



2020 Annual
**WATER QUALITY
REPORT**

QUAD CITIES DISTRICT
PWS ID: 8222001



**QUALITY. ONE MORE WAY
WE KEEP LIFE FLOWING.**



I O W A
AMERICAN WATER

WE KEEP LIFE FLOWING™



A message from Iowa American Water's President



RANDY MOORE

President,
Iowa American Water

Dear Iowa American Water Customer,

Having access to safe, reliable water service is something that can be easily taken for granted. At Iowa American Water, it's our top priority.

I am pleased to share with you our 2020 Consumer Confidence Report, which is a testament to the hard work and dedication of our professional employees. As you read through this annual water quality information, you will see that we continue to supply high quality drinking water service to keep your life flowing.

We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. In fact, we test for about 100 regulated contaminants as required by state and federal drinking water standards.

QUALITY: We remain committed to protecting our sources of drinking water. We utilize advanced technology and detection methods that are paving the way for source water protection across the country. Quality water that meets or surpasses all state and federal water quality regulations doesn't happen by chance. It requires having the right team of experts and technologies in place. Delivering high quality, reliable water service to your tap around the clock also requires significant investment in our water infrastructure.

SERVICE: Last year, we invested \$22.8 million to upgrade our water treatment and pipeline systems in the communities we serve in eastern Iowa. These investments allowed us to improve water quality, water pressure, and service reliability for our customers.

VALUE: While costs to provide water service continue to increase across the country, our investments help us provide high quality water service that remains an exceptional value for such an essential service.

We hope our commitment to you and our passion for water shines through in this report detailing the source and quality of your drinking water in 2020. We will continue to work to keep your life flowing – today, tomorrow and for future generations.

Proud to be your local water service provider,

A handwritten signature in black ink that reads "Randy A. Moore". The signature is fluid and cursive.

Randy A. Moore
Iowa American Water

This report contains important information about your drinking water. Translate it or speak with someone who understands it at (866) 641-2108, Monday-Friday, 7 a.m. to 7 p.m.



ATTENTION: Landlords and Apartment Owners

Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.

What is a Consumer Confidence Report (CCR)

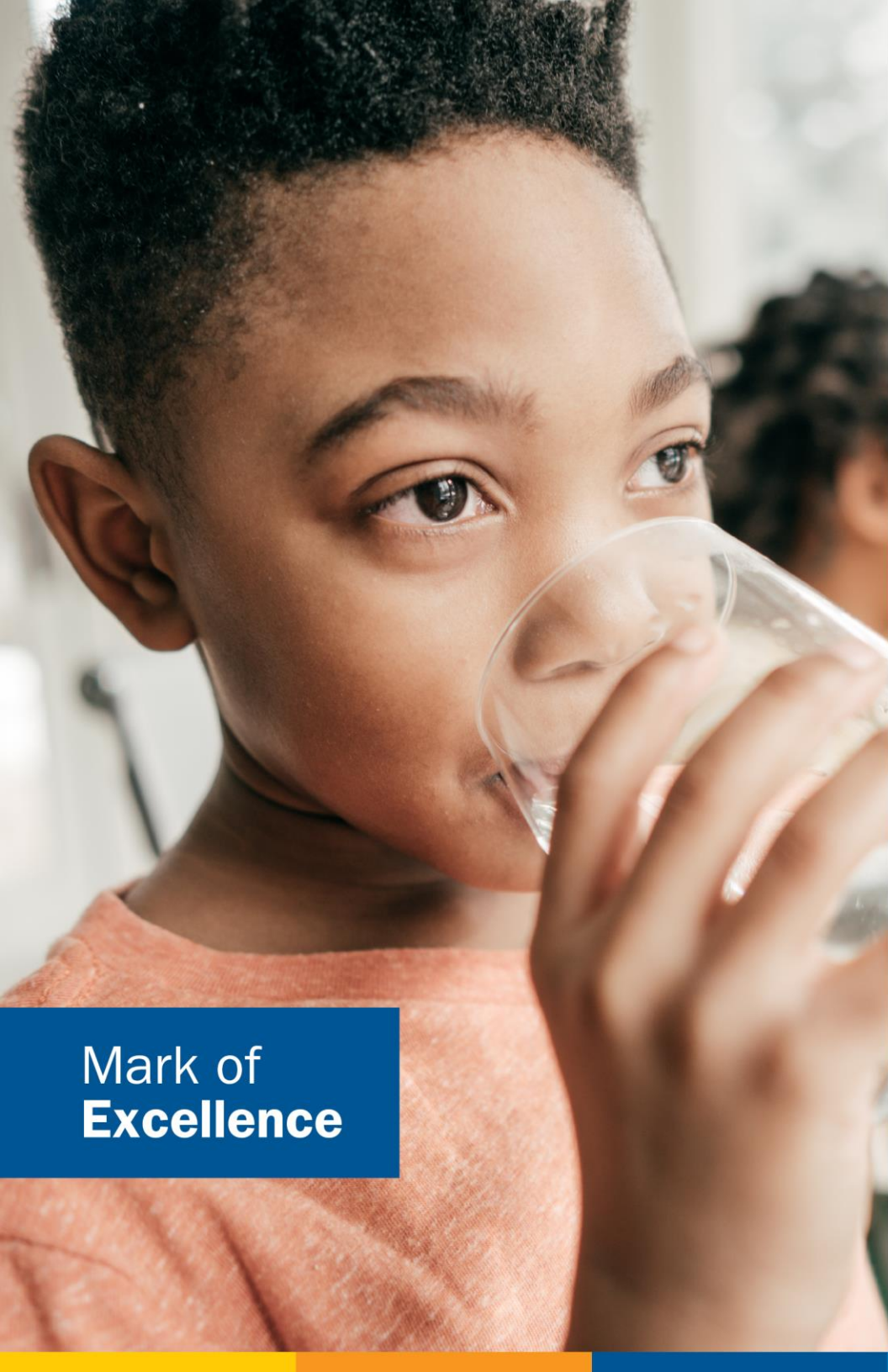


Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

Iowa American Water is committed to delivering high quality drinking water service. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

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Mark of
Excellence



EVERY STEP OF THE WAY.

We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. **In fact, American Water performs over one million tests annually for about 100 regulated contaminants, nationwide.**



EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. We are recognized as an industry leader in water quality and work cooperatively with the EPA so that drinking water standards and new regulations produce benefits for customers and public water suppliers. American Water has earned awards from the EPA's Partnership for Safe Water as well as awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.



WATER QUALITY. DOWN TO A SCIENCE.

We also have access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. Here, American Water scientists refine testing procedures, innovate new methods, and look for ways to detect potentially new contaminants—even before regulations are in place.



MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as Iowa American Water is investing in research and testing, we also understand the importance of investing in the infrastructure that provides high-quality water service to you. **Last year alone, we invested \$22.8 million to improve our water treatment and pipeline systems.**



About Your Drinking Water Supply

WHERE YOUR WATER COMES FROM

In the Iowa Quad Cities, the raw drinking water supply is surface water drawn from the Mississippi River. Water for the Iowa Quad Cities is taken from the Mississippi River and treated in Iowa American Water's state-of-the-art East River Station Treatment Facility. Our high-tech water treatment plant uses some of the best equipment and technology available to the water industry. The treatment process utilizes conventional coagulation and settling processes and a parallel Superpulsator for clarification, followed by granular activated carbon filtration. The granular activated carbon filtration process is cited by the U.S. EPA as one of the most effective treatment technologies for the removal of organic chemicals, such as farm pesticides and industrial wastes. It is also highly effective in eliminating many taste and odor problems. Learn more about local waterways in your area at <https://watersgeo.epa.gov/mywaterway>.

Protecting Your Water Source

The Source Water Assessment Program (SWAP) is a result of the 1996 amendments to the Federal Safe Drinking Water Act (SDWA). Those amendments require all states to establish a program to assess the vulnerability of public water systems to potential contamination. The Iowa Department of Natural Resources (IDNR) has prepared Source Water Assessment Reports and Summaries for all public water systems in Iowa.

In 2003, the Iowa DNR completed an assessment of the Mississippi River watershed in this area. The study looked at the drainage area and ranked its vulnerability to contamination. Rivers, streams, and reservoirs are highly susceptible to contamination because of surface runoff. Our water source is considered most vulnerable to contaminants from agricultural and urban runoff. These contaminants include nutrients such as nitrate and phosphorus and other man-made and natural contaminants. A summary report is available upon request from Iowa American Water by contacting Josh Lighton, Supervisor Water Quality & Environmental Compliance, at (563) 726-0939, or by email at Joshua.Lighton@amwater.com.



QUICK FACTS ABOUT THE IOWA QUAD CITIES DISTRICT SYSTEM

Communities served:

Bettendorf, Blue Grass,
Davenport, LeClaire,
Panorama Park, Riverdale
and surrounding portions of
Scott County

Water source:

Mississippi River

Average amount of water supplied to customers on a daily basis:

Approximately 20-million
gallons per day

Disinfection treatment:

Surface water supplies are
treated with chloramines to
maintain a healthy
disinfection residual
throughout the distribution
system.



What are the Sources of Contaminants?

To provide tap water that is safe to drink, 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 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 Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, aquifers and/or groundwater. 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.

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).

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.



Protecting Your Drinking Water Supply

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect our shared water resources. This includes utilities, businesses, residents, government agencies and organizations. Everyone who lives, works, and plays in the area has a role and stake in clean water supplies.

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. Materials can impact water ways if poured down the drain, flushed down the toilet, or dumped on the ground.
- Check for leaks from automobiles and heating fuel tanks. Clean up any spills using an absorbent material like cat litter. Sweep up the material and put it in a sealed bag. Check with the local refuse facility for proper disposal.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.

FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at www.iowaamwater.com or contact Josh Lighton, Water Quality & Environmental Compliance Supervisor at (563) 726-0939

WHAT ARE WE 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. By following Iowa-American Water's Source Water Protection Plan (a voluntary program to identify and address potential threats to drinking water supplies) we can proactively identify and resolve concerns within our watershed in order to further protect our source of supply. Being on the lookout for potential hazards provides an additional layer of safety to our customers.

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 and other community activities. For several years, we have partnered with students at Davenport West High School on a Water for Kenya initiative. Students are working to invent, test and deliver a clean water filtration system for use in a Kenya village.



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

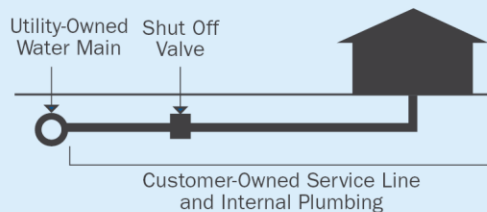


Pharmaceutical Collection: We currently sponsor pharmaceutical drop boxes in Clinton County for residents to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies.

About Lead

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. 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>.

UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



Please note: This diagram is a generic representation. Variations may apply.

**In Blue Grass, Iowa American Water owns and maintains the service line between the water main and shut off valve.*

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

Our 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.

MINIMIZING YOUR POTENTIAL EXPOSURE

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.

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 our Lead Program coordinator Barb Latchaw at 1-563-468-9210.



1. 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 six hours, flush the tap with cold water for 30 seconds to two minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.



2. 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.



3. Routinely remove and clean all faucet aerators.



4. Look for the "Lead Free" label when replacing or installing plumbing fixtures.



5. 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.



6. 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 strainers from each faucet and run the water for 3 to 5 minutes.

Important Information About **Drinking Water**

CHLORAMINES

Chloramines are an Iowa and federally-approved alternative to free chlorine for water disinfection. Chloramines can reduce disinfection by-product formation and may help reduce concerns related to taste. Chloramines are also used by many American Water systems across the country and many other water utilities nationally.

Chloramines have the same effect as chlorine for typical water uses with the exception that chloramines must be removed from water used in kidney dialysis and fish tanks or aquariums.

Treatments to remove chloramines are different than treatments for removing chlorine. Please contact your physician or dialysis specialist for questions pertaining to kidney dialysis water treatment. Contact your pet store or veterinarian for questions regarding water used for fish and other aquatic life. You may also contact Josh Lighton, Water Quality & Environmental Compliance Supervisor at (563) 726-0939 for more chloramine information.

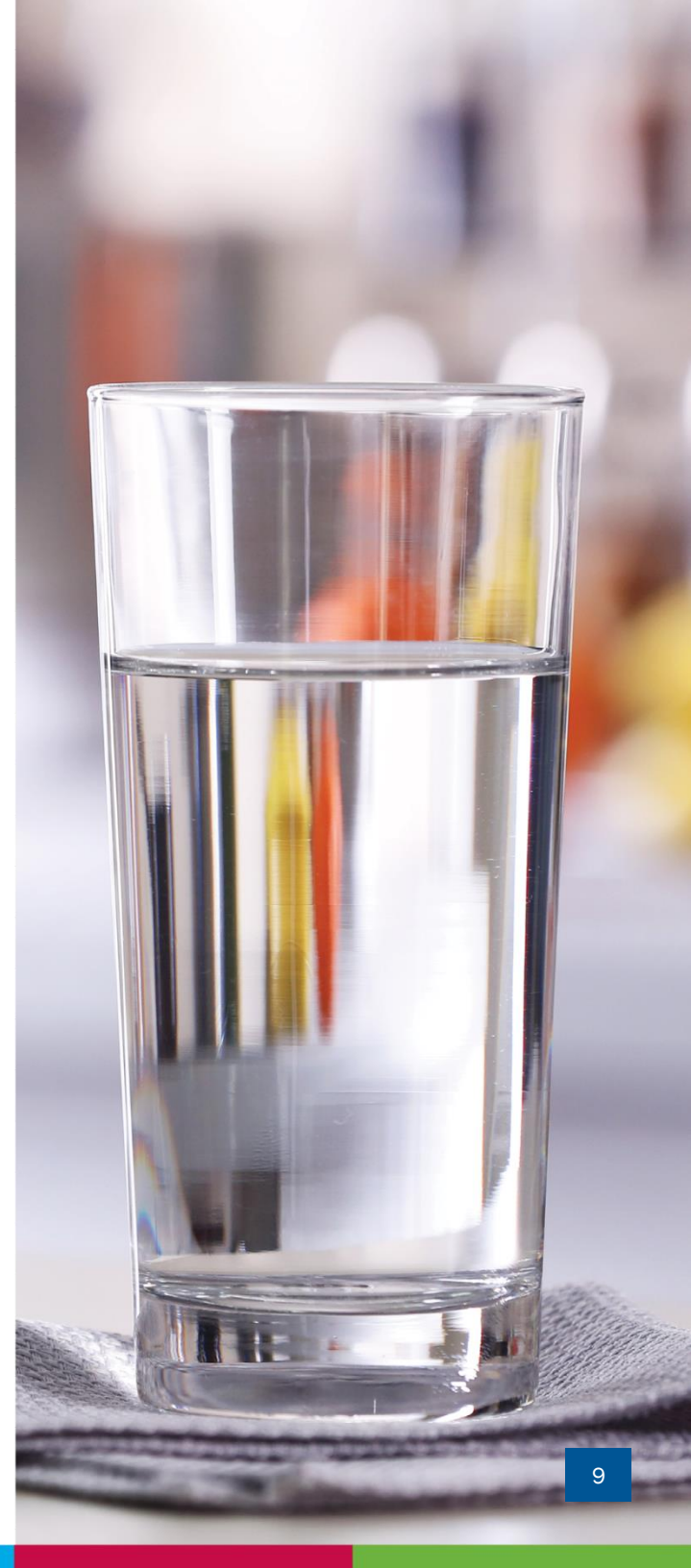
FLUORIDE

Fluoride is a naturally occurring substance. It can be present in drinking water from two sources:

1. By nature; when groundwater comes into contact with fluoride-containing minerals naturally present in the earth; or
2. By a water purveyor through addition of fluoride to the water they are providing in the distribution system.

The Quad Cities District has naturally-occurring fluoride in its source of supply, the Mississippi River. The background fluoride level typically seen is 0.35 parts per million (ppm) . At our treatment plant, fluoride is adjusted to achieve an optimal fluoride level of 0.7 ppm to comply with the state's Water Fluoridation Standards. The naturally-occurring fluoride. This fluoride concentration remains consistent throughout the distribution system year-round.

If you have any questions on fluoride, please contact Josh Lighton, Water Quality & Environmental Compliance Supervisor at (563) 726-0939.





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, immuno-compromised people, infants and small children, and the elderly are at greater risk of developing life-threatening illness. We encourage immuno-compromised 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.

NITRATES

Nitrate in drinking water at levels above 10 mg/L is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in serious illness. Symptoms include shortness of breath and blueness of the skin. Nitrate levels above 10 mg/L may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant or you are pregnant, you should ask for advice from your health care provider.



UNREGULATED CONTAMINANT MONITORING RULE (UCMR)

The EPA created the Unregulated Contaminant Monitoring Rule (UCMR) to assist them in determining the occurrence of unregulated contaminants in drinking water and whether new regulations are warranted. The first Unregulated Contaminants Monitoring Rule (UCMR1) testing was completed in 2003 for a list of contaminants specified by the EPA. Unregulated contaminants are those for which the EPA has not established drinking water standards. UCMR2 testing was conducted between November 2008 and August 2009, and UCMR3 assessment monitoring was conducted between January 2013 and December 2016. The fourth list of contaminants to monitor as part of the UCMR was published by the EPA in December 2016. UCMR4 testing began in 2018 and will continue until 2020. The results from the UCMR monitoring are reported directly to the EPA. The results of this monitoring are incorporated in the data tables in this report as appropriate.

For more information, contact our Customer Service Center at 1-866-641-2108.

PFAS Monitoring

PFAS refers to per- and polyfluoroalkyl substances, a class of synthetic chemicals, and manufactured for industrial applications and commercial household products such as: non-stick cookware; waterproof and stain resistant fabrics and carpets; firefighting foam and cleaning products. The properties that make these chemicals useful in so many of our every-day products also resist breaking down and therefore persist in the environment. Exposure may be from food, food packaging, consumer products, house dust, indoor and outdoor air, drinking water and at workplaces where PFAS are made or used.

Iowa American Water is currently performing voluntary sampling to better understand certain occurrence of PFAS levels in drinking water sources. This testing allows us to understand how our water compares against the non-enforceable Health Advisory Level set by USEPA of 70 nanograms per liter or parts per trillion for a combination of two PFAS compounds, PFOA and PFOS. Testing also allows Iowa American Water to be better prepared if the USEPA or state environmental regulator develop a drinking water standard for those PFAS for which we have USEPA approved testing methods.

The science and regulation of PFAS and other contaminants is always evolving, and Iowa 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.

This is one of the most rapidly changing landscapes in drinking water contamination. We have invested time and effort on our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence, fate and transport 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 critical for addressing this issue.

Lauren Weinrich
Principal Scientist,
Water Research and Development



Water Quality Results

WATER QUALITY STATEMENT

We are pleased to report that during calendar year 2020, the results of testing of your drinking water complied with all state and federal drinking water requirements.

For your information, we have compiled a list in the table below showing the testing of your drinking water during 2020. The Iowa Department of Natural Resources 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.

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, that a water system must follow.

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 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 ($\mu\text{mhos/cm}$): A measure of electrical conductance.

NA: Not applicable

ND: Not detected

Nephelometric Turbidity Units (NTU): Measurement of the clarity, or turbidity, of the water.

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, or micrograms per liter.

parts per million (ppm): One part substance per million parts water, or milligrams per liter.

parts per trillion (ppt): One part substance per trillion parts water, or nanograms per liter.

Secondary Maximum Contaminant Level (SMCL): Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

TON: Threshold Odor Number

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

%: 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

Water Quality Results

Iowa American Water conducts extensive monitoring to determine if your water meets all water quality standards. The detections of our monitoring are reported in the following tables. While most monitoring was conducted in 2020, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see the “Definition of Terms Used in This Report” on the previous page.

HOW TO READ THIS TABLE (FROM LEFT TO RIGHT)

- Starting with **Substance (with units)**, read across.
- **Year Sampled** is usually in 2020 but may be a prior year.
- A **Yes** under **Compliance Achieved** means the amount of the substance met government requirements.
- **MCLG/MRDLG** is the goal level for that substance (this may be lower than what is allowed).
- **MCL/MRDL/TT/Action Level** shows the highest level of substance (contaminant) allowed.
- **Highest, Lowest or Average Compliance Result** represents the measured amount detected.
- **Range** tells the highest and lowest amounts measured.
- **Single Sample (SS)** conveys the results shown are from the testing of one sample.
- **Typical Source** tells where the substance usually originates.

Some unregulated substances are measured, but maximum contaminant levels have not been established by the government. These contaminants are shown for your information.

NOTE: Regulated contaminants not listed in this table were not found in the treated water supply.

LEAD AND COPPER MONITORING PROGRAM - At least 1 tap water sample collected at customers' taps every 3 years

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90 th Percentile	No. of Homes Sampled	Homes Above Action Level	Typical Source
Lead (ppb)	2018	Yes	0	15	1.00	50	0	Corrosion of household plumbing systems.
Copper (ppm)	2018	Yes	1.3	1.3	0.102	50	0	Corrosion of household plumbing systems.

TOTAL COLIFORM RULE - At least 120 samples collected each month in the distribution system

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Percentage OR Highest No. of Samples	Typical Source
Total Coliform	2020	Yes	NA	*MCL = Less than 5% OR MCL = No more than 5 positive monthly sample	1	Naturally present in the environment.
E. Coli	2020	Yes	NA	TT = No confirmed samples	0	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.

Water Quality Results

DISINFECTION BYPRODUCTS - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Total Trihalomethanes (TTHMs) (ppb)	2020	Yes	NA	80	31.00	29 to 34	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2020	Yes	NA	60	24.00	18 to 28	By-product of drinking water disinfection.

NOTE: Compliance is based on the running annual average at each location. The Highest Compliance Result reflects the highest average at any location and the Range Detected reflects all samples from this year used to calculate the running annual average.

DISINFECTANTS - Collected in the Distribution System and at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Chlorine (ppm) (Distribution System)	2020	Yes	MRDLG = 4	4.0	3.19 ¹	3.19 to 3.67	Water additive used to control microbes.

1 - Data represents the highest monthly average of chlorine residuals measured throughout our distribution system.

TREATMENT BYPRODUCTS PRECURSOR REMOVAL - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Lowest Compliance Result	Range Detected	Typical Source
Total Organic Carbon (TOC)	2020	Yes	NA	TT: $\geq 25\%$ removal	27.7	27.7% to 47.3%	Naturally present in the environment.
Ratio of Actual / Required TOC Removal	2020	Yes	NA	TT: Running annual average ≥ 1.0	1.11	1.11 to 1.89	Naturally present in the environment.

Water Quality Results

TURBIDITY - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Turbidity (NTU)	2020	Yes	NA	TT: Results < 1.00 NTU	0.43	0.05 to 0.43	Soil runoff.
	2020	Yes	NA	TT: At least 95% of samples <0.3 NTU	99%	NA	Soil runoff.

REGULATED SUBSTANCES - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Fluoride (ppm)	2020	Yes	4	4	0.52	SS	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits.
Nitrate (ppm)	2020	Yes	10	10	1.11	SS	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.

OTHER SUBSTANCES OF INTEREST - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Limit	Highest Result	Range Detected	Typical Source
Atrazine (ppb)	2020	Yes	3.0	3.0	0.30	SS	Runoff from herbicide used on row crops
Sodium ²	2020	NA	NA	NA	17	SS	Erosion of natural deposits; Added to water during treatment process

1 - Substances with Secondary MCLs do not have MCLGs and are not legally enforceable; these limits are primarily established to address aesthetic concerns.

2 - 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 levels above the recommended upper limit may be of concern to individuals on a sodium restricted diet.

3 - USEPA's Health Advisories are non-enforceable and provide technical guidance to states agencies and other public health officials on health effects, analytical methodologies, and treatment technologies associated with drinking water contamination.

Water Quality Results

UNREGULATED CONTAMINANT MONITORING RULE (UCMR)

Unregulated contaminants are those for which the EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist the EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is necessary. Every five years, the EPA issues a new list of no more than 30 unregulated contaminants to be monitored.

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

Parameter	Units	Average Result	Range Detected	Typical Source
Bromochloroacetic Acid	ppb	2.7	ND to 7.9	By-product of drinking water disinfection
Bromodichloroacetic acid	ppb	3.9	ND to 13	By-product of drinking water disinfection
Chlorodibromoacetic acid	ppb	2.9	ND to 8.3	By-product of drinking water disinfection
Dibromoacetic Acid	ppb	2.3	ND to 8.4	By-product of drinking water disinfection
Dichloroacetic Acid	ppb	4.6	ND to 13	By-product of drinking water disinfection
Monobromoacetic Acid	ppb	4.0	0.27 to 7.8	By-product of drinking water disinfection
Total Haloacetic Acids	ppb	23.1	18.3 to 26.7	By-product of drinking water disinfection
Total Haloacetic Acids - Br	ppb	2.52	3.22 to 5.22	By-product of drinking water disinfection
Trichloroacetic Acid	ppb	5.8	ND to 13	By-product of drinking water disinfection
2-Methoxyethanol	ppb	6.5	ND to 13	Used as a solvent in varnishes, dyes, resins, airplane deicing solutions. It is also used in organometallic chemistry synthesis.
Manganese*	ppb	2.1	0.74 to 4.8	Naturally-occurring elemental metal; largely used in aluminum alloy production. Essential dietary element.

* Manganese has a Secondary MCL of 50 ppb.

PER- AND POLYFLUOROALKYL SUBSTANCES

UNREGULATED PERFLUORINATED COMPOUNDS

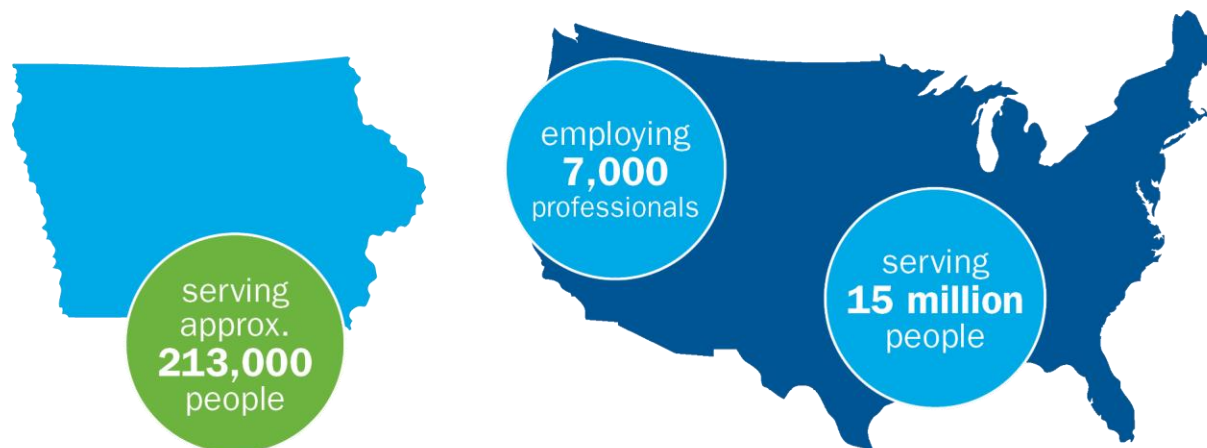
Parameter	Units	Average Result	Range Detected	Typical Source
Perfluorooctanoic Acid (PFOA)	ppt	2.6	SS	Used for its emulsifier and surfactant properties in or as fluoropolymers (such as Teflon), fire fighting foams, cleaners, cosmetics, lubricants, paints, polishes, adhesives and photographic films
Perfluorooctanesulfonic Acid (PFOS)	ppt	3.2	SS	Manmade chemical; used in products for stain, grease, heat and water resistance



About Us

Iowa American Water, a subsidiary of American Water, is the largest investor-owned water utility in the state, providing high-quality and reliable water services to approximately 213,000 people. For more information, visit iowaamwater.com and follow us on Twitter and Facebook.

With a history dating back to 1886, **American Water** (NYSE: AWK) is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 7,000 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to 15 million people in 46 states. American Water provides safe, clean, affordable and reliable water services to our customers to help make sure we keep their lives flowing.



IOWA AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**
Bettendorf, Blue Grass, Clinton, Davenport, Dixon, LeClaire, Panorama Park, and Riverdale
- **PEOPLE SERVED**
Approximately 213,000 people
- **EMPLOYEES**
77
- **TREATMENT FACILITIES**
Two treatment plants including the East River Station Treatment Facility in Davenport and West Clinton Plant in Clinton
- **MILES OF PIPELINE**
905 miles
- **FIRE HYDRANTS**
Over 8,200
- **STORAGE AND TRANSMISSION**
13 water storage facilities (combined capacity is 12 million gallons);
13 water pumping stations in Clinton and the Iowa Quad Cities
- **SOURCE OF SUPPLY**
Mississippi River in the Quad Cities District and Cambrian-Ordovician and Jordan aquifers in Clinton and Dixon

How to Contact Us

If you have any questions about this report, your drinking water, or service, please contact Iowa American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-866-641-2108.

WATER INFORMATION SOURCES

Iowa American Water
www.iowaamwater.com

Iowa Department of Natural Resources (IDNR):
www.iowadnr.gov/

Iowa Department of Public Health:
www.idph.iowa.gov/

Clinton County Health Department:
www.clintoncounty-ia.gov/Health_Department

Scott County Health Department:
www.scottcountyiowa.gov/health

United States Environmental Protection Agency (USEPA):
www.epa.gov/safewater

Safe Drinking Water Hotline: (800) 426-4791

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

American Water Works Association: www.awwa.org

Water Quality Association: www.wqa.org

National Library of Medicine/National Institute of Health:
www.nlm.nih.gov/medlineplus/drinkingwater.html

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-641-2108.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-641-2108.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-641-2108.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-641-2108.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-641-2108** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-866-641-2108** र हमें काल करें।

Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-641-2108.

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-866-641-2108.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-641-2108.