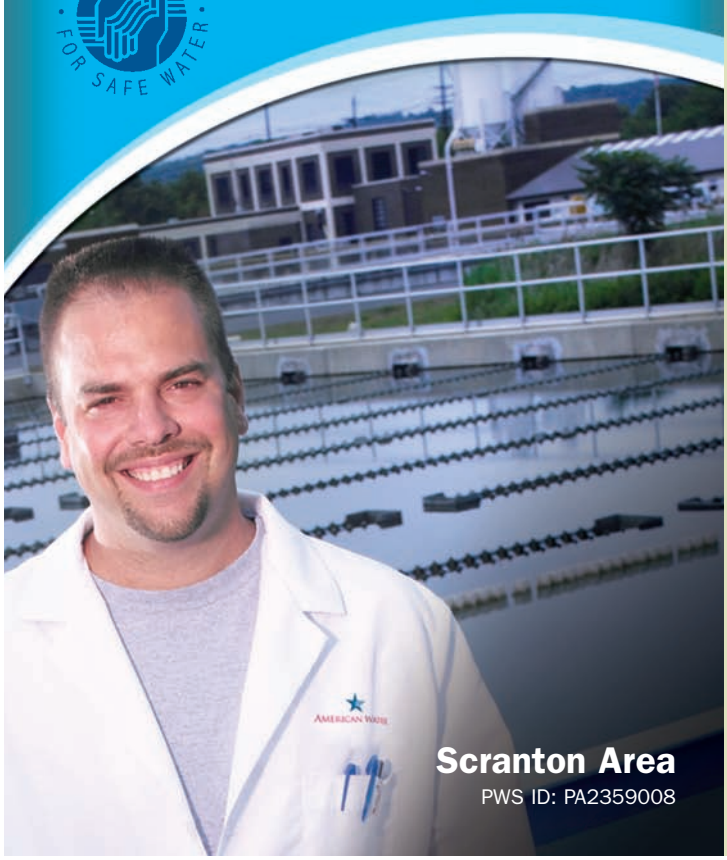
2008 Annual Water Quality Report

PENNSYLVANIA AMERICAN WATER

PARTNERSHIP FOR SAFE WATER



Scranton Area
PWS ID: PA2359008

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. Over the years, we have dedicated ourselves to producing drinking water that meets or surpasses all state and federal drinking water standards. 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 are pleased to tell you that our compliance with all state and federal drinking water laws remains exemplary. To that end, 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.

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 1-800-565-7292.

Source Water Information

Lake Scranton is the main surface water source of supply for the Scranton Area service territory. Pennsylvania American Water maintains a treatment facility on the Lake Scranton Reservoir capable of processing a maximum of 33 million gallons of water per day (MGD). Additional surface water sources include Griffin Reservoir and Summit Lake Reservoir, which can supplement the system through PAW's alternate water purification facility, the Chinchilla Plant, on Leggett's Creek. This facility is capable of processing a maximum of 6 million gallons of water per day. Approximately 49% of the Abington area is supplied with water by 8 wells and the other 51% comes from an interconnection with the Lake Scranton Area Water Purification Plant. Wells in the Abington Area deliver approximately 0.57 million gallons per day (MGD) to the distribution system. The water supply is distributed for residential, commercial, and industrial use.

Protecting Your Water Source

The Pennsylvania Department of Environmental Protection (DEP) and PAW completed an assessment of the drinking water sources for the Lake Scranton and Chinchilla surface water supplies in 2002. Although no man-made contaminants were detected, the water sources were considered most vulnerable to the following potential impacts: sewage treatment plants, junkyards, greenhouses, an industrial park and plating utility, runoff from agricultural lands, farming activities, storm water runoff in developed areas, and roadway spills. The source water assessment for the Abington groundwater area of the Lake Scranton system was completed in August 2003. Potential sources of contamination for these groundwater wells include: underground petroleum storage tanks, auto repair shops, dry cleaners, highway spills and road salt, lawn care products, petroleum and sewer pipelines, on-lot sewage disposal, and boreholes.

A summary of the completed Source Water Assessments will be made available by DEP and may be viewed on their website at www.dep.state.pa.us as they are finalized. Additional information can also be obtained by calling the local office of the DEP at (570) 826-2511. PAW encourages you to take an active part in protecting your water supply by participating in local watershed activities as they occur in your 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. Pennsylvania American Water is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at http://www.epa.gov/safewater/lead.

Does your water contain nitrates?

PAW's normal range of nitrate levels is below the MCL of 10 ppm. 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.

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 from the Lake Scranton Area Water Purification Plant range from 18 ppm to 52 ppm, or 1.1 to 3.0 grains per gallon of water. Hardness levels from the Abington Area wells range from 80 ppm to 496 ppm, or 5 to 29 grains per gallon of water.

How much sodium is in your water?

The sodium level is approximately 13 ppm from the Lake Scranton Area Water Purification Plant and ranges from 12 ppm to 163 ppm from the Abington Area wells.

What is the pH range of your water?

Water in the distribution system averages 7.1 pH units. A pH of 7.0 is considered neutral, neither acidic nor basic.

Is there fluoride in your water?

PAW does not add fluoride to your water supply.

Partnership for Safe Drinking Water Program

In 2000, the Lake Scranton Area System was awarded the prestigious Director's Award under the Partnership for Safe Water program administered by the U.S. Environmental Protection Agency (EPA), the Pennsylvania Department of Environmental Protection (DEP), and other water-related organizations. The award honors water utilities for achieving operational excellence, by voluntarily optimizing their treatment facility operations and adopting more stringent performance goals than those required by federal and state drinking water standards. We are proud to report that we have maintained those standards throughout 2008.

Water Quality Statement

We are pleased to report that during the past year, the water delivered to your home or business complied with all state and federal drinking water requirements. 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 of the substances listed below are under the Maximum Contaminant Levels (MCL) set by the U.S. EPA 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	MCLG	MCL	Highest Single Measurement or Lowest Monthly % of Samples ≤0.3 NTU	Compliance Achieved	Typical Source
Lake Scranton	Turbidity (NTU) [1]	2008	NA	TT= 1 NTU for a single measurement	0.09	Yes	Soil runoff
				TT= at least 95% of monthly samples ≤0.3 NTU	100%	Yes	

[1] 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. Turbidity serves as an indicator of the effectiveness of the filtration process.

Chlorine – Water Additive used to Control Microbes on the Water Leaving the Lake Scranton Plant

Substance (units)	Year Sampled	MRDL/ MRDLG	MCL	Lowest Amount Detected	Range Low – High	Compliance Achieved	Typical Source
Entry Point Chlorine (ppm) [2]	2008	NA	TT	0.9	0.9 to 2.4	Yes	Water additive used to control microbes

[2] All chlorine readings were above the treatment technique requirement of not less than 0.2 ppm for more than 4 hours on water being supplied to the distribution system.

Chlorine – Water Additive used to Control Microbes on the Water in the Distribution System

Substance (units)	Year Sampled	MRDLG	MRDL	Highest Amount Detected	Range Low – High	Compliance Achieved	Typical Source
Distribution Chlorine (ppm) [3]	2008	4	4	1.7	1.1 to 1.7	Yes	Water additive used to control microbes

[3] Range represents the calculated monthly averages of the results for the routine individual samples.

Regulated Substances (Measured on the Water Leaving the Treatment Facilities)

Substance (units)	Year Sampled	MCLG	MCL	Highest Amount Detected	Range Low – High	Compliance Achieved	Typical Source
Arsenic (ppb)	2008	0	10	3	ND to 3	Yes	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
Barium (ppm)	2006	2	2	0.24	SS	Yes	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Nitrate as Nitrogen (ppm)	2008	10	10	3.5	0.1 to 3.5	Yes	Runoff from fertilizer use; leaching from septic tanks; erosion of natural deposits
Tetrachloroethylene (ppb)	2008	0	5	1.0	ND to 1.0	Yes	Discharge from factories and dry cleaners
Trichloroethylene (ppb)	2008	0	5	2.1	ND to 2.1	Yes	Discharge from metal degreasing sites and other factories
Selenium (ppb)	2004	50	50	6	ND to 6	Yes	Discharge from petroleum and metal refineries, erosion of natural deposits, discharge from mines
Alpha emitters (pCi/L) [4]	2005	0	15	6.4	ND to 22.2	Yes	Erosion of natural deposits
Uranium (ppb) [4]	2005	0	30	2.7	ND to 3.5	Yes	Erosion of natural deposits

[4] Highest amount detected is the highest annual average of the sampling locations for initial monitoring. Compliance with the MCL is determined using the annual average at each location.

Total Organic Carbon (TOC) – A measure of the removal of TOC at the Treatment Facility

Plant	Substance (units)	Year Sampled	MCL	MCLG	Range of Removal Required (%)	Range of Removal Achieved (%)	Number of Quarters Out of Compliance	Typical Source
Lake Scranton	TOC Removal Efficiency (%)	2008	TT	NA	≥35	45 to 47	0	Naturally present in the environment

Bacterial Results (from the Distribution System)

Substance (units)	Year Sampled	MCLG	MCL	Highest Percentage Detected	Compliance Achieved	Typical Source
Total Coliforms (% of positive samples)	2008	Zero bacteria	No more than 5% of the monthly samples can be positive	0	Yes	Naturally present in the environment

Tap Water Samples: Lead and Copper Results

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	51	2	0	Yes	Corrosion of household plumbing systems; erosion of natural deposits
Copper (ppm)	2007	1.3	1.3	51	0.18	0	Yes	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives

Other Compounds (Measured on the Water in the Distribution System)

Substance (units)	Year Sampled	MCLG	MCL	Results	Range Low – High	Compliance Achieved	Typical Source
Total Trihalomethanes (TTHM) (ppb) [5]	2008	NA	80	27	ND to 106.3	Yes	By-product of drinking water chlorination
Haloacetic Acids (HAA5) (ppb) [5]	2008	NA	60	14	ND to 32.7	Yes	By-product of drinking water chlorination

[5] Range represents sampling results of the Maximum Residence Locations for each treatment facility for Stage 1 Disinfection By-Product Rule monitoring as well as the results of the Initial Distribution System Evaluation monitoring for Stage 2 Disinfection By-Product Rule compliance. The results are the highest quarterly running annual average for all of the Stage 1 samples collected for the system.

Non-Regulated Substances (Measured on the Water Leaving the Treatment Facility)

Substance (units)	Year Sampled	Highest Amount Detected	Range Low-High	Typical Source
Radon (pCi/L)	2004	3,380	ND-3,380	Naturally occurring

How to Read This Table

Starting with a **Substance**, read across. **Year Sampled** is usually in 2008 or years prior. **MCL** shows the highest level of 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 (lower is better). **Range** shows 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.

Various non-regulated substances are measured; however, 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):** 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.
- **SS:** Single sample.
- **TT (Treatment Technique):** A required process intended to reduce the level of a contaminant in drinking water.
- **%:** means percent.
- **<:** means less than.
- **>:** means greater than.
- **≤:** means less than or equal to.
- **≥:** means greater than or equal to.

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 (FDA) 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 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 Safe Drinking Water Hotline at (800) 426-4791.

Contaminants that may be present in source water include:

Microbial Contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
Inorganic Contaminants, such as salts and metals, which can be naturally-occurring or may result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
Pesticides and Herbicides, which may come from a variety of sources, such as agriculture, urban storm water runoff, and residential uses.
Organic Chemical Contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and may also come from gas stations, urban storm water runoff, and septic systems.
Radioactive Contaminants, which can be naturally occurring or may be the result of oil and gas production and mining activities.

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.pennsylvaniaamwater.com. Further information can be obtained by calling our Customer Service Department or by viewing information on the Internet sites below:

Pennsylvania American Water
www.pennsylvaniaamwater.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

PENNSYLVANIA AMERICAN WATER

800 W. Hershey Park Drive
Hershey, PA 17033

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

Radon

Radon is a radioactive gas that you can't see, taste, or smell. It is found throughout the United States. Radon can move up through the ground and into a home through cracks and holes in the foundation. Radon can build up to high levels in all types of homes. Radon can also get into indoor air when released from tap water from showering, washing dishes, and other household activities. Compared to radon entering your home through soil, radon entering the home through tap water will in most cases be a small source of radon in indoor air. Radon is a known human carcinogen. Breathing air containing radon can lead to lung cancer. Drinking water containing radon may also cause increased risk of stomach cancer. If you are concerned about radon in your home, test the air in your home. Testing is inexpensive and easy. Fix your home if the level of radon in your air is 4 picocuries per liter of air or higher. There are simple ways to fix a radon problem that aren't too costly. For additional information, call the State Radon Division Hotline at 800-237-2366 or call EPA's Radon Hotline at (800) SOS-RADON.

Cryptosporidium

Cryptosporidium is a microbial pathogen found in surface water throughout the US. Although Cryptosporidium can be removed through commonly used filtration methods, the 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 new rule, Lake Scranton monitored for Cryptosporidium in 2004 and 2005. Based on the results of our Cryptosporidium monitoring, no additional treatment will be required by this new US EPA regulation.

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.