

# 2008 Annual Water Quality Report



January 1 to  
December 31,  
2008  
Public Water  
Supply ID#  
NY2902835  
This report  
complies with  
Part 5-1.72,  
New York State  
Sanitary Code  
(10 NYCCR)  
and federal  
Consumer  
Confidence Report  
regulations  
(40 CFR Part 141,  
Subpart O)

## A Message from the President

Dear Long Island American Water Customer,

As a trusted leader in the industry, Long Island American Water places a strong emphasis on sharing information about the quality of the water we provide with our customers.

One way we do this is by reporting to you annually the results of our tests on the water we deliver to your home. Please review this Annual Water Quality Report (AWQR), otherwise known as a Consumer Confidence Report (CCR), which outlines information applicable to your local water system for testing completed through December, 2008. You'll find that we provide water that surpasses or meets all primary federal and state water quality regulations. In fact, we often address regulations well before they go into effect.

Just as important, Long Island American Water makes the necessary investments to maintain and upgrade its facilities, so that we can deliver quality water directly to your tap 24 hours a day, seven days a week.

Our customers are our top priority, and we are committed to providing them 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 information about Long Island American Water and your water system on our website <http://www.longislandamwater.com>. For more information or for any questions about this report relating to your drinking water, please contact Long Island American Water at 1-877-426-6999.

Sincerely,

William M. Varley  
President, Long Island American Water

## Be Water Smart

Our system has more than enough water to meet present and future demands. However, saving water helps the environment by preserving our natural resource, and reducing the cost of pumping and treating the water. Saving water can also help lower your water bill and your hot water heating bill.

The following suggestions will help you make your home “water efficient” without sacrificing comfort or changing lifestyles:

- Use native, drought-resistant shrubs, trees, plants and grasses in your landscape.
- Save about a gallon each time you flush with a free Leak Detection Kit. The kit contains dye tablets, a plastic toilet tank displacement bag and instructions. Call 516-596-4824 to order.
- Water your lawn only on odd/even days according to your address, and only before 10:00am or after 4:00pm, as per mandatory Nassau County Dept. of Health ordinance.
- Install a moisture sensor on your lawn sprinkler system to prevent wasteful watering during or just after a rain.
- Replace older devices with water-saving showerheads, faucets, or low flush toilets.

A normal showerhead uses 5 to 7 gallons a minute. Switching to a low-flow model that uses 2.5 gallons a minute can save a family thousands of gallons of water a year.

## Public Participation – How You Can Get Involved

Customers can participate in decisions that may affect the quality of water by:

- Reading the information provided in bill inserts and special mailings
- Contacting the company directly with questions or to discuss issues
- Responding to company requests for participation in focus groups and roundtables
- Attending open houses conducted by the company
- Responding to survey requests
- Contacting agencies such as the Nassau County Health Department located at 106 Charles Lindbergh Blvd., Uniondale, NY 11553 516-227-9692.

## What is a Water Quality Report

For 29 years, Long Island American Water has published an Annual Water Quality Report to keep our customers up-to-date on the quality of our drinking water.

Once again, we are pleased to report that your tap water not only meets, but in all instances except iron, is better than all federal, state and local drinking water standards, and our system has never violated a maximum contaminant level.

To assure that water is safe to drink, the U.S. Environmental Protection Agency, and the Health Departments of New York State and Nassau County, set regulations for water quality and indicate the levels of various substances that are acceptable in public drinking water. This report explains how our water measures up to those standards. As you can see by the results, our water quality is excellent!

The New York State Health Department and the U.S. Food & Drug Administration regulate and set limits for substances in bottled water, which must provide the same protection for public health.

If you have questions about this report, please contact our Water Quality Manager at 516-596-4824.

### Share This Report:

Landlords, businesses, schools, hospitals and other groups are encouraged to share this important water quality information with water users at their location who are not customers of Long Island American Water. Additional copies of this report are available by contacting us at 516-596-4824.

## About Long Island American Water

Long Island American Water is the largest water supplier in Nassau County, providing high-quality and reliable water services to more than 210,000 people.

## About 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 32 states and Ontario, Canada. More information can be found by visiting [www.amwater.com](http://www.amwater.com).

## Communities Served

Atlantic Beach	Lawrence
Baldwin	Lynbrook
Baldwin Harbor	Malverne
Barnum Island	Malverne Park-Oaks
Bay Park	Meadowmere
Cedarhurst	North Lawrence
East Atlantic Beach	North Lynbrook
East Rockaway	North Woodmere
Harbor Isle	Oceanside
Hewlett	Roosevelt
Hewlett Bay Park	South Hempstead
Hewlett Harbor	Valley Stream
Hewlett Neck	West Hempstead*
Inwood	Woodmere
Island Park	Woodsburgh
Lakeview	*partially served

## Average Residential Usage & Cost

In 2008, the average household used 115,300 gallons of water at a cost of \$527, or \$1.44 a day. With an average of 3.0 persons per household, the cost of water was 48¢ a day per person.

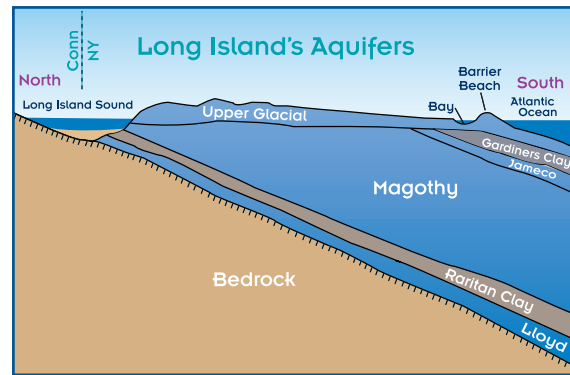
## Source, Quality & Quantity

Groundwater is the source of your drinking water supply. It is drawn from 162 wells located in the aquifer system beneath the land surface.

## The Aquifers

The aquifers are water-bearing geologic deposits of sand and clay that absorb and store about 45 percent of the rain and snow that fall on Long Island. Long Island American Water has wells in the Upper Glacial, Magothy, Jameco and Lloyd aquifers.

Not all wells are operating at the same time, which means that the water you receive is a blend of treated water from different well locations (an integrated system).



Not to scale

If you have a private well which is unregulated and untested, you should not use the water for drinking or cooking.  
(Source: Nassau County Health Department)

## Source Water Assessment

The New York State Department of Health has issued Source Water Assessments for each well on Long Island to evaluate the susceptibility to possible contamination by microbials, nitrates, pesticides and volatile organic contaminants (VOC's) based on current land uses and water pumping patterns.

The report concluded that the majority of wells had high susceptibility for nitrates and VOCs, but were not highly susceptible to contamination by microbials or pesticides.

It is important to note that high susceptibility does not mean that the well will become contaminated. However, it does indicate that the contaminant is likely to be present above ground within the area of the well, and if released into the ground could travel down through the aquifer and reach the well.

Long Island American Water conducts a comprehensive testing program for the presence of hundreds of contaminants. If they are present at levels above drinking water standards, the water is either treated to remove the contaminant or the well is removed from service. We work closely with the Nassau County Health Department to assure that water delivered to our customers meets all drinking water standards, as the test results in this pamphlet show.

For more information about this report, please contact Long Island American Water's Water Quality Manager at 516-596-4824.

## How is Your Water Treated?

Our water supply is obtained from wells located throughout our service area. The wells range in depth from about 30 feet to 1,100 feet, averaging 500 feet. In our area of southwestern Nassau County, the soil has a high iron and mineral content. The water dissolves these naturally occurring minerals, and while they are not health hazards, they can cause discolored water.

Bacteriological pollutants are not usually present in wells at the average depth of 500 feet and, consequently, water directly from the well is drinkable. However, water treatment is required to protect the water in the distribution system and to minimize discolored water conditions.

### Treatment consists of:

1. Chlorination for bacteriological disinfection
2. Lime to raise pH and minimize corrosivity to water mains and household plumbing
3. Filtration to remove iron at five well locations
4. Sodium silicate to stabilize (sequester) iron not removed by filtration
5. Air strippers to remove volatile organics at one location

## System Improvements

In 2008, we continued to make significant upgrades to our system and infrastructure.

### These improvements include:

- Completed 44 Water Main Replacement Projects, with 21,000 feet of new pipe installed
- Replaced 38 fire hydrants
- Replaced 456 service lines
- Installed 89 new service lines
- Completed replacement of 11,000 feet of 16" transmission water main in Woodsburgh and Lawrence
- Started work on replacement of all electrical equipment, installation of variable speed motor drives, and installation of emergency power generator at Station #7 in Valley Stream
- Started work on Well #22-1 re-drill in Baldwin

### Improvements planned for 2009 include:

- Re-drill 5 wells at Plant #5 Hewlett
- Replace 20 fire hydrants
- Replace 75 service lines
- Replace 7,000 feet of water main

- Install 1,000 feet of 12" and 16" water main in Woodmere, Hewlett Neck and Hewlett Bay Park
- Begin construction of Iron Removal Filter System at Plant #8 in North Lynbrook/Malverne
- Complete design for installation of new 20" transmission main from North Baldwin to Oceanside

## Do I Need to Take Special Precautions?

To ensure that tap water is safe to drink, the U.S. EPA prescribes regulations limiting the amount of certain contaminants 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.

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 Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791.

Although our drinking water meets all 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.

If you have questions, contact the Nassau County Department of Health at 516-227-9692. 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 at 1-800-426-4791.

## Water Quality Table – Table of Detected Contaminants 2008

REGULATED SUBSTANCES								
Contaminant (Units)	Date Sampled	MCL	MCLG	Maximum Amount Detected	Range: Low - High	Compliance Achieved	Typical Source	
<b>Microbiological</b>								
Total Coliform (% positive samples in any given month) <sup>1</sup>	12/08	MCL ≥ 5% samples positive	0	0.45% (1 positive sample)	ND - 0.45%	yes	Naturally present in the environment	
<b>Radiological</b> <sup>2</sup>								
Gross Alpha Activity (pCi/L)	12/06	15	0	5.22	ND - 5.22	yes	Erosion of natural deposits	
Radium-228 (pCi/L)	12/06	5	0	4.56	ND - 4.56	yes	Erosion of natural deposits	
Gross Beta Activity (pCi/L) <sup>3</sup>	12/06	50	0	4.04	0.47 - 4.04	yes	Decay of natural deposits and man-made emissions	
<b>Disinfection By-products</b>								
THM's [Total Trihalomethanes] (ppb) <sup>4</sup>	12/08	80	0	7.3	1.1 - 7.3	yes	By-product of drinking water disinfection	
Dibromoacetic Acid (ppb)	12/08	60	0	1.2	ND - 1.2	yes	By-product of drinking water disinfection	
<b>Disinfectants</b>								
Chlorine (ppm)	12/08	MRDL = 4.0	MRDLG = 4.0	1.5	0.10 - 1.5	yes	Water additive used to control microbes	
<b>Lead and Copper Rule (Tap water samples were collected from 50 homes in the service area)</b>								
Contaminant (Units)	Date Sampled	Action Level	MCLG	Amount Detected (90th%tile)	Range: Low - High	Homes Above Action Level	Violation	Typical Source
Copper (ppm)	9/08	1.3	1.3	0.140 <sup>5</sup>	0.014 - 0.274	0	no	Corrosion of household plumbing systems
Lead (ppb)	9/08	15	0	3.0 <sup>6</sup>	ND - 8.0	0	no	Corrosion of household plumbing systems
<b>Metals &amp; Inorganic Substances</b>								
Contaminant (Units)	Date Sampled	MCL	MCLG	Maximum Amount Detected	Range: Low - High	Typical Source		
Barium (ppb)	12/08	2000	2000	26	2.0 - 26.0	Naturally occurring		
Chlorides (ppm)	12/08	250	N/A	18.9	6.7 - 18.9	Naturally occurring or indicative of road salt contamination		
Iron (ppb) <sup>7</sup>	12/08	300	N/A	740	ND - 740	Naturally occurring		
Manganese (ppb) <sup>8</sup>	12/08	300	N/A	97	ND - 97	Naturally occurring		
Mercury (ppb) <sup>9</sup>	12/08	2	2	0.2	ND - 0.2	Erosion of natural deposits		
Nickel (ppb)	12/08	100	N/A	5.5	1.6 - 5.5	Naturally occurring		
Nitrates as N (ppm)	12/08	10	10	0.04	ND - 0.04	Erosion of natural deposits; runoff from fertilizers and septic tanks		
Sodium (ppm) <sup>10</sup>	12/08	None	N/A	14	6.0 - 14.0	Naturally occurring; road salt; water softeners		
Sulfate (ppm)	12/08	250	N/A	20.7	8.9 - 20.7	Naturally occurring		
Zinc (ppm)	12/08	5	N/A	0.019	ND - 0.019	Naturally occurring		
<b>Organic Substances</b>								
Dacthal (ppb) <sup>11</sup>	12/08	50	N/A	3	ND - 3	Agricultural herbicide		

Physical Parameters & Unregulated Substances				
Contaminant (Units)	Date Sampled	Maximum Amount Detected	Range: Low - High	Typical Source
Alkalinity (ppm)	12/08	47.6	28.8 - 47.6	N/A
Aluminum (ppb)	12/08	128	ND - 128	Naturally occurring
Calcium (ppm)	12/08	24	15.0 - 24.0	Naturally occurring; water treatment additive
Calcium Hardness (ppm)	12/08	57.8	38.0 - 57.8	N/A
Color (units)	12/08	5	ND - 5	Presence of metals such as copper, iron and manganese
Conductivity (us/cm)	12/08	219	137.1 - 219.0	N/A
Corrosivity (Langelier Index) <sup>12</sup>	12/08	(-1.52)	0.82 - (-1.52)	N/A
Hardness, Total (ppm)	12/08	72.9	41.2 - 72.9	N/A
Magnesium (ppm)	12/08	4	ND - 4.0	Naturally occurring
Odor (units)	12/08	1	ND - 1	Natural sources; organic or inorganic pollutants originating from municipal or industrial discharges
pH (units) <sup>13</sup>	12/08	8.2	7.2 - 8.2	N/A
Silica (ppm)	12/08	15	ND - 15	Naturally occurring; water additive used to control discolorations due to iron
Strontium (ppb)	12/08	55	ND - 55	Naturally occurring
Temperature (°F)	12/08	75	52 - 75	N/A
Total Dissolved Solids [TDS] (ppm)	12/08	124	67 - 124	N/A

## FOOTNOTES:

- <sup>1</sup> 2,045 total distribution system bacteriological samples taken in 2008; with one positive result = 0.05% positive for the year.
- <sup>2</sup> Radiological results are from raw water wells, as required by the Nassau County Dept. of Health (NCDOH).
- <sup>3</sup> The State considers 50 pCi/L to be the level of concern for beta particles.
- <sup>4</sup> Total Trihalomethanes (TTHM's) mean the sum of: Chloroform, Bromodichloromethane, Dibromochloromethane, and Bromoform.
- <sup>5</sup> The level presented represents the 90th percentile of 50 sites tested. The "action level" for copper was not exceeded at any of 50 sites tested.
- <sup>6</sup> The level presented represents the 90th percentile of 50 sites tested. The "action level" for lead was not exceeded at any of 50 sites tested.
- <sup>7</sup> Higher levels of iron (up to 1,500 ppb) may be allowed by the state when justified by the water supplier, as is the case with Long Island American Water.
- <sup>8</sup> Total of iron and manganese should not exceed 500 mg/L, unless allowed by the state, as is the case with Long Island American Water.
- <sup>9</sup> Mercury was found just at the detection level in one distribution sample from a gas station, and the re-sample was "non-detected". All raw water wells have tested "non-detected" for Mercury.
- <sup>10</sup> Water containing more than 20 mg/L of sodium should not be used for drinking by persons on severely restricted sodium diets. Water containing more than 270 mg/L of sodium should not be used for drinking by people on moderately restricted sodium diets.
- <sup>11</sup> Dacthal also known as Dimethyl Tetrachloroterephthalate (DCPA); analyzed on raw water wells as per NCDOH requirements.
- <sup>12</sup> The Nassau County Dept. of Health recommends that the Langelier Saturation Index (corrosivity) be as close to zero as possible.
- <sup>13</sup> Nassau County Dept. of Health (NCDOH) guidelines recommend a pH range of 7.5 - 8.5.

## 2008 STATISTICS AT-A-GLANCE

Wells Closed/Restricted	None
Violations of Standards	None
Typical Well Depth	500 Feet
Aquifers	Upper Glacial, Jameco, Magothy, Lloyd
Pumping Stations	24
Service Area	43 Square Miles
Total Water Withdrawn	10,403,956,000 Gal.
Total Water Delivered to System	10,106,684,000 Gal.
Total Water Lost from System*	297,272,000 Gal.
Population Served (approx.)	210,000
Customers Served	73,892
Miles of Mains	716

\* Includes Accounted For and Unaccounted For Water.

## Listing of Non-Detected (ND) Contaminants (2008)

None of the following compounds that we analyzed for were detected in your drinking water:

### Microbiological:

E. coli

### Inorganics & Physical:

Ammonia as N

Cyanide, free

Fluoride

Nitrite as N

Perchlorate

Surfactants (as MBAS)

Turbidity

### Metals:

Antimony

Arsenic

Boron

Beryllium

Cadmium

Chromium

Cobalt

Molybdenum

Potassium

Selenium

Silver

Thallium

Vanadium

### Miscellaneous:

Asbestos fibers

### Disinfection By-Products -

#### Haloacetic Acids:

Monochloroacetic Acid

Trichloroacetic Acid

Bromoacetic Acid

DiChloroacetic Acid

### Volatile Organic Compounds (VOC's):

Benzene

Bromobenzene

Bromochloromethane

Bromomethane

n-Butylbenzene

sec-Butylbenzene

tert-Butylbenzene

Carbon Tetrachloride

Chlorobenzene

Chloroethane

Chloromethane

2-Chlorotoluene

4-Chlorotoluene

Dibromomethane

1,2-Dichlorobenzene

1,3-Dichlorobenzene

1,4- Dichlorobenzene (Meta)

Dichlorodifluormethane

1,1-Dichloroethane

1,2-Dichloroethane

1,1-Dichloroethane

cis-1,2-Dichloroethene

trans-1,2-Dichloroethene

1,2-Dichloropropane

1,3-Dichloropropane

2,2-Dichloropropane

1,1-Dichloropropene

cis-1,3-Dichloropropene

trans-1,3-Dichloropropene

Ethylbenzene

Hexachlorobutadinene

Isopropylbenzene

4-Isopropyltoluene

Methylene Chloride  
(Dichloromethane)

Methyl Tert. Butyl Ether (MTBE)

n-Propylbenzene

Styrene

1,1,1,2-Tetrachloroethane

1,1,2,2-Tetrachloroethane

Tetrachloroethene (PCE)

Toluene

1,2,3-Trichlorobenzene

1,2,4-Trichlorobenzene

1,1,1-Trichloroethane

1,1,2-Trichloroethane

Trichloroethene (TCE)

Trichlorofluoromethane

1,2,3-Trichloropropane

1,2,4-Trimethylbenzene

1,3,5-Trimethylbenzene

M-Xylene

O-Xylene

P-Xylene

Vinyl Chloride

### Synthetic Organic Compounds (SOC's):\*

#### Regulated Group #1:

Alachlor

Aldicarb

Aldicarb Sulfone

Aldicarb Sulfoxide

Atrazine

Carbofuran

Chlordane, Total

1,2-Dibromo-3-Chloropropane  
(DBCP)

2,4-D

Endrin

1,2-Dibromomethane (EDB)

Heptachlor

Heptachlor Epoxide

Lindane

Methoxychlor

PCB's

Pentachlorophenol

Toxaphene

2,4,5-TP (Silvex)

#### Regulated Group #2:

Aldrin

Benzo(a)pyrene

Butachlor

Carbaryl

Dalapon

Di (2-Ethylhexyl) adipate

Di (2-Ethylhexyl) phthalate

Dicamba

Dieldrin

Dinoseb

Diquat

Endothall

Glyphosate

Hexachlorobenzene

Hexachlorocyclopentadiene

3-Hydroxycarbofuran

Methomyl

Metolachlor

Metribuzin

Oxamyl (Vydate)

Picloram

Propachlor

Simazine

2,3,7,8-TCDD (Dioxin)

#### Unregulated SOC's:\*

2,4-DB

2,4,5-T

3,5-Dichlorobenzoic Acid

Acifluorfen

Bentazon

Dichlorprop

Methiocarb

\*Synthetic Organics (SOC's) are mainly Pesticides and Herbicides, and are required on raw water wells as per NCDOH requirements.

### Unregulated Contaminant Monitoring Rule (UCMR2):

The following parameters were tested for as per a required USEPA monitoring program to quantify the presence and amount of emerging or unregulated compounds in source waters to see if any of them should be regulated by EPA in the future.

The following contaminants that we tested for on the treated water exiting our treatment plants were "Non-detected":

(Note: All UCMR2 parameters tested for were not detected):

2,2',4,4',5,5'-  
Hexabromobiphenyl

2,2',4,4',6- Pentabromodiphenyl  
Ether

2,2',4,4',5,5'-  
Hexabromodiphenyl Ether

2,2',4,4',-  
Tetrabromodiphenyl Ether

2,2',4,4',5- Pentabromodiphenyl  
Ether

Dimethoate

Terbufos Sulfone

1,3-Dinitrobenzene

Hexahydro-1,3,5-Trinitro-

1,3,5-Triazine

2,4,6-Trinitrotoluene

Acetochlor

Alachlor

Metolachlor

Acetochlor ESA

Acetochlor OA

Alachlor ESA

Alachlor OA

Metolachlor ESA

Metolachlor OA

N-Nitroso-Di-N-Butylamine  
(NDBA)

N-Nitroso-Diethylamine (NDEA)

N-Nitroso-Dimethylamine (NDMA)

N-Nitroso-Di-N-Propylamine  
(NDPA)

N-Nitroso-Methylethylamine  
(NMEA)

N-Nitroso-Pyrrolidine (NPYR)

## Water Quality Facts

To assure high quality water, individual water samples are taken each year for chemical, physical and microbiological tests. Testing can pinpoint a potential problem so that preventive action may be taken.

Tests are done on water taken from the well ("raw water"), water within our treatment facilities, water exiting our treatment plants at the point-of-entry to the distribution system, and from sites located throughout our distribution system after treatment. These tests are conducted in the company's state certified laboratory, by the Nassau County Health Department Laboratory, and by independent, certified laboratories approved by the state, who report results simultaneously to the company and to the Health Department.

New York State allows us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year-to-year. Some of the data, though representative of the water quality, are more than one year old.

For a copy of the Water Supplement containing detailed data on testing at the source water wells before treatment, call us at 516-596-4824 and request a copy.

## How do I read the Water Quality Table

**The Water Quality Table – "Table of Detected Contaminants"** is the most important section in this report, containing details on Long Island American Water's comprehensive testing program for drinking water at the tap. It compares the results from tests we performed in 2008 with the health standards established by federal, state and local health authorities. Of about 193 substances tested, detectable levels were found for only 38, and with the exception of iron, these levels are trace amounts, well below the levels set to protect public health.

To review the quality of your drinking water, compare the result in the "**Maximum Amount Detected**" column with the **Standard** in the "**MCL**" column. That **Standard** is the highest level that is considered safe for drinking water. To be in compliance, the **High** result in the "**Range: Low-High**" column should be lower than the **MCL Standard**.

For example, under **Metals & Inorganic Substances**, the **MCL** standard for **Barium** is **2000 ppb** and the "**Maximum Amount Detected**" result is **26 ppb**, well below the maximum allowed level (or "MCL").

Also review the "**Compliance Achieved**" and "**Violation**" columns to determine if Long Island American Water violated any standards. As you can see, our system had no violations. In fact, Long Island American Water has never violated a primary maximum contaminant level standard.

Further evidence of the quality of our water can be seen in the "**Listing of Non-Detected (ND) Contaminants**" — An extensive list of substances that we tested for and did not find in our distribution system and/or water sources.

The **Definition of Terms** below provides further explanation of the data.

## Definitions of Terms Used in This Report

- **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 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 contaminants.
- **90th Percentile Value:** The values reported in the Lead and Copper section represent the 90th percentile. 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 percent of the lead and copper values detected in your water system.
- **N/A:** Not applicable
- **Nephelometric Turbidity Unit (NTU):** A measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.
- **None Detected (ND):** Laboratory analysis indicates that the constituent is not present
- **Parts Per Million (ppm):** Corresponds to one part of liquid in one million parts of liquid.
- **Parts Per Billion (ppb):** Corresponds to one part of liquid in one billion parts of liquid.
- **Picocuries per liter (pCi/L):** A measure of the radioactivity in water.
- **Total Dissolved Solids [TDS]:** An overall indicator of the amount of minerals in the water.

## Substances Expected to be in Drinking Water

In general terms, the sources of drinking water (both tap 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.

### Substances that may be present in source water include:

- **Microbiological Contaminants:** Such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations or wildlife.
- **Inorganic Contaminants (IOC's):** 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 (SOC's):** Which may come from a variety of sources such as agriculture, urban storm water runoff and residential uses.
- **Organic Chemical Contaminants (VOC's):** 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.

For more information about contaminants and potential health effects, call the EPA's Safe Drinking Water Hotline at 1-800-426-4791.

## Cryptosporidiosis & Giardiasis

Although there have been no cases of Cryptosporidiosis in Nassau County attributable to the water supply, we thought you should be aware of the risks to people with severely weakened immune systems. Cryptosporidiosis and Giardiasis are intestinal illnesses caused by microscopic parasites that can be transmitted a number of ways including through drinking water. Cryptosporidiosis can be very serious for people with weak immune systems, such as transplant patients; individuals receiving chemotherapy or dialysis, and people with Crohn's disease or HIV infection. Individuals who think they may have been exposed to Cryptosporidiosis or Giardiasis should contact their health care providers immediately.

Immuno-compromised patients who may have been advised by their health care provider that they may be at risk especially when traveling, should observe the following:

- One minute of boiling water at a rolling boil will kill *Cryptosporidium parvum* and *Giardia lamblia*.
- Drinking bottled water does not guarantee that the water is free from Cryptosporidiosis or Giardiasis.

Contact your health care provider about your options. If you have questions, contact the Nassau County Department of Health at 516-227-9692.

## Lead & Copper Rule Statements

The Lead and Copper Rule requires sampling for lead and copper at the tap. In 1992, the first year testing was required, tap water was sampled in compliance with EPA regulations. Test results were excellent: at least 90 percent of the lead tests were well below 5 parts per billion, and for copper, below 0.2 parts per million, indicating that the company's corrosion control treatment continues to be effective. The same tests were done from 1997 through 2008 with similar results. The next round of homeowner monitoring will be completed in the summer of 2011.

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. Long Island 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 drinking 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 at 1-800-426-4791 or at <http://www.epa.gov/safewater/lead>.

## How to Contact Us

Thank you... for allowing us to continue to provide your family with quality drinking water this year. We ask that all our customers protect our water source. Please call our Customer Call Center toll-free if you have questions:

### Long Island American Water

**Customer Call Center:** 1-877-426-6999 (24 hours)

**Emergencies:** 1-877-426-6909 (24 hours)

**Automated Meter Reading Line:** 1-800-672-1095

**TDD (Hearing/Speech impaired):** 1-800-300-6202

**Lynbrook Administrative Office:** 516-596-4800

**On-line:** [www.longislandamwater.com](http://www.longislandamwater.com)

### Water Information Sources

#### New York State Department of Health

1-518-402-7713 • [www.health.state.ny.us](http://www.health.state.ny.us)

#### Nassau County Health Department

516-227-9692 • [www.co.nassau.ny.us/health](http://www.co.nassau.ny.us/health)

#### New York State Department of Public Service

1-800-342-3377 • [www.dps.state.ny.us](http://www.dps.state.ny.us)

#### US Environmental Protection Agency

[www.epa.gov/safewater](http://www.epa.gov/safewater)

#### Safe Drinking Water Hotline

1-800-426-4791

#### American Water Works Association

[www.awwa.org](http://www.awwa.org)

#### Water Quality Association

[www.wqa.org](http://www.wqa.org)

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

本报告与您的饮用水有关。

如果您不了解其内容，应请别人为您翻译解说。

이 보고서에는 귀하께서 사용하고 계시는 식수에 관한 정보가 들어있습니다. 만약에 이해를 못하시면 누군가에게 번역을 의뢰하십시오.