.

Drinking water is derived from 2 wells. The source water assessment has rated 1 of the wells as having a very high susceptibility to industrial solvents and a high susceptibility to nitrates. The very high susceptibility to industrial solvents is due primarily to point sources of contamination related to commercial/ industrial facilities and related activities in the assessment area. The high susceptibility to nitrate contamination is attributable to unsewered high density residential land use practices in the assessment area, such as fertilizing lawns.

A copy of the assessment, including a map of the assessment area, can be obtained by contacting NYAW Water Quality Manager at 516-632-2239.

## How is Your Water Treated?

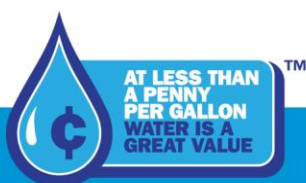
Our water supply is obtained from two wells located throughout our service area. One well is 610 feet deep (in the Lloyd aquifer), while the other is 310 feet deep (in the Magothy aquifer).

Bacteriological pollutants are usually not present in wells at these depths. However, water treatment is required to protect the water flowing through the distribution system.

### Treatment consists of:

1. Chlorination for bacteriological disinfection (using Calcium Hypochlorite and Sodium Hypochlorite)
2. Caustic Soda (Sodium Hydroxide) to raise pH and minimize corrosivity to water mains and household plumbing
3. Calciquest (Phosphate compound) to maintain optimum treatment and inhibit the corrosion of plumbing materials; and to stabilize naturally occurring iron and manganese that can cause discolored water conditions.

We take steps to reduce the potential for lead to leach from your pipes into the water. This is accomplished by adding a corrosion inhibitor (Calciquest is an Orthophosphate compound) to the water leaving our treatment facilities. There are steps that you can take to reduce your household's exposure to lead in drinking water. For more



information, please review our Lead and Drinking Water Fact Sheet at:

<https://amwater.com/nyaw/water-quality/lead-and-drinking-water>

## System Improvements

In 2020, we continued to make significant upgrades to our system and infrastructure. Those improvements include:

- Replaced approximately 11,570 feet of water main located throughout the service territory.
- Replaced approximately 58 service lines.
- Replacement of 5 fire hydrants.
- Replaced approximately 781 water service meters.
- Completed installation of emergency generator at the Sea Cliff well and treatment plant site.
- Substantially completed construction of the new 500,000-gallon elevated potable water storage tank in Glen Head.
- Completed planning and design of a new 2 Million-Gallon-Per-Day Granular Activated Carbon (GAC) treatment system for the Glen Head Well Station.

Improvements planned for 2021 include:

- Replacement of approximately 4,300 feet of water main located throughout the service territory.
- Replacement of 20 service line connections.
- Replacement of 3 fire hydrants.
- Replace approximately 2,700 water service meters.
- Completing and bringing online the new 500,000-gallon Glen Head elevated potable water storage tank.
- Starting construction of the new 2 Million-Gallon-Per-Day Granular Activated Carbon (GAC) treatment system for the Glen Head Well Station for removal of PFOS/PFOA.

## Do I Need to Take Special Precautions?

To ensure that tap water is safe to drink, the USEPA prescribes regulations limiting the number of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

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 Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791.

Although our drinking water meets all state and federal regulations, 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.

If you have questions, contact the NCDOH at 516-227-9692. 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 at 1-800-426-4791.

## Substances Expected to be in Drinking Water

In general terms, the sources of drinking water (both tap 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 can pick up substances resulting from the presence of animals or from human activities.

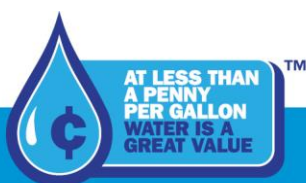
Substances that may be present in source water include:

- **Microbiological Contaminants:** Such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations or wildlife.
- **Inorganic Contaminants (IOC's):** 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 (SOC's):** Which may come from a variety of sources such as agriculture, urban storm water runoff and residential uses.
- **Organic Chemical Contaminants (VOC's):** 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.

For more information about contaminants and potential health effects, call the EPA's Safe Drinking Water Hotline at 1-800-426-4791.

## Cryptosporidiosis & Giardiasis

Although there have been no cases of Cryptosporidiosis in Nassau County attributable to the water supply, we thought you should be aware of the risks to people with severely weakened immune systems. Cryptosporidiosis and Giardiasis are intestinal illnesses caused by microscopic parasites that can be transmitted several ways including through drinking water. Cryptosporidiosis can be very serious for people with weak immune systems, such as transplant patients; individuals receiving chemotherapy or dialysis, and people with Crohn's disease or HIV infection. Individuals who think they may have been exposed to



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Cryptosporidiosis or Giardiasis should contact their health care providers immediately.

Immuno-compromised patients who may have been advised by their health care provider that they may be at risk, especially when traveling, should observe the following:

- One minute of boiling water at a rolling boil will kill *Cryptosporidium parvum* and *Giardia lamblia*.
- Drinking bottled water does not guarantee that the water is free from Cryptosporidiosis or Giardiasis.

Contact your health care provider about your options. If you have questions, contact the NCDOH of Health at 516-227-9692.

## Lead & Copper Rule Statements

The Lead and Copper Rule requires sampling for lead and copper at the tap. In 1992, the first-year testing was required; tap water was sampled in compliance with EPA regulations. Test results were excellent: at least 90 percent of the lead tests were well below 10 parts per billion, and for copper, below 0.5 parts per million, indicating that the company's corrosion control treatment processes continue to be effective. The same tests were done roughly every three years from 1997 through 2017 with similar results. The next round of homeowner monitoring for the Lead and Copper Rule was completed in the summer of 2020.

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 drinking 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 at 1-800-426-4791 or at <http://www.epa.gov/safewater/lead>.

## How do I read the Water Quality Table?

The Water Quality Table – “Table of Detected Contaminants” is the most important section in this report, containing details on New York American Water’s comprehensive testing program for drinking water at the tap. It compares the results from tests we performed in 2020 (and earlier) with the health standards established by federal, state, and local health authorities.

To review the quality of your drinking water, compare the result in the “Maximum Amount Detected” column with the Standard in the “MCL” column. That Standard is the highest level that is considered safe for drinking water. To

be in compliance, the High result in the “Range: Low-High” column should be lower than the MCL Standard.

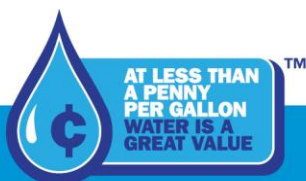
For example, under **Metals & Inorganic Substances**, the “MCL” standard for Barium is 2000 ppb and the “Maximum Amount Detected” result is 2.3 ppb, well below the maximum allowed level (or “MCL”).

Also review the “Compliance Achieved” and “Violation” columns to determine if New York American Water violated any standards. As you can see, our system had no violations. In fact, New York American Water has never violated a primary maximum contaminant level standard. Further evidence of the quality of our water can be seen in the “Listing of Non-Detected (ND) Contaminants” — An extensive list of substances that we tested for and did not find in our distribution system and/or water sources.

The Definition of Terms below provides further explanation of the data.

## Definitions of Terms Used in This Report

- **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.
- **90th Percentile Value:** The values reported in the “Lead and Copper Rule” section represent the 90th percentile. A percentile is a value on a scale of 100 that indicates the percent of a distribution that is equal to or below it. The 90th percentile is equal to or greater than 90 percent of the lead and copper values detected in your water system.
- **MGD = Million Gallons per Day**
- **N/A:** Not applicable
- **None Detected (ND):** Laboratory analysis indicates that the constituent is not present at the method detection level.
- **Parts Per Million (ppm):** Corresponds to one part of liquid in one million parts of liquid [Equivalent to “milligrams per liter” (mg/L)].
- **Parts per Billion (ppb):** Corresponds to one part of liquid in one billion parts of liquid [Equivalent to “micrograms per liter” (µg/L)].
- **Parts per Trillion (ppt):** Corresponds to one part of liquid in one trillion parts of liquid [Equivalent to “nanograms per liter”; or one second in approximately 31,506 years].



- **Picocuries per liter (pCi/L):** A measure of the radioactivity in water.
- **Total Dissolved Solids [TDS]:** An overall indicator of the amount of minerals in the water.

For a copy of the Water Supplement containing detailed data on testing at the source water wells before treatment, call us at 516-632-2239 and request a copy.

### Water Quality Facts

To assure high quality water, individual water samples are taken each year for chemical, physical, and microbiological tests. Testing can pinpoint a potential problem so that preventive action may be taken.

Tests are done on water taken from the well (“raw water”), water within our treatment facilities, water exiting our treatment plants at the point-of-entry to the distribution system, and from sites located throughout our distribution system after treatment. These tests are conducted in the company’s state certified laboratory, by the NCDOH Laboratory, and by independent, certified laboratories approved by the state, who report results simultaneously to the company and to the Health Department.

NYS allows us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year-to-year. Some of the data, though representative of the water quality, are more than one year old.

2020 STATISTICS AT-A-GLANCE	
Wells Closed/Restricted	None
Violations of Standards	None
Typical Well Depth	310 and 610 Feet
Aquifers	Magothy and Lloyd
Pumping Stations	2
Service Area	4.4 Square Miles
Total Water Withdrawn	482,059,000 Gal
Total Water Imported	0 Gal
Total Water Delivered to System	465,690,000 Gal
Total Water Sales	345,203,110 Gal
Total Water Lost from System*	120,486,890 Gal
Population Served (approx.)	13,400
Customers Served (approx.)	4,369
Miles of Mains	55

\*\* Total Water Lost from System includes “accounted for” and “unaccounted for” water. Non-revenue water is approximately 12.2% of Total Water Delivered to system, of which approximately 3.0% is accounted for water loss, and 9.2% is unaccounted for water.

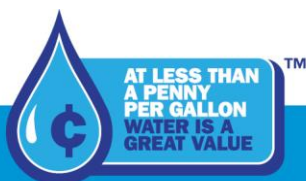
## Water Quality Table – Table of Detected Contaminants 2020 (SA2 - Sea Cliff Operations)

### REGULATED SUBSTANCES

Contaminant (units)	Date Sampled	MCL	MCLG	Maximum Amount Detected	Range: Low-High	Violation (Yes/No)	Typical Source
<b>Disinfection By-Products</b>							
TTHM's (Total Trihalomethanes) (ppb) <sup>1</sup>	Quarterly 2020	80	0	1.61	<2.0 - 1.61	No	By-product of drinking water disinfection
HAA5's (Total Haloacetic acids) (ppb) <sup>2</sup>		60	0	<2.0	<2.0 - <2.0	No	
<b>Disinfectants</b>							
Chlorine (ppm) <sup>3</sup>	11/2020	MRDL= N/A	N/A	1.05	0.25 - 1.05	No	Water additive used to control microbes
<b>Radiological <sup>4</sup></b>							
Gross Alpha Activity (pCi/L)	07/2018 12/2018 03/2019 06/2019 09/2019	15	0	4.05	0.184 - 4.05	No	Erosion of natural deposits
Combined Radium-226 and Radium-228 (pCi/L)		5	0	1.792	0.342 - 1.792	No	Decay of natural deposits and man-made emissions
Uranium (ppb)		30	0	0.133	0.056 - 0.133	No	Decay of natural deposits
Gross Beta Activity (pCi/L)		50	0	3.04	0.272 - 3.04	No	Erosion of natural deposits

### Lead and Copper Rule (Tap water samples were collected from 32 homes in the service area)

Contaminant (units)	Date Sampled	Action Level	MCLG	Amount Detected (90th %tile)	Range (Low-High)	Violation (Yes/No)	Typical Source
Copper (ppm) <sup>5</sup>	06/2020-09/2020	1.3	1.3	0.340	ND - 1.10	No	Corrosion of household plumbing systems
Lead (ppb) <sup>6</sup>		15	0	ND	ND - ND	No	



## Metals & Inorganic Substances

Contaminant (units)	Date Sampled	MCL	MCLG	Maximum Amount Detected	Range: Low-High	Violation (Yes/No)	Typical Source
Barium (ppb)	05/2020	2,000	2,000	23	ND – 23	No	Erosion of natural deposits
Chlorides (ppm)	09/2020	250	N/A	47.2	2.0 – 47.2	No	Naturally occurring or indicative of road salt contamination
Nickel (ppb)	05/2020	N/A	N/A	1.10	ND – 1.10	No	Naturally occurring
Nitrates as N (ppm) **	05/2020	10	10	4.2	0.075 – 54.2	No	Runoff from fertilizers; Leaching from septic tanks; Erosion of natural deposits
Sodium (ppm) <sup>7</sup>	05/2020	None	N/A	15.8	3.5 – 15.8	No	Naturally occurring; Road salt; Water softeners
Sulfate (ppm)	05/2020	250	250	18.7	ND – 18.7	No	Naturally occurring
Iron (ppb)	05/2020	300	N/A	120	ND - 120	No	Naturally occurring

## Organic Substances

Contaminant (units)	Date Sampled	MCL	MCLG	Maximum Amount Detected	Range: Low-High	Violation (Yes/No)	Typical Source
Methyl Tertiary Butyl Ether (MTBE) (ppb) <sup>8</sup>	09/2020	10	N/A	0.75	ND – 0.75	No	Releases from gasoline storage tanks

### Specific Organic Compounds

1,4 dioxane (ppb)	09/2020	1.0	N/A	0.10	ND – 0.10	No	Released into the environment from commercial and industrial sources and is associated with inactive and hazardous waste sites
Perfluorooctanesulfonic acid (PFOS) (ppt)	09/2020	10	N/A	11.7	2.5 – 11.7	No	Firefighting foams, Teflon surfaces, water-resistant coatings
Perfluorooctanoic acid (PFOA) (ppt)	09/2020	10	N/A	4.2	ND – 4.2	No	

## Physical Parameters & Unregulated Substances

Contaminant (units)	Date Sampled	Maximum Amount Detected	Range: Low-High	Violation (Yes/No)	Typical Source
Alkalinity (ppm)	07/2020	85.8	10.2 – 85.8	No	N/A
Calcium (ppm)	07/2020	19.3	2.2 – 19.3	No	N/A
Calcium Hardness (ppm)	05/2020	31.5	5.9 – 31.5	No	N/A
Corrosivity (Langelier Index) <sup>9</sup>	05/2020	(-1.73)	(-4.17) – (-1.73)	No	N/A
Hardness, Total (ppm)	05/2020	50.8	10.9 – 50.8	No	N/A
Magnesium (ppm)	05/2020	4.7	1.2 – 4.7	No	N/A
pH (units) <sup>10</sup>	12/2020	7.6	6.0 – 7.6	No	N/A
Total Dissolved Solids (TDS) (ppm)	05/2020	125	30 – 125	No	N/A

### Footnotes:

<sup>1</sup> TTHM's mean the sum of: Bromoform, Bromodichloromethane, Dibromochloromethane, and Chloroform. The highest 'Locational Running Annual Average' was 1.61 pbb in 2020.

<sup>2</sup> HAA5's include the sum of: Monochloroacetic acid, Dichloroacetic acid, Trichloroacetic acid, Bromoacetic acid, and Dibromoacetic acid. The highest 'Locational Running Annual Average' was <2.0 ppb in 2020.

<sup>3</sup> The running annual average of all Chlorine Residual readings in the distribution system was **0.64 ppm** for 2020.

<sup>4</sup> Radiological results are from raw water wells, and not distribution locations, as required by the NCDOH.

<sup>5</sup> The level presented represents the 90th percentile of 32 sites tested. The "action level" for copper was not exceeded at any of 32 sites tested.

<sup>6</sup> The level presented represents the 90th percentile of 32 sites tested. The "action level" for lead was not exceeded at any of the 32 sites tested.

<sup>7</sup> Water containing more than 20 mg/L of sodium should not be used for drinking by persons 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.

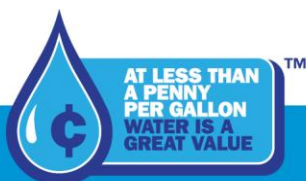
<sup>8</sup> MTBE test results shown as collected from the Glen Head Well (one of two wells in use for the system), with second well tested as none detected.

<sup>9</sup> The NCDOH recommends that the Langelier Saturation Index (for corrosivity) be as close to zero as possible.

<sup>10</sup> NCDO guidelines recommend a pH range of 7.5 – 8.5. The running annual average of all pH readings in the distribution system was **7.37 units** in 2020.

### \*\*Additional Nitrate Educational and Health Language:

Nitrate in drinking water at levels above 10 mg/L is a health risk for infants of less than six months of age. High nitrate levels in drinking water can cause blue baby syndrome. If you are caring for an infant, you should ask for advice from your health care provider.



### Unregulated Contaminant Monitoring Rule (UCMR4):

The following parameters were tested for as per a required USEPA monitoring program (2018 – 2020) to try to quantify the presence and amount of emerging or unregulated compounds to see if any should be regulated by the EPA in the future. Unregulated contaminants are those for which USEPA has not established drinking water standards for. The purpose of unregulated contaminant monitoring is to assist USEPA in determining the occurrence of these constituents in drinking water and whether future regulation is warranted. (No Federal MCL's exist for these parameters to-date, although some might be already regulated by the NYSDOH.)

The following contaminants that we tested for on the treated water exiting our treatment plants (“Entry Point” locations) were detected as follows:

Contaminant (units)	Date Sampled	Maximum Amount Detected	Range: Low-High	Typical Source
Manganese (ppb)	2018	100	0.59 - 100	Naturally occurring

The following contaminants that we tested for on the raw water wells were detected as follows:

Contaminant (units)	Date Sampled	Maximum Amount Detected	Range: Low-High	Typical Source
Bromide (ppb)	2018	60	ND - 60	Naturally occurring
Total Organic Carbon (ppb)	2018	407.5	ND - 407.5	

The following contaminants that we tested for on distribution system locations were detected as follows:

Contaminant (units)	Date Sampled	Maximum Amount Detected	Range: Low-High	Typical Source
Total Haloacetic Acids – UCMR4 (ppb)	2018	0.45	ND - 0.45	By-product of drinking water disinfection
Total Haloacetic Acids – Bromide-related (ppb)	2018	0.38	ND - 0.38	

Total Haloacetic Acids for UCMR4 include the sum of the following contaminant combinations: Monochloroacetic acid, Monobromoacetic acid, Dichloroacetic acid, Trichloroacetic acid, Bromochloroacetic acid, Dibromoacetic acid, Bromodichloroacetic acid, Chlorodibromoacetic acid, Tribromoacetic acid.

### Unregulated Contaminant Monitoring Rule (UCMR4) – Listing of Non-Detected (ND) Contaminants (2018):

The following contaminants that we tested for under UCMR4 Monitoring Program were “Non-detected” (ND):

#### Alcohols:

- 1-butanol
- 2-methoxyethanol
- 2-propen-1-ol

#### Semi-Volatile Chemicals:

- Butylated hydroxyanisole (BHA)
- o-toluidine
- Quinolone

#### Pesticides and byproducts:

- Alpha-Hexachlorocyclohexane
- Chlorpyrifos
- Dimethipin
- Ethoprop
- Oxyfluorfen
- Profenofos
- Tebuconazole
- Total Permethrin (cis- & trans-)
- Tribufos

#### Metals:

- Germanium

### Unregulated Contaminant Monitoring Rule (UCMR3):

The following parameters were tested for as per a required USEPA monitoring program (2013 - 2015) to try to quantify the presence and amount of emerging or unregulated compounds to see if any should be regulated by the EPA in the future (No MCL's for these parameters to-date).

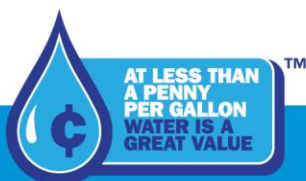
The following contaminants that we tested for on the treated water exiting our treatment plants (“point of entry” locations) were detected as follows:

Contaminant (units)	Date Sampled	Maximum Amount Detected	Range: Low-High	Typical Source
1,4-Dioxane (ppb) <sup>1</sup>	2017-2019	0.10	ND - 0.10	Manufacturing solvent
Perfluorobutanesulfonic acid (PFBS) (ppt)*	09/2020	2.6	ND - 2.6	Firefighting foams, Teflon surfaces, water-resistant coatings
Perfluorohexanesulfonic acid (PFHxS) (ppt)*	09/2020	11.1	ND - 11.1	Firefighting foams, Teflon surfaces, water-resistant coatings

<sup>1</sup> Special 1,4-Dioxane and PFAS compounds (including PFOA/PFOS) sampling was undertaken on raw water wells in 2017-2019 by the water company for proactive, informational, and QC purposes only, and not due to any regulatory requirement. The USEPA established the health advisory levels at 70 parts per trillion for PFOA and PFOS.

### USEPA Health Advisory Definitions:

Health advisories provide information on contaminants that can cause human health effects and are known or anticipated to occur in drinking water. USEPA's Health Advisories are non-enforceable and non-regulatory and provide technical information to states agencies and other public health officials on health effects, analytical methodologies, and treatment technologies associated with drinking water contamination.





### **Special Message about new Regulations on Emerging Contaminants by NYSDOH:**

On August 26, 2020, NYS adopted new drinking water standards for public water systems that set maximum contaminant levels (MCLs) of 10 parts per trillion (ppt) each for perfluorooctanoic acid (PFOA) and perfluorooctanesulfonic acid (PFOS), and 1 part per billion (ppb) for 1,4-dioxane.

### **About Drinking Water Standards and MCLs**

A MCL is the highest level of a contaminant allowed in drinking water delivered by public water systems. They are enforceable regulatory limits. MCLs are set far below levels that cause health effects. According to the NYSDOH, because MCLs are set at levels with a large margin of protection, an exceedance of an MCL does not mean that water is unsafe for use while the public water system takes actions to reduce the levels.

The USEPA has also established guidance for the presence of PFOA and PFOS in drinking water. The USEPA has established a non-enforceable health advisory level of 70 parts per trillion (ppt) for the sum of PFOA and PFOS. An MCL for 1,4-Dioxane in drinking water has not been established by the EPA.

### **What Are Emerging Compounds?**

1,4-Dioxane is a synthetic industrial chemical that is present in many goods, including paint strippers, dyes, greases, antifreeze, and aircraft deicing fluids, and in some consumer products such as deodorants, shampoos and cosmetics.

PFOA/PFOS are per- and polyfluoroalkyl substances (PFAS), which are a group of man-made chemicals that can be found in food packaging; commercial household products, including stain- and water-repellent fabrics (ex: Scotchgard), nonstick products (e.g., Teflon), polishes, waxes, paints, and cleaning products; and fire-fighting foams.

Emerging compounds can enter our water resources after being landfilled, spilled, discharged as waste, or by seepage and infiltration into the water table, eventually entering water supplies.

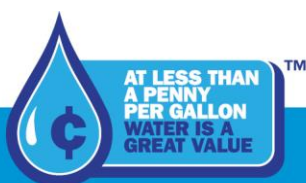
### **NYAW's Action Plan**

In advance of the adoption of these new standards by the State, NYAW tested its entire water supply to determine the presence of these emerging compounds.

NYAW determined that, of the 55 sites that supply water across NYAW's service areas in Long Island and upstate New York, one site in your district has detections of emerging compounds above the NYS MCLs. Detections of PFOS at the Glen Head Well in Glen Head at 17 ppt. NYAW is installing Granular Activated Carbon treatment to remove PFOS from water supplied by the Glen Head Well. NYAW has obtained key regulatory approvals and anticipates starting construction of the granular activated carbon treatment this winter. It is important to note that the Glen Head well is a secondary well used during periods of high-water demand (typically the summer). Most of the water served to our SA 2: North Shore customers comes from the Sea Cliff Well which does not have detections of emerging compounds. NYAW will limit, to the extent possible, use of the Glen Head well as we construct treatment. Please see public notification below.

NYAW is pursuing the appropriate treatment where needed. While new treatment will take time to fully install, New York American Water's proactive approach has significantly reduced the time needed to install the right treatment system for our customers.

When a public water system (PWS) is issued a deferral, the water system agrees to a schedule for corrective action and compliance with the new PFOS, PFOA, or 1,4-dioxane MCL's. In exchange, the NYSDOH agrees to defer enforcement actions, such as assessing fines, if the PWS is meeting established deadlines. Deferral recipients are required to update the Department and the NCDOH each calendar quarter on the status of the established deadlines. The Department can resume enforcement if the agreed upon deadlines are not met. Information about our deferral and established timelines can be found at the following site: <https://www.amwater.com/nyaw/water-quality/Emerging-Compounds/glen-head>



# IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

## Deferral Issued for PFOA and PFOS at New York American Water (NYAW) – Sea Cliff

### Why are you receiving this notice/information?

You are receiving this notice because testing of our public water system found the chemical perfluorooctanesulfonic acid (PFOS) in your drinking water above the New York State's maximum contaminant level (MCL) of 10 parts per trillion (ppt). Perfluorooctanoic Acid (PFOA) was also detected at levels below the MCL of 10 ppt. The MCL is set well below levels known or estimated to cause health effects. Consuming drinking water with PFOA and PFOS at or somewhat above the MCL does not pose a significant health risk. Your water continues to be acceptable for all uses. NYAW – Sea Cliff is working on a strict timetable to reduce levels below the MCL.

NYAW – Sea Cliff has submitted, and the New York State Department of Health (Department) has issued, a deferral to NYAW – Sea Cliff. When a public water system is issued a deferral, the water system agrees to a schedule for corrective action and compliance with the new MCLs. In exchange, the Department agrees to defer enforcement actions, such as assessing fines, if the water district is meeting the established deadlines. We are required to update the Department and the Nassau County Department of Health each calendar quarter on the status of our projects. If we do not meet the agreed upon deadlines, the Department can resume enforcement.

### What are the health effects of PFOA/PFOS?

The available information on the health effects associated with PFOA and PFOS, like many chemicals, comes from studies of high-level exposure in animals or humans. Less is known about the chances of health effects occurring from lower levels of exposure, such as those that might occur in drinking water. As a result, finding lower levels of chemicals in drinking water prompts water suppliers and regulators to take precautions that include notifying consumers and steps to reduce exposure.

PFOA and PFOS has caused a wide range of health effects when studied in animals that were exposed to high levels. Additional studies of high-level exposures of PFOA and PFOS in people provide evidence that some of the health effects seen in animals may also occur in humans. The most consistent findings in animals were effects on the liver and immune system and impaired fetal growth and development. The United States Environmental Protection Agency considers PFOA and PFOS as having suggestive evidence for causing cancer based on studies of animals exposed to high levels of this chemical over their entire lifetimes. At the level of PFOA and PFOS detected in your water, exposure from drinking water and food preparation is well below PFOA and PFOS exposures associated with health effects.

### What is New York State doing about PFOA and PFOS in public drinking water?

The New York State Department of Health (NYS DOH) has adopted a drinking water regulation that requires all public water systems to test for PFOA, PFOS. If found above the MCLs, the water supplier must take steps to lower the level to meet the standard. Exceedances of the MCL signal that steps should be taken by the water system to reduce contaminant levels.

### What is being done to remove these contaminants?

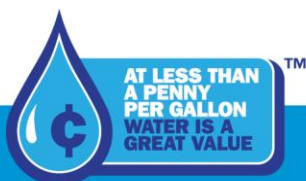
NYAW – Sea Cliff is in the process of installing treatment to remove PFOA and PFOS at our Glen Head Well Station and will make every effort to operationally minimize the concentration of PFOA and PFOS in the distribution system at any given time. Additional information will be shared as further testing and progress occurs. This process is similar for any chemical detected in public drinking water that requires mitigation. The compliance timetable will ensure that your drinking water will meet the MCL as rapidly as possible. The deferral is effective until December 25, 2021.

### Where can I get more information?

For more information, please contact our Customer Service Center at 1-877-426-6999 or Natasha Niola, Water Quality Manager at 516-632-2239. You can also contact the Nassau County Health Department at (516) 227-9692. If you have additional questions about these contaminants and your health, talk to your health care provider who is most familiar with your health history and can provide advice and assistance about understanding how drinking water may affect your personal health.

**Public Water System ID#: NY2902853**

**Date: January 21, 2021**



## Listing of Non-Detected (ND) Contaminants – 2020 (SA2 - Sea Cliff Operations)

None of the following compounds that we analyzed for were detected in your drinking water at the respective method detection level

### Microbiological:

E. coli  
Total Coliform

### Inorganics & Physical:

Ammonia as N  
Color  
Cyanide, free  
Fluoride  
Odor  
Surfactants (as MBAS)  
Turbidity

### Metals:

Antimony  
Arsenic  
Beryllium  
Cadmium  
Chromium  
Mercury  
Selenium  
Silver  
Thallium  
Zinc

### Miscellaneous:

Asbestos fibers

### Volatile Organic Compounds (VOC's):

Benzene  
Bromobenzene  
Bromochloromethane  
Bromomethane  
n-Butylbenzene  
sec-Butylbenzene  
tert-Butylbenzene  
Carbon Tetrachloride  
Chlorobenzene  
Chloroethane  
Chloromethane  
2-Chlorotoluene  
4-Chlorotoluene  
Dibromomethane  
1,2-Dichlorobenzene  
1,3-Dichlorobenzene  
1,4-Dichlorobenzene (Meta)  
Dichlorodifluoromethane  
1,1-Dichloroethane  
1,2-Dichloroethane  
1,1-Dichloroethane  
cis-1,2-Dichloroethene  
trans-1,2-Dichloroethene  
1,2-Dichloropropane  
1,3-Dichloropropane

2,2-Dichloropropane  
1,1-Dichloropropene  
cis-1,3-Dichloropropene  
trans-1,3-Dichloropropene  
Ethylbenzene  
Hexachlorobutadiene  
Isopropylbenzene  
4-Isopropyltoluene  
Methylene Chloride (Dichloromethane)  
n-Propylbenzene  
Styrene  
1,1,1,2-Tetrachloroethane  
1,1,2,2-Tetrachloroethane  
Tetrachloroethene (PCE)  
Toluene  
1,2,3-Trichlorobenzene  
1,2,4-Trichlorobenzene  
1,1,1-Trichloroethane  
1,1,2-Trichloroethane  
Trichloroethene (TCE)  
Trichlorofluoromethane  
1,2,3-Trichloropropane  
1,2,4-Trimethylbenzene  
1,3,5-Trimethylbenzene  
M-Xylene  
O-Xylene  
P-Xylene  
Vinyl Chloride

### Synthetic Organic Compounds (SOC's):\*

#### Regulated Group #1:

Alachlor  
Aldicarb  
Aldicarb Sulfone  
Aldicarb Sulfoxide  
Atrazine  
Carbofuran  
Chlordane, Total  
1,2-Dibromo-3-Chloropropane (DBCP)  
2,4-D  
Endrin  
1,2-Dibromomethane (EDB)  
Heptachlor  
Heptachlor Epoxide  
Lindane  
Methoxychlor  
PCB's  
Pentachlorophenol  
Toxaphene  
2,4,5-TP (Silvex)

#### Regulated Group #2:

Aldrin  
Benzo(a)pyrene  
Butachlor  
Carbaryl

Dalapon  
Di (2-Ethylhexyl) adipate  
Di (2-Ethylhexyl) phthalate  
Dicamba  
Dieldrin  
Dinoseb  
Diquat  
Endothall  
Glyphosate  
Hexachlorobenzene  
Hexachlorocyclopentadiene  
3-Hydroxycarbofuran  
Methomyl  
Metolachlor  
Metribuzin  
Oxamyl (Vydate)  
Picloram  
Propachlor  
Simazine  
2,3,7,8-TCDD (Dioxin)

\* *Synthetic Organic Compounds (SOC's) are mainly Pesticides and Herbicides, and are required on raw water wells, and not distribution locations, as per NCDOH requirements*

### Unregulated Contaminant Monitoring Rule (UCMR3):

The following parameters were tested for as per a required USEPA monitoring program (2013 - 2015) to try to quantify the presence and amount of emerging or unregulated compounds to see if any should be regulated by the EPA in the future.

The following contaminants that we tested for on the treated water exiting our treatment plants ("point of entry" locations) were "Non-detected" (ND):

#### Metals Group:

Cobalt  
Molybdenum

### Volatile Organic Compounds (VOC's) Group:

1,2,3-Trichloropropane  
1,3-Butadiene  
Bromochloromethane (halon1011)  
Bromomethane  
Chlorodifluoromethane  
Chloromethane

