



2020 Annual  
**WATER QUALITY  
REPORT**

**New Jersey American Water Twin Lakes System**  
PWS ID: NJ1803002

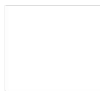


**QUALITY. ONE MORE WAY  
WE KEEP LIFE FLOWING.**



**NEW JERSEY  
AMERICAN WATER**

**WE KEEP LIFE FLOWING™**



## A message from **New Jersey American Water's President**



**MARK K MCDONOUGH**

President, New Jersey  
American Water

To Our Valued Customers:

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

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

We know that at the end of every water pipe there's a family depending on us to provide this essential service safely and reliably. New Jersey American Water has the expertise of more than 800 experienced professionals, the right technologies in use, and a demonstrated commitment to upgrading our infrastructure to continue to provide you with clean, safe and reliable water service.

**QUALITY:** We have an exceptional track record when it comes to drinking water regulatory compliance. We test for about 100 regulated contaminants, as required by state and federal drinking water standards, as well as unregulated compounds. We are recognized as an industry leader and work cooperatively with the US EPA and the NJ DEP so that implementation of existing standards and development of new regulations produce benefits for our customers. In fact, we take water quality so seriously that five of our 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.

**SERVICE:** Last year, we invested more than \$464 million to upgrade our water and wastewater treatment and pipeline systems in the communities we serve. These investments allowed us to improve water quality, pressure and service reliability for our customers.

**VALUE:** While costs to provide water service continue to increase across the country, our investments, use of technologies and economies of scale help us provide high quality water service that remains an exceptional value. The price you pay for this essential service remains one of the lowest household utility bills.

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 help 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 "Mark K McDonough". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Mark K McDonough  
New Jersey American Water

**This report contains important information about your drinking water. Translate it or speak with someone who understands it at (800) 272-1325, 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)

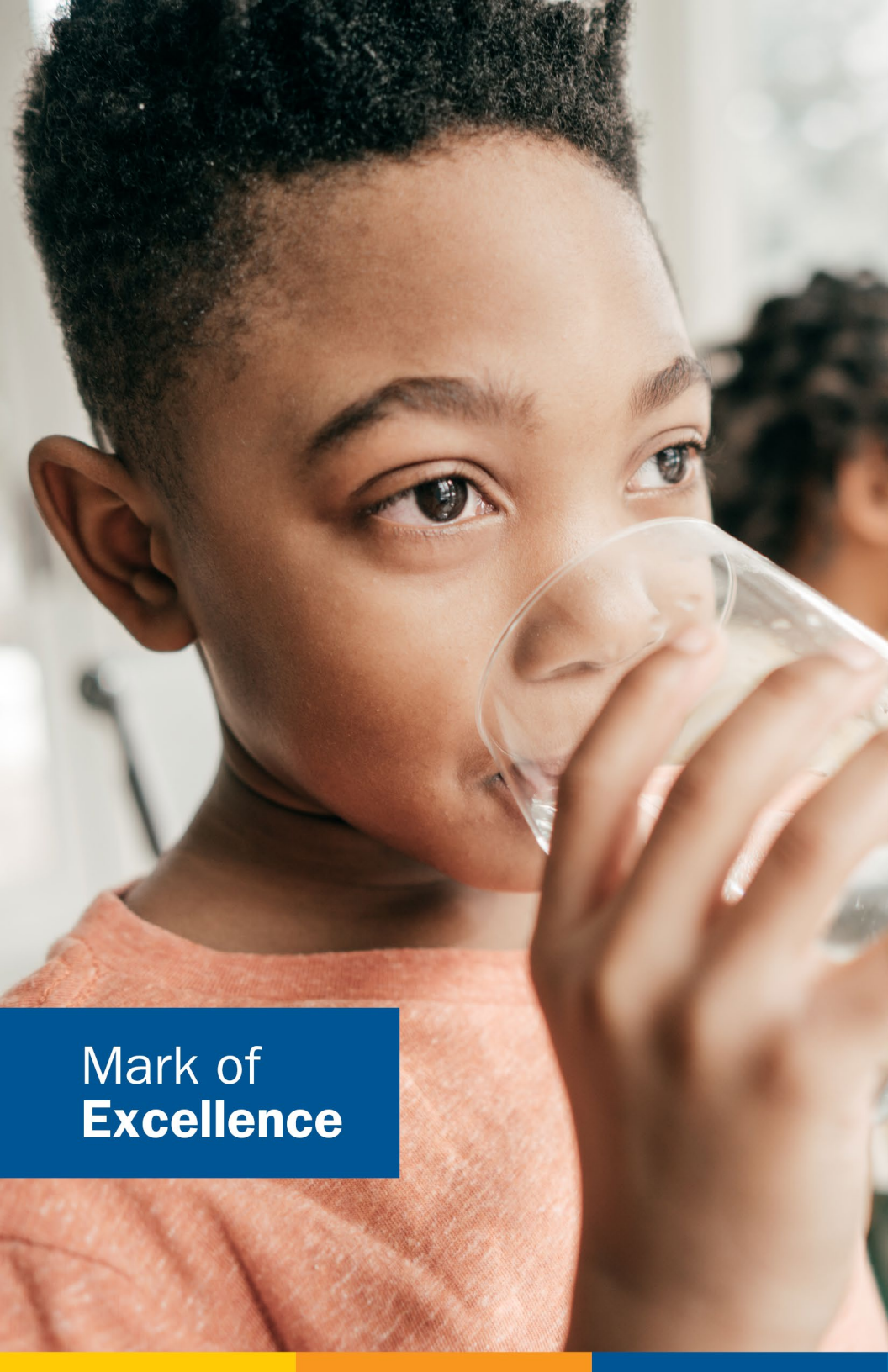


Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water 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.

New Jersey 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.

Our team monitors and tests 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. American Water is recognized as an industry leader in water quality and works 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.

Our team also has access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. American Water scientists refine testing procedures, innovate new methods, and set new standards for detecting potentially new contaminants—even before regulations are in place.



### MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as New Jersey 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 more than \$464 million to improve our water and wastewater treatment and pipeline systems.**



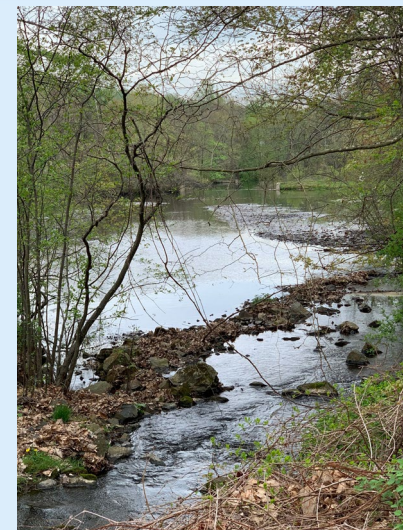
# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

The raw drinking water supply is ground water from two wells within the Twin Lakes community boundaries. The systems source water comes from the Brunswick aquifer.

Learn more about local waterways at [www.nj.gov/dep/watersupply/swap/index.html](http://www.nj.gov/dep/watersupply/swap/index.html). The New Jersey Department of Environmental Protection (NJDEP) has completed a source water assessment for the Twin Lakes System 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. To get a copy of the assessment, contact the NJDEP at (609) 292-5550 or visit:

<http://www.nj.gov/dep/watersupply/swap/index.html>.



## QUICK FACTS ABOUT THE TWIN LAKES SYSTEM

### Communities served:

Twin Lakes, Bernardsville

### Water source:

Two groundwater wells

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

0.037 million gallons per day

### Disinfection treatment:

Groundwater supplies are disinfected with chlorine to maintain water quality in 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:

<b>Microbial Contaminants</b>	such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
<b>Inorganic Contaminants</b>	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.
<b>Pesticides and Herbicides</b>	which may come from a variety of sources, such as agriculture, urban storm water runoff, and residential uses.
<b>Organic Chemical Contaminants</b>	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.
<b>Radioactive Contaminants</b>	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.

**Report any spills, illegal dumping or suspicious activity to the NJ DEP hotline: 1-877-WARN DEP (1-877-927-6337)**

## FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at [newjerseyamwater.com](http://newjerseyamwater.com) or contact the regional Source Water Protection Lead at 1-800-272-1325

## 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, which is why we have developed a Source Water Protection Plan. This is a voluntary program to identify and address potential threats to drinking water supplies. Stakeholder involvement is an important part of the program. We partner with the NJDEP to host annual meetings to review progress on the plan with stakeholders. We also welcome input on the plan or local water supplies through our online feedback form.

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



**Protect Our Watersheds Art Contest:** Open to fourth, fifth and sixth graders, the contest encourages students to use their artistic skills to express the importance of protecting our water resources.



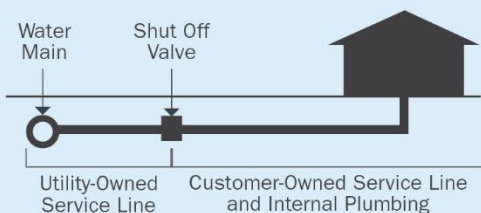
**Educational Resources:** We offer a plethora of educational videos on our YouTube Channel, along with a comprehensive Water Learning Center on our website.



# 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.

## 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 us at 1-800-272-1325.



**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**

## **DRINKING WATER CONTAMINANTS**

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.

## **RADON**

Radon is a radioactive gas that occurs naturally in some groundwater. It may pose a health risk when the gas is released from water into air, as occurs while showering, washing dishes and performing other household activities. Radon can move up through the ground and into a home through cracks in the foundation. Compared to radon entering the home through soil, radon entering through tap water is, in most cases, a small source of radon in indoor air. Inhalation of radon gas has been linked to lung cancer; however, the effects of radon ingested in drinking water are not yet clear. If you are concerned about radon in your home, tests are available to determine the total exposure level.

During 2015 testing, our water showed radon levels between 4736 - 8333 pCi/L in the Twin Lakes System. The EPA is developing regulations to reduce radon in drinking water. Radon in the air is inexpensive to test and easy to correct. For additional information, call the EPA's Radon Hotline at 1-800-55-RADON.

## **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 New Jersey American Water Twin Lakes System does not contain naturally-occurring fluoride in the groundwater. NJ American Water does not add fluoride to the water they are providing to Twin Lakes in Bernardsville.

If you have any questions on fluoride, please call our Customer Call Center at 1-800-272-1325.







## **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 Contaminants 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 1-855-722-7072.

## PFNA Monitoring

Perfluorononanoic Acid (PFNA) was a regulated compound in 2020. The NJDEP established a regulatory MCL of 13 ppt. New Jersey American Water conducted PFNA monitoring in your water system. PFNA was not detected in the treated water supply in 2020.

## PFOA/PFOS Monitoring

Perfluorooctanoic acid (PFOA) and Perfluorooctanesulfonic acid (PFOS) are fluorinated organic chemicals that are part of a larger group of chemicals referred to as per- and poly-fluoroalkyl substances (PFASs). PFOS and PFOA have been extensively produced and studied in the United States. They have been used in consumer products such as carpets, clothing, fabrics for furniture, paper packaging for food, and other materials (e.g., cookware) designed to be waterproof, stain-resistant or non-stick. In addition, they have been used in fire-retarding foam and various industrial processes.

Exposure to PFOA and PFOS over certain levels may result in adverse health effects, including developmental effects to fetuses during pregnancy or to breastfed infants (e.g., low birth weight, accelerated puberty, skeletal variations), cancer (e.g., testicular, kidney), liver effects (e.g., tissue damage), immune effects (e.g., antibody production and immunity), thyroid effects and other effects (e.g., cholesterol changes). While people are exposed to PFOS and PFOA largely through food, food packaging, consumer products, and house dust, the exposure through drinking water has become an increasing concern due to the tendency of PFASs to accumulate in groundwater. In 2021, the NJDEP established Maximum Contaminant Levels (MCLs) at 13 ppt for PFOS and 14 ppt for PFOA in drinking water.

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 New Jersey Department of Environmental Protection 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.

The data presented in the Table of Detected Contaminants is the same data collected to comply with EPA 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 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. The Twin Lakes system was granted a waiver for asbestos in the 2020-2028 monitoring period.



# 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

New Jersey 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” on the previous page. Some unregulated substances are measured, but maximum contaminant levels have not been established by the government. These contaminants are shown for your 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/CDC (Centers for Disease Control and Prevention) 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).

## Twin Lakes System – PWSID# NJ1803002

### Table of Detected Contaminants – 2020

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

LEAD AND COPPER MONITORING PROGRAM - At least 5 tap water samples collected at customers' taps every 3 years								
Substance (units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90 <sup>th</sup> Percentile	No. of Homes Sampled	Homes Above Action Level	Typical Source
Lead (ppb)	2019	Yes	0	15	1	5	0	Corrosion of household plumbing systems.
Copper (ppm)	2019	Yes	1.3	1.3	1.1	5	0	Corrosion of household plumbing systems.



### DISINFECTION BYPRODUCTS - Collected in the Distribution System

Sample Location	Year	Compliance Achieved	MCLG	MCL	LRAA	Range Detected	Typical Source
<b>Total Trihalomethanes (TTHMs) (ppb)</b>							
<b>SITE 1</b>	2020	Yes	NA	80	1	NA	By-product of drinking water disinfection.
<b>SITE 2</b>	2020	Yes	NA	80	3	NA	By-product of drinking water disinfection.

NOTE: Compliance is based on the locational running annual average (LRAA) at each location.

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

Substance	Year Sampled	Compliance Achieved	MRDLG	MRDL	Compliance Result	Range Detected	Typical Source
<b>Distribution System Chlorine Residual (ppm)</b>	2020	Yes	4	4	1.2 <sup>1</sup>	0.8 to 1.2	Water additive used to control microbes.
<b>Entry Point Chlorine Residual (ppm)</b>	2020	Yes	4	4	0.5 <sup>2</sup>	0.5 to 2.3	Water additive used to control microbes.

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

2 - Data represents the lowest residual entering the distribution system from our water treatment plant.

### OTHER REGULATED SUBSTANCES - Collected at the Treatment Plant

Substance	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
<b>Nickel (ppm)</b>	2020	Yes	NA	NA	0.005	NA	Nickel occurs naturally in soils, ground water and surface waters and is often used in electroplating, stainless steel and alloy products.
<b>Nitrate (ppm)<sup>1</sup></b>	2020	Yes	10	10	5	4 to 5	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.

1 - Nitrate in drinking water at levels above 10 ppm is a health risk for infants of less than six months of age. High nitrate levels in drinking water can cause blue baby syndrome. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant, you should ask for advice from your health care provider.

## PER- AND POLYFLUOROALKYL SUBSTANCES

Per- or polyfluoroalkyl substances (PFASs) are man-made substances used in a variety of products, such as: stain resistant fabric, non-stick coatings, firefighting foam, paints, waxes, and cleaning products. They are also components in some industrial processes like electronics manufacturing and oil recovery. While the EPA has not developed drinking water standards for PFAS, New Jersey American Water recognizes the importance of testing for these contaminants. Compounds detected are tabulated below, along with typical sources.

### UNREGULATED PERFLUORINATED COMPOUNDS\*

Parameter	Units	Average Result	Range Detected	Typical Source
Perfluorooctanoic Acid (PFOA)	ppt	11	10 to 12	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	6	5 to 7	Manmade chemical; used in products for stain, grease, heat and water resistance

\* In 2021 the NJDEP established Maximum Contaminant Levels (MCLs) of 14 ppt for PFOA and 13 ppt for PFOS in drinking water.

### SECONDARY SUBSTANCES<sup>1</sup> - Collected at the Treatment Plant

Substance	Year Sampled	Compliance Achieved	MCLG	SMCL	Highest Compliance Result	Range Detected	Typical Source
Aluminum (ppm)	2020	NA	NA	0.2	0.03	NA	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits.
Chloride (ppm)	2020	NA	NA	250	133	NA	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits.
Sodium (ppm) <sup>2</sup>	2020	NA	NA	50	71	63 to 71	Erosion from naturally occurring deposits: Used in water softener regeneration.
Zinc (ppm)	2020	NA	NA	5	0.3	NA	Erosion from naturally occurring deposits: Used in water softener regeneration.

1 - Substances with Secondary MCLs do not have MCLGs; 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.

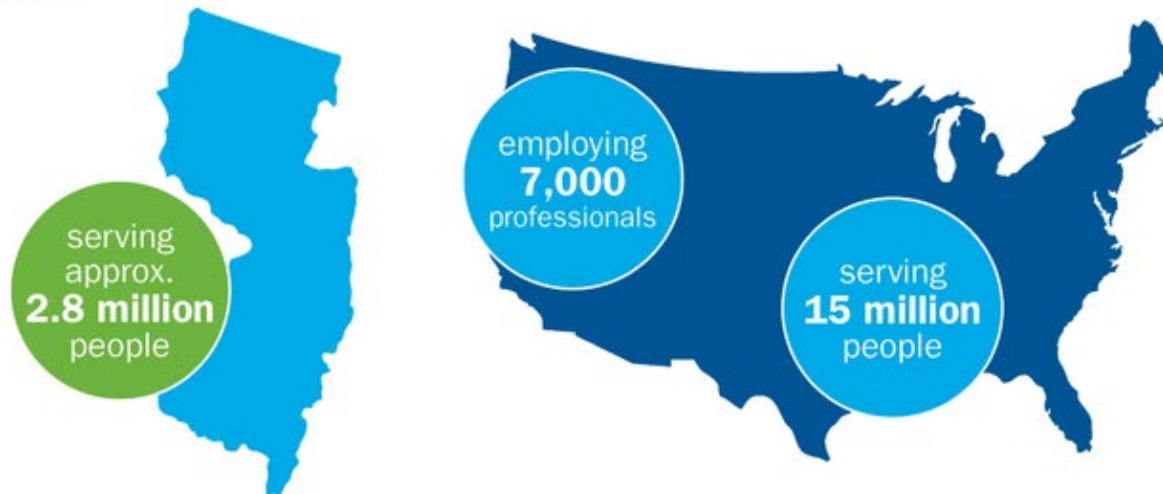




## About Us

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.

**New Jersey American Water**, a subsidiary of American Water, is the largest investor-owned water utility in the state, providing high-quality and reliable water and/or wastewater services to approximately 2.8 million people. For more information, visit [newjerseyamwater.com](http://newjerseyamwater.com) and follow us on Twitter, Facebook, Instagram and YouTube.



## NEW JERSEY AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**  
192 communities in 18 counties
- **CUSTOMERS SERVED**  
657,000 water customers (91% residential, 9% commercial and industrial); 54,900 wastewater customers
- **EMPLOYEES**  
More than 840
- **TREATMENT FACILITIES**  
**Water:** 7 surface water treatment plants with a combined capacity of 384 million gallons of water a day (MGD). 267 wells with a combined capacity of 188 MGD  
**Wastewater:** 21 sewer treatment plants with a combined capacity of 4.9 MGD
- **MILES OF PIPELINE**  
9,420 miles of water main and 474 miles of sewer main
- **STORAGE AND TRANSMISSION**  
162 water storage tanks;  
129 water booster pumping stations and 67 sewer lift stations
- **SOURCE OF SUPPLY**  
71% surface water,  
22% groundwater and  
7% purchased water
- **VALVES**  
194,144
- **FIRE HYDRANTS**  
46,928
- **PARTNERSHIP FOR SAFE WATER AWARDS**  
Five Directors Awards



# How to Contact Us

If you have any questions about this report, your drinking water, or service, please contact New Jersey American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-800-272-1325.

## WATER INFORMATION SOURCES

New Jersey American Water  
[www.newjerseamwater.com](http://www.newjerseamwater.com)

New Jersey Department of Environmental Protection Bureau of Safe Drinking Water:  
[www.nj.gov/watersupply](http://www.nj.gov/watersupply)

New Jersey Board of Public Utilities:  
[www.state.nj.us/bpu](http://www.state.nj.us/bpu)  
1 (800) 624-0241

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

Safe Drinking Water Hotline: (800) 426-4791

American Water Works Association: [www.awwa.org](http://www.awwa.org)

Centers for Disease Control and Prevention: [www.cdc.gov](http://www.cdc.gov)

Water Quality Association: [www.wqa.org](http://www.wqa.org)

National Library of Medicine/National Institute of Health:  
[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://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 1-800-272-1325.**

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-800-272-1325.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-800-272-1325.

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 1-800-272-1325.

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 **1-800-272-1325** 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 **1-800-272-1325** र हमें काल करें।

**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-800-272-1325.**

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 1-800-272-1325.

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 1-800-272-1325.



# 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**



**EVERY  
DROP  
COUNTS**

For more detailed information on how you can conserve water in and outside your home, visit [njdrought.org](http://njdrought.org).

Remember...every drop counts.