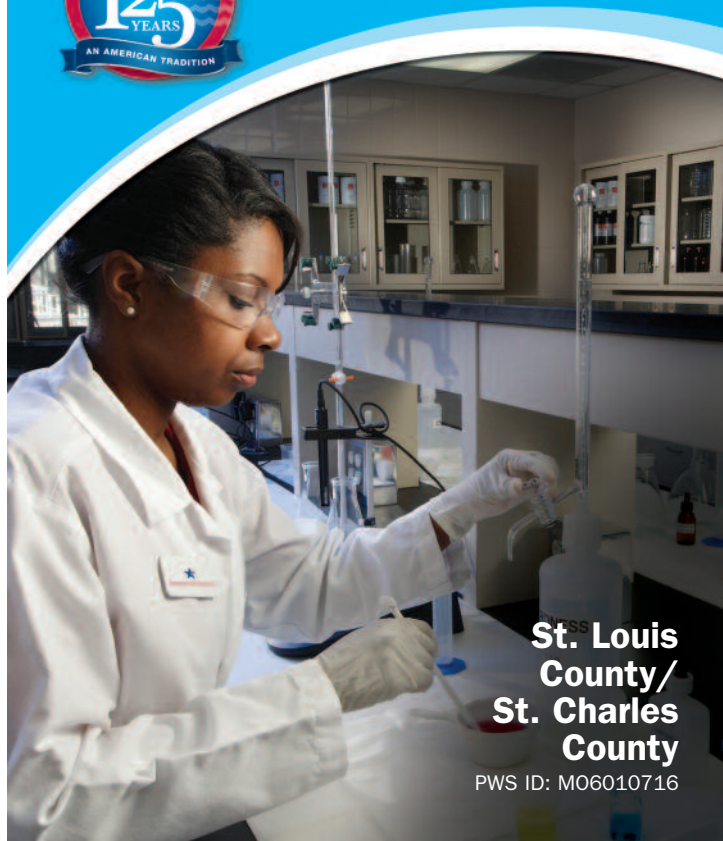


2010 Annual Water Quality Report



**St. Louis
County/
St. Charles
County**

PWS ID: M06010716

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

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A Message from the Missouri American Water President

Missouri American Water is proud to be your local water company. Every day, our lives revolve around water. It's involved in everything we do, everything we use. That's why it's important that we share with you, our customer, information about our commitment to providing quality water service – a service you enjoy at a cost of about a penny a gallon.

I am proud to share with you the 2010 annual water quality report with detailed information about the source and quality of your drinking water. We have prepared this report using the data from water quality testing conducted for your local water system through December 2010.

We are also dedicated to acting as stewards of our environment. In Missouri, we participate in activities that help communities protect their watersheds and inform customers about wise water usage. You can learn more about these ideas and programs on our website, www.missouriamwater.com.

Missouri American Water has been serving you for more than 100 years, and as our Parent Company, American Water (NYSE:AWK) celebrates its 125th anniversary this year, we're part of a long standing American tradition of quality service. American Water is the largest U.S. investor-owned water and wastewater utility in the country. You can celebrate this milestone with us, read useful information about wise water use, learn more about the history of water service delivery in America and pledge to help the planet at www.amwater125.com.

At Missouri American Water, our customers are our top priority. We are committed to providing you with the highest quality drinking water and service possible now and in the years to come.

In addition to this written report, you can view an electronic version at www.missouriamwater.com.

We look forward to providing this critical resource for you throughout 2011.

Sincerely,

Frank Kartmann
President

What is a Water Quality Report?

To comply with state and U.S. Environmental Protection Agency (USEPA) regulations, Missouri 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 awareness of the need to protect drinking water sources. In 2010, we conducted tests for hundreds of contaminants. This report provides an overview of last year's (2010) water quality. It includes details about where your water comes from and what it contains.

If you have any questions about this report or your drinking water, please call our Customer Service Center at (toll-free) 1-866-430-0820.

About Missouri American Water

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 more than 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.

Missouri 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 and/or wastewater services to approximately 1.5 million people.

At Missouri American Water, and all of American Water, we work hard every day to provide our customers with water they can enjoy and use with confidence.

Source Water Information

Missouri American Water supplies quality drinking water to more than 365,000 customers in St. Louis County, St. Charles County and northern Jefferson County. Approximately 80 percent of our surface water comes from the Missouri River, which borders our service area on the north and the west. Nearly 20 percent comes from the Meramec River in south St. Louis County. Both rivers provide a plentiful supply of water that responds well to conventional, though rigorous, drinking water treatment processes. Missouri American Water occasionally purchases a small quantity of water from the City of St. Louis Water Division, which also uses the Missouri River as a source of water. For more information about this water supply, contact the City of St. Louis Water Division at (314) 868-5640.

St. Louis County Water Treatment Facilities Receive Special Recognition

The Missouri Department of Natural Resources accepted Missouri American Water's four St. Louis County plants into the Missouri Environmental Management Partnership (MEMP) in Fall 2007. Through development of an environmental management system, we have increased environmental awareness and reduced environmental risks. Missouri American Water's participation in this voluntary program is an example of the company's dedication to making environmental management a fundamental part of the business.

How to Contact Us

For more information regarding this report or any of the other services provided by Missouri American Water, please call our Customer Service Center at (toll-free) 1-866-430-0820, or you may visit us at www.missouriamwater.com.

Water Information Sources

- **Missouri American Water**
www.missouriamwater.com
- **Missouri Department of Natural Resources**
www.dnr.mo.gov
- **United States Environmental Protection Agency**
www.epa.gov/safewater
- **Safe Drinking Water Hotline:** (800) 426-4791
- **Centers for Disease Control and Prevention**
www.cdc.gov
- **American Water Works Association**
www.awwa.org
- **Water Quality Association**
www.wqa.org
- **National Library of Medicine/National Institute of Health**
www.nlm.nih.gov/medlineplus

Our Water Research Efforts

Cryptosporidium is a microbial pathogen found in surface water throughout the United States. Although *Cryptosporidium* can be removed through commonly-used filtration methods, USEPA issued a new rule in January 2006 that requires systems with higher *Cryptosporidium* levels in their source water to provide additional treatment. Missouri American Water's St. Louis district monitored for *Cryptosporidium* in its raw water sources in 2005. Based on the results of our *Cryptosporidium* monitoring for our two Meramec River facilities, no additional treatment will be required by the new USEPA regulation. However, our tests detected higher levels of *Cryptosporidium* in the Missouri River due to poor source water conditions following significant rainfall events. We continue to perform a comprehensive review of our treatment practices to determine what changes, if any, are needed to address these potential levels of *Cryptosporidium* at our two facilities drawing water from the Missouri River.

Substances Expected to be in Drinking Water

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and groundwater 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.

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.

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 stormwater 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 stormwater runoff, and residential uses.

Organic Chemical Contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.

Radioactive Contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities.

For more information about the contaminants and potential health effects, call the USEPA's Safe Drinking Water Hotline at (800) 426-4791.

Special Health Information

Some people may be more vulnerable to contaminants 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 may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the USEPA's Safe Drinking Water Hotline (800) 426-4791.

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. Missouri 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 are available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

To ensure that tap water is of high quality, U.S. Environmental Protection Agency 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. Missouri American Water's advanced water treatment processes are designed to reduce any such substances to levels well below any health concern.

How to Read This Table

Missouri American Water conducts extensive monitoring to ensure that your water meets all water quality standards. The results of our monitoring are reported in the following tables. While most monitoring was conducted in 2010, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting this table, see the "Table Definitions" section.

Starting with a **Substance**, read across. **Year Sampled** is usually in 2010 or year prior. **MCL** shows the highest level of substance (contaminant) allowed. **MCLG** is the goal level for that substance (this may be lower than what is allowed). **Results** represents the measured amount (less is better). **Range** tells the highest and lowest amounts measured. A **Yes** under **Compliance Achieved** means the amount of the substance met government requirements. **Typical Source** tells where the substance usually originates.

Unregulated substances are measured, but maximum contaminant levels have not been established by the government.

Definitions of Terms Used in This Report

- **AL (Action Level):** The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements, which a water system must follow.
- **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. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contamination.
- **NA:** Not applicable
- **ND:** Not detected
- **NTU (Nephelometric Turbidity Units):** Measurement of the clarity, or turbidity, of the water.
- **pCi/L (picocuries per liter):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).
- **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.
- **ppt (parts per trillion):** One part substance per trillion parts water, or nanograms per liter.
- **TT (Treatment Technique):** A required process intended to reduce the level of a contaminant in drinking water.

Water Quality Statement

Our objective is to deliver water to your home or business that meets or exceeds all state and federal drinking water requirements. For your information, we have compiled a list in the table, showing what substances were detected in your drinking water during 2010. We feel it is important that you know exactly what was detected and how much of the substance was present in the water. For additional information concerning our results, please contact our customer service department at (toll-free) 1-866-430-0820.

Monitoring was also done during 2008 and 2009 under the U.S. Environmental Protection Agency (USEPA) Unregulated Contaminant Monitoring Rule 2 (UCMR2). Data is available on the USEPA's web site (www.epa.gov/safewater/data/ucmrgetdata.html).

There are many unforeseen and unpredictable factors that may cause a source water to be contaminated. The Missouri Department of Natural Resources routinely monitors all public water supplies to ensure public health is protected. Source Water Assessments have been assembled by the Missouri Department of Natural Resources to evaluate the susceptibility of contamination to our drinking water sources. For more information about these assessments call the Missouri Department of Natural Resources at (800) 361-4827.

Water Quality Results

Regulated Substances (Measured on the Water Leaving the Treatment Facility)									
Substance (units)	Year Sampled	MCL	MCLG	Missouri River		Meramec River		Compliance Achieved	Typical Source
				Results	Range Low-High	Results	Range Low-High		
2,4-D (ppb)	2010	70	70	0.02	ND - 0.2	ND	ND	Yes	Runoff from herbicide used on row crops
Antimony (ppb)	2010	6	6	0.13	ND - 0.5	0.05	ND - 0.4	Yes	Discharge from petroleum refineries; Fire retardants; Ceramics; Electronics; Solder
Arsenic (ppb)	2010	10	0	0.2	ND - 1.0	ND	ND	Yes	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes
Atrazine (ppb)	2010	3	3	0.2	ND - 0.4	ND	ND	Yes	Runoff from herbicide used on row crops
Barium (ppm)	2010	2	2	0.02	0.01 - 0.04	0.03	0.02 - 0.06	Yes	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Chloramines (ppm)	2010	TT	NA	2.4	1.9 - 3.1	2.4	1.3 - 3.1	Yes	Water additive used to control microbes
Combined radium (pCi/L)	2007	5	0	0.2	ND - 1.3	0.5	ND - 1.6	Yes	Erosion of natural deposits
Di(2-ethylhexyl)phthalate (ppb)	2010	6	0	0.1	ND - 0.7	ND	ND	Yes	Discharge from rubber and chemical factories
Fluoride (ppm)	2010	4	4	1	0.9 - 1.1	1.0	1.0 - 1.1	Yes	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Nitrate (as N) (ppm)	2010	10	10	1.6	1.2 - 2.0	0.4	0.1 - 0.6	Yes	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Nitrite (as N) (ppm)	2010	1	1	0.01	ND - 0.03	0.01	ND - 0.02	Yes	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Selenium (ppb)	2010	50	50	1.2	ND - 3.0	ND	ND	Yes	Discharge from petroleum and metal refineries; Erosion of natural deposits; Discharge from mines
Total Organic Carbon (ppm)	2010	TT	NA	1.4	0.7 - 2.1	1.6	1.0 - 2.8	Yes	Naturally present in the environment
Bacterial Results (from the Distribution System) (For the Missouri and Meramec River Facilities)									
Substance (units)	Year Sampled	MCL	MCLG	Highest Percentage Detected		Compliance Achieved	Typical Source		
Total Coliform Bacteria	2010	5% Pos. Samples	0	0.83%		Yes	Naturally present in the environment		
Other Compounds (Measured in the Distribution System)									
Substance (units)	Year Sampled	MCL	MCLG	Missouri River		Meramec River		Compliance Achieved	Typical Source
				Results	Low-High Range	Results	Range Low-High		
Chloramines (ppm)	2010	MRDL = 4	MRDLG = 4	2.7	2.0 - 2.7	2.7	2.0 - 2.7	Yes	Water additive used to control microbes
HAA5 [Haloacetic Acids] (ppb)	2010	60	NA	12.5	3.2 - 43.6	14.9	7.3 - 31.7	Yes	By-product of drinking water disinfection
THM [Total trihalomethanes] (ppb)	2010	80	NA	12.4	2.2 - 54.5	30.4	14.6 - 62.1	Yes	By-product of drinking water disinfection

Turbidity - A Measure of the Clarity of the Water (at the Treatment Facility)

Substance (units)	Year Sampled	MCL	MCLG	Missouri River	Meramec River	Compliance Achieved	Typical Source
				Highest Single Measurement			
Turbidity (NTU)	2010	TT	NA	†† 7.12	0.13	No	Soil runoff

† On June 1, 2010 our Central County Water Treatment Plant reported a turbidity level of 7.12 ntu exceeding the combined filter effluent turbidity standard of 1 ntu. The affected tap was immediately taken out of service, limiting the duration of the event to approximately 1 minute. A precautionary boil water advisory was issued for potentially impacted customers.

†† Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause such symptoms such as nausea, cramps, diarrhea, and associated headaches.

Unregulated Substances (Measured on the Water Leaving the Treatment Facility)

Substance (units)	Year Sampled	Missouri River		Meramec River		Typical Source
		Results	Range Low-High	Results	Range Low-High	
Bromodichloromethane (ppb)	2010	2.0	ND - 15.7	4.4	1.7 - 9.0	By-product of disinfection
Bromoform (ppb)	2010	0.05	ND - 0.6	ND	ND	By-product of disinfection
Chlorodibromomethane (ppb)	2010	0.5	ND - 6.4	0.9	ND - 2.4	By-product of disinfection
Chloroform (ppb)	2010	9.9	2.2 - 43.4	26.1	12.1 - 47.7	By-product of disinfection
Sulfate (ppm)	2010	115.7	99.3 - 126.8	20.6	14.1 - 28.1	Erosion of natural deposits

Unregulated Substances (Measured in the Distribution System)

Substance (units)	Year Sampled	Missouri River		Meramec River		Typical Source
		Results	Range Low-High	Results	Range Low-High	
N-nitrosodimethylamine (ppt)	2009	5.1	2.2 - 9.3	ND	ND	Nitrosamines can form as intermediates and by-products in chemical synthesis and manufacture of rubber, leather, and plastics; can form spontaneously by reaction of precursor amines with nitrosating agents (nitrate and related compounds), or by action of nitrate-reducing bacteria. Foods such as bacon and malt beverages can contain nitrosamines; there is also evidence that they form in the upper GI tract.

Tap Water Samples: Lead and Copper Results (Measured in the Distribution System)

Substance (units)	Year Sampled	Action Level	MCLG	Number of Samples	90th Percentile	Number of Samples Above Action Level	Typical Source
Copper (ppm)	2010	AL = 1.3	1.3	50	0.002	0	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Lead (ppb)	2010	AL = 15	0	50	5	0	Corrosion of household plumbing systems; Erosion of natural deposits