



2020 WATER QUALITY REPORT



West Branch Acres Water System

Public Water Supply ID# NY3905692

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:

New York American Water (NYAW) is issuing this report describing the quality of drinking water supplied to customers of the West Branch Acres Water System. 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, we conducted numerous tests for contaminants, and 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.

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 Allied Pollution Control President, John Muro II at 1-845-878-0007. 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 make sure that quality water is there when you need it.

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



QUALITY. ONE MORE WAY WE KEEP LIFE FLOWING.

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. In order to ensure that tap water is safe to drink, 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 water provided by West Branch Acres is supplied by three groundwater wells, located on General MacArthur Drive. The groundwater wells are disinfected with sodium hypochlorite and pumped directly into the system. During 2020, we installed a new control building, generator, and water storage tank. Our water system serves approximately 292 people through 74 service connections.

The NYSDOH has completed a source water assessment for this system, based on available information. Possible and actual threats to the drinking water sources 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 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.

As mentioned before, our drinking water is derived from 3 drilled wells. The source water assessment has rated these wells as having a medium to high susceptibility to microbials. These ratings are due primarily to the proximity of septic systems. The wells draw from fractured bedrock and the overlying soils are not known to provide adequate protection from potential contamination.

While the source water assessment rates our well(s) 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. County and state health departments will use this information to direct future source water protection activities. These may include water quality monitoring, resource management, planning, and education programs. A copy of the assessment, including a map of the assessment area, can be obtained by contacting your water supplier or the Putnam County Health Department.

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.

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

TABLE OF DETECTED SUBSTANCES

Parameter	Violation Yes/No	Date of Sample	Level Detected (Average & Range)	Unit Measurement	MCLG	Regulatory Limit (MCL, TT, or AL)	Likely Source of Contamination
Radioactive Contaminants							
Uranium Well #1	No	1/16/19	1.6	µg/l	0	30	Erosion of natural deposits.
Gross Alpha Well #2	No	1/16/19	4.2	µg/l	0	30	Erosion of natural deposits.
Inorganic Contaminants							
Asbestos	No	1/7/20	1.75	MFL ¹	7	7	Decay of asbestos cement water mains; Erosion of natural deposits.
Barium	No	1/24/18	0.088	mg/L	N/A	2	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits.
Chloride	No	10/9/20	121	mg/l	N/A	250	Naturally occurring.
Copper	No	8/2020 9/2020	0.271 ² (0.140-0.327)	mg/l	1.3	1.3	Corrosion of galvanized pipes; Erosion of natural deposits.
Lead	No	8/2020 9/2020	3.7 ³ (<1.0 - 3.7)	µg/l	0	AL - 15	Corrosion of household plumbing systems; Erosion of natural deposits.
Nitrate	No	1/30/20	3.91	mg/l	10	10	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.
Sodium ⁴	No	10/22/20 10/9/20 8/18/20 4/9/20 1/24/20	39.4 44.2 42.5 39.9 42.8	mg/l	N/A	270 (20)	Naturally occurring; Road salt; Water softeners; Animal waste
Sulfate	No	1/24/18	19.0	mg/l	N/A	250	Naturally occurring; Indicative of landfill contamination.
Zinc	No	1/24/18	0.003	mg/L	N/A	5	Naturally occurring.
Disinfection Byproducts							
Haloacetic Acids ⁵	No	8/18/20	7.4	µg/L	N/A	60	By-product of drinking water disinfection needed to kill harmful organisms.
Trihalomethanes ⁵	No	8/18/20	14.03	µg/L	N/A	80	By-product of drinking water disinfection needed to kill harmful organisms.
Volatile Organic Contaminants							
Total Trihalomethanes Well #1	No	1/30/20	2.80	µg/L	N/A	80	By-product of drinking water disinfection needed to kill harmful organisms.
Synthetic Organic Contaminants							
1. Perfluorooctanoic Acid (PFOA) ⁶		11/13/20	3.30				Released into the environment from widespread use in commercial and industrial applications.
Entry Point	No	9/30/20	6.21	ppt	N/A	10	
2. Perfluorooctanoic Acid (PFOS) ⁶		11/13/20	2.11				Released into the environment from widespread use in commercial and industrial applications.
Entry Point	No	9/30/20	2.32	ppt	N/A	10	
Unregulated Contaminants							
1. Perfluorobutanesulfonic acid (PFBS) ⁶							Released into the environment from widespread use in commercial and industrial applications.
Entry point	No	9/30/20	4.37	ppt	N/A	Unregulated	
2. Perfluorohexanoic Acid (PFHxA) ⁶							Released into the environment from widespread use in commercial and industrial applications.
Entry point	No	9/30/20	2.69	ppt	N/A	Unregulated	

Notes:

¹ Million Fibers per Liter (MFL) - million fibers per liter is a measure of the presence of asbestos fibers that are longer than 10 micrometers.

² During 2020 we collected and analyzed 5 samples for copper. The level presented in the above table represents the 90th percentile of the 5 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 values detected at your water system. In this case, 5 samples were collected at your water system and the 90th percentile value was the average of the two highest samples which equaled 0.271 mg/l. The action level for copper was not exceeded at any of the sites tested.

Copper (mg/l.)	Site 1	Site 2	Site 3	Site 4	Site 5
Aug./Sept. 2020	0.140	0.183	0.187	0.214	0.327



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³ During 2020 we collected and analyzed 5 samples for lead. The level presented in the above table represents the 90th percentile of the 5 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 lead values detected at your water system. In this case, 5 samples were collected at your water system and the 90th percentile value was the average of the two highest samples which equaled 3.7 µg/l. The action level for lead was not exceeded at any of the sites tested.

Lead (µg/l.)	Site 1	Site 2	Site 3	Site 4	Site 5
Aug./Sept. 2020	<1.0	1.2	1.3	3.6	3.7

⁴ Water containing more than 20 mg/l of sodium should not be used for drinking by people on severely restricted sodium diets. Water containing more than 270 mg/l sodium should not be used for drinking by people on moderately restricted sodium diets.

⁵ THM's can be formed when source water contains large amounts of organic matter.

⁶ PFOA and PFOS are part of a larger group of chemicals referred to as perfluoroalkyl substances (PFASs). PFAS are manmade chemicals that have been widely used in various consumer, commercial, and industrial products since the 1950s. These chemicals' unique properties make them resistant to heat, oil, stains, grease, and water and useful in a wide variety of everyday products. One of the PFAS' was widely used in fire-fighting foam. On August 26, 2020, New York State adopted new drinking water standards for public water systems that set maximum contaminant levels (MCLs) of 10 parts per trillion (10 ppt) each for perfluorooctanoic acid (PFOA) and perfluorooctanesulfonic acid (PFOS), and 1 part per billion (1 ppb) for 1,4-dioxane. We detected PFOA and PFOS at levels below the USEPA Health Advisory threshold.

What does this information mean?

As you can see from the table our system had no violations. We have learned through our testing that some contaminants have been detected; however, with the exception of sodium, these contaminants were detected below the level allowed by the State. In 2020, the sodium results were above the recommended value for individuals on severely restricted sodium diets.

The following steps were initiated to ensure the water meets State drinking water standards:

Sodium: As per the Putnam County Department of Health, during 2021, we will continue to monitor the level of sodium in the drinking water by collecting samples on a quarterly basis.

Although lead was detected below the action level, it was detected, therefore 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, infants, and young children. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. West Branch Acres 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 governs operations?

During 2020, our system was in compliance with all applicable State drinking water operating, monitoring and reporting requirements.

Do I Need to Take Special Precautions?

Although our drinking water met or exceeded 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. 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 demands, there are a number of reasons why it is important to conserve water:

- Saving water lowers your water bill.
- 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.

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.



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- 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 up 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.
- Use your water meter to detect hidden leaks. Simply turn off all taps and water using appliances, then check the meter after 15 minutes, if it moved, you have a leak.

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.

Protecting your Home Against Cross Connections

Under Part 5 Section 5-1.31 of the New York State Sanitary Code, the New York State Department of Health requires water system to have a Cross Connection Control Program and to educate its customers in preventing cross connections in their homes.

Without proper protection devices, something as useful as your garden hose has the potential to poison your home's water supply. In fact, over half of the nation's cross-connections involve unprotected garden hoses.

What is a "cross-connection?"

A cross-connection is a permanent or temporary piping arrangement, which can allow your drinking water to be contaminated if a backflow condition occurs.

What is "backflow"?

It's just what it sounds like: the water is flowing in the opposite direction from its normal flow. With the direction of flow reversed, due to a change in pressures, backflow can allow contaminants to enter our drinking water system through cross-connections. A potentially hazardous cross-connection occurs every time someone uses a garden hose sprayer to apply insecticides or herbicides to their lawn. Another cross-connection occurs when someone uses their garden hose to clear a stoppage in their sewer line. Without a backflow prevention device between your hose and hose bib (spigot or outside faucet), the contents of the hose and anything it is connected to can backflow into the piping system and contaminate your drinking water.

This hazardous situation sometimes can affect more than a single home. In 1977, an entire town in North Dakota had to be rationed drinking water from National Guard water trucks while the town's water distribution system was flushed and disinfected following contamination by DDT. Investigation determined that two residents spraying DDT had made direct cross-connections to their homes. A backflow condition had occurred, sucking the DDT through the home piping systems and out into the town's water distribution system.

Backflows due to cross-connections are serious plumbing problems. They can cause sickness and even death. However, they can be avoided using proper protection devices. Each spigot at your home should have a hose-bib vacuum breaker installed. This is a simple, inexpensive device which can be purchased at any plumbing or hardware store. Installation is as easy as attaching your garden hose to a spigot. Now you know how cross connections can occur and how to avoid and prevent them. If you know of a cross connection in your plumbing and need assistance in correcting the hazard, please contact Allied Pollution Control, Inc. or New York American Water immediately. For more information about cross connections, you may contact the Putnam County Health Department at (845) 808-1390 <http://www.putnamcountyny.com/health> .

Closing Comments

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, which are the heart of our community, our way of life and our children's future. Please call our office at (845) 878-0007 if you have questions.

This report was compiled and prepared by your water system operator:

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