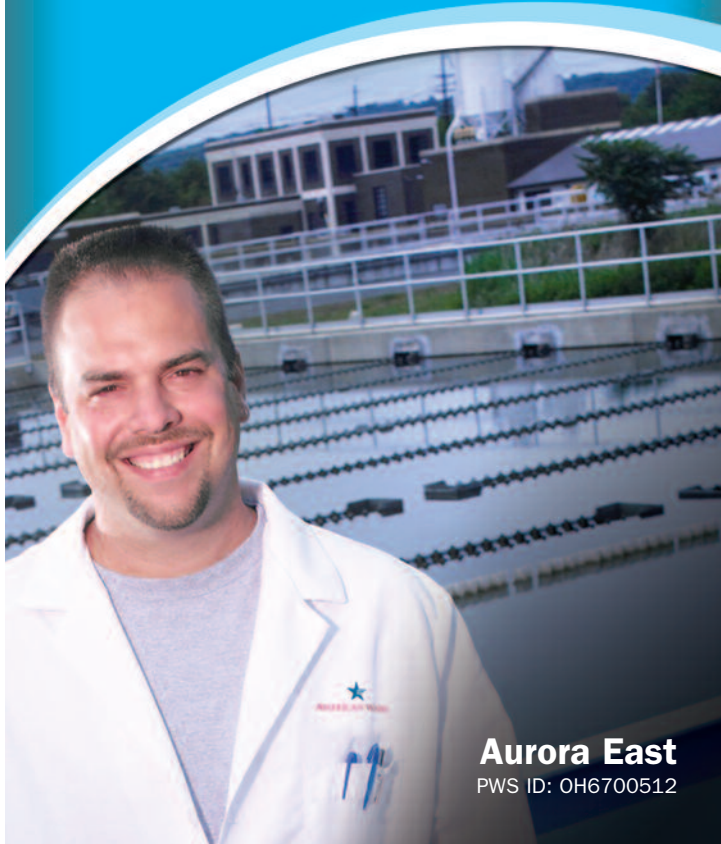


2008 Annual Water Quality Report



Aurora East
PWS ID: OH6700512

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

A Message from the President

Dear Ohio American Water Customer,

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

One way we do this is by reporting to you annually the results of various tests that we conduct. Please review this 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 service that surpasses or meets all federal and state water quality regulations. In fact, we often address regulations well before they go into effect.

Just as important, Ohio American Water makes the necessary investments to maintain and upgrade its facilities so that we can provide quality water service to your home 24 hours a day, seven days a week.

Our customers are our top priority. We are committed to providing the highest quality drinking water service possible now and in the years to come. In addition to this written report, you can view information about Ohio American Water and your water system on the website <http://www.oawc.com>. For more information or for any questions about this report relating to your drinking water service, please contact us at (800) 673-5999.

Sincerely,

David K. Little

President, Ohio American Water

About Ohio American Water

Ohio American Water is one of the state's largest investor-owned water resource companies, serving more than 200,000 residents in more than 59 communities. Ohio American Water has nearly a century of experience in the state and takes pride in being caretakers of this precious natural resource. We work tirelessly to ensure your water meets all standards of purity and safety. At Ohio American Water our goal is to provide our customers the highest quality of water and service so that they may enjoy and use with confidence.

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.

Investing in Aurora East's Future

Ohio American Water continually invests in improvements to the Aurora East Water System. Ohio American Water believes in its role of good citizenship and proudly contributes a substantial amount in local taxes annually and is a valuable source of revenue to the local community and its services.

What is a Water Quality Report?

To comply with state and Environmental Protection Agency (EPA) regulations, Ohio 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 your drinking water sources. This report provides an overview of last year's (2008) 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 (800) 673-5999.

Source Water Information

Aurora East Water System (Shalersville Township)

The water system is connected to the Shalersville Water Treatment Plant which is part of the Portage County water system. The Shalersville Water Treatment plant obtains ground water from an underground aquifer. Improvements to the system include additional control systems, more filters, and more softeners. In addition, measures have been taken to assure a constant water supply. The plant produced an average of 2.8 million gallons water per day (MGD) in 2008. Supplemental water was purchased by the Portage County water system from Ravenna at an average of 0.23 MGD. The City of Ravenna uses surface water drawn from Lake Hodgson. At present, there is an emergency interconnection to Cleveland for back-up water to be used for line breaks and other emergencies; the water is drawn from Lake Erie. Both Cleveland and Ravenna are surface water supplies and meet all state and federal standards.

Protecting Your Water Source

Aurora East Water System (Shalersville Township)

The sources of drinking water, for 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 activity. The aquifer that supplies drinking water to the Shalersville area has a high susceptibility to contamination due to the sensitive nature of the aquifer in which the drinking water wells are located and existing potential contamination sources identified. Portage County Water Resources vigilantly safeguards its ground water supplies. Future contamination may be avoided by implementing protective measures, and once again we are able to report that the department has never had a violation of a contaminant level or of any other water quality standard. 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 1-800-426-4791). Contaminants which may become present in source water include:

- (A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural or livestock operations and wildlife;
- (B) Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming;
- (C) Pesticides and Herbicides, which may come from a variety of sources, such as agriculture, urban storm runoff, and residential uses;
- (D) Organic chemical contaminants, including synthetic and volatile organic chemicals, which can come from industry, gas stations, urban storm water runoff, and septic systems;
- (E) Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities. Portage County Water Resources has actively monitored the area around its well field for thirty-four (34) years to protect it from potential pollution. Ohio EPA has approved the Shalersville "Wellhead Protection Area Delineation" and has prepared a "Drinking Water Source Assessment" on the Shalersville well field area. This document can be found on our web site at www.portageco.com/waterresources.htm. There are presently no known sources of pollution affecting our ground water and we intend to use public education and constant monitoring to continually improve our protection program. We need the cooperation of everyone living and working in the area where our water originates to prevent contamination.

How to Contact Us

For more information about this report, or for any questions relating to your drinking water, please call Michael Perriguet at (740) 383-0926. You can also contact Mr. Perriguet by e-mail at michael.perriguet@amwater.com.

For questions about your water bill or service issues, please call our Customer Service Center at (800) 673-5999.

To learn more about Ohio American Water, please visit our web site at www.oawc.com.

Water Information Sources

- **Ohio American Water**
www.oawc.com
- **Ohio Environmental Protection Agency**
www.epa.state.oh.us
- **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

How to Read This Table

Portage County Water Resources, the City of Ravenna and Ohio American Water conduct extensive monitoring to ensure that your water meets all water quality standards. The results of our monitoring are reported in the accompanying tables. While most monitoring was conducted in 2008, 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.

Begin by reading across the table starting with the **Substance** column heading. The **Year Sampled** is usually in 2008 or the prior year. **MCLG** is the goal level for that substance (this may be lower than what is allowed). **MCL** shows the highest level of substance (contaminant) allowed. **Level Found** represents the measured amount (less is better). **Range of Detections** 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.
- **mrem/year:** Millirems per year (a measure of radiation absorbed by the body).
- **NA:** Not applicable
- **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.
- **TT (Treatment Technique):** A required process intended to reduce the level of a contaminant in drinking water.
- **%:** means percent
- **<:** means less than

Water Quality Statement

We are pleased to report that during the past year, the water delivered to your home or business complied with, or was better than, all state and federal drinking water requirements. For your information, we have compiled a list in the table below indicating what substances were detected in your drinking water during 2008. Although all of the substances listed below are under the Maximum Contaminant Level (MCL) set by the EPA, we feel it is important that you know exactly what was detected and how much of the substance was present in the water.

Water Quality Results

Portage County Resources (Shalersville Plant) Serving Aurora East

Regulated Substances (Measured on the Water Leaving the Treatment Facility)							
Substance (units)	Year Sampled	MCLG	MCL	Level Found	Range of Detections (Low-High)	Compliance Achieved	Typical Source
Barium (ppm)	2007	2	2	0.025	NA	YES	Erosion of natural deposits; Discharge of drilling wastes; Discharge from metal refineries
Fluoride (ppm)	2008	4	4	1.005	0.95 - 1.08	YES	Water additive which promotes strong teeth; Erosion of natural deposits
Nitrate (ppm)	2007	10	10	< 0.10	NA	YES	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Chromium (ppb)	2007	100	100	16	NA	YES	Discharge from steel and pulp mills; Erosion of natural deposits
Unregulated Substances (Measured on the Water Leaving the Treatment Facility)							
Substance (units)	Year Sampled	Level Found		Range of Detections (Low-High)	Typical Source		
Bromodichloromethane (ppb)	2007	6.4		NA	By-product of drinking water disinfection		
Chloroform (ppb)	2007	2.3		NA	By-product of drinking water disinfection		
Bromoform (ppb)	2007	2.2		NA	By-product of drinking water disinfection		
Dibromochloromethane (ppb)	2007	8.6		NA	By-product of drinking water disinfection		
Sodium (ppm)	2008	163.6		93.0 - 560	Naturally occurring		

Portage County Resources (Shalersville Plant purchased water from Ravenna Plant) Serving Aurora East

Regulated Substances (Measured on the Water Leaving the Treatment Facility)							
Substance (units)	Year Sampled	MCLG	MCL	Level Found	Range of Detections (Low-High)	Compliance Achieved	Typical Source
Beta/ photon emitters (pCi/L) ¹	2004	0	50 ¹	4.4	NA	YES	Decay of natural and man-made deposits
Chlorite (ppm)	2008	0.8	1	0.92	0.26 - 0.92	YES	By-product of drinking water chlorination
Fluoride (ppm)	2008	4	4	1.02	0.95 - 1.14	YES	Water additive which promotes strong teeth; Erosion of natural deposits
Nitrate (ppm)	2008	10	10	0.88	0.10 - 0.88	YES	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Barium (ppm)	2008	2	2	0.017	NA	YES	Erosion of natural deposits; Discharge of drilling wastes; Discharge from metal refineries
Total Organic Carbon (Removal Ratio) ²	2008	NA	TT	1.09	0.48 - 1.90	YES	Naturally present in the environment
Turbidity - A Measure of the Clarity of the Water (Measured on the Water Leaving the Treatment Facility)							
Substance (units)	Year Sampled	MCLG	MCL	Level Found	Highest Percentage Detected	Compliance Achieved	Typical Source
Turbidity (NTU) ³	2008	NA	TT	0.64	0.08 - 0.64	YES	Soil runoff
Turbidity % meeting standards	2008	NA	TT	100%	100%	YES	Soil runoff
Unregulated Substances (Measured on the Water Leaving the Treatment Facility)							
Substance (units)	Year Sampled	Level Found		Range of Detections (Low-High)	Typical Source		
Bromodichloromethane (ppb)	2008	12		NA	By-product of drinking water disinfection		
Chloroform (ppb)	2008	34		NA	By-product of drinking water disinfection		
Chlorodibromomethane (ppb)	2008	1.5		NA	By-product of drinking water disinfection		

Aurora East System

Compounds (Measured in the Distribution System)							
Substance (units)	Year Sampled	MCLG	MCL	Level Found	Range of Detections (Low-High)	Compliance Achieved	Typical Source
Total trihalomethanes - TTHM (ppb)	2008	NA	80	62.3	40.5 - 87.3	YES	By-product of drinking water chlorination
Haloacetic Acids - HAA5 (ppb)	2008	NA	60	18	9.0 - 31.0	YES	By-product of drinking water chlorination
IDSE - Total Trihalomethanes - TTHM (ppb) ⁴	2008	NA	80	NA	79.5 - 82.0	YES	By-product of drinking water chlorination
IDSE - Haloacetic Acids - HAA5 (ppb) ⁴	2008	NA	60	NA	7.7 - 8.8	YES	By-product of drinking water chlorination
Substance (units)	Year Sampled	MRDLG	MRDL	Level Found	Range of Detections (Low-High)	Compliance Achieved	Typical Source
Chlorine (ppm)	2008	4	4	1.06	0.34 - 1.33	YES	Water additive used to control microbes
Tap Water Samples: Lead and Copper Results							
Substance (units)	Year Sampled	MCLG	Action Level	90th Percentile	Number of Samples Above Action Level	Compliance Achieved	Typical Source
Copper (ppm)	2006	1.3	1.3	0.169	0	YES	Corrosion of household plumbing systems; Erosion of natural deposits
Lead (ppb)	2006	0	15	3	0	YES	Corrosion of household plumbing systems; Erosion of natural deposits

¹ The MCL for Beta/photon emitters is written as 4 mrem/year. EPA considers 50 pCi/L the level of concern for beta emitters.

² The value reported under "Level Found" is the lowest ratio between percentage of TOC actually removed to the percentage of TOC required to be removed. A value greater than or equal to 1.0 indicates that the water system is in compliance with TOC removal requirements. A value of less than 1.0 indicates a violation of TOC requirements.

³ Turbidity is a measure of the cloudiness of the water and is an indication of the effectiveness of the filtration process. The turbidity limit set by EPA is 0.3 NTU in 95% of the daily samples and shall not exceed 1 NTU at any time. As reported in the table, Ravenna Plant's highest recorded turbidity measurements for 2008 was 0.64 NTU and the lowest monthly percentage of samples meeting the turbidity limits was 100%.

⁴ Under the Stage 2 Disinfectants/Disinfection By-products rule (D/DBPR), our public water system was required by USEPA to conduct an evaluation of our distribution system. This is known as an Initial Distribution System Evaluation (IDSE), and is intended to identify locations in our distribution system with elevated disinfection by-product concentrations. The locations selected for the IDSE may be used for compliance monitoring under Stage 2 DBPR, beginning in 2012. Disinfection by-products are the result of providing continuous disinfection of your drinking water and form when disinfectants combine with organic matter naturally occurring in the source water. Disinfection by-products are grouped into two categories, Total Trihalomethanes (TTHM) and Haloacetic Acid (HAA5). USEPA sets standards for controlling the levels of disinfectants and disinfection by-products in drinking water, including both TTHMs and HAA5.

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 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 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 may also come from gas stations, urban stormwater runoff, and septic systems.

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

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. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the EPA's Safe Drinking Water Hotline (800) 426-4791. For additional information regarding cryptosporidiosis (a gastrointestinal disease caused by *Cryptosporidium*) and how it may impact those with weakened immune systems, please contact our Customer Service Center at (800) 673-5999.

In order to ensure that tap water is safe to drinking, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. The U.S. Food and Drug Administration (FDA) 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 EPA Safe Drinking Water Hotline at (800) 426-4791.