



2014 Annual Water Quality Report

5 & 20 Mile Road District
PWS ID: WV3304020



WEST VIRGINIA
AMERICAN WATER

We encourage you to read and share this annual Water Quality Report that can be viewed electronically at www.amwater.com/ccr/5and20mileroad.pdf

A Message from the West Virginia American Water President

To Our Valued Customer:

West Virginia American Water is proud to be your local water service provider, and I am pleased to share with you good news about the quality of your drinking water. Each year, we provide you with our annual water quality report. Like so many years prior – you will find that we continue to supply water that meets or surpasses all state and federal water quality regulations.



It is no simple task to move water from rivers and reservoirs through the water treatment process to our distribution lines and tanks, and, finally your home, school or place of work. It requires having the right team of experts and technologies in place, and our scientists, chemists, engineers, operators and maintenance crews are always on the job. Delivering high-quality, reliable water service to your tap around the clock also requires significant investment in our water infrastructure. In 2014 alone, we invested more than \$36.5 million in water system improvements statewide. From upgrading our treatment facilities to replacing more than 18 miles of aging water pipelines, we invested prudently and with purpose. We also invested in new laboratory equipment and online, multi-panel source water quality monitoring devices for early detection of source water contamination to comply with new state requirements. Because we invest our dollars responsibly, we provide our water at about a penny per gallon – an exceptional value for a service that is so essential to our daily lives.

Our regulatory compliance record is a testament to our commitment to water quality and environmental stewardship. In 2014, there were more than 4,000 health-based or monitoring/reporting drinking water Notices of Violation (NOVs) issued to community drinking water

systems in West Virginia. We are extremely proud that West Virginia American Water once again did not receive any drinking water NOVs over the course of the year. Furthermore, just over 400 surface water treatment plants nationally are part of USEPA's Partnership for Safe Water Program, which is a voluntary effort designed to increase protection against microbial contamination through treatment optimization. All nine West Virginia American Water surface water treatment plants participate in this program and are the only plants in West Virginia to receive the program's nationally recognized Director's Awards.

We hope you agree that high quality, reliable water service is worth every penny and worth learning more about. Please take the time to review this report. It provides details about the source and quality of your drinking water using the data from water quality testing conducted for your local water system from January through December 2014. For an electronic copy of this report, visit us online at www.westvirginiaamwater.com and click "Water Quality Reports" under the Water Quality & Stewardship tab.

At West Virginia American Water, our customers are our top priority, and we are committed to providing you with the highest quality drinking water and service possible now and in the years to come.

Sincerely,

Jeffrey L. McIntyre
President, West Virginia American Water



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WE CARE ABOUT WATER. IT'S WHAT WE DO.®

Where Does My Water Come From?

Water provided to you is purchased from the Mason County Public Service District (MCPD). The ground water sources of water for MCPD's Crab Creek plant are three deep wells taking water from the Ohio River alluvial aquifer located at Gallipolis Ferry.

To learn more about our watershed on the internet, go to the **U.S. EPA's Search Your Watershed at www.epa.gov/surf2**.

Commonly Asked Questions

Is there lead in my water?

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. West Virginia 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>.

Share This Report

Landlords, businesses, schools, hospitals and other groups are encouraged to share this important information with water users at their location who are not billed customers of West Virginia American Water and therefore do not receive this report directly.

Information on the Internet

The U.S. EPA Office of Water and the Centers for Disease Control and Prevention websites provide a substantial amount of information on many issues relating to water resources, water conservation and public health. You may visit these sites or West Virginia American Water's website at the web addresses below:

West Virginia American Water
www.westvirginiaamwater.com

West Virginia Bureau for Public Health
www.wvdhhr.org/oehs

United States Environmental Protection Agency
www.epa.gov/safewater

Safe Drinking Water Hotline: (800) 426-4791

Centers for Disease Control and Prevention
www.cdc.gov

Special Monitoring:

Chromium, a metallic element, is found in rocks, soil, plants, and animals. Chromium is also used in steel making, metal plating, leather tanning, paints, dyes and wood preservatives. The most common forms of chromium in the environment are trivalent (chromium-3), hexavalent (chromium-6) and the metal form, chromium-0. EPA currently regulates chromium-6 as part of the total chromium drinking water standard. New health effects information has become available since the original standard was set, and EPA is reviewing this information to determine whether there are new health risks that need to be addressed. While this review is underway, the EPA suggested that systems begin voluntary monitoring for chromium -6. Additional information can be found at <http://water.epa.gov/drink/info/chromium/index.cfm>.

We have not yet scheduled this voluntary monitoring for your system.

Substances Expected to be in Drinking Water

To ensure that tap water is of high quality, U.S. Environmental Protection Agency prescribes regulations limiting the amount of certain substances in water provided by public water systems. U.S. Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for public health. West Virginia American Water's advanced water treatment processes are designed to reduce any such substances to levels well below any health concern.

The source of drinking water (both tap water and bottled water) includes rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, 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, or 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.

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

Special Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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 may 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 contaminants are available from the Safe Drinking Water Hotline (800) 426-4791 or by calling our Customer Service Center at (800) 685-8660.

Water Quality Statement


The staff and management of West Virginia American Water are pleased to report that the water provided to our Montgomery Heights customers during the past year met all the state and federal standards set for drinking water.

The state requires a water utility to monitor for certain substances less than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data are included, along with the year in which the sample was taken.

About American Water

West Virginia American Water, a wholly owned subsidiary of American Water (NYSE: AWK), is the largest investor-owned water utility in the state, providing high-quality and reliable water services to approximately 560,000 people.

Founded in 1886, American Water is the largest and most geographically diverse publicly traded U.S. water and wastewater utility company. With headquarters in Voorhees, N.J., the company employs approximately 6,400 dedicated professionals who provide drinking water, wastewater and other related services to an estimated 15 million people in more than 45 states and parts of Canada. More information can be found by visiting www.amwater.com.



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

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

AT ABOUT A PENNY PER GALLON WATER IS A GREAT VALUE™ **WE CARE ABOUT WATER. IT'S WHAT WE DO. FIND OUT WHY YOU SHOULD, TOO, at amwater.com.**

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How to Read the Data Tables

For your information, we have compiled a list in the adjacent table showing what substances were detected in our drinking water during 2014. Although all of the substances listed are under the Maximum Contaminant Level (MCL) set by the U.S. EPA, we feel it is important that you know exactly what was detected and how much of the substance was present in the water. Please carefully review this report as it provides important information about drinking water and your health. The company remains committed to providing the highest quality water to our customers. For help with interpreting this table, see the "Table Definitions" section. Unregulated substances are measured, but maximum allowed contaminant levels have not been established by the government.

Table Definitions and Abbreviations

- **Action Level:** The concentration of a contaminant that, if exceeded, triggers treatment or other requirements that a water system must follow.
- **MCL (Maximum Contaminant Level):** 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.
- **MCLG (Maximum Contaminant Level Goal):** 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.
- **MRDL (Maximum Residual Disinfectant Level):** The highest level of disinfectant routinely allowed in drinking water. Addition of a disinfectant is necessary for control of microbial contaminants.
- **MRDLG (Maximum Residual Disinfectant Level Goal):** The level of drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contamination.
- **NA:** Not applicable
- **NTU - Nephelometric Turbidity Units:** Measurement of the clarity, or turbidity, of water.
- **pCi/L (picocuries per liter):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).
- **ppm (parts per million):** One part substance per million parts water, or milligrams per liter.
- **ppb (parts per billion):** One part substance per billion parts water, or micrograms per liter.
- **ng/L (parts per trillion):** One part substance per trillion parts water, or nanograms per liter.
- **µg/L:** Micrograms per liter or parts per billion.
- **pH:** A measurement of acidity, 7.0 being neutral.
- **Secondary MCL (Secondary Maximum Contaminant Level):** Contaminants levels that may result in cosmetic or aesthetic effects in drinking water.
- **TT (Treatment Technique):** A required process intended to reduce the level of a contaminant in drinking water.

Water Quality Results

Regulated Substances (Measured on the Water Leaving the Mason County-Crab Creek PSD Facility)

Substance (units)	Year Sampled	MCLG	MCL	Amount Detected	Range Low-High	Compliance Achieved	Typical Source
Nitrate (ppm)	2014	10	10	3.05	NA	Yes	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits

Regulated Substances for 5 & 20 Mile Road Distribution System (as monitored by West Virginia American Water)

Substance (units)	Year Sampled	MCLG	MCL	Amount Detected	Range Low – High	Compliance Achieved	Typical Source
Haloacetic Acids (HAAs) (ppb)	2014	0	60	6	NA	Yes	By-product of drinking water chlorination
Total Trihalomethanes (TTHMs)(ppb) ¹	2014	0	80	15	NA	Yes	By-product of drinking water chlorination
Chlorine (ppm) ²	2014	4	4	0.6	0.3 – 1.1	Yes	Water additive to control microbes

¹Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys or central nervous system, and may have an increased risk of getting cancer.

²Data from samples collected in the 5 & 20 Mile Road System



Regulated Substances: Lead and Copper Results (water tap samples)

Substance (units)	Year Sampled	MCLG	Action Level	Amount Detected 90 th Percentile	Number of Samples	Homes Above Action Level	Compliance Achieved	Typical Source
Copper (ppm)	2014	1.3	1.3	0.43	5	0	Yes	Corrosion of household plumbing systems, erosion of natural deposits
Lead (ppb)	2014	0	15	3	5	0	Yes	Corrosion of household plumbing systems, erosion of natural deposits

Bacterial Results (from the 5 & 20 Mile Road Distribution System)

Substance (units)	Year Sampled	MCLG	MCL	Highest Percentage Detected	Compliance Achieved	Typical Source
Total coliform (% Positive samples)	2014	0	5% Positive samples	0%	Yes	Bacteria naturally present in the environment

