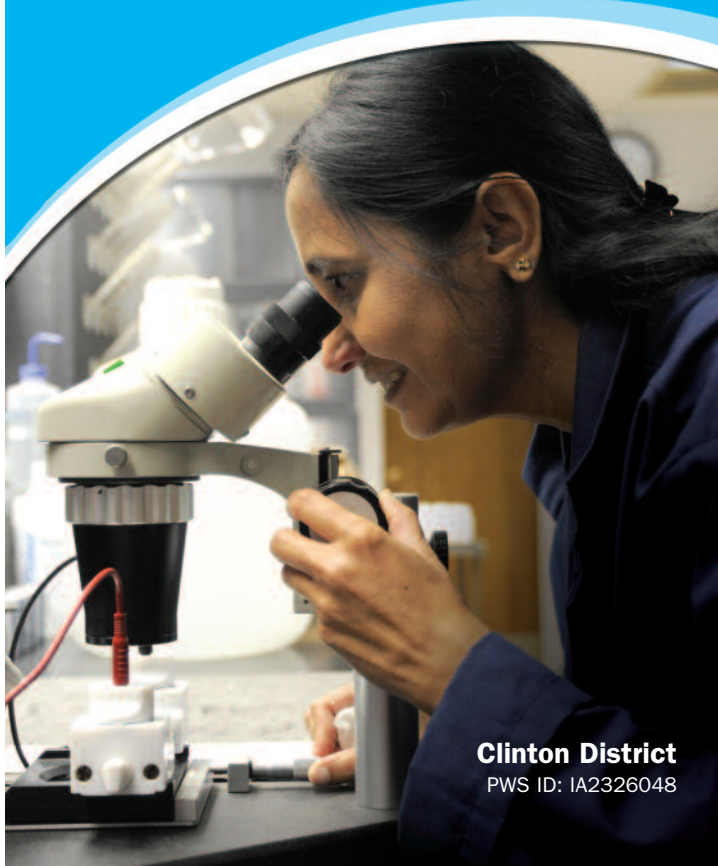


2011 Annual Water Quality Report



Clinton District
PWS ID: IA2326048

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'll find that we continue to supply water that meets or surpasses all state and federal water quality regulations.

This doesn't 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 2011 alone, we invested more than \$8.4 million in water system improvements statewide. From upgrading our treatment facilities to replacing aging water pipelines, we invest prudently and with purpose. And, because we invest our dollars responsibly, we provide our water at about a penny per gallon—an exceptional value for a service that is so essential to our daily lives.

We hope you agree, it's 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 2011. For an electronic copy of this report, visit us online at www.amwater.com.

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 now and in the years to come.

Sincerely,

Randy A. Moore
President

ABOUT A PENNY

Did you know that you pay about a penny for a gallon of tap water?

We invest millions of dollars each year in our treatment and distribution facilities to ensure that you receive quality, reliable water service around the clock. At the same time, you pay about a penny per gallon. For most customers, the water bill is the lowest utility bill they pay each month.

That's an exceptional value.

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

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 (2011) water quality. It includes details about where your water comes from and what it contains.

Where Does My Water Come From?

The Clinton District obtains its water from the Cambrian-Ordovician and Jordan aquifers. Clinton's water source is seven deep wells in four well fields in the Clinton area. The wells average 2,200 feet in depth and supply water of excellent quality. Chlorine is added to the water supply to assure microbiological quality, and fluoride is added to promote strong teeth. A phosphate compound is added to treat the small amount of iron that occurs naturally in well water and to minimize corrosion.

In 2009, as a result of naturally occurring and rising background radium and iron levels, Iowa American Water invested about \$5 million to install a Hydrous Manganese Oxide (HMO) treatment plant for Wells # 10 & 11.

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.

Due to the depth and confining beds of rock above the aquifers, Clinton's source of supply has excellent protection from potential sources of contamination. Clinton District's wells are not susceptible to most contaminant sources except through pathways to the aquifer such as abandoned or poorly maintained wells from other municipal or private wells. A summary report is available upon request from Iowa American Water by contacting Brent Earley, water quality supervisor, at (563) 322-8814, extension 3 or Brent.Earley@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. Iowa American Water invested about \$1.3 million in water system maintenance and improvements in Clinton in 2011 to continue to preserve water quality, maintain reliability and continue to meet the needs of customers. Some of the largest investments included:

- \$718,000 investment for normal, recurring installation and replacement of water pipelines, services, meters and hydrants.
- \$375,000 - Park Place and North 10th Street Improvement Projects to replace two-inch water main that had met its length of service with 8-inch water main that will increase water flows in the area. The project also added four new fire hydrants to enhance fire protection in those neighborhoods.
- \$242,000 - North 5th Street and 7th Avenue North Main Replacement Projects to replace two-inch water main that had met its length of service with 8-inch water main that will increase water flows in the area. The project also added four new fire hydrants to enhance fire protection in those neighborhoods.
- \$32,000 - New pump at Main Station to improve efficiencies and lower operating costs. This project will be completed in 2012.

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 wholly owned 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 200,000 people. Founded in 1886, American Water is the largest investor-owned U.S. water and wastewater utility company. With headquarters in Voorhees, N.J., the company employs approximately 7,000 dedicated professionals who provide drinking water, wastewater and other related services to approximately 15 million people in more than 30 states, as well as parts of Canada. More information can be found by visiting www.amwater.com.

In 2011, American Water celebrated its 125th anniversary with a yearlong campaign to promote water efficiency and the importance of protecting water from source to tap.

How to Contact Us

Our customer service line is available to serve you 24 hours a day, everyday at (866) 641-2108, or you can visit our website at www.amwater.com. For more information about this report or for any questions related to your drinking water, please call **Brent Earley**, water quality supervisor, at (563) 322-8814, extension 3 or e-mail Brent.Earley@amwater.com.

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 2011, 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.

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.

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 2011. 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. While most monitoring was conducted in 2011, certain substances are monitored less than once per year because the levels do not change frequently. For help interpreting this table, see the "How to Read This Table" section.

Regulated Substances (Measured on the water leaving the treatment facility) ¹									
Substance (units)	Year Sampled	MCLG	MCL	Amount Detected	Range Of Detections	Compliance Achieved	Typical Source		
Alpha emitters (pCi/L)	2010	0	15	3.0	<1.7 - 6.2	Yes	Erosion of natural deposits		
Barium (ppm)	2009	2	2	0.066	0.039 - 0.106	Yes	Erosion of natural deposits		
Combined Radium (pCi/L)	2010	0	5	2.4	<1.0 - 4.9	Yes	Erosion of natural deposits		
Fluoride ² (ppm)	2011	4	4	0.77	0.37 - 1.22	Yes	Erosion of natural deposits; Water additive which promotes strong teeth		
Nitrate as Nitrogen (ppm)	2011	10	10	0.02	0.01 - 0.02	Yes	Erosion of natural deposits		
Arsenic (ppb)	2009	0	10	0.75	ND - 2	Yes	Erosion of natural deposits		
Selenium (ppb) ³	2009	50	50	1.75	ND - 7	Yes	Erosion of natural deposits		
Other Regulated Substances (Measured in the distribution system)									
Substance (units)	Year Sampled	MRDLG or MCLG	MRDL or MCL	Amount Detected	Range of Detections	Compliance Achieved	Typical Source		
Chlorine (ppm) ⁴	2011	4	4	1.03	0.35 - 1.76	Yes	Water additive used to control microbes.		
THMs [Total trihalomethanes] (ppb)	2011	NA	80	7.35	ND - 28.3	Yes	By-product of drinking water chlorination		
Tap Water Samples: Lead and Copper Results ⁵									
Substance (units)	Year Sampled	Action Level	MCLG	Amount Detected in 90th Percentile Sample	Amount Detected in 95th Percentile Sample	Number of Samples Collected	Compliance Achieved	Number of Samples Above Action Level	Typical Source
Copper (ppm)	2009	1.3	1.3	0.793	NA	32	Yes	0	Corrosion of household plumbing systems; Erosion of natural deposits
Lead (ppb)	2009	15	0	3	3	32	Yes	0	Corrosion of household plumbing systems; Erosion of natural deposits
Other Substances of Interest (Measured on the water leaving the treatment facility)									
Substance (units)	Year Sampled	Amount Detected	Range of Detections	Typical Source					
Hardness (mg/L as CaCO ₃)	2010	260	SS	Erosion of natural deposits					
Hardness (gpg)	2010	15.2	SS	Erosion of natural deposits					
Iron (ppm)	2009	0.23	ND - 0.49	Erosion of natural deposits					
Manganese (ppb)	2010	5	ND - 20	Erosion of natural deposits					
Sodium (ppm) ⁶	2009	37	10 - 64	Erosion of natural deposits					
Sulfate (ppm)	2010	50.7	27 - 74.3	Erosion of natural deposits					
Zinc (ppm)	2010	0.315	ND - 0.754	Erosion of natural deposits; Water additive for corrosion protection					
Chromium-6 (ppb) ⁷	2011	.017	ND - 0.08	Discharge from steel and pulp mills; 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 Fluoride is added to the water to help promote strong teeth.

³ Selenium is an essential nutrient. However, some people who drink water containing selenium in excess of the MCL over many years could experience hair or fingernail losses, numbness in fingers or toes, or problems with their circulation.

⁴ 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.

⁵ 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>.

⁶ There is no state or federal MCL for sodium. Monitoring is required to provide information to consumers and health officials that are concerned about sodium intake due to dietary precautions. If you are on a sodium-restricted diet, you should consult a physician about this level of sodium in the water.

⁷ Chromium-6 is not currently regulated as an individual substance. Iowa American Water voluntarily performed monitoring of this unregulated contaminant both in water leaving the treatment plant as well as in the distribution system based on recommendations from USEPA. For more information on Chromium 6, please visit our web site.