



2025 Annual
**WATER QUALITY
REPORT**

New River Regional District
PWS ID: WV3301046



**WEST VIRGINIA
AMERICAN WATER**

WE KEEP LIFE FLOWING®

Water Quality Report Summary

We are proud to share our annual Water Quality Report – also known as a Consumer Confidence Report or CCR.

This report provides important details about your drinking water – like where it comes from and what we detected when we sampled. It also explains the importance of protecting water sources and the extensive effort required to deliver safe, clean, and reliable drinking water service – reminding us that keeping water clean is everyone’s responsibility.



We are pleased to report that in 2025, your water met state and federal drinking water requirements.

There is more to it than just sampling!

Dedicated employees.

Our employees care deeply about providing essential water and wastewater services to the customers they serve. From the people collecting samples to those working in the treatment plant to those that keep water flowing through the pipes, our employees strive to be the best at what they do!

National recognition.

Our New River Regional Water Treatment Plant was nationally recognized by the U.S. EPA Partnership for Safe Drinking Water Program. We received the 2025 Directors Award for our long-term commitment to improve operations, deliver excellent performance, and protect public health and the environment.

Investing in your water.

At West Virginia American Water, we know how important it is to keep our water system reliable and resilient. Last year, we invested more than \$130 million across the state to upgrade water and wastewater treatment and pipeline systems.

Your Voice Matters.

West Virginia American Water welcomes your feedback about your water. If you would like to share your thoughts, ask questions, or receive a copy of this report, call our Customer Service team Monday–Friday, 7 a.m. to 7 p.m., at 1-800-685-8660. You can also visit amwater.com/wvaw and follow us on [Facebook](#), [X](#), [Instagram](#), and [YouTube](#).

IMPORTANT: Please share this information with anyone who drinks this water (or their guardians), especially those who may not have received this report directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this report in a public place or distributing copies by hand, mail, email, or another method.

ENGLISH

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at the number listed below.

SPANISH/ESPAÑOL

Este informe contiene información importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien llamando al número de teléfono que aparece debajo.

TRADITIONAL CHINESE/繁體中文

該報告包含有關您的飲用水的重要資訊。請將其翻譯，或撥打以下電話與理解報告內容之人士溝通。

TRADITIONAL CHINESE (HONG KONG)/繁體中文 (香港地區)

該報告載有關於閣下飲用水之重要資訊。請將報告內容翻譯，或致電下列號碼，與精通報告內容之人士聯絡。

SIMPLIFIED CHINESE/简体中文

本报告包含关于您的饮用水的重要信息。请将其翻译，或拨打以下电话与理解报告内容的人员沟通。

CREOLE/KREYÒL AYISYEN

Rapò sa a gen ladan enfòmasyon enpòtan sou dlo pou bwè a. Tradui li, oubyen pale ak yon moun ki konprann li nan nimewo ki endike anba a.

CROATIAN/HRVATSKI

Ovo izvješće sadrži važne informacije u vezi vaše pitke vode. Dajte ga prevesti, ili razgovarajte s osobom koja ga razumije, a koju osobu možete kontaktirati na donji broj.

GERMAN/DEUTSCH

Dieser Bericht enthält wichtige Informationen zu Ihrem Trinkwasser. Lassen Sie ihn übersetzen oder rufen Sie die unten angegebene Telefonnummer an, um mit jemandem zu sprechen, der Ihnen den Inhalt erklären kann.

GUJARATI/ગુજરાતી

આ રિપોર્ટમાં તમારા પીવાના પાણી વિશે મહત્વપૂર્ણ માહિતી છે. તેને અનુવાદ કરો અથવા નીચે આપેલ નંબર પર તેને સમજતા કોઈ વ્યક્તિ સાથે વાત કરો.

HINDI/हिन्दी

इस रिपोर्ट में आपके पीने के पानी के बारे में महत्वपूर्ण जानकारी है। इसका अनुवाद करें, या नीचे दिए गए नंबर पर इसे समझने वाले किसी व्यक्ति से बात करें।

HMONG/HMOOB

Daim ntawv tshaj qhia no muaj cov ntaub ntawv tseem ceeb txog koj cov dej haus. Txhais nws, lossis tham nrog ib tus neeg uas nkag siab txog nws ntawm tus nab npawb xov tooj uas teev tseg hauv qab no.

ITALIAN/ITALIANO

Questo resoconto contiene informazioni importanti sulla sua acqua potabile. Lo traduca oppure ne parli con qualcuno che lo comprende al numero elencato di seguito.

KOREAN/한국어

이 보고서는 귀하가 마시는 물에 관한 중요한 정보를 담고 있습니다. 아래에 기재된 전화번호로 연락하여 번역을 요청하거나, 내용을 이해하는 사람과 상담하십시오.

POLISH/POLSKI

Niniejszy raport zawiera ważne informacje dotyczące wody pitnej. Proszę go przetłumaczyć lub skontaktować się z osobą, która go rozumie, dzwoniąc pod numer podany poniżej.

PORTUGUESE/PORTUGUÊS

Este relatório contém informações importantes sobre sua água potável. Para obter uma tradução ou conversar com alguém que compreenda o conteúdo, ligue para o número fornecido abaixo.

RUSSIAN/РУССКИЙ ЯЗЫК

Этот отчет содержит важную информацию о Вашей питьевой воде. Переведите его или обратитесь к кому-либо, кто его понимает, позвонив по указанному ниже номеру.

TAGALOG

Ang ulat na ito ay naglalaman ng mahalagang impormasyon tungkol sa iyong inuming tubig. Isalin ito, o makipag-usap sa isang taong nakakaunawa nito sa numerong nakalista sa ibaba.

VIETNAMESE/TIẾNG VIỆT

Bản báo cáo này chứa đựng những thông tin quan trọng về nước uống của quý vị. Vui lòng dịch nội dung này hoặc liên hệ với người hiểu được nội dung này tại số điện thoại được liệt kê bên dưới.

العربية/ARABIC

يحتوي هذا التقرير على معلومات مهمة حول مياه الشرب الخاصة بك. يُرجى ترجمته أو التحدث مع شخص يفهمه من خلال الاتصال على الرقم المذكور أدناه.

فارسی/FARSI

این گزارش حاوی اطلاعات مهمی درباره آب آشامیدنی شما است. آن را ترجمه کنید، یا با شخصی که آن را درک می کند از طریق شماره ذکر شده در زیر تماس بگیرید.

1-800-685-8660

Water Quality Results

Our team of experts conducts extensive sampling on the quality of your water. The tables on the following pages show the substances that were detected. This includes substances with drinking water limits and some that are not currently regulated. Definitions are also provided to help you understand key terms and acronyms.

Most results come from samples collected last year. Some results are from previous years because less sampling is required if levels remain consistently low.

For more information about the results included in these tables, including lead tap sampling, please contact Christopher Copley at 1-800-685-8660.

REGULATED SUBSTANCES - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Level	Range	Typical Source
Fluoride (ppm)	2025	Yes	4	4	0.59	0.59 - 0.59	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate (ppm)	2025	Yes	10	10	0.48	0.48 - 0.48	Fertilizer runoff; leaching from septic tanks, sewage; erosion of natural deposits
Nitrite (ppm)	2025	Yes	1.0	1.0	ND	ND - ND	Fertilizer runoff; leaching from septic tanks, sewage; erosion of natural deposits
Gross Alpha, excl. Radon & Uranium (Pci/L)	2025	Yes	0	15	ND	ND - ND	Discharge from manufacturing and industrial chemical facilities, use of certain consumer products, occupational exposures, and certain firefighting activities.
Radium - 228 (Pci/L)	2025	Yes	0	5	0.659	0.659 - 0.659	Erosion of natural deposits
Uranium - 234 (ppm)	2025	Yes	0	30	ND	ND - ND	Erosion of natural deposits

TURBIDITY - Monitored at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Value	Month of Highest Value	Lowest Monthly % of Samples ≤ 0.3 NTU	Typical Source
Turbidity (NTU)	2025	Yes	NA	TT	0.07	August	100%	Soil runoff

Turbidity: Turbidity is a measure of the clarity of water. We monitor it as an indicator of water quality and the effectiveness of our filtration system. Compliance with the turbidity Treatment Technique (TT) is achieved when 95% of four-hour filtered water readings are 0.3 NTU or lower and no readings are greater than 1 NTU.

TREATMENT BYPRODUCTS PRECURSOR REMOVAL - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest RAA	Range of Quarterly Ratios	Typical Source
Total Organic Carbon (ppm)	2025	Yes	NA	TT	1.63	1.31 to 1.92	Naturally present in the environment

Total Organic Carbon: Although the concentration is measured as ppm, the values shown are ratios used to determine compliance. Compliance with the Treatment Technique (TT) is based on the lowest running annual average (RAA) of monthly ratios of the treatment removal achieved compared to required removal. A minimum annual average ratio of 1.00 is required.

FUTURE REGULATED SUBSTANCES - Collected in the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Running Annual Average	Range Detected	Typical Source
Perfluorooctanoic acid (PFOA) (ppt) ¹	2023-2024	NA	0	4	ND	ND to ND	Discharge from manufacturing and industrial chemical facilities, use of certain consumer products, occupational exposures, and certain firefighting activities.
Perfluorooctanesulfonic acid (PFOS) (ppt) ¹	2023-2024	NA	0	4	ND	ND to ND	Discharge from manufacturing and industrial chemical facilities, use of certain consumer products, occupational exposures, and certain firefighting activities.

¹PFAS compounds are not currently regulated in drinking water in West Virginia. The U.S. EPA has established national limits that we must meet by April 2029. For more information on the U.S. EPA's PFAS drinking water standards, please visit <https://www.epa.gov/sdwa/and-polyfluoroalkyl-substances-pfas>

REGULATED SUBSTANCES - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MCL	MPA ¹	Running Annual Average	Range Detected of All Samples	Typical Source
Total Chlorine (ppm)	2025	Yes	0.2 < > 4.0	3.0	2.6	0.48 - 3.6	Water additive used to control microbes.

Chlorine: A public water system is compliant with the MRDL if the running annual average of monthly averages of samples taken in the distribution system computed quarterly is less than or equal to the MRDL.

¹MPA: Monitoring Period Average – represents the highest monthly average of chlorine residuals measured throughout the distribution system.

LEAD AND COPPER MONITORING PROGRAM - At least 30 tap water samples collected at customers' taps every 3 years

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level	90 th Percentile	Range	Number of Sites Sampled	Sites Above Action Level	Typical Source
Lead (ppb)	2024	Yes	0	15.0	ND	ND to 2.9	30	1	Corrosion of household plumbing systems
Copper (ppm)	2024	Yes	1.3	1.3	0.396	ND to 0.628	30	0	Corrosion of household plumbing systems

Lead and Copper: Compliance is achieved when at least 90% of samples collected from water standing in contact with plumbing for at least 6 hours are below the Action Level. Complete lead tap sampling data are available for review by contacting Christopher Copley or Bailee Keblesh at 1-800-865-8660.

**REGULATED SUBSTANCES - Collected in the Distribution System
Disinfection By-products**

Substance (with units)	Sample Location	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Running Annual Average	Range Detected of All Samples	Typical Source
Haloacetic Acids (ppb)	Dempsey Branch SH	2025	Yes	NA	60	21.6	16.7 to 27.9	By-product of drinking water disinfection
Total Trihalomethanes (ppb)			Yes	NA	80	26.5	13.3 to 41.3	By-product of drinking water disinfection
Haloacetic Acids (ppb)	Cane Branch SH	2025	Yes	NA	60	32.4	22.4 - 40.5	By-product of drinking water disinfection
Total Trihalomethanes (ppb)			Yes	NA	80	47.8	21 - 63.8	By-product of drinking water disinfection
Haloacetic Acids (ppb)	30916 Midland Trail	2025	Yes	NA	60	37.4	24.5 - 45.5	By-product of drinking water disinfection
Total Trihalomethanes (ppb)			Yes	NA	80	49	22.8 - 70.1	By-product of drinking water disinfection
Haloacetic Acids (ppb)	219 Chestnutburg Rd	2025	Yes	NA	60	32	17.3 - 41.6	By-product of drinking water disinfection
Total Trihalomethanes (ppb)			Yes	NA	80	45.2	18.2 to 62.9	By-product of drinking water disinfection

Haloacetic Acids (HAAs) and Total Trihalomethanes (TTHMs): Compliance based on the highest LRAA (locational running annual average) that is calculated quarterly. The highest quarterly LRAA is provided in the table.

REVISED TOTAL COLIFORM RULE - At least 30 samples collected each month in the distribution system

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Percentage in a Month	Typical Source
Total Coliform ¹	2025	Yes	0	*TT < 2 positive samples	7% in July	Naturally present in the environment.
E. Coli ²	2025	Yes	0	³ TT = No confirmed samples	0 confirmed samples	Human and animal fecal waste.

NOTE: Coliforms are bacteria that are naturally present in the environment and are used as an indicator of the general bacteriological quality of the water. We are reporting the highest percentage of positive samples / highest number of positive samples in any month.

¹ The Treatment Technique for Total Coliforms requires that if the maximum percentage OR number of total coliform positive samples are exceeded, a system assessment must be conducted, any sanitary defects identified, and corrective actions completed. Additional Level 1 Assessments or Level 2 Assessments are required depending on the circumstances.

² The Treatment Technique for E. Coli requires that for any routine sample that is positive for total coliform where either the original sample or one of the repeat check samples is also positive for E. Coli, a Level 2 Assessment must be conducted, any sanitary defects identified, and corrective actions completed.

³ The E. Coli MCL is exceeded if routine and repeat samples are total coliform-positive and either is E. coli-positive, or the system fails to take repeat samples following an E. coli-positive routine sample, or the system fails to analyze total coliform-positive repeat samples for E. coli.

ADDITIONAL WATER QUALITY PARAMETERS OF INTEREST - Water Leaving the Treatment Facility

Substance (with units)	Year Sampled	SMCL	Results		Typical Source
			Highest Compliance	Range Detected	
Aluminum (ppm)	2025	0.05	0.03	0.03 – 0.03	Natural occurring and a chemical used in water treatment
Calcium (ppm)	2025	NA	16	16 - 16	Natural occurring.
Chloride (ppm)	2025	250	20.1	20.1 – 20.1	Natural occurring.
Magnesium (ppm)	2025	NA	5	5 - 5	Naturally occurring.
Sodium (ppm)	2025	1000	10.6	10.6 – 10.6	Naturally occurring.
pH (su)	2025	6.5 – 8.5	7.2	6.8 – 7.2	pH is a measure of the acid/base properties of water.
Hardness (as CaCO ₃)	2025	NA	120	52 – 120 mg/L or 3 – 7 grains per gallon	Naturally occurring.
Zinc (ppm)	2025	5	0.057	0.057 – 0.057	Natural occurring and a water additive which inhibits corrosion

SMCLs: EPA has established secondary maximum contaminant levels (SMCLs) as guidelines to assist public water systems in managing their drinking water for aesthetic considerations, such as taste, color, and odor. These contaminants are not considered to present a risk to human health at the SMCL.

Availability of Monitoring Data for Unregulated Contaminants

Unregulated contaminants are those for which the EPA has not established drinking water standards. Unregulated contaminant monitoring helps EPA to determine where certain contaminants occur and whether the Agency should consider regulating those contaminants in the future. Every five years, the EPA issues a new list of no more than 30 unregulated contaminants to be monitored. More information is available at <https://www.epa.gov/dwucmr/fifth-unregulated-contaminant-monitoring-rule>

Our system participated the latest round of sampling under the Unregulated Contaminant Monitoring Rule (UCMR 5). There were no detections of these unregulated contaminants. If you are interested in examining the results, please contact Christopher Copley at 1-800-685-8660.

UNREGULATED CONTAMINANT MONITORING - Collected at the Treatment Plant

Substance (with units)	Year Sampled	U.S. EPA MCL (effective 2029)	Average	Range	Typical Source
Perfluorooctanoic acid (PFOA)	2023 - 2024	4.0	ND	ND to ND	Manufactured chemicals; used in a wide range of consumer products and industrial applications.
Perfluorooctanesulfonic acid (PFOS)	2023 - 2024	4.0	ND	ND to ND	
Hexafluoropropylene oxide dimer acid (HFPO-DA) (GenX chemicals)	2023 - 2024	NA	ND	ND to ND	
Perfluorohexane sulfonic acid (PFHxS)	2023 - 2024	NA	ND	ND to ND	
Perfluorononanoic acid (PFNA)	2023 - 2024	NA	ND	ND to ND	
Perfluorobutanesulfonic acid (PFBS)	2023 - 2024	NA	ND	ND to ND	
11-chloroeicosafluoro-3-oxaundecane-1-sulfonic acid (11Cl-PF30UdS)	2023 - 2024	NA	ND	ND to ND	
1H,1H, 2H, 2H-perfluorodecane sulfonic acid (8:2FTS)	2023 - 2024	NA	ND	ND to ND	
1H,1H, 2H, 2H-perfluorohexane sulfonic acid (4:2FTS)	2023 - 2024	NA	ND	ND to ND	
1H,1H, 2H, 2H-perfluorooctane sulfonic acid (6:2FTS)	2023 - 2024	NA	ND	ND to ND	
4,8-dioxa-3H-perfluorononanoic acid (ADONA)	2023 - 2024	NA	ND	ND to ND	
9-chlorohexadecafluoro-3-oxanonane-1-sulfonic acid (9Cl-PF30NS)	2023 - 2024	NA	ND	ND to ND	
Nonafluoro-3,6-dioxaheptanoic acid (NFDHA)	2023 - 2024	NA	ND	ND to ND	
Perfluoro (2-ethoxyethane) sulfonic acid (PFEEESA)	2023 - 2024	NA	ND	ND to ND	
Perfluoro-3-methoxypropanoic acid (PFMPA)	2023 - 2024	NA	ND	ND to ND	
Perfluoro-4-methoxybutanoic acid (PFMBA)	2023 - 2024	NA	ND	ND to ND	

Monitoring Data for Unregulated Contaminants – continued

UNREGULATED CONTAMINANT MONITORING - Collected at the Treatment Plant					
Substance (with units)	Year Sampled	U.S. EPA MCL (effective 2029)	Average	Range	Typical Source
Perfluorobutanoic acid (PFBA)	2023 - 2024	NA	ND	ND to ND	Manufactured chemicals; used in a wide range of consumer products and industrial applications.
Perfluorodecanoic acid (PFDA)	2023 - 2024	NA	ND	ND to ND	
Perfluorododecanoic acid (PFDoA)	2023 - 2024	NA	ND	ND to ND	
Perfluoroheptanesulfonic acid (PFHpS)	2023 - 2024	NA	ND	ND to ND	
Perfluoroheptanoic acid (PFHpA)	2023 - 2024	NA	ND	ND to ND	
Perfluorohexanoic acid (PFHxA)	2023 - 2024	NA	ND	ND to ND	
Perfluoropentanesulfonic acid (PFPeS)	2023 - 2024	NA	ND	ND to ND	
Perfluoropentanoic acid (PFPeA)	2023 - 2024	NA	ND	ND to ND	
Perfluoroundecanoic acid (PFUnA)	2023 - 2024	NA	ND	ND to ND	
N-ethyl perfluorooctanesulfonamidoacetic acid (NEtFOSAA)	2023 - 2024	NA	ND	ND to ND	
N-methyl perfluorooctanesulfonamidoacetic acid (NMeFOSAA)	2023 - 2024	NA	ND	ND to ND	
Perfluorotetradecanoic acid (PFTA)	2023 - 2024	NA	ND	ND to ND	
Perfluorotridecanoic acid (PFTrDA)	2023 - 2024	NA	ND	ND to ND	
Lithium	2023 - 2024	NA	ND	ND to ND	Natural occurring with multiple commercial uses

PFAS chemicals are unique, so two PFAS chemicals at the same level typically do not present the same risk. Therefore, you should not compare the results for one PFAS chemical against the results of another.

U.S. EPA has established national limits for six PFAS substances that we must meet by April 2029. For more information on the U.S. EPA's PFAS drinking water standards, please visit <https://www.epa.gov/sdwa/and-polyfluoroalkyl-substances-pfas>

Tested for, but **Not Detected**



- 1,1,1-Trichloroethane
- 1,1,2-Trichloroethane
- 1,1-Dichloroethene
- 1,2,4-Trichlorobenzene
- 1,2-Dibromo-3-chloropropane
- 1,2-Dibromoethane (EDB)
- 1,2-Dichlorobenzene
- 1,2-Dichloroethane
- 1,2-Dichloropropane
- 1,4-Dichlorobenzene
- 2,4,5-T
- 2,4,5-TP (Silvex)
- 2,4'-D
- 2,4-DB
- 3,5-Dichlorobenzoic Acid
- 3-Hydroxycarbofuran
- Acifluorfen
- Alachlor
- Aldicarb
- Aldicarb Sulfone
- Aldicarb Sulfoxide
- Antimony - Total
- Arochlor-1016
- Arochlor-1221
- Arochlor-1232
- Arochlor-1242
- Arochlor-1248
- Arochlor-1254
- Arochlor-1260
- Arsenic - Total
- Atrazine (Aatrex)
- Barium - Total
- Bentazon
- Benzene
- Benzo(a)pyrene
- Beryllium - Total
- Boron - Total
- Bromoform
- Cadmium - Total
- Carbaryl (Sevin)
- Carbofuran
- Carbon tetrachloride
- Chlorobenzene
- Chromium - Total
- cis-1,2-Dichloroethene
- Cobalt - Total
- Copper - Total
- Cyanide, Total
- Dacthal
- Dalapon
- Di(2-ethylhexyl)adipate
- Di(2-ethylhexyl)phthalate
- Dicamba
- Dichloroprop
- Dinoseb
- Endrin
- Ethyl Benzene
- Gamma-BHC (Lindane)
- Heptachlor
- Heptachlor epoxide
- Hexachlorobenzene
- Hexachlorocyclopentadiene
- Iron - Total
- Lead - Total
- Manganese - Total
- Mercury - Total
- Methiocarb
- Methomyl
- Methoxychlor
- Methyl tert-Butyl ether (MTBE)
- Methylene chloride
- Molybdenum - Total
- Monobromoacetic Acid
- Nickel - Total
- Oxamyl (Vydate)
- Pentachlorophenol
- Potassium - Total
- Picloram
- Selenium - Total
- Silica - Total
- Silver - Total
- Simazine (Princep)
- Strontium - Total
- Styrene
- Technical Chlordane
- Tetrachloroethene (PCE)
- Thallium - Total
- Toluene
- Total PCBs
- Toxaphene
- trans-1,2-Dichloroethene
- Trichloroethene (TCE)
- Vanadium - Total
- Vinyl chloride
- Xylene (total)

Definition of Terms

These are terms that may appear in your report.

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

Contaminant: Any physical, chemical, biological, or radiological substance or matter in water.

Hazard Index: The Hazard Index is an approach that determines the health concerns associated with mixtures of certain PFAS in finished drinking water. Low levels of multiple PFAS that individually would not likely result in adverse health effects may pose health concerns when combined in a mixture. The Hazard Index MCL represents the maximum level for mixtures of PFHxS, PFNA, HFPO-DA, and/or PFBS allowed in water delivered by a public water system. A Hazard Index greater than 1 requires a system to take action.

Herbicide: Any chemical(s) used to control undesirable vegetation.

Level 1 Assessment: A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

Level 2 Assessment: A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

LRAA: Locational Running Annual Average

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 using the best available treatment technology. See also Secondary Maximum Contaminant Level (SMCL).

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 a 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.

MFL: Million fibers per liter

micromhos per centimeter (µmhos/cm):

A measure of electrical conductance.

NA: Not applicable

ND: Not detected

Nephelometric Turbidity Units (NTU):

Measurement of the clarity, or turbidity, of the water.

Pesticide: Generally, any substance or mixture of substances intended for preventing, destroying, repelling, or mitigating any pest.

pH: A measurement of acidity, 7.0 being neutral.

picocuries per liter (pCi/L): Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

parts per billion (ppb): One part substance per billion parts water; equal to micrograms per liter (µg/L)

parts per million (ppm): One part substance per million parts water; equal to milligrams per liter (mg/L)

parts per trillion (ppt): One part substance per trillion parts water; equal to nanograms per liter (ng/L)

Primary Drinking Water Standard (PDWS):

MCLs for contaminants that affect health along with their monitoring and reporting requirements and water treatment requirements.

RAA: Running Annual Average

Secondary Maximum Contaminant Level (SMCL):

Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

SWRCB: State Water Resources Control Board

TON: Threshold Odor Number

Total Dissolved Solids (TDS): An overall indicator of the amount of minerals in water.

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

Variations and Exemptions: State or EPA permission not to meet an MCL or utilize a treatment technique under certain conditions.

µg/L: Micrograms per liter

%: Percent

MEASUREMENTS

Parts Per Million



in a 10 gallon fish tank

Parts Per Billion



in a 10,000 gallon swimming pool

Parts Per Trillion



in 35 junior size Olympic pools

Important Information About Drinking Water

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 can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/Centers for Disease Control and Prevention (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791) or on EPA's website <https://www.epa.gov/groun-d-water-and-drinking-water>

Chlorine Disinfection

Chlorine is used to destroy disease-causing organisms in water, an essential step in delivering safe drinking water and protecting public health. Chlorination is the most widely used method for disinfecting water supplies in the United States. Chlorine is first applied at the water treatment facility and a continual residual is maintained as it travels from the source, through the distribution system, and finally to your water tap. Medical centers that perform dialysis are responsible for on-site treatment and removal of chlorine.

Fluoride

West Virginia American Water adds fluoride to the New River Regional water supply. The U.S. Department of Health and Human Services recommends a fluoride concentration in drinking water (also called the Optimal Level) of 0.7 milligrams of fluoride per liter of water. The U.S. EPA limit for fluoride in drinking water is 4.0 mg/L. The U.S. EPA also recommends, as a secondary standard, that drinking water contain no more than 2.0 mg/L of fluoride. This secondary standard is a non-enforceable guideline and is intended to help children avoid dental fluorosis.

PFAS

Per- and polyfluoroalkyl substances (PFAS) are manufactured chemicals used in many household products including nonstick cookware (e.g., Teflon™), stain repellants (e.g., Scotchgard™), and waterproofing (e.g., GORE-TEX™). They are also used in industrial applications such as in firefighting foams and electronics production. There are thousands of PFAS chemicals, and they persist in the environment. Two well-known PFAS chemicals are perfluorooctanoic acid (PFOA) and perfluorooctane sulfonic acid (PFOS). These were phased out of production in the United States and replaced by hexafluoropropylene oxide-dimer acid (commonly known as GenX), perfluorobutane sulfonic acid (PFBS) and others.

The science and regulation of PFAS and other contaminants is always evolving, and West Virginia American Water strives to be a leader in research and development. PFAS contamination is one of the most rapidly changing areas in the drinking water field. We have invested in our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critically important to addressing this issue.

**For more information, contact our
Customer Service Organization at
1-800-685-8660, M-F, 7 a.m. to 7 p.m.**

Important Information **Drinking Water**

Nitrates

Even though the New River Regional system meets the EPA nitrate drinking water standard, also known as a Maximum Contaminant Level (MCL), if you are caring for an infant and using tap water to prepare formula, you may want to use alternate sources of water or ask for advice from your health care provider. Nitrate levels above 10 ppm pose a particularly high health concern for infants under 6 months of age and can interfere with the capacity of the infant's blood to carry oxygen, resulting in a serious illness. Symptoms of serious illness include shortness of breath and blueness of the skin, known as "blue baby syndrome." Nitrate levels in drinking water can increase for short periods of time due to high levels of rainfall or agricultural activity, therefore we test for nitrate annually. The highest level for nitrate found during 2025 was 0.48 ppm.



Cryptosporidium

Cryptosporidium is a microbial pathogen found in surface water throughout the U.S. Although filtration removes Cryptosporidium, the most commonly used filtration methods cannot guarantee 100 percent removal. Our monitoring indicates the presence of these organisms in our source water and/or finished water. Current test methods do not allow us to determine if the organisms are dead or if they are capable of causing disease. Ingestion of Cryptosporidium may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However, immunocompromised people, infants and small children, and the elderly are at greater risk of developing life-threatening illness. We encourage immunocompromised individuals to consult their doctor regarding appropriate precautions to take to avoid infection. Cryptosporidium must be ingested to cause disease, and it may be spread through means other than drinking water.

For more information, contact our Customer Service Organization at 1-800-685-8660, M-F, 7 a.m. to 7 p.m.

About Lead

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. The New River Regional system is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, contact Christopher Copley or Bailee Keblesh at 1-800-865-8660. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <http://www.epa.gov/safewater/lead>.

Check your plumbing and service line.

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at 1-800-865-8660.

The most common source of lead in tap water is from the customer's plumbing and their service line.

The utility-owned water mains are not made of lead; however, the water service line that carries the water from the water main in the street to your home could be. Homeowners' service lines may be made of lead, copper, galvanized steel or plastic. You can assess your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve.

Steps to Reduce Your Potential Exposure to Lead in Drinking Water Steps we are taking:

Corrosion of pipes, plumbing fittings and fixtures may cause lead and copper to enter drinking water. To assess corrosion of lead and copper, the New River Regional system conducts tap sampling for lead and copper at selected sites every three years.

The New River Regional system treats water using zinc orthophosphate to control corrosion, which was designated as the optimal corrosion control treatment by the EPA. To ensure the treatment is operating effectively, the New River Regional system monitors water quality parameters in the treatment plant daily, and in the distribution system monthly.

Steps you can take:

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

1. Replace any lead service lines. If you have a lead service line, replace it.
2. Flush your taps. The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than 6 hours, flush the tap with cold water for 30 seconds to 2 minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.
3. Use cold water for drinking and cooking. Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.
4. Routinely remove and clean all faucet aerators.
5. Check to see if your interior plumbing or faucets contain lead and replace any that do. Look for the "Lead Free" label when replacing or installing plumbing fixtures.
6. Follow manufacturer's instructions for replacing water filters in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.
7. Flush after plumbing changes. Changes to your service line, meter or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the aerator from each faucet and run the water for 3 to 5 minutes.

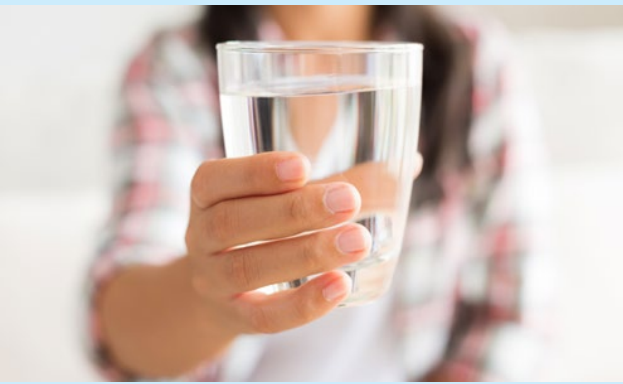
Note: Homeowners are responsible for their in-home plumbing. Plumbing fixtures like faucets, valves and solder can contain small amounts of lead. If lead exists in your internal plumbing or fixtures, we recommend that you follow the above tips to help reduce your potential exposure to lead. If you have concerns about the plumbing in your home, please contact a licensed plumber.

Determining Your Service Line Material

Homeowners' service lines are most commonly made of lead, copper, galvanized steel or plastic. Homes built before 1930 are more likely to have lead plumbing systems.

There are different ways that you can determine if you have a lead service line.

- You can access your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve and identify the pipe material using the chart on the right.
- A licensed and insured plumber can inspect your pipes and plumbing.
- Lead test kits can be purchased at local hardware and home improvement stores. These kits are used to test paint, but can also be used to test pipe – not the water inside. Look for an EPA recognized kit. Wash your hands after inspecting plumbing and pipes.



Your Service Line Material

At West Virginia American Water, providing safe, reliable water service is our top priority. The Lead and Copper Rule Revisions finalized in 2021 require that all water providers share with customers the material of the utility-owned and customer-owned service lines that provide water to their property.

To support this initiative, West Virginia American Water created an interactive map to help our customers learn or identify their service line material and the next steps they can take to support this initiative. To access the online inventory map, please visit [West Virginiaamwater.com/leadfacts](https://www.wvawater.com/leadfacts).

Please note: if your service lines contain lead, it does not mean you cannot use water as you normally do. West Virginia American Water tests for lead in drinking water and our water meets state and federal water quality regulations, including those set for lead. For added protection and to comply with the new legislation, we will be removing lead and lead/galvanized piping from service lines over time. For more information on lead in drinking water, please visit [westvirginiaamwater.com/leadfacts](https://www.wvawater.com/leadfacts)



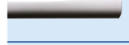
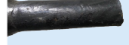
If you visit our interactive map and the customer-owned portion of the service line material is listed as unknown, help us identify the material.

Due to age or lack of records, your service line material may be unknown. Help us by identifying and reporting your service line material online:



- **Visit [westvirginiaamwater.com/leadfacts](https://www.wvawater.com/leadfacts)** and search for your address.
- **Follow the instructions**, answer a few questions and upload a photo of your service line material.
- **CLICK "SUBMIT!"**

Types of Pipe

	• Galvanized: A dull, silver-gray color. Use a magnet—strong magnets will typically cling to galvanized pipes.
	• Copper: The color of a copper penny.
	• Plastic: Usually white, rigid pipe that is jointed to water supply piping with a clamp. Note: It can be other colors, including blue and black.
	• Lead: A dull, silver-gray color that is easily scratched with a coin. Use a magnet—strong magnets will <u>not</u> cling to lead pipes.

What are the Sources of Contaminants?



To protect public health, the Environmental Protection Agency prescribes regulations which limit the amount of certain contaminants in tap water provided by public water systems. The 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 mean that water poses a health risk. More information about contaminants and potential health effects can be obtained by contacting the

Environmental Protection Agency by calling the Safe Drinking Water Hotline (800-426-4791) or by emailing safewater@epa.gov. You may also learn more by visiting the website epa.gov/safewater.

Both tap water and bottled water come from 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. The water can also pick up and transport substances resulting from the presence of animals or from human activity. These substances are also called contaminants.

Contaminants are any physical, chemical, biological, or radiological substance or matter in water. 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 occur naturally in the soil or groundwater 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 can also come from gas stations, urban stormwater runoff, and septic systems.
Radioactive Contaminants	which can occur naturally or be the result of oil and gas production and mining activities.

About Your Drinking Water Supply

Where Your Water Comes From

West Virginia American Water and its customers in the New River Regional system is fortunate because we enjoy an abundant water supply from the New River which is a surface water source. The current treatment plant provided roughly a billion gallons of water throughout the year to customers in Fayette county. The water supply is distributed for residential, commercial and industrial use. Learn more about local waterways at <https://mywaterway.epa.gov/>.

The West Virginia Bureau for Public Health (BPH) completed a source water assessment for the New River Regional system in 2004 to meet Federal requirements of the Safe Drinking Water Act. The study looked at the drainage area and ranked its vulnerability to contamination. The water supplies are considered vulnerable to agricultural and urban activities. The BPH ranked the susceptibility High because the water supplies are above the ground and exposed to potential contamination. To get a copy of the assessment, contact BPH at 304-352-4996 or email: EEDsourcewaterprotection@wv.gov

How it's Treated

The surface water supply is treated with coagulation, flocculation, and sedimentation, followed by filtration and disinfection. An inhibitor is added for corrosion control, and fluoridation has been proven for reduction of dental cavities.

Protecting Your Drinking Water Supply

To ensure safe drinking water, all public water systems treat and routinely test their water. The 2004 analysis of the water sources was analyzed based on geologic factors and human activities in the vicinity of the water source.

What We're Doing

Our priority is to provide reliable, quality drinking water service for customers. The source of supply is an important part of that mission. We work to understand and reduce potential risks to your drinking water supply. We assess industry and commercial development within the watershed annually to ensure our source waters continue to be a reliable resource. Additionally, we review and update our Source Water Protection Plans every three years, as required by WV Code **§16-1-9c**. This is a state-regulated program to identify and address potential threats to drinking water supplies. Stakeholder involvement is an important part of the program. **Here are a few of the efforts underway to protect our shared water resources:**



Community Involvement: We have a proactive public outreach program to help spread the word and get people involved. This includes school education, contests, and other community activities.

Environmental Sponsorships: Each year, we fund projects that improve water resources in our local communities.

What Can You Do?

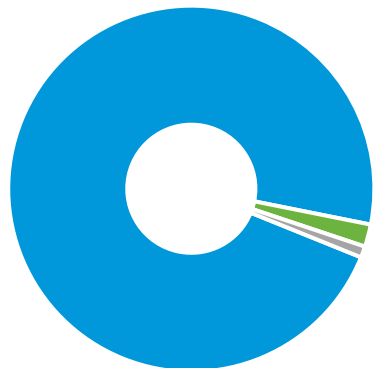
Quality drinking water starts upstream. Everyone can help maintain and improve drinking water supplies through the following actions:

- Properly dispose of pharmaceuticals, household chemicals, oils and paints.
- Check for leaks from automobiles and heating fuel tanks. Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.

Report any spills, illegal dumping or suspicious activity to WVDEP Environmental Enforcement – Spill Hotline at (804) 642-3074.

For More Information

To learn more about your water supply and local activities, visit us online at <https://www.amwater.com/wvaw/> or contact the regional Source Water Protection Manager, Nick Kevey, at nicholas.kevey@amwater.com.



Source Of Supply for WV American Water

- 98% Surface Water
- 2% Groundwater
- 1% Purchased Water



Every Drop
Counts

Six Simple Steps to Save Water



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.



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



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



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



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



Turn off automatic lawn and garden sprinklers when it's raining outside and at the end of the growing season.