2020 Annual

WATER QUALITY REPORT

SYSTEM NAME White Deer
PWS ID: 4490023

QUALITY. ONE MORE WAY
WE KEEP LIFE FLOWING.

PENNSYLVANIA
AMERICAN WATER

WE KEEP LIFE FLOWING™

A message from **Pennsylvania American Water's President**

MIKE DORAN

President, Pennsylvania American Water

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Dear Pennsylvania American Water Customer,

Having access to safe, reliable water service is something that can be easily taken for granted. At Pennsylvania 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 employees. As you read through this annual water quality information, you will see that we continue to supply high quality drinking water service to help 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.

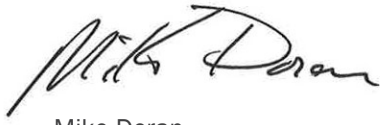
QUALITY: We take water quality so seriously that 33 of our surface water treatment plants have been nationally recognized with Directors Awards from the U.S. Environmental Protection Agency's (EPA) Partnership for Safe Water program for surpassing federal and state drinking water standards, with 18 of these treatment plants having maintained this high level of service for 20 years or more. 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.

SERVICE: Last year, we invested $400 million to upgrade our water and wastewater treatment and pipeline systems in the communities we serve. These investments allowed us to improve water quality, water pressure and service reliability for our customers.

VALUE: While the cost to provide water service continues 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 help keep your life flowing – both for today, and for future generations.

Proud to be your local water service provider,



Mike Doran
Pennsylvania American Water

This report contains important information about your drinking water. Translate it or speak with someone who understands it at, 1-800-565-7292 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.

Pennsylvania 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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Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-800-565-7292.

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 1-800-565-7292.

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 **1-800-565-7292** 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 **1-800-565-7292** र हमें काल करें।

Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-800-565-7292.

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 1-800-565-7292.

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 1-800-565-7292.

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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. 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.

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 Pennsylvania 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 $400 million to improve our water and wastewater treatment and pipeline systems.**

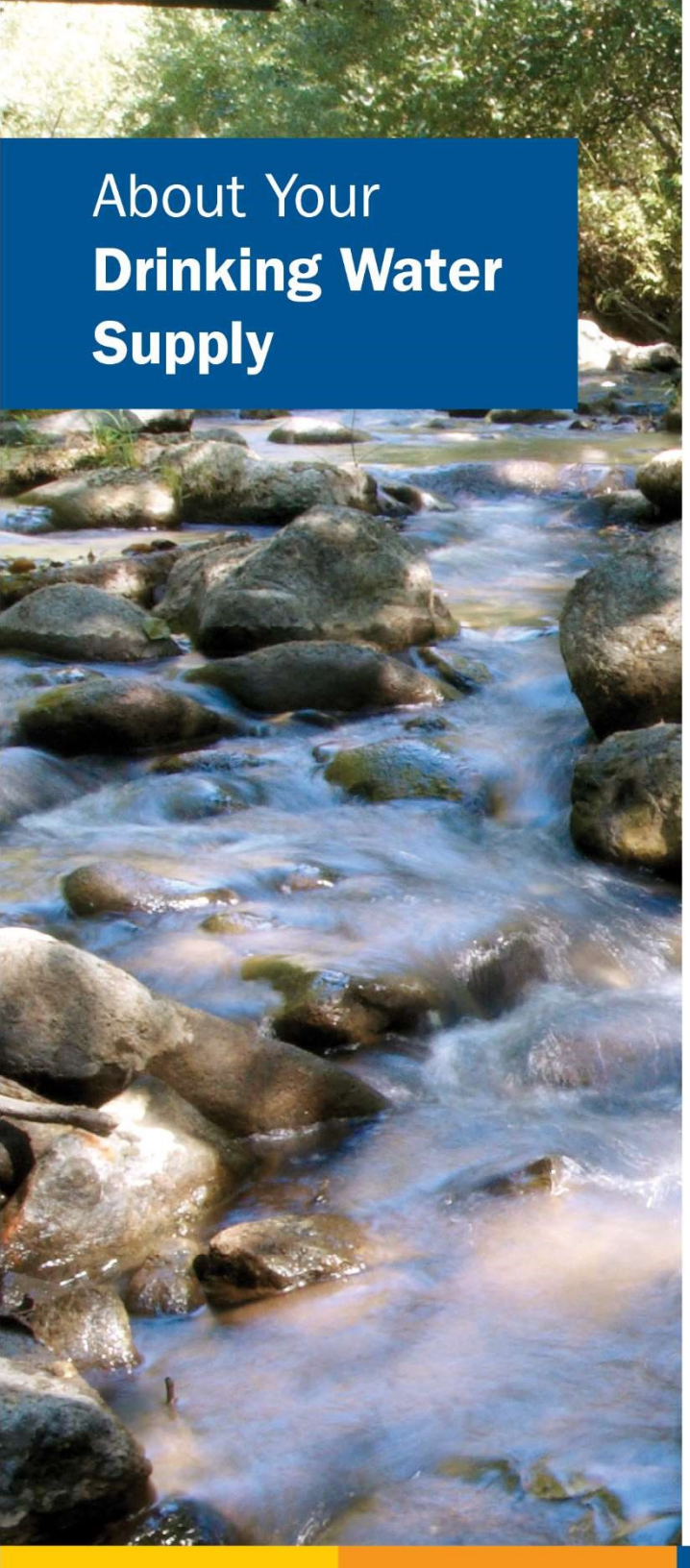
NOT JUST MEETING DRINKING WATER STANDARDS—

SURPASSING THEM.

The Partnership for Safe Drinking Water Program is administered by the EPA, Pennsylvania Department of Environmental Protection (DEP), and other water industry organizations. The award honors utilities for achieving operational excellence by voluntarily optimizing their surface water treatment operations and adopting more stringent performance goals than those required by federal and state drinking water standards. **Pennsylvania American Water takes water quality so seriously that:**

The Milton and White Deer Water Treatment Plants were awarded the prestigious Director's Award.

PARTNERSHIP FOR SAFE WATER



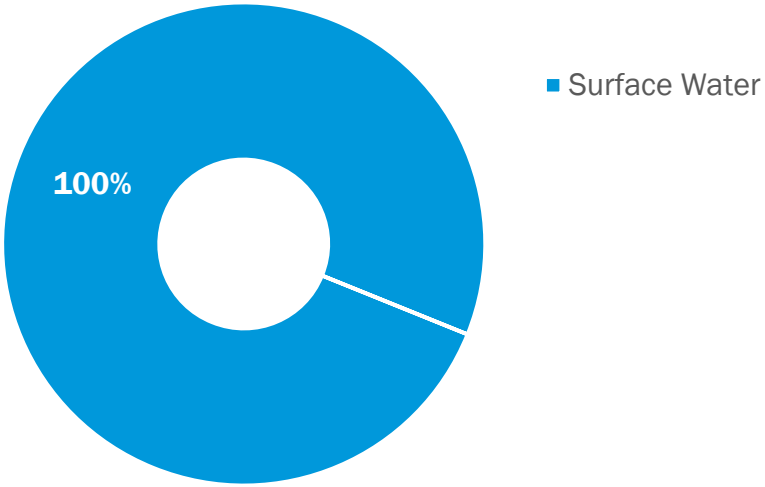
About Your **Drinking Water Supply**

WHERE YOUR WATER COMES FROM

The raw drinking water supply is surface water from the Susquehanna River, Spruce Run Reservoir, and White Deer Creek. The Spruce Run Reservoir and the White Deer Creek sources are in the Susquehanna River Basin. Both streams are classified as high-quality, cold-water fisheries. Learn more about local waterways at https://watersgeo.epa.gov/mywaterway.

The Pennsylvania Department of Environmental Protection (DEP) completed a source water assessment for the White Deer System in 2003 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 runoff from transportation corridors and stormwater runoff. DEP ranked the susceptibility high because the water supplies are above the ground and exposed. To get a copy of the assessment, contact DEP at (717) 705-4732 or visit: http://www.depgreenport.state.pa.us/elibrary/

SOURCES OF SUPPLY FOR THE SYSTEM



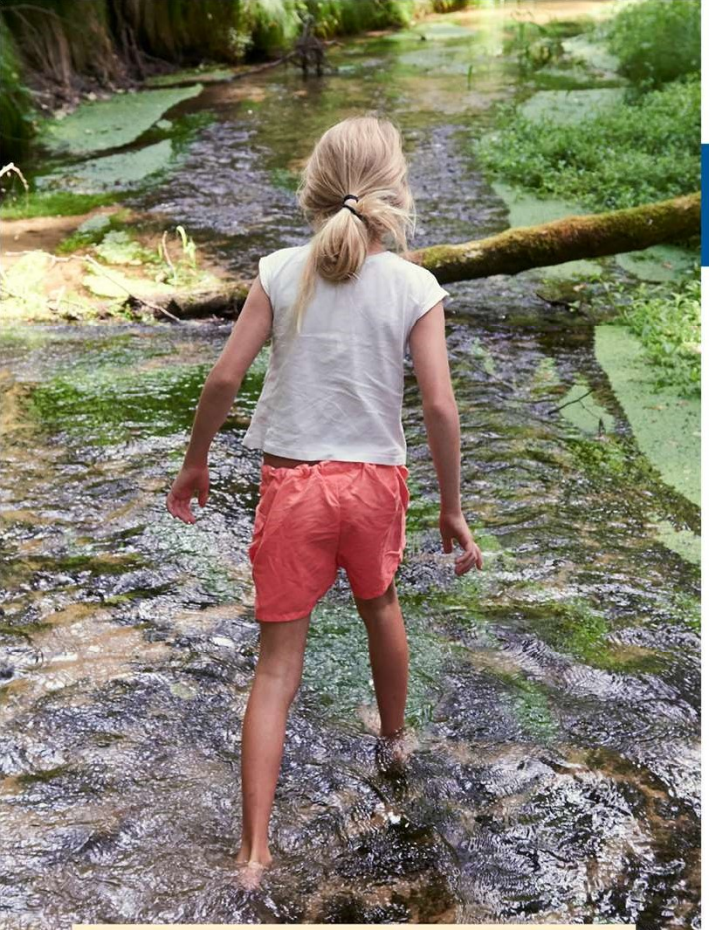
QUICK FACTS ABOUT THE WHITE DEER SYSTEM

Communities served:
Northumberland County- Delaware Twp, East Chillisquaque Twp, Milton Boro, Northumberland Boro, Point Twp, Turbot Twp, Upper Augusta Twp, Watsontown Boro, West Chillisquaque Twp
Union County- Buffalo Twp, East Buffalo Twp, Gregg Twp, Kelly Twp, Lewisburg Boro, White Deer Twp

Water source:
Surface water from the Susquehanna River, Spruce Run Reservoir, and White Deer Creek

Average amount of water supplied to customers on a daily basis:
Milton Filter Plant – 2.95 million gallons per day
White Deer Complex – 2.16 million gallons per day

Disinfection treatment: Surface water supplies are treated with chlorine to maintain water quality in the distribution system.



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).

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.

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 in the trash.
- 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 PA Department of Environmental Protection at 1-800-426-4791.

FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at pennsylvaniaamwater.com or contact the regional Source Water Protection Lead, Kristi English at 717-550-1508.

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. We have developed a Source Water Protection Plan under the Pennsylvania Source Water Protection Technical Assistance Program (SWPTAP). 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 DEP 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.

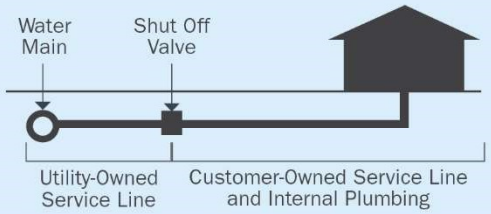
Pharmaceutical Collection: We sponsor drop box locations across the Commonwealth for residents to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies.

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.

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 1-800-565-7292.

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**

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 are pregnant, you should ask for advice from your health care provider.

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 to keep the water safe 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. You may also contact our Customer Service Center at 1-800-565-7292 for more chlorine 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.

Pennsylvania American Water does not add fluoride to your water supply. Naturally occurring fluoride levels are typically at or below 0.1 ppm. EPA has set the amount of fluoride to 0.7 ppm to achieve an optimal fluoride level and prevent tooth decay. Pennsylvania's current maximum drinking water standard is 2.0 ppm. If you have any questions on fluoride, please call Pennsylvania American Water's Customer Service Center at 1-800-565-7292.

UNREGULATED CONTAMINANT MONITORING RULE (UCMR)

The EPA created unregulated monitoring to assist in determining the occurrence of contaminants in drinking water and whether new regulations and standards are warranted. The first UCMR monitoring was completed in 2003 for a list of contaminants specified by the EPA. UCMR4 testing began in 2018 and was completed in 2020, with the results 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 1-800-565-7292.

PFAS MONITORING

PFAS refers to per- and polyfluoroalkyl substances, a class of synthetic chemicals, 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.

Pennsylvania 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 Pennsylvania 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 Pennsylvania American Water stives 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 PA DEP allows us to monitor for some contaminants less than once per year because the concentration of the contaminants does not change frequently. Some of our data, though representative, are more than one year old.

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 (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.

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

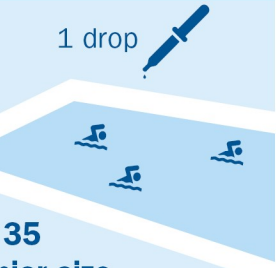
Parts Per Million

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**

Pennsylvania 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. 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.

TURBIDITY – Continuous monitoring at the surface water treatment plant								
Substance (with units)	**Treatment plant**	**Year Sampled**	**Compliance Achieved**	**MCLG**	**MCL**	**Highest Single Measurement and Lowest Monthly % of Samples ≤0.3 NTU**	**Sample Date of Highest and Lowest Compliance Result**	**Typical Source**
Turbidity (NTU)	Milton	2020	Yes	0	TT: Single result = 1 NTU	0.45	08/19/20	Soil runoff.
		2020	Yes	NA	TT: At least 95% of samples ≤0.3 NTU	99.83%	08/31/20	Soil runoff.
	White Deer	2020	Yes	0	TT: Single result =1 NTU	0.63	07/26/20	Soil runoff.
		2020	Yes	NA	TT: At least 95% of samples ≤0.3 NTU	99.90%	07/31/20	Soil runoff.

LEAD AND COPPER MONITORING - At least 30 tap water samples are collected at customers' taps every 3-years								
Substance (with units)	**Year Sampled**	**Compliance Achieved**	**MCLG**	**Action Level (AL)**	**90th Percentile**	**No. of Homes Sampled**	**Homes Above Action Level**	**Typical Source**
Lead (ppb)	2019	Yes	0	15	1	30	1	Corrosion of household plumbing systems.
Copper (ppm)	2019	Yes	1.3	1.3	0.094	30	0	Corrosion of household plumbing systems.

DISINFECTANT RESIDUAL MONITORING - Collected at the water treatment facility entry point and within the distribution system								
Substance (with units)	**Year Sampled**	**Compliance Achieved**	**MRDLG**	**MRDL**	**Minimum Required Chlorine Residual**	**Compliance Result**	**Range Detected**	**Typical Source**
Milton Filter Plant Entry Point Chlorine Residual (ppm) [1]	2020	Yes	4	4	0.20	1.55	1.55 to 2.16	Water additive used to control microbes.
White Deer Creek Filter Plant Entry Point Chlorine Residual (ppm) [1]	2020	Yes	4	4	0.20	1.21	1.21 to 2.21	Water additive used to control microbes.
Distribution System Chlorine Residual (ppm) [2]	2020	Yes	4	4	0.2	1.88	1.3 to 1.88	Water additive used to control microbes.

1 – Result represents the lowest residual entering the distribution system from the surface water treatment plant.
2 – Result represents the highest monthly average of chlorine residuals measured throughout the distribution system.

DISINFECTION BY-PRODUCT MONITORING - 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	53	22 to 79	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2020	Yes	NA	60	33	11 to 44	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.

DISINFECTION BY-PRODUCTS PRECURSOR REMOVAL - Collected at the surface water treatment plant									
Substance (with units)	**Plant**	**Year Sampled**	**Compliance Achieved**	**MCLG**	**MCL**	**Range of % Removal Required**	**Range of % Removal Achieved**	**Number of Quarters Out of Compliance**	**Typical Source**
Total Organic Carbon (TOC)	Milton	2020	Yes	NA	TT	N/A	N/A	0	Naturally present in the environment.
	White Deer	2020	Yes	NA	TT	N/A - 45%	N/A- 65%	0	Naturally present in the environment.

NOTE: Compliance achieved based on the approved alternative criteria for an annual running average source water TOC of less than 2 ppm ...

OTHER REGULATED SUBSTANCES - Collected at the water treatment facility								
Substance (with units)	**Treatment Plant**	**Year Sampled**	**Compliance Achieved**	**MCLG**	**MCL**	**Highest Compliance Result**	**Range Detected**	**Typical Source**
Nitrate (ppm)	Milton	2020	Yes	10	10	0.68	SS	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.
Nitrate (ppm)	White Deer	2020	Yes	10	10	0.05	SS	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.
Sodium (ppm) [1]	Milton	2020	NA	NA	NA	13	SS	Sodium is a natural constituent of raw water, but its concentration can be increased by pollution sources such as rock salt treatment, run-off, and detergents.
Sodium (ppm) [1]	White Deer	2020	NA	NA	NA	6	SS	Sodium is a natural constituent of raw water, but its concentration can be increased by pollution sources such as rock salt treatment, run-off, and detergents.

1 - 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 of 20 ppm may be of concern to individuals on a sodium restricted diet.

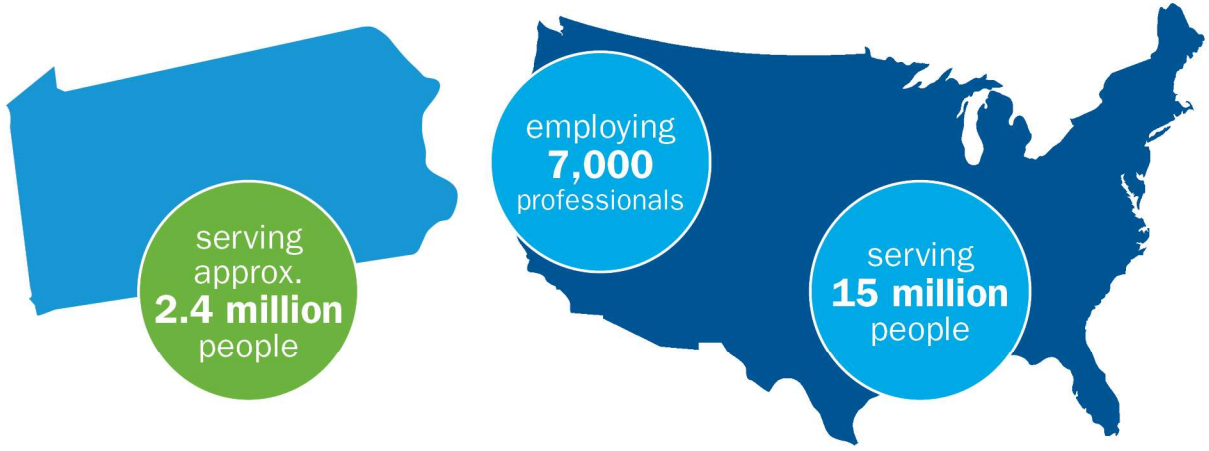
SECONDARY CONTAMINANTS & OTHER MONITORING - Collected at the water treatment facility					
Substance (with units)	**Treatment Plant**	**Year Sampled**	**SMCL**	**Average Result**	**Typical Source**
pH[1]	Milton	2020	6.5 – 8.5	7.4	pH is an expression of the acidic or basic condition of a liquid (scale 0 to14), with neutral being 7. Adjusted to maintain optimal corrosion control.
	White Deer	2020	2020	7.4	pH is an expression of the acidic or basic condition of a liquid (scale 0 to14), with neutral being 7. Adjusted to maintain optimal corrosion control.
Iron (ppm)[1]	Milton	2020	0.3	<0.01	Corrosion of pipes; leaching of iron salts from soil and rocks, and industrial pollution. Essential dietary trace nutrient
	White Deer	2020	0.3	<0.02	Corrosion of pipes; leaching of iron salts from soil and rocks, and industrial pollution. Essential dietary trace nutrient
Manganese (ppm)[1]	Milton	2020	0.05	<0.01	Naturally-occurring elemental metal; largely used in aluminum alloy production. Essential dietary trace nutrient.
	White Deer	2020	0.05	<0.01	Naturally-occurring elemental metal; largely used in aluminum alloy production. Essential dietary trace nutrient.
Hardness (ppm)	Milton	2020	NA	95	Represents the total concentration of calcium and magnesium ions, reported as calcium carbonate.
	White Deer	2020	NA	17	Represents the total concentration of calcium and magnesium ions, reported as calcium carbonate.

1 – Secondary contaminants with SMCLs are primarily established to address aesthetic concerns.

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.

Pennsylvania American Water, a subsidiary of American Water, is the largest investor-owned water utility in the Commonwealth, providing high-quality and reliable water and/or wastewater services to approximately 2.4 million people. For more information, visit **pennsylvaniaamwater.com** and follow us on Twitter, Facebook, Instagram, YouTube and LinkedIn.



PENNSYLVANIA AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**
  408 communities in 36 counties
- **CUSTOMERS SERVED**
  672,000 water customers (92% residential, 7% commercial and 1% industrial); 77,000 wastewater customers
- **EMPLOYEES**
  Approx. 1,100
- **TREATMENT FACILITIES**
  37 surface water treatment plants and 105 active groundwater sources (average daily delivery including surface water, groundwater and purchased water is 189.8 million gallons per day (MGD); 22 wastewater plants (64 MGD permitted capacity)
- **MILES OF PIPELINE**
  11,457 miles of water and sewer pipe
- **STORAGE AND TRANSMISSION**
  265 water storage facilities; 377 water and wastewater pumping stations
- **SOURCE OF SUPPLY**
  91% surface water, 7% groundwater and 2% purchased water
- **PARTNERSHIP FOR SAFE WATER AWARDS**
  33 of our treatment plants received Directors Awards for the Partnership for Safe Water

How to **Contact Us**

If you have any questions about this report, your drinking water, or service, please contact Pennsylvania American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-800-565-7292.

WATER INFORMATION SOURCES

Pennsylvania American Water:
www.pennsylvaniaamwater.com

Pennsylvania Department of Environmental Protection:
www.dep.pa.gov

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 1-800-565-7292.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-800-565-7292.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-800-565-7292.

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 1-800-565-7292.

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 **1-800-565-7292** 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 **1-800-565-7292** र हमें काल करें।

Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-800-565-7292.

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 1-800-565-7292.

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 1-800-565-7292.