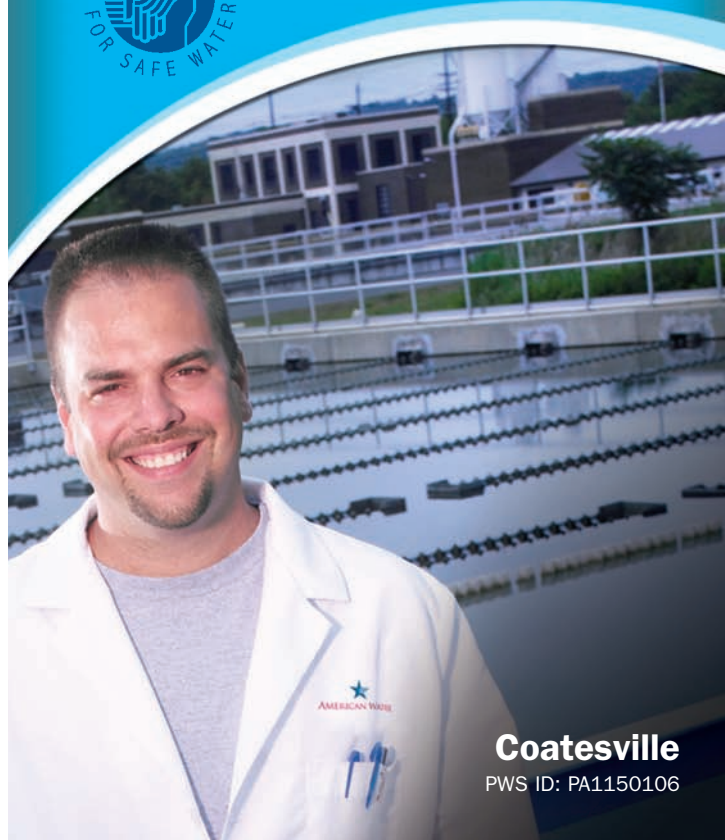


2008 Annual Water Quality Report



Coatesville
PWS ID: PA1150106

A Message from Kathy Pape, President

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

One way we do this is by providing annual reports with the results of the tests that we perform on the water delivered to your home. Please review this Consumer Confidence Report (CCR), which outlines information that is applicable to your local water system for tests completed through December 2008. You'll find that we provide water 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, Pennsylvania 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 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 information about Pennsylvania American Water and your water system on our website at www.pennsylvaniaamwater.com. For more information or if you have any questions about this report, please contact Pennsylvania American Water's Customer Service Center at (800) 565-7292.

Sincerely,

Our Mark of Excellence

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.

We are once again proud to present our annual water quality report. This edition covers all testing completed from January through December 2008. We continually strive to adopt new and better methods of delivering the best quality drinking water to you. As regulations and drinking water standards change, it is our commitment to you to incorporate these changes system-wide in an expeditious and cost-effective manner, while maintaining our objective of providing quality drinking water at an affordable price.

We remain vigilant in meeting the challenges of source water protection, water conservation, and community education while continuing to serve the need of all our water users. PAW has partnered with the local farming organizations and watershed groups in the Octoraro watershed areas and will continue to work proactively to better educate the general population on the sources of nitrate pollution and will continue to work with local groups to formulate activities aimed at reducing its amount in the environment.

For more information about this report, or for any questions relating to your drinking water, please feel free to call our Customer Service Department at 800-565-7292.

Source Water Information

In 2008 the Coatesville system was supplied with water from our Rock Run water treatment plant. The Rock Run reservoir delivers up to 5 MGD to the Rock Run water treatment plant for purification. Releases from Chambers Lake and streamflow from the West Branch of the Brandywine Creek can be transferred to the Rock Run reservoir to replenish the supply during drought conditions. No water is purchased for use within the Coatesville system. Water from the West Branch of the Octoraro Creek is normally treated at the Octoraro Treatment plant up to a maximum flow of 2 million gallons per day (MGD). However, due to Nitrate levels near or above the MCL of 10 mg/L in 2004, we were unable to use our treatment facility on the Octoraro Creek this past year.

Protecting Your Water Source

The Pennsylvania Department of Environmental Protection (DEP) and PAW completed assessments for the drinking water sources for the Coatesville System in 2003. The water sources are considered most vulnerable to the following activities (although not associated with any detected chemicals): stormwater, agricultural and construction runoff, discharges from septic systems, sewerage systems and wastewater treatment plants, above ground and underground chemical storage tanks.

A copy of the completed Source Water Assessment may be viewed by calling the local office of the Pennsylvania DEP at 717-772-4048. PAW encourages you to take an active part in protecting your water supply by participating in activities as they occur in your local area.

Other Water Quality Parameters of Interest

Is there lead in your water?

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. Coatesville 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 Water Quality at 610-670-7789 e120 and also search <http://www.epa.gov/safewater/lead>.

How hard is your water?

Hardness is a measure of the concentration of two minerals naturally present in water – calcium and magnesium. High hardness levels cause soap not to foam as easily as it would at lower levels. Hardness levels range around 78 ppm, or 4.6 grains per gallon of water.

How much sodium is in your water?

The sodium level is approximately 8.0 ppm.

What is the pH (acidity) range of your water?

Water leaving the treatment plant averages 7.2 pH units. A pH of 7.0 is considered neutral, neither acidic nor basic.

Is there fluoride in your water?

PAW adds fluoride to a level of near 1 ppm to assist in the prevention of dental cavities.

Does your water contain Nitrates?

PAW's normal range of Nitrate levels is below the MCL of 10 ppm. We did not use our Octoraro Creek source in 2008. Nitrate enters the water supply from fertilizers used on farms and natural erosion of deposits in the watershed. Levels above 10 ppm are a health risk for infants under six months of age and can cause blue baby syndrome. Check with your physician if you have questions.

Partnership for Safe Drinking Water Program

In 2008 the Coatesville system participated in the Partnership for Safe Water program sponsored by the U.S. Environmental Protection Agency (EPA), Pennsylvania Department of Environmental Protection (DEP) and other water-related organizations. This voluntary national program assesses the performance of surface water filtration plants. The results of this evaluation are then used to improve our operations, so that we continue to provide you with the highest quality water we can deliver at a reasonable cost.



How to Contact Us

Additional copies of this report can be obtained by calling our Customer Service Department at 800-565-7292. Electronic copies of this document can be obtained by logging on to our website www.pawc.com. Added information can be gathered by calling our Customer Service Department or by viewing information on the Internet:

Pennsylvania American Water

www.pawc.com

Pennsylvania Department of Environmental Protection

www.dep.state.pa.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 Statement

For your information, we have compiled a list in the table below showing what substances were detected in your drinking water during 2008. The Pennsylvania DEP allows us to monitor for some contaminants less than once per year because the concentration of the contaminants does not change frequently. Some of our data, though representative, are more than one year old. Although all but one of the substances listed below are under the Maximum Contaminant Levels (MCL) set by U.S. Environmental Protection Agency and the Pennsylvania DEP, we feel it is important that you know exactly what was detected and how much of each substance was present in the water.

Water Quality Results

Turbidity – A Measure of the Clarity of the Water at the Treatment Facility								
Plant	Substance (units)	Year Sampled	MCL	MCLG	Highest Single Measurement	Compliance Achieved	Typical Source	
Rock Run Plant	Turbidity (NTU) ¹	2008	TT ²	NA	0.30	Yes	Soil runoff	
¹ PAW uses surface water at the Rock Run Water Treatment plant, all turbidity readings were below the treatment technique requirement of 0.3 NTU in 95% of all samples taken for compliance on a monthly basis. ² TT = 1 NTU for a single measurement of turbidity.								
Regulated Substances (Measured on the Water Leaving the Treatment Facilities)								
Substance (units)	Year Sampled	MCL	MCLG	Highest Amount Detected	Range Low-High	Compliance Achieved	Typical Source	
Fluoride (ppm)	2008	2	2	1.30	0.70 to 1.30	Yes	Erosion of natural deposits; water additive with promotes strong teeth; discharge from fertilizer and aluminum factories	
Barium (ppm)	2006	2	2	0.058	0.055 to 0.058	Yes	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits	
Nickel (ppm)	2006	100	100	1.7	1.6 to 1.8	Yes	Discharge from metal refineries; erosion of natural deposits	
2,4 D (ppb)	2006	70	70	0.2	ND to 0.2	Yes	Runoff from herbicide used on row crops	
Nitrate (ppm) as Nitrogen	2008	10	10	2.7	SS	Yes	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits	
Substance (units)	Year Sampled	MRDL	MRDLG	Highest Amount Detected	Range Low-High	Compliance Achieved	Typical Source	
Total Chlorine Residual (ppm) *	2008	4	4	2.7	2.2 to 2.7	Yes	Added as disinfectant to the treatment process	
Total Organic Carbon Removal								
Substance (units)	Year Sampled	TT		Range of Percent Removal Required	Range of Percent Removal Achieved	Compliance Achieved	Typical Source	
Total Organic Carbon (TOC) (% removal) ³	2008	Meet EPA Removal Requirements		35 to 45	29 to 52	Yes	Naturally decaying vegetation	
³ Adequate removal of TOC may be necessary to control the unwanted formation of chlorinated by-products. Naturally occurring organic matter present in the source water can react with the disinfectants used at the treatment facility to form these by-products. Coatesville system met the required treatment technique for TOC reduction in 2008.								
Bacterial Results Measured in the Coatesville Distribution System								
Substance (units)	Year Sampled	MCL	MCLG	Highest Number of Positive Samples	Compliance Achieved	Typical Source		
Total Coliforms (number of positive samples)	2008	2 positive sample during the month	Zero bacteria	0	Yes	Naturally present in the environment		
Tap Water Samples: Lead and Copper Results Measured in the Coatesville Distribution System								
Substance (units)	Year Sampled	Action Level	MCLG	Number of Samples	90th Percentile	Number of Samples Above Action Level	Compliance Achieved	Typical Source
Lead (ppb)	2007	15	0	31	2.0	2	Yes	Corrosion of household plumbing systems; erosion of natural deposits
Copper (ppm)	2007	1.3	1.3	31	0.14	0	Yes	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Other Compounds in the Coatesville Distribution System								
Substance (units)	Year Sampled	MCL	MCLG	Results	Range Low-High	Compliance Achieved	Typical Source	
Total Trihalomethanes (TTHM) ⁶ (ppb) ⁴	2008	80	NA	48	26 to 101	Yes	By-product of drinking water chlorination	
Haloacetic Acids (HAA5) ⁴ (ppb) ⁵	2008	60	NA	37	ND to 80	Yes	By-product of drinking water chlorination	
Substance (units)	Year Sampled	MRDL	MRDLG	Results	Range Low-High	Compliance Achieved	Typical Source	
Total Chlorine Residual (ppm)	2008	4	4	1.35	1.24 to 1.70	Yes	Added as disinfectant to the treatment process	
⁴ Range represents sampling at individual sample points. ⁵ Based on a yearly running average. ⁶ Based on a yearly running average. Some people who drink water containing Trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys or central nervous system, and may have an increased risk of getting cancer.								

How to Read This Table

Starting with a **Substance**, read across. **Year Sampled** is usually in year 2008 or a year prior. **MCL** shows the highest level of each substance (contaminant) allowed. **MCLG** is the goal level for that substance (goal may be set lower than what is allowed). **Highest Amount Detected** 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.

Non-regulated substances are measured, but maximum allowed contaminant levels have not been established by the government. These contaminants are shown for your information.

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):** Routine samples were collected monthly with the results from all locations averaged each month. The monthly averages were then used to calculate a running annual average computed each quarter. The result represents the highest running annual average computed quarterly for the year. The range represents the range of monthly average results reported for compliance during the entire year.
- **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.
- **SS:** Single sample
- **TT (Treatment Technique):** A required process intended to reduce the level of a contaminant in drinking water.
- **%:** means percent.
- **>:** means greater than.

Substances Expected to be in Drinking Water

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (EPA) prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration regulations also establish limits for contaminants in bottled water, which must provide the same protection for public health. Pennsylvania American Water's treatment processes are designed to reduce any such substances to levels well below any health concern and the processes are controlled to provide maximum protection against microbial and viral pathogens which could be naturally present in surface and groundwater. 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. 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.

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 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.

Cryptosporidium

Cryptosporidium is a microbial pathogen found in surface water throughout the US. Although *Cryptosporidium* can be removed through commonly-used filtration methods, US EPA issued a new rule in January 2006 that requires systems with higher *Cryptosporidium* levels in their source water to provide additional treatment. In anticipation of this upcoming rule, the Coatesville system monitored for *Cryptosporidium* in its raw water in 2008. Sample results do not show a need to provide additional treatment.



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