



2016 Annual

Water Quality Report

Dixon

PWS ID: IA8225043



IOWA
AMERICAN WATER



To Our Valued Customer:

Iowa American Water is proud to be your local water service provider, and I am pleased to share with you good news about the quality of your drinking water. Each year, we provide you with our Annual Water Quality Report – and like so many years prior – you will find that we continue to supply water that meets or surpasses all state and federal water quality regulations.

This does not happen by chance. It requires having the right team of experts and technologies in place. Delivering high quality, reliable water service to your tap around the clock also requires significant investment in our water infrastructure. In 2016, we invested about \$15.2 million in water system improvements statewide. From upgrading our treatment facilities to replacing aging water pipelines, we invest prudently and with purpose. In addition, because we invest our dollars responsibly, we provide our water for about a penny per gallon—an exceptional value for a service that is so essential to our daily lives.

We hope you agree it is worth every penny and worth learning more about. Please, take the time to review this report. It provides details about the source and quality of your drinking water using the data from water quality testing conducted for your local water system from January through December 2016.

At Iowa American Water, our customers are our top priority, and we are committed to providing you with the highest quality drinking water and service possible in 2017 and the future to come.

Best Regards,

Randy A. Moore

President

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

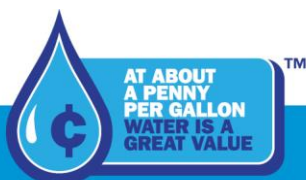
Chi tiết này thật quan trọng.
Xin nhờ người dịch cho quý vị.

What is a Water Quality Report?

To comply with state and U.S. Environmental Protection Agency (U.S. EPA) regulations, Iowa American Water issues a report annually describing the quality of your drinking water. The purpose of this report is to raise your understanding of drinking water and the need to protect your drinking water sources. This report provides an overview of last year's (2016) water quality. It includes details about where your water comes from and what it contains.

Where Does My Water Come From?

The source of supply in Dixon is the Silurian aquifer. Iowa American Water acquired the Dixon water system in 2013. At that time, Iowa American Water put into service a new, deeper well that draws from a lower section of the Silurian aquifer that is less susceptible to contamination. The depth of the new well is about 300 feet. The water supply drawn from the well is of excellent quality requiring only treatment with chlorine to provide disinfection.



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

Protecting Your Water Source

The Source Water Assessment Program (SWAP) is a result of the 1996 amendments to the Federal Safe Drinking Water Act (SDWA). Those amendments require all states to establish a program to assess the vulnerability of public water systems to potential contamination. The Iowa Department of Natural Resources (DNR) has prepared Source Water Assessment Reports and Summaries for all public water systems.

The Dixon water supply obtains its water from the dolomite of the Silurian aquifer. The Silurian aquifer was determined to be slightly susceptible to contamination because the characteristics of the aquifer and overlying materials provide moderate protection from contaminants at the land surface. Dixon's Silurian well will be slightly susceptible to surface contaminants such as leaking underground storage tanks, contaminant spills, and excess fertilizer application. A summary report is available upon request from Iowa American Water by contacting Mary Jane Midgett, Director of Operations at (563) 468-9215 or by e-mail at Mary.Canneymidgett@amwater.com.

Iowa American Water takes pride in promoting the protection and enhancement of the habitats on our property and those affected by our operations. This includes efforts such as:

- Promoting and working on environmental stewardship projects in our communities, through both financial support and employee volunteerism.
- Looking for opportunities to incorporate stewardship activities in our capital projects.
- Leading by example in our environmental responsibilities (e.g. recycling paper, double-sided printing, turning out the lights).
- Using water wisely, including practicing and encouraging water conservation and source water protection programs.

Investing in Our Communities

Delivering quality water service requires continued infrastructure investment. From projects to replace water mains, pipelines, and hydrants, and the installation of advanced metering technology that helps reduce water leaks, to enhanced treatment capabilities that improve efficiency and reliability, the investments made into the system ensure that Iowa American Water is well positioned to continue to meet customer and public safety needs in its service communities every day. By supporting needed improvements, customers and Iowa American Water are working together to keep the water flowing now and well into the future – all for about a penny a gallon.

Dedicated Workforce

Iowa American Water is proud of its professional and dedicated workforce. Our commitment to customer service and operational integrity remains (and always will be) paramount.

About Iowa American Water

Iowa American Water, a subsidiary of American Water (NYSE: AWK), is the largest investor-owned water utility in the state, providing high quality and reliable water services to approximately 212,000 people. With a history dating back to 1886, American Water is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 6,700 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to an estimated 15 million people in 47 states and Ontario, Canada. More information can be found by visiting www.amwater.com.

How to Contact Us

Our customer service center is available Monday through Friday from 7 a.m. to 7 p.m. to answer your questions or schedule a service appointment. Just call (866) 641-2108, and we'll be pleased to assist you. Our online self-service tool, [My Account](#), is available anytime for account information, payments and turning water service on and off at www.iowaamwater.com.

In case of EMERGENCY, you can contact us 24 hours a day/7 days a week at (866) 641-2108. Water emergencies don't keep business hours, so we're available 24/7 to assist you at those critical times. You can also visit our website at www.amwater.com.

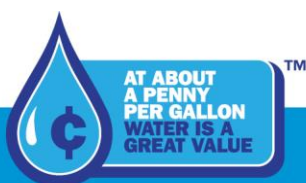
For more information about this report or for any questions related to your drinking water, please call Mary Jane Midgett, Director of Operations at (563) 468-9215 or by e-mail at Mary.Canneymidgett@amwater.com.

What's in My Water?

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.

To ensure that tap water is of high quality, U.S. EPA prescribes regulations limiting the amount of certain substances 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. Iowa American Water's treatment processes are designed to reduce any such substances to levels well below any health concern.

Important Health Information

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. Immunocompromised 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.

U.S. EPA/CDC (Centers for Disease Control and Prevention) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791 or by calling our 24-hour customer service line at (866) 641-2108 for more information.

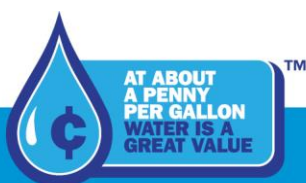
How to Read This Table

Iowa American Water conducts extensive monitoring to ensure that your water meets all water quality standards. The results of our monitoring are reported in the data tables. While most monitoring was conducted in 2016, certain substances are monitored less than once per year

because the levels do not change frequently. For help with interpreting these tables, see the Table Definitions and footnotes.

Definitions of Terms Used in This Report

- **Action Level:** The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements, which a water system must follow.
- **Amount Detected:** Unless otherwise noted in the footnotes, an average of all sample results for the year, or results from a single sample if only one was collected. With multiple entry points to the distribution system, the data from the entry point with the highest value is reported. Amount detected for distribution samples represents an average of all samples collected.
- **Compliance Achieved:** Indicates that the levels found were all within the allowable levels as determined by the EPA.
- **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.
- **NA:** Not applicable
- **ND:** Not detected
- **pCi/L (picocuries per liter):** Measurement of the natural rate of disintegration of radioactive contaminants in water.
- **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.
- **Range of Detections:** Indicates individual sample results (SS), or a range from lowest to highest, that were collected during the sample period.
- **SS:** Single Sample
- **Typical Source:** Indicates where the substance usually originates.



Water Quality Results

Iowa American Water conducts thousands of water quality analyses annually to ensure that your water meets all water quality standards. The following tables show what substances were detected in our drinking water in 2016. Many more contaminants are tested for each year but fall below laboratory detection limits.

Although all of the substances listed below are under the maximum contaminant level (MCL) set by U.S. EPA, we feel it is important that you know exactly what was detected and how much of the substance was present in the water. For help interpreting this table, see the “How to Read This Table” section.



Regulated Substances (Measured on water leaving the Treatment Facility) ¹

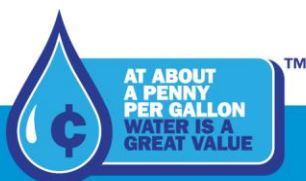
Substance (units)	Year Sampled	MCLG	MCL	Amount Detected	Range of Detections	Compliance Achieved	Typical Source
Combined Radium (pCi/L)	2014	0	5	ND	ND	Yes	Erosion of natural deposits.
Fluoride	2014	4	4	0.15	SS	Yes	Erosion of natural deposits.
Nitrate as Nitrogen (ppm)	2016	10	10	0.25	SS	Yes	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits

Regulated Substances (Measured in the Distribution System) ^{2, 3}

Substance (units)	Year Sampled	MCLG	MCL	Amount Detected	Range of Detections	Compliance Achieved	Typical Source
TTHMs [Total trihalomethanes] (ppb)	2015	NA	80	10.1	SS	Yes	By-product of drinking water chlorination
HAAs [Haloacetic acids] (ppb)	2015	NA	60	4.2	SS	Yes	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Chlorine (ppm)	2016	4	4	1.16	0.89 - 1.32	Yes	Water additive to control microbes.

Bacterial Results (Measured in the Distribution System)

Substance (units)	Year Sampled	MCLG	MCL	Highest Monthly Amount Detected	Range of Detections	Compliance Achieved	Typical Source
Total Coliforms (% positive/month)	2016	0	5%	0	0	Yes	Naturally present in the environment



Tap Water Samples: Lead and Copper Results⁴

Substance (units)	Year Sampled	Action Level	MCLG	Amount Detected in 90 th Percentile Sample	Amount Detected in 95 th Percentile Sample	Number of Samples Collected	Compliance Achieved	Number of Samples Above Action Level	Typical Source
Copper (ppm)	2015	1.3	1.3	0.10	NA	5	Yes	0	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Lead (ppb)	2015	15	0	5	NA	5	Yes	0	Corrosion of household plumbing systems; Erosion of natural deposits

Secondary Regulated Substances (Measured on the water leaving the Treatment Facility)⁵

Substance (units)	Year Sampled	MCLG	SMCL	Amount Detected	Range of Detections	Compliance Achieved	Typical Source
Chloride (mg/l)	2014	0	250	3.4	SS	Yes	Erosion of natural deposits
Iron (mg/L)	2014	0	0.3	ND	SS	NA	Erosion of natural deposits
Sulfate (mg/l)	2014	0	250	4.3	SS	Yes	Inorganic salt occurring naturally in water

Other Substances of Interest (Measured on the water leaving the Treatment Facility)

Substance (units)	Year Sampled	Amount Detected	Range of Detections	Compliance Achieved	Typical Source
Calcium (mg/l)	2014	60	SS	NA	Erosion of natural deposits
Magnesium (mg/L)	2014	39	SS	NA	Erosion of natural deposits
Silica (mg/l)	2014	14	SS	NA	Erosion of natural deposits
Sodium (mg/l)	2016	10.2	SS	NA	Erosion of natural deposits
Strontium (mg/l)	2014	0.1	SS	NA	Erosion of natural deposits

¹ The state requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though accurate, is more than one year old.

² TTHM's and HAA5's are now regulated under the Stage 2 Disinfection Byproduct regulation. Your water supply became active under this regulation beginning the third quarter of 2013.

³ Chlorine is a disinfecting agent added to control microbes that otherwise could cause waterborne diseases or other water quality concerns. Most water systems are required by law to add disinfecting agents, such as chlorine. The values reported reflect multiple locations in the service area.

⁴ 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. Iowa 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 at <http://www.epa.gov/safewater/lead>.

⁵ National Secondary Drinking Water Standards are non-enforceable guidelines regulating contaminants that may cause cosmetic effects or aesthetic effects in drinking water. The EPA recommends secondary standards but does not require systems to comply with secondary MCL's.

