



# 2020 WATER QUALITY REPORT



## Whitlock Farms Water System

Public Water Supply ID# NY3503611

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).

### Introduction:

To comply with State and Federal regulations, the Whitlock Farms Water System will be annually issuing a report describing the quality of your drinking water. The purpose of this report is to raise your understanding of drinking water and awareness of the need to protect our drinking water sources. Last year, your tap water met all State drinking water health standards. We are proud to report that our system did not violate a maximum contaminant level or any other water quality standard. This report provides an overview of last year's water quality. Included are details about where your water comes from, what it contains, and how it compares to State standards.

If you have any questions about this report or concerning your drinking water, please contact our customer call center at 877-426-6999, or at [NewYorkAmWater.com](http://NewYorkAmWater.com). We want you to be informed about your drinking water.

### A Message from the New York American Water President

To Our Valued Customer:



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 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 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. New York American Water 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



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## About New York American Water

New York American Water, 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 water and wastewater utility company. The company employs more than 7,100 dedicated professionals who provide regulated and market-based drinking water, wastewater, and other related services to more than 14 million people in 46 states and Ontario.

## 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 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. To promote public health, the State and the EPA prescribe regulations which limit the number of certain contaminants in water provided by public water systems. The State Health Departments and the FDA's regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

The NYAW Whitlock Farms water system serves 32 homes in the Town of Mount Hope. Our water source is groundwater drawn from one 6-inch diameter drilled rock well, approximately 660 ft deep. The well pumps water through the treatment plant where it is injected with chlorine. Chlorine is used to disinfect the water from any bacteria. From there it goes to a 10,000-gallon atmospheric storage tank. A 3 horsepower (HP) transfer pump and 1-1/2 HP transfer pump supply a 2,000-gallon pressure tank from the 10,000-gallon atmospheric tank. The 2,000-gallon pressure tank supplies the water distribution system through 6-inch diameter water mains. The main 10,000-gallon atmospheric storage tank, 2,000-gallon hydro-pneumatic pressure tank, and transfer pumps are in a below ground vault located off Whitlock Road, north of the intersection of Whitlock Road at Sagamore Drive.

The NYSDOH has completed a source water assessment for the original wells in this system, based on available information, which should apply to our new well similarly. Possible and actual threats to this drinking water source were evaluated. The state source water assessment includes a susceptibility rating based on the risk posed by each potential source of contamination and how easily

contaminants can move through the subsurface to the wells. The susceptibility rating is an estimate of the potential for contamination of the source water, it does not mean that the water delivered to consumers is or will become contaminated. See "Table of Detected Contaminants" for a list of the contaminants that have been detected. The source water assessments provide resource managers with additional information for protecting source waters into the future.

As mentioned before, our water is derived from one drilled well. The source water assessment has rated the previous wells as having a medium-high susceptibility to microbials. This rating is due primarily to the proximity of the low-level residential activity and the septic system that are in the assessment area. In addition, the well draws from fractured bedrock and an unconfined aquifer of unknown hydraulic conductivity and the overlying soils are not known to provide adequate protection from potential contamination. While the source water assessment rates our well as being susceptible to microbials, please note that our water is disinfected to ensure that the finished water delivered into your home meets New York State's drinking water standards for microbial contamination.

## Are there contaminants in our drinking water?

As the State regulations require, we routinely test your drinking water for numerous contaminants. These contaminants include total coliform, asbestos, inorganic compounds, nitrate, lead and copper, volatile organic compounds, disinfection byproducts, radiological and synthetic organic compounds. The attached table depicts 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.

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 (800-426-4791) or the Orange County Health Department at 845- 291-2331.

## 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.



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**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).

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

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

**Nanograms per liter (ng/l):** Corresponds to one part of liquid to one trillion parts of liquid (parts per trillion – ppt)

**N/A:** Not applicable.

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

**Nephelometric Turbidity Unit (NTU):** a measure of particles in water.

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

## Water Quality Results

**Table of Detected Contaminants**

Contaminant	Violation Yes/No	Date of Sample	Level Detected (Avg/Max) (Range)	Unit Measurement	MCLG	Regulatory Limit (MCL, TT or AL)	Likely Source of Contamination
Barium	No	12/2018	0.146	mg/l	2	MCL = 2	Erosion of natural deposits.
Trihalomethanes (TTHM)	No	07/2020	6.14	ug/l	N/A	MCL = 80	Byproduct of drinking water disinfection needed to kill harmful organisms. TTHMs are formed when source water contains large amounts of organic matter.
Haloacetic Acids (HAA)	No	07/2020	10.1	ug/l	N/A	MCL = 60	
Copper (See Note 1)	No	07-09/2020	90 <sup>th</sup> = 0.052 Range = ND - 0.064	mg/l	1.3	AL = 1.3	Corrosion of household plumbing systems.
Lead (See Note 2)	No	07-09/2020	90 <sup>th</sup> = 2.2 Range = ND - 3.4	ug/l	0	AL = 15	Corrosion of household plumbing systems.
Radium 226 & 228	No	09/2014	1.6	pCi/l	0	MCL = 5	Erosion of natural deposits.
Iron <sup>3</sup>	No	Quarterly 2020	Average= 167 Range = ND - 624	ug/l	N/A	MCL = 300	Naturally occurring.
Manganese <sup>4</sup>	No	Quarterly 2020	Ave = 39.7 Range = ND - 165	ug/l	N/A	MCL = 300	Naturally occurring.
Color	No	Quarterly 2020	Range= 2 - 20*	unit	N/A	MCL= 15	The presence of metals such as copper, iron, and manganese.
Turbidity	No	Quarterly 2020	0.46 - 1.60	NTU	N/A	MCL= 5	Soil Runoff.

Notes:

1- The level presented represents the 90<sup>th</sup> percentile of the 7 sites tested. 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 90<sup>th</sup> percentile is equal to or greater than 90% of the copper values detected at your water system. In this case, 7 samples were collected at your water system and the 90<sup>th</sup> percentile value was 0.052 mg/l. The action level for copper was not exceeded at any of the sites tested.

2- The level presented represents the 90<sup>th</sup> percentile of the 7 samples collected. The action level for lead was not exceeded at any of the sites tested.

3- Iron- is essential for maintaining good health. However, too much iron can cause adverse health effects. Drinking water with very large amounts of iron can cause nausea, vomiting, diarrhea, constipation, and stomach pain. These effects usually diminish once the elevated iron exposure is stopped. A small number of people have a condition called hemochromatosis, in which the body absorbs and stores too much iron. People with hemochromatosis may be at greater risk for health effects resulting from too much iron in the body (sometimes called "iron overload") and should be aware of their overall iron intake. The New York State standard for iron in drinking water is 0.3 milligrams per liter, and is based on iron's effects on the taste, odor, and color of the water.

4- Manganese- is an essential nutrient that is necessary to maintain good health. However, exposure to too much manganese can cause adverse health effects. There is some evidence from human studies that long-term exposure to manganese in drinking water is associated with nervous system effects in adults (e.g., weakness, stiff muscles and trembling of the hands) and children (learning and behavior). The results of these studies only suggest an effect because the possible influences of other factors were not adequately assessed. There is supporting evidence that manganese causes nervous system effects in humans from occupational studies of workers exposed to high levels of manganese in air, but the relevance of these studies to long term drinking water exposure is less clear because the exposures were quite elevated and by inhalation, not by ingestion.

\*- Color detected at 20 units in August 2020, was resampled and came back ND. Color has no health effects.



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## What does this information mean?

As you can see by the table, our system had no violations, but we have learned through our testing that some contaminants have been detected; however, these contaminants were detected below New York State requirements.

We are required to present the following information on lead in drinking water:

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. It is possible that lead levels in your home may be higher than at other homes in the community because of materials used in your home's 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 (1.800.426.4791) or at <http://www.epa.gov/safewater/lead>.

## Is our water system meeting other rules that govern operations?

During 2020, our system was not in compliance with applicable State drinking water operating, monitoring, and reporting requirements. See last page of this report. Public notification was mailed December 2020.

## 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).

## 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 several reasons why it is important to conserve water:

- Saving water saves energy and some of the costs associated with both 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 Natasha Niola, Water Quality Manager, at 516-632-2239; or New York American Water's customer call center at 1-877-426-6999; or on the web at [newyorkamwater.com](http://newyorkamwater.com).



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<p><b>Spanish</b> Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien.</p>	<p><b>French</b> Ce rapport contient des informations importantes sur votre eau potable. Traduisez-le ou parlez en avec quelqu'un qui le comprend bien.</p>
<p><b>Korean</b> 이러의 보고는 귀라에서 드시는 식수에 대한 중요한 정보가 포함되어 있습니다. 번역은 해체된 아니를 이 보고를 읽은 이래 라시는 분나 알았하시기를 바랍니다.</p>	<p><b>Chinese</b> 这份报告含有非常重要有闲您喝的水的资料, 请找懂得这份报告的人翻译或解释给您听。</p>

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER Whitlock Farms Used an Unapproved Groundwater Source.

Our water system, Whitlock Farms, recently failed to request emergency use of an unapproved source. Even though this was not an emergency, as our customers, you have a right to know what happened and what we did to correct the situation.

*\*We are required to obtain approval of a groundwater source by both the Orange County Department of Health and New York State Department of Health before it is brought online. Emergency use of an unapproved groundwater source may be granted for 30 days upon request. During 2020 we did not obtain approval for Well #4, nor did we request emergency use of Whitlock Farms, and therefore we were in violation of New York State Sanitary Code. \**

Any groundwater source for public consumption must be approved by the Orange County Department of Health and New York State Department of Health. The approval process of a groundwater source involves many factors that determine the quality of water.

### What should I do?

There is nothing you need to do at this time. You may continue to drink the water. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours.

### What is being done?

We currently have permission for emergency use of Well #4 and are taking the necessary steps to obtain approval to use Well #4. We are also collecting water samples for this source as required by the Orange County Department of Health.

### For more information, please contact:

Natasha Niola at 631-632-2239 or [natasha.niola@amwater.com](mailto:natasha.niola@amwater.com).

OR the Orange County Department of Health at 845-291-2331.

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

This notice is being sent to you by Whitlock Farms Water Corporation.

State Water System ID#: 3503611.

Date distributed: 12/11/2020.



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