



2023 Annual  
**WATER QUALITY  
REPORT**

**Bangor System**

PWS ID: PA-3480038

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



**PENNSYLVANIA  
AMERICAN WATER**

**WE KEEP LIFE FLOWING®**

# 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.

We are 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.

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.

## TABLE OF CONTENTS

|  |       |
|--|-------|
| What is a Consumer Confidence Report   | 2     |
| A message from our President           | 3     |
| Mark of Excellence                     | 4     |
| About Your Drinking Water Supply       | 5     |
| What are the Sources of Contaminants?  | 6     |
| Protecting Your Drinking Water Supply  | 7     |
| About Lead                             | 8     |
| Determining Your Service Line Material | 9     |
| Important Information About Your Water | 10-12 |
| • Chlorine                             |       |
| • Fluoride                             |       |
| • Cryptosporidium                      |       |
| • Nitrates                             |       |
| • PFAS                                 |       |
| Water Quality Results                  | 13    |
| Definitions of Terms Used in Document  | 14    |
| Water Quality Results: Detailed Charts | 15-17 |
| About Us                               | 18    |
| Contact Us                             | 19    |

## A message from Pennsylvania American Water's President



**Justin Ladner**

President, Pennsylvania  
American Water

Dear Pennsylvania American Water Customer,

Since its passage in 1974, the U.S. Safe Drinking Water Act has been a pillar of water utility operations and public health policy. Complementing other environmental legislation from the same period, this act set standards for drinking water suppliers, service, and quality and has made an unmistakable positive impact on U.S. communities for the past 50 years. As we recognize and celebrate the 50-year anniversary of this pivotal moment, I am pleased to share with you our 2023 Annual Water Quality Report (also called a Consumer Confidence Report), which is a testament to the hard work and dedication of our employees in achieving and often surpassing federal and state drinking water regulations.

I am also proud to share that Pennsylvania American Water has received more Directors Awards from the EPA's Partnership for Safe Water program than any other water utility in the nation. We take water quality so seriously that 33 of our water treatment plants have been nationally recognized with Directors Awards for our long-term commitment to optimizing operations, achieving outstanding performance, and protecting public health and the environment. Eighteen of our water treatment facilities have maintained this high level of service for 20 years or more, demonstrating that our commitment to excellence is embedded in our company's culture.

In this report, you'll find that 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. We also invest heavily in maintaining and improving our facilities to keep them operating efficiently and meeting regulatory standards so that we can continue to provide you with safe, reliable water service. From source to tap and back to the source again, our team of professionals works hard to deliver high quality water and wastewater service to help keep life flowing for our customers and protect our precious water resources and the environment.

Proud to be your local water service provider,

A handwritten signature in black ink that reads "Justin".

Justin Ladner  
Pennsylvania American Water

**This report contains important information about your drinking water. Translate it or speak with someone who understands it at (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.**



# 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 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 approximately \$688 million to improve our water and wastewater treatment and pipeline systems.**

## NOT JUST MEETING DRINKING WATER STANDARDS— SURPASSING THEM.

The EPA regulates about 100 potential contaminants and sets stringent standards for each one. **Pennsylvania American Water takes water quality so seriously that:**

- **33 of our water treatment plants, including the treatment plant serving your area, have been nationally recognized with Directors Awards** from the EPA's Partnership for Safe Water program for our long-term commitment to optimizing operations, achieving outstanding performance, and protecting public health and the environment.
- **9 of these plants received the Elite Phase IV Presidents Award** (Bangor, Brownell, Clarion, Crystal Lake, Hershey, Nesbitt, Norristown, Phillipsburg and Indiana).

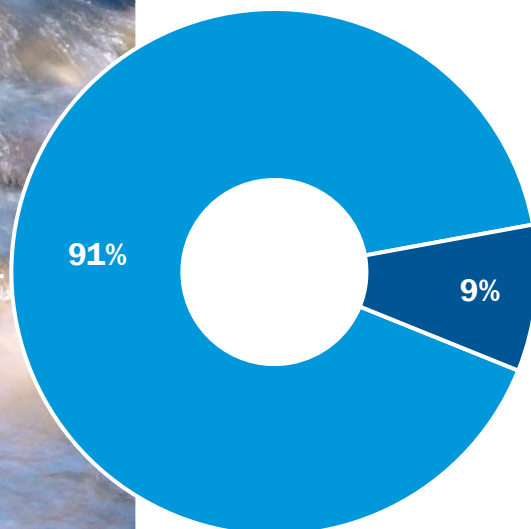


# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

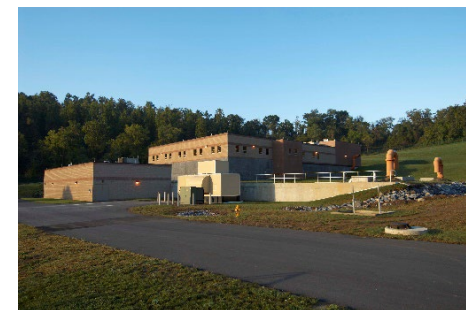
The raw drinking water supply is a combination of surface water and groundwater sources. The surface water comes from Lower Handelong Reservoir, located in the Martins Creek Watershed. The groundwater comes from six wells that supply the West Bangor portion of the service area. Learn more about local waterways at <https://mywaterway.epa.gov/>.

The Pennsylvania Department of Environmental Protection (DEP) completed a source water assessment for the Bangor District in 2004 to meet Federal requirements of the Safe Drinking Water Act. The study looked at the drainage area and ranked its vulnerability to contamination. The water supplies are most vulnerable to storage tanks, auto repair shops, quarries, and runoff from spills. To get a copy of the assessment, contact DEP at (717) 705-4732 or visit: <http://www.depgreenport.state.pa.us/elibrary/>



## SOURCE OF SUPPLY FOR THE BANGOR SYSTEM

- Surface Water
- Groundwater



## QUICK FACTS ABOUT THE BANGOR SYSTEM

### Communities served:

Portions of Upper Mount Bethel, Washington, and Plainfield townships in Northampton County.

### Water source:

Lower Handelong Reservoir and six groundwater wells.

**Average amount of water supplied to customers on a daily basis:**  
663,093 gallons per day

### Disinfection treatment:

Groundwater supplies are disinfected with sodium hypochlorite and surface water supplies are treated 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 Pennsylvania DEP:**

[www.dep.pa.gov/About/ReportanIncident/Pages/EnvironmentalComplaints.aspx](http://www.dep.pa.gov/About/ReportanIncident/Pages/EnvironmentalComplaints.aspx)

## FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at [www.amwater.com/paaw](http://www.amwater.com/paaw), or contact the regional Source Water Protection Lead, Kristi English at [pa.swp.team@amwater.com](mailto:pa.swp.team@amwater.com).

## 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.

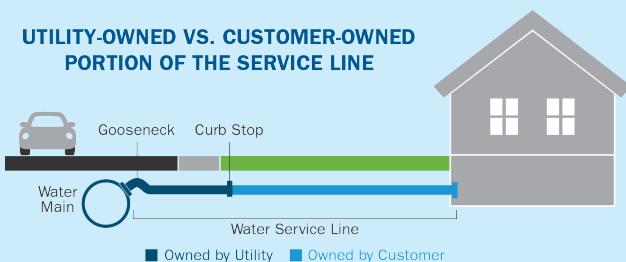


**Protect Our Watersheds Art Contest:** Open to fourth, fifth and sixth graders, the contest encourages students to use their artistic skills to express the importance of protecting our water resources.

# 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.

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

### 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.







# Determining Your Service Line Material

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

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

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

## TYPES OF PIPE

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

## YOUR SERVICE LINE MATERIAL

Please note if your service lines contain lead, it does not mean you cannot use water as you normally do. Pennsylvania American Water regularly tests for lead in drinking water and our water meets state and federal water quality regulations, including those set for lead.

For more information on lead in drinking water, please visit <https://www.amwater.com/paaw/water-quality/Lead-and-Drinking-Water/lead-service-line-replacement-program>



# Important Information About **Drinking Water**

## **CHLORINE DISINFECTION**

Chlorine is used to destroy disease-causing organisms in water, an essential step in delivering safe drinking water and protecting public health. Chlorination is the most widely used method for disinfecting water supplies in the United States. Chlorine is first applied at the water treatment facility and a continual residual is maintained 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-Bangor System does not add fluoride to the water supply. Naturally occurring fluoride levels are typically at or below 0.10 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 (800) 565-7292.







## 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 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 advice from your health care provider.

# Important Information About **Drinking Water**



## PFAS

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

As a leader in the industry, Pennsylvania American Water has been proactive in our approach to addressing PFAS ahead of Pennsylvania regulations. Pennsylvania American Water has performed voluntary sampling to better understand occurrence of certain PFAS in drinking water sources. This sampling allows us to understand how our water compares against the interim Health Advisory Levels set by U.S. EPA.

Recently, Pennsylvania Department of Environmental Protection finalized drinking water standards for PFOA and PFOS. On January 14, 2023, changes to PA Code 25, Chapter 109 were published in the Pennsylvania Bulletin establishing MCLs and monitoring requirements for PFAS. The regulation sets a maximum contaminant level of 14 ppt for PFOA, and 18 ppt for PFOS. Initial required monitoring will begin in January 2024.

As required by PA DEP, we will complete the required monitoring called for by the regulation. Additionally, over the next few years, the Bangor System will be checking its drinking water for 29 PFAS chemicals through our participation in the U.S. EPA Unregulated Contaminant Monitoring Rule program, or UCMR. Through the UCMR program, water systems collect data on a group of contaminants that are currently not regulated in drinking water at the federal level. U.S. EPA uses this information when deciding if it needs to create new drinking water limits.

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



American Water has a history of leading research to understand contaminants that can make their way through the environment. Our dedicated scientists work with leaders in the water community to develop methods to detect, sample, measure and address these contaminants. Because investment in research is critical to address PFAS, American Water actively assesses treatment technologies that can effectively remove PFAS from drinking water.

**Lauren A. Weinrich, Ph.D.**  
Principal Scientist





## Water Quality Results

### **WATER QUALITY STATEMENT**

We are pleased to report that during calendar year 2023, 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 2023. The Pennsylvania 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.

# 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.

**Minimum Residual Disinfectant Level (MinRDL):** The minimum level of residual disinfectant required at the entry point to the distribution system.

**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



1 drop  
in a 10 gallon fish tank

### Parts Per Billion



1 drop  
in a 10,000 gallon swimming pool

### Parts Per Trillion



1 drop  
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 2023, 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.

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

| LEAD AND COPPER MONITORING PROGRAM - At least 20 tap water samples collected at customers' taps every 3-years |              |                     |      |                   |                             |                      |                          |  |
|---|--------------|---------------------|------|-------------------|-----------------------------|----------------------|--------------------------|--|
| Substance (with 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)  | 2022         | Yes                 | 0    | 15                | 0                           | 20                   | 0                        | Corrosion of household plumbing systems. |
| Copper (ppm)  | 2022         | Yes                 | 1.3  | 1.3               | 0.149                       | 20                   | 0                        | Corrosion of household plumbing systems. |

| REVISED TOTAL COLIFORM RULE - At least 10 samples collected each month in the distribution system |              |                     |      |   |                        |                                       |
|---|--------------|---------------------|------|---|------------------------|---------------------------------------|
| Substance (with units)  | Year Sampled | Compliance Achieved | MCLG | MCL   | Highest No. of Samples | Typical Source                        |
| Total Coliform <sup>1</sup>   | 2023         | Yes                 | 0    | TT = No more than 1 positive monthly sample | 0                      | Naturally present in the environment. |
| E. Coli <sup>2</sup>  | 2023         | Yes                 | 0    | MCL = No confirmed samples                  | 0                      | Human and animal fecal waste.         |

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

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

2 - The Treatment Technique for E. Coli requires that for any total coliform positive routine sample with one or more total coliform positive check samples and an E. coli positive result for any of the samples a Level 2 Assessment must be conducted, any sanitary defects identified, and corrective actions completed. The E. Coli MCL is exceeded if routine and repeat samples are total coliform-positive and either is E. coli-positive, or the system fails to take repeat samples following an E. coli-positive routine sample, or the system fails to analyze total coliform-positive repeat samples for E. coli.

### DISINFECTION BYPRODUCTS - Collected in the Distribution System

| Substance (with units)              | Year Sampled | Compliance Achieved | MCLG | MCL | Highest LRAA | Range Detected | Typical Source                             |
|-------------------------------------|--------------|---------------------|------|-----|--------------|----------------|--|
| Total Trihalomethanes (TTHMs) (ppb) | 2023         | Yes                 | NA   | 80  | 9.4          | 4.1 to 13.8    | By-product of drinking water disinfection. |
| Haloacetic Acids (HAAs) (ppb)       | 2023         | Yes                 | NA   | 60  | 9.8          | 3.3 to 18.3    | By-product of drinking water disinfection. |

NOTE: Compliance is based on the running annual average at each location (LRAA). The Highest LRAA reflects the highest average at any location and the Range Detected reflects all samples used to calculate the running annual averages.

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

| Substance (with units)   | Year Sampled | Compliance Achieved | MRDLG | MRDL | Minimum Chlorine Residual Required | Compliance Result | Range Detected | Typical Source                           |
|--|--------------|---------------------|-------|------|------------------------------------|-------------------|----------------|--|
| Bangor Surface Water Treatment Plant Entry Point Chlorine Residual (ppm) <sup>1</sup>    | 2023         | Yes                 | 4     | 4    | 0.20                               | 1.37              | 1.37 to 1.71   | Water additive used to control microbes. |
| West Bangor Groundwater Treatment Plant Entry Point Chlorine Residual (ppm) <sup>2</sup> | 2023         | Yes                 | 4     | 4    | 0.40                               | 0.75              | 0.75 to 1.64   | Water additive used to control microbes. |
| Distribution System Chlorine Residual (ppm) <sup>3</sup>                                 | 2023         | Yes                 | 4     | 4    | 0.2                                | 1.44              | 1.01 to 1.44   | Water additive used to control microbes. |

- 1 - Data represents the lowest residual entering the distribution system from our surface water treatment plant. (Groundwater and surface water plants have different requirements.)
- 2 - Data represents the lowest residual entering the distribution system from our groundwater treatment plant. All chlorine readings were above the Groundwater Rule requirement of not less than the approved minimum disinfectant residual for more than four hours.
- 3 - Data represents the highest monthly average of chlorine residuals measured throughout our distribution system.



### TURBIDITY - Continuous Monitoring at the Treatment Plant

| Substance (with units)                               | Year Sampled | Compliance Achieved | MCLG | MCL  | Highest Single Measurement and Lowest Monthly % of Samples $\leq 0.3$ NTU | Sample Date of Highest and Lowest Compliance Result | Typical Source |
|--|--------------|---------------------|------|--|---|---|----------------|
| Bangor Surface Water Treatment Plant Turbidity (NTU) | 2023         | Yes                 | 0    | TT: Single result $>1$ NTU                 | 0.258   | 01/01/2023  | Soil runoff.   |
|  | 2023         | Yes                 | NA   | TT: At least 95% of samples $\leq 0.3$ NTU | 100%  | NA  | Soil runoff.   |

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

| Substance (with units)    | Year Sampled | Compliance Achieved | MCLG | MCL/SMCL | Highest Compliance Result | Range Detected | Typical Source   |
|---------------------------|--------------|---------------------|------|----------|---------------------------|----------------|--|
| Nitrate (ppm)             | 2023         | Yes                 | 10   | 10       | 0.1                       | 0.04 to 0.1    | Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits. |
| Sodium (ppm) <sup>1</sup> | 2021 - 2023  | NA                  | NA   | NA       | 8.7                       | 5.5 to 8.7     | Erosion from naturally occurring deposits:<br>Used in water softener regeneration.                     |

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)                       | Year Sampled | SMCL      | Average Result              | Comments  |
|--|--------------|-----------|-----------------------------|---|
| pH <sup>1</sup>                              | 2023         | 6.5 - 8.5 | 7.12                        | pH is a measure of the acid/base properties of water.   |
| Total Hardness (as CaCO <sub>3</sub> ) (ppm) | 2023         | NA        | 33 (1.93 grains per gallon) | Naturally occurring. Represents the total concentration of calcium and magnesium ions, reported as calcium carbonate. |
| Manganese (ppm) <sup>1,2</sup>               | 2023         | 0.05      | 0.003                       | Naturally-occurring elemental metal; Largely used in aluminum alloy production.<br>Essential dietary trace nutrient.  |

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

2 - The SMCL for manganese is 0.05 ppm. Manganese levels above the SMCL can result in problems with staining and discoloration.



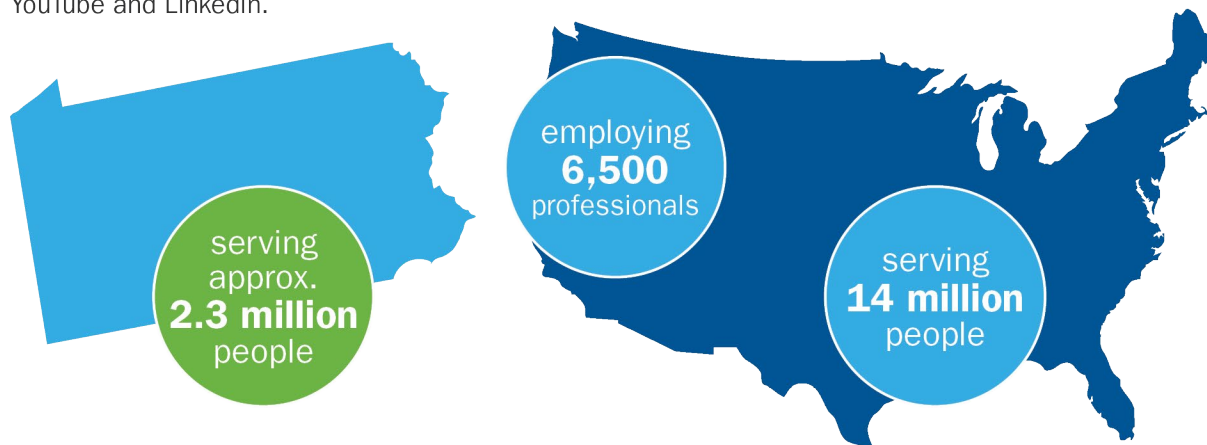
## PENNSYLVANIA AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**  
418 communities in  
37 counties
- **CUSTOMERS SERVED**  
683,000 water customers  
(92% residential, 7% commercial and  
1% industrial); 98,000 wastewater  
customers
- **EMPLOYEES**  
Approx. 1,200
- **TREATMENT FACILITIES**  
37 surface water treatment plants  
and 95 active groundwater sources  
(average daily delivery including surface  
water, groundwater and purchased  
water is 190 million gallons per day  
(MGD); 25 wastewater plants  
(65 MGD permitted capacity)
- **MILES OF PIPELINE**  
11,688 miles of water  
and sewer pipe
- **STORAGE AND TRANSMISSION**  
275 water storage facilities;  
427 water and wastewater pumping  
stations
- **SOURCE OF SUPPLY**  
92% surface water,  
7% groundwater and  
1% purchased water
- **PARTNERSHIP FOR  
SAFE WATER AWARDS**  
33 of our treatment plants received  
Directors Awards for the Partnership for  
Safe Water

## About Us

**American Water (NYSE: AWK)** is the largest regulated water and wastewater utility company in the United States. With a history dating back to 1886, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to more than 14 million people with regulated operations in 14 states and on 18 military installations. American Water's 6,500 talented professionals leverage their significant expertise and the company's national size and scale to achieve excellent outcomes for the benefit of customers, employees, investors and other stakeholders.

**Pennsylvania American Water**, a subsidiary of American Water, is the largest regulated water utility in the state, providing high-quality and reliable water and wastewater services to approximately 2.3 million people. For more information, visit [pennsylvaniaamwater.com](http://pennsylvaniaamwater.com) and follow us on X, Facebook, Instagram, YouTube and LinkedIn.





# 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.amwater.com/paaw](http://www.amwater.com/paaw)

Pennsylvania DEP Bureau of Safe Drinking Water:

<https://www.dep.pa.gov/Business/Water/BureauSafeDrinkingWater/pages/default.aspx>

United States Environmental Protection Agency (USEPA):

[www.epa.gov/safewater](http://www.epa.gov/safewater)

Safe Drinking Water Hotline: (800) 426-4791

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

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

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 1-800-565-7292.**

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.