



2018 Annual

Water Quality Report

Shorelands System
PWS ID: NJ1339001



NEW JERSEY
AMERICAN WATER

A Message from the New Jersey American Water President

To Our Valued Customer:

New Jersey American Water is proud to be your local water service provider, and I am pleased to share some very good news about the quality of your drinking water. As you read through our Annual Water Quality Report, you will see that we continue to supply water that meets or surpasses all state and federal water quality standards. Additionally, the price you pay for this high-quality water service remains a great value as one of the lowest household utility bills.

New Jersey American Water has the expertise of more than 800 experienced professionals, the right technologies in use, and a demonstrated commitment to replacing and upgrading our infrastructure so that you can be assured that your drinking water is of the highest standards.

Our team of experts continuously monitor, maintain and upgrade our facilities to ensure that they operate efficiently and meet all regulatory standards. This requires investing millions each year in our infrastructure, including treatment plants, tanks, pump stations, pipes, fire hydrants and metering equipment. We do this because we care about our customers as much as we care about water. Statewide, we invested more than \$330 million in 2018 alone to improve our water treatment and pipeline systems.

We have an exceptional track record when it comes to water quality and drinking water regulatory compliance. In fact, we take water quality so seriously that five of our surface water treatment plants have been nationally recognized with Directors Awards from the U.S. EPA's Partnership for Safe Water program for surpassing federal and state drinking water standards.

Please take the time to review this report. It provides details about the source and quality of your drinking water, using the data from water quality testing conducted for your local system between January and December 2018. If you have any questions, I encourage you to visit the Water Quality page of our website at www.newjerseyamwater.com, or call our Customer Service Center at 800-272-1325.

Sincerely,

Cheryl Norton
President, New Jersey American Water

This report contains important information about your drinking water. If you do not understand it, please have someone translate it for you.

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

આ અહેવાલ માં તમારા પીવાના પાણી વિષે અગત્ય ની જાણકારી આપવા માં આવી છે. એનો અનુવાદ કરો અથવા જેને સમજાવી પડતી હોય તેની સાથે વાત કરો

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.

Our Commitment to Quality

Once again, we proudly present our annual water quality report, which details the results of water quality testing completed from January to December 2018. The purpose of this report is to raise your understanding of drinking water and awareness of the need to protect our drinking water sources. Included in this report are details about where your water comes from, what it contains, and how our water quality results compare to federal and state standards.

We are pleased to tell you that we had no Safe Drinking Water Act violations again in 2018. We are committed to delivering the best quality drinking water. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, and community education while continuing to serve the needs of all our water users.

We want you to be informed about your drinking water. For more information about this report, or for any questions

relating to your drinking water, please contact our 24-hour Customer Call Center toll-free at 1-800-272-1325.

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. Additional copies of this report are available by contacting customer service at 1-800-272-1325.

About New Jersey American Water

New Jersey American Water, a subsidiary of American Water (NYSE: AWK), is the largest investor-owned water utility in the state, providing high-quality and reliable water and/or wastewater services to approximately 2.7 million people. For more information, visit www.newjerseyamwater.com and follow New Jersey American Water on [Twitter](#) and [Facebook](#).

About American Water

With a history dating back to 1886, American Water is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 7,100 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to an estimated 13 million people in 46 states and Ontario, Canada. American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing. For more information, visit amwater.com and follow American Water on [Twitter](#), [Facebook](#) and [LinkedIn](#).

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 sources. Please call our Customer Call Center toll-free at 1-800-272-1325 if you have questions:

New Jersey American Water
1 Water Street
Camden, NJ 08102
www.amwater.com/njaw

Water Information Sources

New Jersey Department of Environmental Protection,

Bureau of Safe Drinking Water:
(609) 292-5550 • www.state.nj.us/dep

New Jersey Board of Public Utilities:
(973) 648-2350 • Two Gateway Center, Newark, NJ 07102

Division of Customer Relations:
1-800-624-0241 • www.state.nj.us/bpu

US Environmental Protection Agency:
www.epa.gov/safewater

Safe Drinking Water Hotline: 1-800-426-4791

American Water Works Association: www.awwa.org

Centers for Disease Control and Prevention: www.cdc.gov

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

Where Your Water Comes From

Your drinking water comes from a blend of sources that may include:

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Groundwater from the PRM and surface water from the Swimming River/Reservoir.

Protecting Your Water Source

What is S.W.A.P.

SWAP (Source Water Assessment Program) is a program of the New Jersey Department of Environmental Protection (NJDEP) to study existing and potential threats to the quality of public drinking water sources throughout the state. Sources are rated depending upon their contaminant susceptibility.

Susceptibility Ratings for New Jersey American Water Shorelands

For susceptibility ratings of purchased water, refer to the specific water system's source water assessment report. Source Water Assessment Reports, Definitions, and Summaries are available for public water systems at www.state.nj.us/dep/swap/ or by contacting the NJDEP's Bureau of Safe Drinking Water at (609) 292-5550.

Contaminant Categories

DEP considered all surface water highly susceptible to pathogens; therefore all intakes received a high rating for the pathogen category. For the purpose of the Source Water Assessment Program, radionuclides are more of a concern for ground water than surface water. As a result, surface water intakes' susceptibility to radionuclides was not determined and a low rating was assigned.

If a system is rated highly susceptible for a contaminant category, it does not mean a customer is or will be consuming contaminated drinking water. The rating reflects the potential for contamination of source water, not the existence of contamination. Public water systems are required to monitor for regulated contaminants and to install treatment if any contaminants are detected at frequencies and concentrations above allowable levels.

As a result of the assessments, DEP may customize (change existing) monitoring schedules based on the susceptibility ratings.

Source water protection is a long-term dedication to clean and safe drinking water. It is more cost effective to prevent contamination than to address contamination after the fact. Every member of the community has an important role in source water protection. NJDEP recommends controlling activities and development around drinking water sources whether it is through land acquisition, conservation easements or hazardous waste collection programs. We will continue to keep you informed of SWAP's progress and developments.

Our Water Research Efforts

Cryptosporidium is a protozoan found in surface water throughout the U.S. Although filtration removes *Cryptosporidium*, the most commonly used filtration methods cannot guarantee 100 percent removal. Ingestion of *Cryptosporidium* may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea,

Lead Education Statement

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. New Jersey American Water is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. We take steps to reduce the potential for lead to leach from your pipes into the water. This is accomplished by adding a corrosion inhibitor to the water leaving our treatment facilities. There are steps that you can take to reduce your household's exposure to lead in drinking water. 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. For more information, please review our Lead and Drinking Water Fact Sheet

<https://amwater.com/njaw/water-quality/lead-and-drinking-water>. 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>.

What's in the Source Water Before We Treat It?

In general, 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: such as salts and metals which can be naturally occurring or may result from urban

diarrhea, and abdominal-cramps. Most healthy individuals can overcome the disease within a few weeks. However, people with severely weakened immune systems have a risk of developing a life-threatening illness. We encourage such people to consult their doctors regarding appropriate precautions to take to avoid infection.

Cryptosporidium must be ingested to cause disease. It can also be spread through means other than drinking water. Researchers with American Water have developed a new, more accurate test for *Cryptosporidium* in water. For additional information regarding cryptosporidiosis and how it may impact those with weakened immune systems, please contact our customer service center at 1-800-272-1325 or speak with your personal health care provider.

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.

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

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 EPA's Safe Drinking Water Hotline at 1-800-426-4791.

How Do I Read the Table of Detected Contaminants?

First, determine which table you should read by finding your town in the Towns Served by this System. Starting with the **Contaminant**, read across from left to right. A "**Yes**" under **Compliance Achieved** means the amount of the substance met government requirements. The column marked **MCLG**, **Maximum Contaminant Level Goal**, is 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. The shaded column marked **MCL, Maximum Contaminant Level**, is 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. The column marked **Range Detected** shows the highest and lowest test results for the year. The column marked **Highest Level Detected** shows the highest test results during the year. **Typical Source** shows where this substance usually originates. Compare the Range Detected values with the MCL column. To be in compliance, the Highest Level Detected must be lower than the MCL standard. Those substances not listed in the table were not found in the treated water supply.

As you can see from the table, our system had no MCL violations again this year. The footnotes and the definitions below will help you interpret the data presented in the Table of Detected Contaminants.

Table Definitions

90th Percentile Value: Of the samples taken, 90% of the values of the results were below the level indicated in the table.

Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

NA: Not applicable

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.

ND (None Detected): Laboratory analysis indicates that the constituent is not present.

ppb (Parts per Billion): Corresponds to one part substance in one billion parts of water.

ppm (Parts per Million): Corresponds to one part substance in one million parts of water.

pCi/L (Picocuries per Liter): A measure of the radioactivity in water.

RUL: Recommended upper limit

TT (Treatment Technique): A required process intended to reduce the level of a contaminant in drinking water.

Water Quality Statement

The data presented in the Table of Detected Contaminants is the same data collected to comply with U.S. Environmental Protection Agency and New Jersey state monitoring and testing requirements. We have learned through our testing that some contaminants have been detected, however, these contaminants were detected well below the levels set by the EPA to protect public health. To assure high quality water, individual water samples are taken each year for chemical, physical and microbiological tests. Tests are done on water taken at the source, from the distribution system after treatment and, for lead and copper monitoring, from the customer's tap. Testing can pinpoint a potential problem so that preventative action may be taken. The Safe Drinking Water Act regulations allow monitoring waivers to reduce or eliminate the monitoring requirements for asbestos, volatile organic chemicals, and synthetic organic chemicals

Vulnerable Populations Statement

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 can 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 pathogens are available from the Safe Drinking Water Hotline (1-800-426-4791).

Shorelands System – PWS ID# NJ1339001

Table of Detected Contaminants – 2018

Towns Served by this system: Holmdel, Hazlet, Union Beach

Those substances not listed in this table were not found in the treated water supply.

Regulated Substances

Contaminant	Year	Units	MCL	MCLG	Range Detected	Highest level detected	Violation	Typical Source
Treatment Byproducts Stage 2								
Total Trihalomethane (TTHM) Stage 2 Site # 5	2018	ppb	80	N/A	25.05 to 98.75	59.08 ₁	No	By-product of drinking water disinfection
Total Trihalomethane (TTHM) Stage 2 Site # 6	2018	ppb	80	N/A	3.0 to 101.2	38.62 ₁	No	By-product of drinking water disinfection
Total Trihalomethane (TTHM) Stage 2 Site # 8	2018	ppb	80	N/A	6.49 to 75.7	40.75 ₁	No	By-product of drinking water disinfection
Total Trihalomethane (TTHM) Stage 2 Site # 11	2018	ppb	80	N/A	32.0 to 88.1	69.66 ₁	No	By-product of drinking water disinfection
Five Haloacetic Acids (HAA5) Stage 2 Site # 5	2018	ppb	60	N/A	7.70 to 73.0	27.13 ₁	No	By-product of drinking water disinfection
Five Haloacetic Acids (HAA5) Stage 2 Site # 6	2018	ppb	60	N/A	2.40 to 66.0	22.07 ₁	No	By-product of drinking water disinfection
Five Haloacetic Acids (HAA5) Stage 2 Site # 8	2018	ppb	60	N/A	3.92 to 61.1	23.95 ₁	No	By-product of drinking water disinfection
Five Haloacetic Acids (HAA5) Stage 2 Site # 11	2018	ppb	60	N/A	8.0 to 62.0	26.88 ₁	No	By-product of drinking water disinfection
Microbiology								
Total Coliform	2018	cfu	Coliform detected no more than 5% of monthly samples	0	N/A	0.37% ₇	No	Naturally present in environment
Disinfectants								
Chlorine/ Chloramines Mixed	2018	ppm	MDRL=4	MDRL=4	0.21 to 2.51	2.51	No	Naturally present in environment
Inorganic Chemicals								
Fluoride	2018	ppm	4	4	N/D	ND	No	Erosion of natural deposits; Water additive which promotes strong teeth



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Nitrate	2018	ppm	10	10	N/D	ND	No	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits
Barium	2017	ppm	2	2	ND-0.0366	0.0366	No	Some people who drink water containing barium in excess of the MCL over many years could experience an increase in their blood pressure.

Tap water samples were collected for lead and copper analysis from homes in the service area

Contaminant	Year	Units	Action Level	MCLG	Amount Detected (90th%tile)	Highest level detected	Violation	Typical Source
Copper	2016	ppm	1.3	1.3	0.067	0.094 ₃	No	Corrosion of household plumbing systems
Lead	2016	ppb	15	0	<0.50 ₅	1.20 ₄	No	Corrosion of household plumbing systems

(UCMR-3) Unregulated Contaminant

Unregulated Contaminant Monitoring	Year	Units	Range detected	Highest level detected	Use or Environmental Source
Strontium	2015	ppb	28-100	100 ₆	Naturally occurring element; commercial use of strontium has been in the faceplate of glass cathode-ray tube televisions to block x-ray emissions.
Hexavalent Chromium	2015	ppb	0.03-0.12	0.12 ₆	Major sources of Hexavalent Chromium (Chromium-6) in drinking water are discharges from steel and pulp mills, and erosion of natural deposits of chromium-3. Hexavalent Chromium is not currently regulated as an individual substance. NJ American Water voluntarily performed this monitoring based on recommendations from USEPA. For more information on Hexavalent Chromium (Chromium-6), please visit our web site.
Chlorate	2015	ppb	ND-800	800 ₆	Agricultural defoliant or desiccant; disinfection byproduct; and used in production of chlorine dioxide.
Chromium	2015	ppb	ND-0.40	0.40 ₆	Naturally-occurring element; used in making steel and other alloys; chromium-3 or -6 forms are used for chrome plating, dyes and pigments, leather tanning, and wood preservation

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Shorelands Water Company Old Bridge & Farrington Aquifer Groundwater Supply

Secondary Contaminant	Year Sampled	(RUL) Units	Amount Detected
Sodium ₈	2017	50 ppm	ND to 42.4
Iron	2018	0.30 ppm	0.07 to 0.08
Manganese	2018	0.05 ppm	ND
Hardness	2017	250 ppm	ND to 28.0
Chloride	2017	250 ppm	10.8 to 29.8

Footnotes:

1. Compliance with the MCL is based on the Locational Running Annual Average 4 quarters.
2. Calculated based on Chlorine/Chloramines Running Annual Average 4 quarters.
3. Compliance with the MCL is based on the results reported as the 90th percentile of samples taken. None of the sample sites exceeded the action level of 1.3 ppm.
4. Compliance with the MCL is based on the results reported as the 90th percentile of samples taken. None of the sample sites exceeded the action level of 15 ppb
5. "<" (less than) means the contaminant cannot be accurately detected below the limit specified; the result can be considered zero
6. Unregulated contaminants are those for which USEPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted. EPA required us to participate in this monitoring.
7. Maximum percentage of positive samples collected in any one month.
8. For healthy individuals, the sodium intake from water is not important, because a much greater intake of sodium takes place from salt in the diet. However, sodium level above the recommended upper limit may be of concern to individuals on a sodium restricted diet.



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New Jersey American Water Co – Monmouth System PWS ID# 1345001

Table of Detected Contaminants -2018

Those substances not listed in this table were not found in the treated water supply.

Regulated Substances ¹

Contaminant	Units	MCL	MCLG	Range Detected	Highest Level Detected	Compliance Achieved	Typical Source
Microbiology							
Total Coliform	cfu	Coliform detected no more than 5% of monthly samples	0	NA	0.05 % ⁵	Yes	Naturally present in environment
Inorganic Chemicals							
Fluoride ²	ppm	4	4	ND to 0.87	0.87	Yes	Erosion of natural deposits; Water additive which promotes strong teeth
Nitrate	ppm	10	10	0.36	0.36	Yes	Runoff from fertilizer use; Industrial or domestic wastewater discharges; Erosion of natural deposits
Turbidity							
Turbidity ³	ntu	TT	NA	0.01 to 0.27	0.27	Yes	Soil runoff
Treatment By-products Precursor Removal							
Total Organic Carbon	ppm	TT	NA	1.32 to 2.13	2.13	Yes	Naturally present in the environment
Disinfectants							
Chloramines	ppm	MRDL = 4	MRDLG = 4	0.06 to 2.75	1.37 ⁴	Yes	Water additive used to control microbes

¹ Under a waiver granted by the State of New Jersey Department of Environmental Protection, our system does not have to monitor for synthetic organic chemicals/pesticides because several years of testing have indicated that these substances do not occur in our source water. The SDWA regulations allow monitoring waivers to reduce or eliminate the monitoring requirements for volatile organic chemicals and synthetic organic chemicals. Our system received monitoring waivers for synthetic organic chemicals.

² Fluoride is added to the water (Shrewsbury and Ocean County areas of Coastal North System).

³ Turbidity is a measure of the cloudiness of the water. 100% of the turbidity readings were below the treatment technique requirement of 0.3 ntu. We monitor it because it is a good indicator of the effectiveness of our filtration system.

⁴ This level represents the highest annual quarterly Average calculated from the data collected.

⁵ Maximum percentage of positive samples collected in any one month.





**There's a lot more
to your water bill
than just water.**

When you turn on the tap, it's easy to see what your water bill buys. What's not as easy to see is what it takes to bring that water to your home. The miles of pipeline hidden below the ground. The facilities that draw water from the source. The plant where it's treated and tested. The scientists, engineers, and maintenance crews working around the clock to make sure that water is always there when you need it. Your water payments are helping to build a better tomorrow by supporting needed improvements that will keep water flowing for all of us—today and well into the future. All for less than a penny a gallon.



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FIND OUT WHY YOU SHOULD, TOO, at amwater.com.**

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NJDEP Water Conservation Message...Because Remember, Every Drop Counts

6 SIMPLE STEPS TO SAVE WATER...BECAUSE REMEMBER, EVERY DROP COUNTS

Due to much lower than normal rainfall, New Jersey's water supply is dwindling. You can do your part to help avoid a drought emergency by taking these six simple steps to save water.



Don't let faucets run when brushing your teeth, shaving, or washing the dishes. Just turning off the water while you brush can save 200 gallons a month.

1



Run washing machines and dishwashers only when they are full, or select the properly sized wash cycle for the current laundry load.

2



Install water-saving showerheads and faucet aerators in the bathroom and kitchen (available at most home improvement stores and some supermarkets.)

3



Fix any leaking faucets –one drop every 2 seconds from a leaky faucet wastes 2 gallons of water every day – that's water – and money – down the drain.

4



Don't wash your car at home – a car wash uses much less water and recycles it, too.

5



With the end of the growing season, be sure to turn off automatic lawn and garden sprinkler systems.

6



For more detailed information on how you can conserve water in and outside your home, visit njdrought.org.

Remember...every drop counts.



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