

ISSUED JUNE 2011



# WATER QUALITY INFORMATION

CONSUMER CONFIDENCE REPORT  
UNITED WATER NEW JERSEY  
FRANKLIN LAKES SYSTEM



## DEAR CUSTOMER:



At United Water our goal is to provide you with water that meets or surpasses all the standards for safe drinking water. These health and safety standards are set by the United States Environmental Protection Agency (EPA) and the New Jersey Department of Environmental Protection (NJDEP). We're at work 24 hours a day, 365 days a year to provide you and your family with top quality water and premier service.

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. Both the EPA and the NJDEP require water suppliers to mail a Consumer Confidence Report (CCR) to customers on an annual basis. This CCR provides important information about your drinking water. It shows how your drinking water measured up to government standards during 2010.

Please read it carefully and feel free to call us at 800.422.5987 if you have any questions about your water or your service. Or, you can call the EPA Safe Drinking Water Hotline at 800.426.4791. If you have specific questions about water as it relates to your personal health we suggest that you contact your health care provider.

We also have a Customer Advisory Panel which meets regularly to share their suggestions and thoughts about our service. If you would like them to address a topic that interests you, please write them at 200 Old Hook Road, Harrington Park, NJ 07640. 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.**

**The United Water New Jersey Franklin Lake System provides 1.23 million gallons of water per day.**

UNITED WATER  
NEW JERSEY

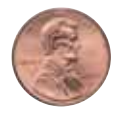
**FACT**

EMPLOYEES:  
**372**



# VALUE OF WATER

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



VS.



## ABOUT YOUR WATER SUPPLY

Our customers in portions of Bergen and Hudson counties receive their water primarily from four United Water reservoirs. The quality of the raw water supply is excellent. These sources are the Oradell, Woodcliff Lake, and Lake Tappan reservoirs in Bergen County, New Jersey and Lake DeForest in Rockland County, New York. The Oradell, Lake Tappan and Lake DeForest reservoirs are located on the upper or freshwater portion of the Hackensack River. The Woodcliff Lake reservoir is located on the Pascack Brook. We also operate wells throughout our service territory which supplement our supply. In addition, we are partners with the North Jersey District Water Supply Commission in the Wanaque South Project. This is a regional network of pipelines, pumping stations and reservoirs that can provide up to 40 million gallons of water per day to our customers.

Other sources of supply also include the Boonton, Wanaque and Monksville reservoirs. From time to time, you may receive water from these sources through interconnections with other water suppliers. These are pipelines that provide us with additional water to meet your needs. For example, you may also receive treated water from United Water Jersey City, United Water New York, the Park Ridge Water Department, the Passaic Valley Water Commission or the Ridgewood Water Department.

EPA Safe Drinking Water Hotline: 800.426.4791

## WHERE DOES YOUR WATER COME FROM?

United Water New Jersey customers receive their water from four reservoirs -- Oradell, Woodcliff Lake and Lake Tappan reservoirs in Bergen County, New Jersey, and Lake DeForest reservoir in Rockland County, New York. Together they hold about 14 billion gallons of water and cover nearly 6,000 acres.



**“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:

UNITED WATER  
NEW JERSEY  
FRANKLIN LAKES SYSTEM

**FACT**

MILES OF MAINS:  
**55**

- 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 by-products 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.

## SOURCE WATER ASSESSMENT PROGRAM

In Franklin Lakes, customers receive their water primarily from four wells located throughout Franklin Lakes. Customer may also receive water from United Water New Jersey's Haworth Water Treatment Plant and in the summer months surface water from the Wanaque and Monksville Reservoirs. 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 tables on the following page illustrate the susceptibility rating for each individual source for each of the contaminant categories in the United Water New Jersey – Franklin Lakes system and the United Water New Jersey system. For susceptibility ratings of purchased water, refer to the specific water system's source water assessment report. DEP 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, NJDEP 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.

## SUSCEPTIBILITY RATING FOR UNITED WATER NEW JERSEY – FRANKLIN LAKES 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	002	SHADOW LAKE WELL #2 (U)*	M	H	L	H	H	M	H	H
01	003	SHADOW LAKE WELL #1 (U)*	M	H	L	H	H	M	H	H
02	005	WELL 16 (WELL 3 HILLTOP) (U)*	M	M	L	H	H	M	H	H
03	007	WELL 18 (WYANDOTTE) (U)*								
03	009	WYANDOTTE TW-2	M	H	L	H	M	M	H	H
04	011	WELL 19 (WELL 5 - HIGH MTN)	H	H	L	H	M	M	H	H
05	013	WANAQUE RESERVOIR (Pompton)	H	H	L	M	H	L	L	H
05	015	WANAQUE RESERVOIR (Passaic)	H	H	M	M	H	L	L	H

\* NJDEP categorizes Source Status as "U = Not in Use"

## SUSCEPTIBILITY RATING FOR UNITED WATER NEW JERSEY 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	002	UPPER SADDLE RIVER WELL #1	H	H	M	H	H	H	H	H
01	003	UPPER SADDLE RIVER WELL #2	H	H	M	H	H	H	H	H
03	005	BOGOTA WELL #2 (U - CAPPED)	M	H	M	H	H	H	H	M
04	007	BOGOTA WELL #3 (U - CAPPED)	L	H	M	H	H	H	H	M
05	009	BOGOTA WELL #4 (U - CAPPED)	M	H	L	H	H	H	H	M
06	011	OLD TAPPAN WELL (P)	M	M	L	L	H	M	H	M
07	013	EMERSON WELL #1 (P)	M	M	L	H	H	M	H	M
08	015	ROCHELLE PARK WELL (U - CAPPED)	M	M	L	H	H	M	H	M
09	017	HACKENSACK WELL #2 (U - CAPPED)				(CAPPED/ Not rated/not used)				
11	011	WANAQUE SOUTH PUMP STATION (PO)	H	H	L	M	H	L	L	H
11	011	WANAQUE SOUTH PUMP STATION (PA)	H	H	M	M	H	L	L	H
11	021	ORADELL RESERVOIR	H	M	L	M	H	L	L	H
11	dan	DANNY LANE (P)	H	M	L	L	M	L	L	H
11	hir	HIRSHFELD (P)	H	M	L	H	H	L	L	H
11	par	PARAMUS (P)	H	M	L	H	H	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.

## 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	1.2	0.6 - 1.2	No	Erosion of natural deposits
Barium ppm	2	2	0.14	0.02 - 0.14	No	Erosion of natural deposits
Chromium ppb	100	100	7.5	3.7 - 7.5	No	Erosion of natural deposits
Fluoride ppm	4.0	4.0	0.05	ND - 0.05	No	Erosion of natural deposits
Nickel ppb	NA	100	1.4	0.7 - 1.4	No	Erosion of natural deposits
Nitrate as nitrogen ppm#	10	10	3.70	0.01 - 3.70	No	Runoff from fertilizer use; leaching from septic tanks, sewage; Erosion of natural deposits

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

Copper and Lead (2009 Data)	MCLG	AL	90th Percentile	Samples > AL	Violation	Likely Source
Copper ppm	1.3	1.3	0.478	0	No	Corrosion of household plumbing
Lead ppb	0	15	2	0	No	Corrosion of household plumbing

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	10.5	ND - 24.7	No	By-product of drinking water disinfection
Total THMs ppb (THMs: bromoform, bromodichloromethane, chlorodibromomethane, chloroform) Note: DBP max levels are site specific.	NA	80	24.8	10.3 - 51.0	No	By-product of drinking water disinfection

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	0.95	0.06 - 2.73	No	Disinfection by-product

Radionuclides (2006, 2007 Data)^	MCLG	MCL	Highest*** Result RAA	Range of Results	Violation	Likely Source
Alpha emitters pCi/L	0	15	3.15	ND - 4.32	No	Erosion of natural deposits
Combined radium pCi/L	0	5	2.03	ND - 5.04	No	Erosion of natural deposits

^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.

Turbidity	MCLG	MCL	Highest** Result	Range of Results	Violation	Likely Source
Turbidity TU^ (value well)	NA	5.0	0.95	0.13 - 0.95	No	Sediment, Iron oxide
Turbidity TU^ (value plant)	NA	TT=1NTU TT=95% <0.3NTU	0.87 99.7%	0.02 - 0.87 99.7% - 100%	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.

Organic Chemicals (volatile)	MCLG	MCL	Highest* Result	Range of Results	Violation	Likely Source
MTBE ppb	NA	70	2.1	ND - 2.1	No	Gasoline additive, Wyandotte Well
Toluene ppb	1,000	1,000	0.88	ND - 0.88	No	Discharge from petroleum factories
Xylenes ppb	10,000	10,000	0.54	ND - 0.54	No	Discharge from petroleum factories; Discharge from chemical factories

RAA=Running Annual Average

\*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 quarterly running annual average.

### UNREGULATED SUBSTANCES FOR WHICH THE EPA REQUIRES MONITORING

Substance	MCLG	MCL	Highest* Result	Range of Results	Violation	Likely Source
NDMA ppb	NA	NA	0.016	<0.002 - 0.016	No	Disinfection by-product, chemical synthesis and manufacture of rubber, leather, and plastics

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

Note: Unregulated contaminant monitoring helps EPA to determine where certain contaminants occur and whether the Agency should consider regulating those contaminants in the future.

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

Substance	NJ RUL	Highest Result*	Range of Results	Likely Source
Aluminum ppb	200	121	ND - 121	Treatment process
Chloride ppm	250	198	66 - 198	Natural mineral, road salt
Color CU	10	6	3 - 6	Natural mineral
Hardness (as CaCO3) ppm^	250	286	86 - 286	Natural mineral
Iron ppb	300	169	ND - 169	Natural mineral
Manganese ppb#	50	166	ND - 166	Natural mineral
Odor TON	3	1	N - 1	Natural characteristic
pH	6.5 - 8.5	8.2	6.9 - 8.2	Treatment process
Sodium ppm##	50	119	38 - 119	Natural mineral, road salt
Sulfate ppm	250	21	16 - 21	Natural mineral
Total Dissolved Solids ppm^	500	539	131 - 539	Natural mineral
Zinc ppm	5	0.02	ND - 0.02	Erosion of natural deposits

^ 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.

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

# United Water was above New Jersey's Recommended Upper Limit (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.

## United Water was above New Jersey's Recommended Upper Limit (RUL) for sodium. 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 RUL may be of concern to individuals on a sodium restricted diet. Please see additional information on sodium in the enclosed insert.

UNITED WATER  
NEW JERSEY  
**FACT**  
SIZE OF WATERSHED:  
**112**  
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 SOCs because we are not vulnerable to this type of contamination.

## LEAD AND YOUR DRINKING WATER

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Your water is lead free when it leaves our treatment plant. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. United Water New Jersey 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 second 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>.

## ABOUT THE TREATMENT PROCESS

At United Water our goal is to provide you with drinking water that meets or surpasses all federal and state standards. Our water treatment plant in Haworth, New Jersey, uses ozone — a form of oxygen — to purify your water. United Water recently upgraded the Haworth Treatment facility to make it the largest water treatment plant in the U.S. to use high-rate dissolved air flotation (DAF) for sedimentation clarification. State-of-the-art DAF technology facilitates improved water quality, enhanced service reliability, reduced chemical and energy usage, and the protection of sensitive ecosystems. Water treated at the plant is also filtered and contains a small amount of chloramine — a combination of chlorine and ammonia—to help ensure the safety of your water. The water you receive from wells or interconnections with other water suppliers is purified with chlorine. 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, streams and wells that supply drinking water. We also sample and test treated water directly from the distribution system in each community we serve. As you can see, we are committed to providing you with top quality water.



## 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 먹는 식수에 대한 중요한 정보가 포함되어 있습니다. 번역을 하시거나 아니면 이 보고를 알고 이해하시는 분과 이를 하시기를 바랍니다.

• આ અહેવાલ મિ તમારા પીવાના પાણી વિશે અગત્ય ની માહિતી આપવા મિ આવી છે. એનો અનુવાદ કરી અથવા જેને સમજાવી પડતી હોય તેના સારું વાત કરી

- 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, you can rest assured 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 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 our 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 800.422.5987.

UNITED WATER  
NEW JERSEY  
FRANKLIN LAKES SYSTEM

**FACT**

NUMBER OF HYDRANTS:

**424**



## CUSTOMER ADVISORY PANEL

United Water has a customer advisory panel (CAP) that consists of concerned citizens who are interested in working to improve communications between the water company and the community.

The CAP currently meets four times a year. Each meeting is approximately two hours in length, held from 7-9 PM, at specified locations in your area. Members discuss the latest water-related issues, review new initiatives and concepts and provide feedback and input to the service United Water provides. Each member receives compensation for his or her time and input.

If you are interested in joining the CAP, please contact Sonja Clark at [Sonja.Clark@unitedwater.com](mailto:Sonja.Clark@unitedwater.com) or call 201.767.2873. A brief survey will be sent to you. You can also visit us at [www.unitedwater.com](http://www.unitedwater.com) for additional information or to download a copy of the survey.



UNITED WATER  
NEW JERSEY

**FACT**

HACKENSACK RIVER RESERVOIR  
BASIN SYSTEM CAPACITY:

**14 BILLION GALLONS**



# SPEAKER'S BUREAU

To quench your thirst for information on water-related issues, United Water's Speaker's Bureau offers talks for community groups and schools. Our company representatives can visit your group's meeting to discuss many topics such as water supply and water quality, conservation, and xeriscape (conservation) gardening.

If you are interested in hearing about one of these topics or would like us to tailor a presentation to meet your needs, call our communications department at 800.664.4552 ext. 2868. We'll be more than happy to schedule a presentation at your site.



# SAVING WATER MAKES DOLLARS & SENSE

### Use Water Wisely

Water is a precious natural resource and we encourage our customers to use it wisely. So stop pouring water – and money – down the drain. Our conservation program can help reduce your water use by up to 25 percent. It will also help you save money on your water and energy bills. The more you conserve, the more you save!

### Special Savings Now

For a limited time only, United Water has negotiated special pricing for three water-saving kits. The price includes shipping, handling and taxes, where applicable. For more information or to purchase a water-saving kit, please visit: [www.uwconserve.com](http://www.uwconserve.com).

If you do not have access to the internet please contact Customer Service at 800.422.5987 for an order form.



**United Water New Jersey  
Franklin Lakes System**  
200 Old Hook Road, Harrington Park, NJ 07640  
[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 # NJ0220001

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

