



2019 WATER QUALITY REPORT



Wild Oaks Water System

Public Water Supply ID# NY5903479

January 1 to December 31, 2019

Introduction:

New York American Water (NYAW) is issuing this report describing the quality of drinking water supplied to customers of the Wild Oaks Water System. 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. Please share this information with all the other people who drink this water especially those who may not have received this notification directly (for example people in apartments, nursing homes, school, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

If you have any questions about this report or concerning your drinking water, please contact our customer call center at 877-426-6999, or at NewYorkAmWater.com, or the Westchester County Department of Health at 914-864-7332. 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. Our team at New York American Water takes our job of serving you safe, clean drinking water every day very seriously and we are proud to be your local water service provider.

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.

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 make sure that quality water is always there when you need it.

Delivering safe, reliable water service requires significant investment to maintain and upgrade aging facilities. **In 2019, we invested approximately \$55.5 million in system improvements across the state.** New York American Water is also acting proactively to prepare for proposed regulation of emerging compounds, such as 1,4-Dioxane and PFOA/PFOS, by the New York State Department of Health.

Water is essential for public health, fire protection, economic development and overall quality of life. New York American Water’s employees are committed to ensuring that quality water keeps flowing not only today, but well into the future.

We 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 2019.

Thank you for allowing us to serve you. **WE KEEP LIFE FLOWING.**

Sincerely,

Lynda DiMenna
President, New York American Water



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, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activities. Contaminants that may be present in source water include: microbial contaminants; inorganic contaminants; pesticides and herbicides; organic chemical contaminants; and radioactive contaminants. In order to ensure that tap water is safe to drink, the State and the EPA prescribe regulations which limit the amount of certain contaminants in water provided by public water systems. The State Health Departments and the FDA's regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

Our water system serves approximately 805 customers through 223 service connections. Our water source is three groundwater wells under the direct influence of surface water (GWUDI) located off Nash Road. The water is treated with chlorine and UV for disinfection. A blended ortho polyphosphate is also added for corrosion control in order to reduce the amount of lead and copper leached from your household plumbing into the water supply.

The New York State Department of Health has completed a source water assessment for this system, based on available information. Possible and actual threats to this drinking water source were evaluated. The state's source water assessment includes a susceptibility rating based on the risk posed by each potential source of contamination and how easily contaminants can move through the subsurface to the wells. The susceptibility rating is an estimate of the potential for contamination of the source water, it does not mean that the water delivered to consumers is, or will become contaminated. See the section, "Are there contaminants in our drinking water?" for a list of the contaminants that have been detected. The source water assessments provide resource managers with

additional information for protecting source waters into the future.

The source water assessment has rated all three wells as having a medium-high susceptibility to microbials, and one of the wells as having a medium-high susceptibility to nitrates, industrial solvents, metals, and other industrial contaminants. These ratings are due primarily to the proximity of a permitted discharge facility (industrial / commercial facilities that discharge wastewater into the environment and are regulated by the state and/or federal government) to the wells and low-intensity residential land use practices in the assessment area. In addition, the wells draw from an unconfined aquifer of unknown hydraulic conductivity. The water is disinfected at the well station to ensure that the finished water delivered into your home meets New York State's drinking water standards. A copy of the assessment, including a map of the assessment area, can be obtained by contacting us at the telephone number provided in this report.

Are there contaminants in our drinking water?

As NY State regulations require, we routinely test your drinking water for numerous contaminants, including: Total coliform, inorganic compounds, nitrate, nitrite, lead and copper, volatile organic compounds, and synthetic organic compounds, total trihalomethanes, haloacetic acids and radiologicals. The tables presented below show which compounds were detected in your drinking water. The State allows us to test for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old. Please refer to the "Water Quality Results" chart for more information.

It should be noted that all drinking water, including bottled drinking water, may be reasonably expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at 800-426-4791.

Definitions:

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

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

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.



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Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contamination.

Milligrams per liter (mg/l): Corresponds to one part of liquid in one million parts of liquid (parts per million - ppm).

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

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.

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

Water Quality Results

Contaminant and Unit of Measurement	Date of Sample (mo/ yr)	Violation Y/N	Highest Level Detected	Range (Low – High)	MCLG	MCL	Likely Source of Contamination
Inorganic Contaminants							
Barium, mg/l	08/19	N	0.013	N/A	2	2	Erosion of natural deposits.
Chloride, mg/l	08/19	N	14	N/A	N/A	250	Natural occurring or indicative of road salt contamination.
Sodium, mg/l	08/19	N	8.6	N/A	N/A	See Health Effects ¹	Naturally occurring; Road salt; Water softeners.
Sulfate, mg/l	08/19	N	22	N/A	N/A	250	Naturally occurring.
Zinc, mg/l	08/19	N	0.060	N/A	N/A	5	Naturally occurring.
Nickel, mg/l	08/19	N	0.001	N/A	N/A	N/A	Naturally occurring.
Color (Units)	8/19	N	5	N/A	N/A	15	Naturally occurring
Odor (TON)	8/19	N	1	N/A	N/A	3	Naturally occurring
Radiological Contaminants ² Entry Point							
Gross Alpha activity (including radium – 226 but excluding radon and uranium) , pCi	04/18	N	1.44	N/A	0	15	Erosion of natural deposits.
Combined Radium- 226 and 228, pCi/L	04/18	N	0.714	N/A	0	5	Erosion of natural deposits.
Gross Beta, pCi/L	04/18	N	3.46	N/A	0	50*	Decay of natural deposits.
Uranium, µg/L	04/18	N	2.01	N/A	0	30	Erosion of natural deposits.
Microbiological Contaminants ³							
Turbidity (Entry), NTU	9/2019	N	0.100	N/A	N/A	TT ≤5	Soil runoff.
Turbidity (Entry), NTU	2019	N	100%≤1.0 NTU	N/A	N/A	TT=95≤=1	Soil runoff.
Turbidity (Distribution)	2/2019	N	1.11	N/A	<5.0 NTU	MCL= 5.0	Soil runoff.

Footnotes:

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

² Radiological constituents were also sampled on raw water wells, as per health department requirements.

(a) The State considers 50 pCi/L to be the level of concern for beta particles.

(b) 30 µg/l of uranium is approximately 20.1 pCi/L.

³ Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system. Our highest single turbidity measurement for the year occurred on 9/27/19(0.100NTU). State regulations require that turbidity must always be less than or equal to 1.0 NTU. The regulations require that 95% of the turbidity samples collected have measurements below 1.0 NTU

Distribution Turbidity is a measure of the cloudiness of the water found in the distribution system. We monitor it because it is a good indicator of water quality. High turbidity can hinder the effectiveness of disinfectants. Our highest average monthly distribution turbidity measurement detected during the year (0.57NTU) occurred in December 2019. This value is below the State’s maximum contaminant level (5 NTU).



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

Contaminant and Unit of Measurement	Date of Sample (year)	Violation Y/N	Average/Max Level Detected	Range	MCLG	MCL	Likely Source of Contamination
Haloacetic Acids (HAA5), µg/l ⁴	2019 (Quarterly)	N	2.48	ND - 4.8	N/A	60	By-product of drinking water disinfection needed to kill harmful organisms
TTHM [Total Trihalomethanes], µg/l ⁴	2019 (Quarterly)	N	11.6	ND -15.0	N/A	80	By-product of drinking water chlorination needed to kill harmful organisms. TTHMs are formed when source water contains large amounts of organic matter.
Total Organic Carbon	2019 (Monthly)	N	Max- 2.9	1.2- 2.9	N/A	TT	Naturally present in the environment.
Disinfectants							
Chlorine, mg/l ⁵	2019	N	1.5	0.9 -3.0	N/A	MRDL = 4	Water additive used to control microbes

⁴ The Average Level Detected from the table above for TTHM's and HAA's represent the highest Locational Running Annual Average calculated from the data collected (two distribution locations sampled).

⁵ Chlorine residual results in the table above represent averages of samples taken at the treatment plant Point-of-Entry location to the distribution system.

Lead and Copper (Tap water sampled at homeowner locations)

Contaminant and Unit of Measurement	Dates of Sampling (year)	AL Violation Y/N	90 th Percentile Result (Range)	# of samples	# of samples exceeding AL	MCLG	EPA's Action Level (AL)	Likely Source of Contamination
Copper (mg/l) *	09/18	N	0.200 (0.095 - 0.240)	10	0	1.3	1.3	Corrosion of household plumbing systems; Erosion of natural deposits
Lead (µg/l) *	09/18	N	<1.0 (ND - 1.1)	10	0	0	15	Corrosion of household plumbing systems; Erosion of natural deposits

* The copper and lead levels presented represent the 90th percentile of the 10 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 90th percentile is equal to or greater than 90% of the copper and lead values detected at your water system. In this case, ten samples were collected at your water system and the 90th percentile value was the second highest value, 0.200 mg/l for copper; and <1.0 µg/l for lead. The action level for lead or copper was *not* exceeded at any of the sites tested

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 as a result 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>.

What does this information mean?

As you can see by the table, our system had no sample limit violations in 2019. 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 as a result 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 2019, our system was not in compliance with all applicable New York State drinking water reporting requirements. During the 3rd Quarter 2019 we did not sample for nitrate/nitrite we collected the sample in the 4th quarter, therefore, a Notice of Violation (NOV) was generated and received. Please see Public Notification on last page.



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 a number of reasons why it is important to conserve water:

- Saving water saves energy and some of the costs associated with both of these necessities of life;
- Saving water reduces the cost of energy required to pump water and the need to construct costly new wells, pumping systems and water towers; and
- Saving water lessens the strain on the water system during a dry spell or drought, helping to avoid severe water use restrictions so that essential fire-fighting needs are met.

You can play a role in conserving water by becoming conscious of the amount of water your household is using, and by looking for ways to use less whenever you can. It is not hard to conserve water. Conservation tips include:

- Automatic dishwashers use 15 gallons for every cycle, regardless of how many dishes are loaded. So 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. Just a slow drip can waste 15 to 20 gallons a day. Fix it and you can save almost 6,000 gallons per year.
- Check your toilets for leaks by putting a few drops of food coloring in the tank, watch for a few minutes to see if the color shows up in the bowl. It is not uncommon to lose up to 100 gallons a day from one of these otherwise invisible toilet leaks. Fix it and you save more than 30,000 gallons a year.

New York American Water is offering a free 'leak detection kit' for home use. If desired, please call our 24-hour customer call center at 877-426-6999 and request one.

Thank you for allowing us to continue to provide your family with quality drinking water this year. We ask that all our customers help us protect our water sources. For questions concerning this report or your water quality, please contact Michael Nofi, Water Quality Manager, at 516-632-2215; or New York American Water's customer call center at 1-877-426-6999; or on the web at newyorkamwater.com.



IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Monitoring Requirements Not Met for Wild Oaks

Our water system violated drinking water requirements over the past year. Even though these were not emergencies, as our customers, you have a right to know what happened and what we are doing (did) to correct these situations.

*We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During July-September 2019 we 'did not monitor or test' for Nitrate and Nitrite therefore cannot be sure of the quality of your drinking water during that time. * What should I do?
There is nothing you need to do at this time.

The table below lists the contaminant we did not properly test for during the last year, how often we are supposed to sample for this contaminant, how many samples we are supposed to take, how many samples we took, when samples should have been taken, and the date on which follow-up samples were taken.

Contaminant	Required sampling frequency	Number of samples taken	When samples should have been taken	When samples were taken
Nitrate and Nitrite	1 sample annually July- September	1	July-September 2019	October 2019

What is being done?

We are sampling for Nitrate and Nitrite quarterly and have updated our Comprehensive Monitoring Plan. For more information, please contact Kenny Sabia or Richard Kane at 845-486-1030.

*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 Wild Oaks Water System. State Water System ID#: NY5903479.

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