

ISSUED JUNE 2011



# WATER QUALITY

## INFORMATION



CONSUMER CONFIDENCE REPORT  
UNITED WATER JERSEY CITY

## DEAR CUSTOMER:



United Water Jersey City is a partnership between United Water and the City of Jersey City. Through this partnership, the City retains ownership of all the water facilities including the treatment plant, watershed and distribution system. The Jersey City Municipal Utilities Authority (JCMUA) is responsible for the oversight of the City's water system. United Water, as contract operator, provides the day to day management of the water system.

These organizations work together to provide you with water that meets—and often surpasses—all the health and safety standards set by the United States Environmental Protection Agency (EPA) and the New Jersey Department of Environmental Protection (NJDEP).

We regularly test water samples to be sure that your water meets the safety standards. All the test results are on file with the NJDEP, the agency that monitors and regulates drinking water quality in our state. The EPA and the NJDEP

establish these regulations. They also require water suppliers to mail a Consumer Confidence Report (CCR) to customers on an annual basis. This CCR contains important information about your drinking water. Please read it carefully and feel free to call us at 800.575.4433 if you have any questions. In addition, you can write to us at 69 DeVoe Place, Hackensack, NJ 07601. You can also call the EPA Safe Drinking Water Hotline at 800.426.4791 with water-related questions. If you have specific questions about your water as it relates to your personal health, we suggest that you contact your health care provider. For more information about United Water see our website [www.unitedwater.com](http://www.unitedwater.com).

Sincerely,

Jim Glozzy  
Vice President & General Manager

## WHO WE ARE

**United Water provides water and wastewater services to over 7 million people in the United States. In addition to owning and operating regulated utilities, United Water operates municipal systems through public-private partnerships and contract agreements.**

**United Water Jersey City provides an average of 50 million gallons of water per day to customers in Jersey City.**

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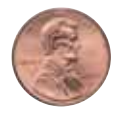
**FACT**

EMPLOYEES:  
**50**



# VALUE OF WATER

A gallon of tap water is a significantly better value than a gallon of bottled water.



VS.



## ABOUT YOUR WATER SUPPLY

Your water comes from the Jersey City Reservoir at Boonton as well as the Split Rock Reservoir in Rockaway Township. The source for this water is a 120 square mile watershed that drains into these two reservoirs. Combined, these two reservoirs can store 11.3 billion gallons of water.

The Jersey City Water Treatment Plant purifies about 50 million gallons of water a day on average and can treat up to 80 million gallons a day during peak periods. Purified water moves by gravity through 23 miles of aqueduct and 300 miles of water mains. From time to time you may receive water from the North Jersey District Water Supply Commission, the Passaic Valley Water Commission or the City of Newark when routine maintenance is performed on the plant, aqueduct and mains. All of us at United Water Jersey City strive to provide our customers with a safe, sure supply of water 24 hours a day, 365 days a year.

## ABOUT THE TREATMENT PROCESS

At United Water Jersey City we strive to provide you with drinking water that meets or surpasses all federal and state standards. Your water is purified at our water treatment plant in Boonton. We use coagulants and filter the water to remove impurities and microscopic particles. A small amount of chlorine is then added to disinfect the water. Finally, we apply corrosion control chemicals to reduce the chance of lead and copper dissolving in the water from household plumbing.

To further ensure the safety of your water, we monitor it before, during and after the treatment process. For example, we routinely test the water at the rivers, lakes, and streams that supply drinking water. We also sample and test treated water to be sure that it remains pure as it travels to your home. As you can see, we are committed to providing you with top quality water.



**“We take great pride in our ability to provide you with drinking water that meets or surpasses all state and federal standards.”**

# BOTTLED WATER OR TAP WATER?

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 the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA Safe Drinking Water Hotline at 800.426.4791.

The sources of drinking water (for both tap and bottled water) include 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 human activity. Contaminants that may be present in source water include:

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**FACT**

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MILES OF MAINS:  
**300**

- 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 result from urban stormwater 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 stormwater runoff, and residential uses.



- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.
- Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that the water is safe to drink, the EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration regulations establish limits for contaminants in bottled water which must provide the same protection for public health. So, what's the bottom line? If bottled and tap water meet the federal standards, they are both safe to drink. However, your tap water is substantially less expensive than bottled water.

## CONSERVATION TIPS

Fresh clean drinking water is a necessity so there is never enough to waste. Remember a little effort and a little common sense will make a big difference. It is essential for us to take water saving steps now. We encourage our customers to use water wisely even when supplies are abundant. If you don't conserve, you're pouring water and money down the drain. At United Water we offer the following conservation tips for saving water. Inside your home, never use your toilet as a wastebasket, take shorter showers or take a shallow bath instead of a shower. Turn off the tap while brushing your teeth or shaving. While waiting for hot water from the tap, catch the flow in a watering can and use it for watering house or garden plants. Keep a bottle of tap water in the refrigerator instead of running the faucet for cold water, wash vegetables and fruit in a basin and use a vegetable brush to remove dirt. Run your dishwasher and washing machine only when full. By following these tips, you can save hundreds of gallons of water.



## SUSCEPTIBILITY RATING FOR JERSEY CITY WATER SOURCES

EPTDS Number	Source ID	Source Name	Pathogens Rating	Nutrients Rating	Pesticides Rating	VOCs Rating	Inorganics Rating	Radionuclides Rating	Radon Rating	DBPs Rating
01	003	Boonton Reservoir	H	M	L	M	M	L	L	H

### DEFINITIONS

**Pathogens:** Disease-causing organisms such as bacteria and viruses. Common sources are animal and human fecal wastes.

**Nutrients:** Compounds, minerals and elements that aid growth, that are both naturally occurring and man-made. Examples include nitrogen and phosphorus.

**Volatile Organic Compounds (VOCs):** Man-made chemicals used as solvents, degreasers, and gasoline components. Examples include benzene, methyltertiary butyl ether (MTBE), and vinyl chloride.

**Pesticides:** Man-made chemicals used to control pests, weeds and fungus. Common sources include land application and manufacturing centers of pesticides. Examples include herbicides such as atrazine, and insecticides such as chlordane.

**Inorganics:** Mineral-based compounds that are both naturally occurring and man-made. Examples include arsenic, asbestos, copper, lead, and nitrate.

**Radionuclides:** Radioactive substances that are both naturally occurring and man-made. Examples include radium and uranium.

**Radon:** Colorless, odorless, cancer-causing gas that occurs naturally in the environment.

**Disinfection Byproduct Precursors (DBPs):** A common source is naturally occurring organic matter in surface water. Disinfection byproducts are formed when the disinfectants (usually chlorine) used to kill pathogens react with dissolved organic material (for example leaves) present in surface water.

**L, M, H:** Low, Medium, High, susceptibility

**P:** Pumped into surface supply.

**U:** Not in Use/Out of Service

**For more information go to:**  
<http://www.nj.gov/dep/rpp/radon/index.htm> or  
 call 800.648.0394.

## SOURCE WATER ASSESSMENT PROGRAM

The New Jersey Department of Environmental Protection (NJDEP) has completed and issued the Source Water Assessment Report and Summary for this public water system, which is available at [www.state.nj.us/dep/swap/](http://www.state.nj.us/dep/swap/) or by contacting the NJDEP, Bureau of Safe Drinking Water at 609.292.5550.

The table above illustrates the susceptibility rating for each individual source for each of the contaminant categories in the Jersey City Water system. For susceptibility ratings of purchased water, refer to the specific water system's source water assessment report. NJDEP considered all surface water highly susceptible to pathogens, therefore all intakes received a high rating for the pathogen category. For the purpose of Source Water Assessment Program, radionuclides are more of a concern for ground water than surface water. As a result, surface water intakes' susceptibility to radionuclides was not determined and they all received a low rating. **If a system**

**is rated highly susceptible for a contaminant category, it does not mean a customer is or will be consuming contaminated drinking water. The rating reflects the potential for contamination of source water, not the existence of contamination.** Public water systems are required to monitor for regulated contaminants and to install treatment if any contaminants are detected at frequencies and concentrations above allowable levels. As a result of the assessments, DEP may customize (change existing) monitoring schedules based on the susceptibility ratings.

If you have questions regarding the source water assessment report or summary please contact the Bureau of Safe Drinking Water at [swap@dep.state.nj.us](mailto:swap@dep.state.nj.us) or 609.292.5550. The source water assessment performed on our single source of water (one surface water intake) is detailed on the table entitled "Susceptibility Rating".

## DRINKING WATER QUALITY TABLE

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons, such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about

drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infections by cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline at 800.426.4791. The table below shows how the quality of your drinking water in 2010 compared to the standards set by the NJDEP.

### PRIMARY STANDARDS DIRECTLY RELATED TO THE SAFETY OF DRINKING WATER.

Inorganic Chemicals	MCLG	MCL	Highest* Result	Range of Results	Violation	Likely Source
Arsenic ppb	0	5	0.60	0.58 - 0.60	No	Erosion of natural deposits
Barium ppm	2	2	0.02	NA	No	Erosion of natural deposits
Nickel ppb	NA	100	0.60	NA	No	Erosion of natural deposits
Nitrate as nitrogen ppm	10	10	0.45	0.04 - 0.45	No	Runoff from fertilizer use; leaching from septic tanks, sewage; Erosion of natural deposits
Copper and Lead (2009)	MCLG	AL	90th Percentile	Samples >AL	Violation	Likely Source
Copper ppm	1.3	1.3	0.203	0	No	Corrosion of household plumbing
Lead ppb	0	15	8	4	No	Corrosion of household plumbing
Microbiologicals	MCLG	MCL	Highest** Result	Range of Results	Violation	Likely Source
Total coliforms (% in monthly samples)	0	5% of monthly samples are positive.	1.94%	NA	No	Naturally present in the environment
Disinfectant Residual	MRDLG	MRDL	Highest*** Result RAA	Range of Results	Violation	Likely Source
Distribution Disinfectant Residual ppm Note: Disinfectant Residual range of results are site specific.	4	4.0	0.89	0.15 - 1.60	No	Treatment process
TOC Removal	MCLG	MCL	Lowest Ratio	Range of Ratio	Violation	Likely Source
TOC Removal Ratio (RAA)	NA	TT, TOC Removal ratio >1	1.22	1.22 - 1.41	No	Naturally present in the environment
Organic Disinfection By-products	MCLG	MCL	Highest*** Result RAA	Range of Results	Violation	Likely Source
HAA5 ppb (HAA5: dibromoacetic acid, dichloroacetic acid, monobromoacetic acid, monochloroacetic acid, trichloroacetic acid)	NA	60	27	13.4 - 39.0	No	By-product of drinking water disinfection
Total THMs ppb (THMs: bromoform, bromodichloromethane, chlorodibromomethane, chloroform) Note: DBP range of results are site specific.	NA	80	36.4	16.0 - 62.5	No	By-product of drinking water disinfection
Radionuclides (2006 Data)^	MCLG	MCL	Highest* Result	Range of Results	Violation	Likely Source
Combined radium pCi/L ^Note: The state allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old.	0	5	2.59	ND - 2.59	No	Erosion of natural deposits
Turbidity	MCLG	MCL	Level Found	Range of Detections	Violation	Likely Source
Turbidity NTU^ (monthly avg. plant)	NA	TT=1NTU TT=95% <0.3NTU	0.522 98.9%	0.039 - 0.522	No	Soil run-off

^Turbidity is a measure of cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system.

\*Highest results are based upon the highest single sample.

\*\*Highest results are based upon the highest monthly results.

\*\*\*Highest results are based upon the highest running annual average.

RAA=Running Annual Average

## SECONDARY STANDARDS RELATED TO THE AESTHETIC QUALITY OF DRINKING WATER

Substance	NJ RUL**	Highest Result*	Range of Results	Likely Source
Aluminum ppb <sup>^</sup>	200	217	ND - 217	Treatment process
Chloride ppm	250	102	52 - 102	Natural mineral, road salt
Color CU <sup>^</sup>	10	15	0 - 15	Natural characteristic
Hardness (as CaCO <sub>3</sub> ) ppm	250	122	52 - 122	Natural mineral
Iron ppb	300	122	ND - 122	Natural mineral
Manganese ppb#	50	165	ND - 165	Natural mineral
Odor TON	3	2	N - 2	Natural characteristic
pH	6.5 - 8.5	7.6	6.4 - 7.6	Treatment process
Sodium ppm	50	40	NA	Natural mineral, road salt
Sulfate ppm	250	12	NA	Natural mineral
Total Dissolved Solids ppm	500	251	136 - 251	Natural mineral
Zinc ppm	5	0.01	ND - 0.01	Natural mineral

\*\* New Jersey Recommended Upper Limit.

\* Highest results are based upon the highest single sample.

# - United Water was above the New Jersey's RUL for manganese. The recommended upper limit for manganese is based on staining of laundry. Manganese is an essential nutrient and toxicity is not expected from levels which would be encountered in drinking water. The NJDEP permits sequestering treatment to reduce the aesthetic effects of iron and manganese.

<sup>^</sup>Note on exceedences: Secondary standards are non-mandatory guidelines to assist public water systems in managing their drinking water for aesthetic considerations, such as taste, color and odor. These contaminants are not considered to present a risk to human health.

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**FACT**  
SIZE OF WATERSHED:  
**120**  
SQUARE MILES



## DEFINITIONS

**Action Level (AL):** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

**CU:** Color unit.

**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.

**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 a disinfectant allowed in drinking water. There is convincing evidence that addition of 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 disinfectant to control microbial contamination.

**NA:** Not applicable.

**ND:** Not detected.

**NJ RUL:** New Jersey Recommended Upper Limit

**NTU:** Nephelometric Turbidity Unit.

**ppb Parts per billion:** The equivalent of one second in 32 years.

**ppm Parts per million:** The equivalent of one second in 12 days.

**pCi/L Picocuries per liter:** The equivalent of one second in 32 million years.

**Primary Standards:** Federal drinking water regulations for substances that are health-related. Water suppliers must meet all primary drinking water standards.

**Secondary Standards:** Federal drinking water measurements for substances that do not have an impact on health. These reflect aesthetic qualities such as taste, odor and appearance. Secondary standards are recommendations, not mandates.

**TON:** Threshold Odor Number.

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

## WAIVER INFORMATION

The Safe Drinking Water Act (SDWA) regulations allow monitoring waivers to reduce or eliminate the monitoring requirements for asbestos, volatile organic chemicals (VOCs) and synthetic organic chemicals (SOCs). Our system received monitoring waivers for asbestos and SOCs.

We have the asbestos waiver because we do not have any asbestos cement pipe in the distribution system. We have a synthetic organic chemical (SOC) waiver because we are not vulnerable to this type of contamination.

## WHERE DOES THE WATER GO

Below is a list of common household water uses and the average amount of water used for each activity:

- Toilet Flush **3 to 7 gallons**
- Shower **25 to 50 gallons**
- Hand Washing **2 gallons** (with tap running)
- Brushing Teeth **2 gallons** (with tap running)
- Outdoor Watering **5 to 10 gallons per minute**
- Automatic Dishwasher **10 gallons per cycle**
- Dishwashing by Hand **20 gallons**
- Tub Bath **36 gallons**



## IMPORTANT INFORMATION

Please pass this information along to those who speak Spanish, Portuguese, Korean, Gujarti or Arabic:

- Este informe contiene información muy importante sobre su agua potable. Tradúzcalo ó hable con alguien que lo entienda bien.
- Este reporte contem informações importantes sobre a sua água de beber. Traduza-o ou fale com alguém que o compreenda.

• 아래의 보고는 귀하께서 되는 상황에 대한 중요한 정보가 포함되어 있습니다. 번역을 하시거나 아니면 이 보고를 알고 이해하는 분과 다른 하신것을 바랍니다.

• এই প্রতিবেদনটি আপনার পানীয় পানির গুরুত্বপূর্ণ তথ্য রয়েছে। আপনি যদি এটি বুঝতে পারেন তবে অন্য কারো সাথে এটি শেয়ার করুন।

- المعلومات في هذا التقرير تحتوي على معلومات مهمة عن مياه الشرب التي تشربها. من فضلك اذا لم تفهم هذه المعلومات اطلب من يترجمها لك.

## OUR COMMITMENT TO SECURITY

United Water takes security seriously and has implemented heightened measures. While the company cannot discuss specific security plan details, we can tell you that we have strengthened security through facility enhancements, water quality protection and law enforcement coordination. Security measures have included but are not limited to:

- Additional inspections of site security infrastructure including locks, gates and surveillance equipment
- Increased patrolling of United Water Jersey City facilities
- Increased the frequency of sampling our water sources
- Increased the frequency of sampling treated water in the distribution system

- Increased the number and type of water quality tests performed by the United Water New Jersey Haworth Laboratory
- Requesting the public contact local law enforcement personnel should they see suspicious activity near water supply facilities
- Maintaining close contact with local, state and federal authorities to coordinate security measures and to assist in the protection of the water supply

Once again United Water assures you that we are taking steps to ensure the safety of your water supply. Should you have any questions or concerns please call our customer service department at 800.575.4433.

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**FACT**

MILES OF AQUEDUCT:

**23**



## UNITED WATER JERSEY CITY SUPPORTS THE COMMUNITY

United Water sponsors the Heroes and Cool Kids program at Snyder High School and Lincoln High School. This not-for-profit organization, directed by former New York Jet Bruce Harper, utilizes professional athletes whose personal life experiences enable them to train high school student leaders. The athletes train high school students to mentor middle school students on important life skills, including sportsmanship, conflict resolution and positive lifestyle choices highlighting drug, alcohol and tobacco prevention. The high school students must complete a three-day training conference before mentoring the middle school students. Both the Lincoln High School students and Snyder High School students then became mentors to about 500 kids each year throughout the City.



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**FACT**

HYDRANTS:  
**3,800**



# LEAD AND YOUR DRINKING 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. United Water Jersey City is responsible for providing high quality drinking water, but can not 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 and 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>.



## CAPITAL IMPROVEMENTS ENHANCE EFFICIENCY AND RELIABILITY

The Jersey City Municipal Utilities Authority (JCMUA) is committed to capital improvement projects at the water treatment plant that will increase efficiency and reliability, improve water quality and enhance compliance with the Safe Drinking Water Act regulations. Near the end of 2010, a new wash water tank was completed that allows filters to be washed when needed rather

than waiting until lower water demand periods at night. This improvement increased efficiency and compliance with regulated drinking water standards. In conjunction with the wash water tank project, additional plans to upgrade the water treatment plant include replacing all the leaking filter valves, a new air scour system, a new state of the art SCADA system and rehabilitating two sets of filter bottoms. The new SCADA

system will allow operators to better monitor and control water treatment processes thereby insuring that the plant operation runs smoothly and regulated standards are met.



Jersey City Municipal Utilities Authority



United Water Jersey City  
69 DeVoe Place, Hackensack, NJ 07601  
[www.unitedwater.com](http://www.unitedwater.com)



THIS REPORT  
CONTAINS IMPORTANT  
INFORMATION ABOUT  
YOUR DRINKING WATER.  
ESTE INFORME CONTIENE  
INFORMACIÓN MUY  
IMPORTANTE SOBRE  
SU AGUA POTABLE.  
TRADÚZCALO Ó HABLE  
CON ALGUIEN QUE LO  
ENTIENDA BIEN.

PWSID # NJ096001

In keeping with our commitment  
to the environment, this newsletter  
was printed on recycled paper.

## REGISTER FOR eBilling

By choosing paperless eBilling you will help protect and preserve our natural resources. Your eBill will be sent directly to your email inbox. It has the added benefit of allowing you to pay the bill directly from your bank account free of charge. To register for eBilling visit [unitedwater.com](http://unitedwater.com) or call the customer service number listed on your bill.

# WATER QUALITY INFORMATION

