

ISSUED MAY 2011



# WATER QUALITY

## INFORMATION



ANNUAL WATER QUALITY REPORT  
UNITED WATER NEW ROCHELLE

## DEAR CUSTOMER:



At United Water our goal is to provide you with water that meets or surpasses the standards for safe drinking water. These health and safety standards are set by the United States Environmental Protection Agency (EPA), the New York State Department of Health (NYSDOH) and the Westchester County Department of Health (WCDOH). Our United Water team works hard to provide you and your family with top quality water and premier service 24 hours a day, 365 days a year.

As part of this commitment, we regularly test water samples to be sure that your water meets the safety standards. And we're proud to let you know that it did during 2010. All the test results are on file with the WCDOH, the agency that monitors and regulates our drinking water quality. Both the EPA and the NYSDOH require

water suppliers to mail an Annual Water Quality Report to customers. This report provides important information about how your drinking water complied with government standards during 2010. Please read it carefully and feel free to call us at 914.632.6900 if you have any questions about your water or your service. You can also call the EPA Safe Drinking Water Hotline at 800.426.4791, the NYSDOH at 518.402.7713 or the WCDOH at 914.813.5000. If you have specific questions about water as it relates to your personal health, we suggest that you contact your health care provider.

For more information on United Water New Rochelle, visit our website at [www.unitedwater.com/uwnr](http://www.unitedwater.com/uwnr).

Sincerely,

*Michael J. Pointing*

Michael J. Pointing  
Vice President & General Manager

## WHO WE ARE

United Water New Rochelle provides water service to more than 145,000 people throughout the city of New Rochelle and the towns of Eastchester and Greenburgh (partially). We also serve the villages of Bronxville, Tuckahoe, North Pelham, Pelham Manor, Ardsley, Hastings on Hudson, Dobbs Ferry and provide water to the village of Pelham through a master meter. Our parent company, United Water, is one of the nation's leading environmental companies, providing water and wastewater services to approximately 7 million people in the United States. In addition to owning and operating 20 water utilities, the company operates more than 220 municipal and industrial water and wastewater systems through innovative public-private partnerships and contract agreements. United Water's affiliate, Utility Service Company, is the nation's leading provider of long-term asset management contracts for water storage facilities with municipal and industrial clients. Founded in 1869, United Water is a subsidiary of SUEZ ENVIRONNEMENT.

**In 2010, United Water New Rochelle provided an average of 20.3 million gallons of water per day to customers in New Rochelle and the surrounding area.**

UNITED WATER  
NEW ROCHELLE

**FACT**

WATER PURCHASED IN 2010:  
**7.43 BILLION GALLONS**



# VALUE OF WATER



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LESS THAN 1 CENT

At less than one penny per gallon, tap water is safe, convenient and an exceptional value.

## ABOUT YOUR WATER SUPPLY

The supply source for United Water New Rochelle is surface water that is purchased from the New York City Department of Environmental Protection. We can pump based upon demand from four separate locations. The two sources of New York City supply that we utilized in 2010 include the Catskill and Delaware aqueducts. The Central Avenue, California Road and Little Catskill pump stations supply the day to day demands to the system.

Maximum Available Pumpage From Our Four Sources:

Central Avenue Pumping Station 27 mgd\* - Catskill Aqueduct

Little Catskill Pumping Station 4 mgd- Catskill Aqueduct

Troublesome Brook Pumping Station 7 mgd- Delaware Aqueduct

California Road Pumping Station 43 mgd- Delaware Aqueduct

\*Millions of gallons per day.

EPA Safe Drinking Water Hotline: 800.426.4791

## WE'VE GOT A PLAN JUST IN CASE

Nobody likes to have his or her water service interrupted. But sometimes an emergency situation forces us to shut down water mains to handle a problem. United Water has an emergency plan in place to make sure our customers and public officials know what's happening.

If we do encounter a system problem or hazardous condition we have different ways of notifying our customers, based on the size of the problem. If only a small number of customers are affected, our emergency crews will notify you individually, by delivering notices by hand or posting signs at key locations. Otherwise, we use a reverse 911 telephone system, as well as local radio, television and newspapers.

Our goal is to keep you informed.



UNITED WATER NEW ROCHELLE

### FACT

CUSTOMERS SERVED:  
**30,875**

# HEALTH NOTE

Cryptosporidium and giardia are microbial pathogens found in surface water throughout the U.S. Although filtration removes cryptosporidium and giardia, 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 and giardia may cause the abdominal infections cryptosporidiosis or giardiasis. Symptoms of infection include nausea, diarrhea, and abdominal cramps.

Most healthy individuals can overcome these diseases within a few weeks. Some people may be more vulnerable to disease causing microorganisms or pathogens 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 from their health care provider about their drinking water. Cryptosporidium and giardia must be ingested to cause disease, and it may be spread through means other than drinking water.

UNITED WATER  
NEW ROCHELLE

**FACT**

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MILES OF MAINS:  
**425**

The New York City Department of Environmental Protection (NYCDEP) controls the reservoir systems from which we draw water. In 2010, NYCDEP monitored its systems for giardia and cryptosporidium. Of the 104 samples taken on the Catskill-Delaware System, 130 giardia cysts were confirmed and 2 cryptosporidium oocysts were confirmed.



Beginning October of 2001, the NYC DEP Pathogen Laboratory began using EPA Method 1623 HV 50L for the routine analysis of cryptosporidium oocysts and giardia cysts from the three key source water (Kensico and New Croton reservoirs) effluent monitoring sites. Because Method 1623 is more sensitive than previous methods used, it is possible that the frequency and concentration of cryptosporidium oocysts and giardia cysts detected by Method 1623 HV may increase without any changes in water quality.

At the present time, there are no numerical drinking water standards for cryptosporidium and giardia.

For more information on cryptosporidiosis or giardiasis, please contact our water quality department (914.632.6900 option 3), or the Westchester County Department of Health (914.813.5000). EPA/CDC guidelines on appropriate means to lessen the risk of infection by cryptosporidium, giardia and other microbial pathogens are available by calling the Safe Drinking Water Hotline at 800.426.4791.

# ABOUT YOUR WATER QUALITY

All of our water quality results show that United Water meets the standards for safe drinking water. We are required to sample our supplies for water quality parameters including inorganic and organic chemicals, coliform bacteria, chlorine concentration, turbidity, radiological parameters, and unregulated contaminants. We are proud to say that results were all below regulatory limits. Results for parameters that were detected in our system are shown in the Drinking Water Quality Table. Per regulatory requirements, United Water also sampled for 95 organic chemicals, 16 inorganic parameters, and various radiological parameters, which were not detected in our system. The state allows us to test 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. As the table indicates, our system had no water quality violations.



## WATER SUPPLY AND TREATMENT

United Water provides service to 145,000 people in lower Westchester County. Our Public Water Supply ID# is NY5903444. We purchase all of our supply from the New York City Water System, which is a surface water system. 100 percent of our supply is from the Catskill and Delaware Systems. The quantity of water available in 2010 was more than adequate to meet the demands of our customers. In 2010, we purchased 7.4 billion gallons from New York City and provided 5.6 billion gallons to our customers. Unaccounted-for-water, consisting of main breaks, leaks, under-registration of meters, fire use, hydrant flushing, plant use and theft of service was 1.7 billion gallons.

In 2010, our supply was treated with chlorine, fluoride, zinc polyphosphate, and caustic soda. Chlorine is added to protect against microbiological contamination and fluoride is used to prevent tooth decay. Zinc polyphosphate is added to reduce corrosion of metal piping and plumbing. Caustic soda reduces the acidity of the water to make it less corrosive.

The New York State Department of Health has evaluated the susceptibility of water supplies statewide to potential contamination under the Source Water Assessment Program (SWAP) and its findings are summarized in the paragraphs below. It is important to stress that these assessments were created using available information and only estimate the potential for source water contamination. Elevated ratings do not necessarily mean

that source water contamination has occurred or ever will occur for United Water. We provide treatment and regular monitoring to ensure the water delivered to our customers meets or exceeds all applicable standards.

We here at United Water obtain our water from both the Catskill/Delaware watersheds east of the Hudson.. The main water quality concerns associated with these watersheds are agricultural and residential land uses which can contribute microbial contaminants, pesticides, and algae producing nutrients. There are also some concerns associated with wastewater, but advanced treatments which reduce contaminants are in place for most of these discharges.

Additionally, the presence of other discrete facilities, such as landfills, chemical bulk storages, etc., could lead to some local impacts on water quality, but significant problems associated with these facilities are unlikely due to the size of the watershed and surveillance and management practices.

## TO SERVE YOU BETTER

**In 2010, we made several improvements to serve you better. We continued to make major expenditures on replacements of services, fire hydrants, meters and pipelines. We have also continued our program to rehabilitate or replace older water mains. These efforts help to improve the reliability of your service and the quality of your water.**

## DRINKING WATER QUALITY TABLE

The water quality table shows how the quality of your drinking water in 2010 compared to the standards set by the New York State Department of Health. As the table indicates, our system had no violations. According to New York State regulations, United Water routinely monitors your drinking water for various contaminants. Your water is tested for inorganic contaminants, nitrate, lead and copper, volatile organic contaminants, synthetic organic contaminants and total trihalomethanes. Additionally,

your water is tested for coliform bacteria one hundred twenty times a month. The contaminants detected in your drinking water are included in the table below. We have learned through our testing that some contaminants have been detected; however, these contaminants were detected below current federal drinking water requirements. For a complete list of contaminants sampled, including those not detected, please call us at 914-632-6900.

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

Inorganic Chemicals	Sample Date	MCLG	MCL	Average Results	Range of Results	Violation	Likely Source	
Barium ppm	June-Sept 2010	2	2	0.18	0.14 - 0.19	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits Discharge from steel and pulp mills; Erosion of natural deposits Erosion of natural deposits; Water additive that promotes strong teeth; Discharge from fertilizer and aluminum factories Erosion of natural deposits; Discharge from refineries and factories; Runoff from landfills; Runoff from cropland Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits	
Chromium ppb	June-Sept 2010	100	100	0.5	ND - 0.7	No		
Fluoride ppm	2010	2.2	2.2	0.75	ND - 2.04	No		
Mercury ppb	October 2010	2	2	0.5	ND - 0.2	No		
Nitrate as nitrogen ppm	June-Sept 2010	10	10	0.09	0.09 - 0.9	No		
Lead and Copper (2010 data)	Sample Date	MCLG	AL	90th Percentile**	Samples Above AL	Violation	Likely Source	
Lead ppb	June-Sept 2010	0	15	8.3	4	No	Corrosion of household plumbing; erosion of natural deposits Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives	
Copper ppm	June-Sept 2010	1.3	1.3	0.1	0	No		
Disinfection By-Products	Sample Date	MCLG	MCL	Average Result	Highest Result	Range of Results (individual sites)	Violation	Likely Source
thms ppb running annual av. (thms: bromoform, bromodichloromethane, chlorodibromomethane, chloroform)	2010	NA	80	38.5	42	19.3 - 88.2	No	By-product of drinking water disinfection needed to kill harmful organisms By-product of drinking water disinfection needed to kill harmful organisms
haa5 ppb running annual av. (haa5: dibromoacetic acid, dichloroacetic acid, monobromoacetic acid, monochloroacetic acid, trichloroacetic acid)	2010	NA	60	33.2	45	1.5 - 56.8	No	
Microbiologicals	Sample Date	MCLG	MCL	Average Result	Range of Results	Violation	Likely Source	
Turbidity NTU	2010	NA	5	1.4	0.23 - 4.8	No	Soil Runoff	
	Sample Date	MCLG	MCL	Average Result RAA	Highest Result RAA	Range of Results (individual sites)	Violation	Likely Source
Distribution Disinfectant Residual ppm	2010	NA	4	0.72	1.52	0 - 1.77	No	Water additive used to control microbes
Organic Chemicals (volatile)	Sample Date	MCLG	MCL	Average Result	Range of Results	Violation	Likely Source	
di(2-ethylhexyl)phthalate ppb	9/20/10	0	6	0.20	ND - 0.84	No	Used in plastic products. Compound likely to be released to the environment during production and waste disposal of these products. Also used in inks, pesticides, cosmetics and vacuum pump oil	

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

Substance	Sample Date	MCLG	MCL	Average Result	Range of Results	Violation	Likely Source
Chloride ppm	June-Sept 2010	NA	250	11	8 - 13	No	Naturally occurring or indicative of road salt contamination
Color CU	June-Sept 2010	NA	15	5	3 - 8	No	Natural mineral and organic matter
Iron ug/l	June-Sept 2010	NA	300	40	20 - 70	No	Naturally occurring
Manganese ug/l	June-Sept 2010	NA	300	15	10 - 30	No	Naturally occurring; Indicative of landfill contamination
Odor TON	June-Sept 2010	NA	3	1	1 - 1	No	Organic or inorganic pollutants originating from municipal and industrial waste discharges; natural sources
pH	June-Sept 2010	NA	6.5-9.0	7.37	5.87 - 8.71	No	Natural mineral, treatment process
Sodium ppm	June-Sept 2010	NA	NA	7.8	5 - 13.3	No	Naturally occurring; road salt; water softeners; animal waste
Sulfate ppm	June-Sept 2010	NA	250	5	4.5 - 7.3	No	Naturally occurring
Zinc ppm	June-Sept 2010	NA	5	0.3	ND - 0.93	No	Naturally occurring; mining waste

\*\*90 percent of system samples must be at or below this level.

# Health Note for Sodium: Water containing more than 20 ppm of sodium should not be used for drinking water by people on diets that severely restrict sodium. Water containing more than 270 ppm of sodium should not be used for drinking by people on diets that moderately restrict sodium.

A "Range of Results" represent the lowest and highest detection during the monitoring year.

UNITED WATER  
NEW ROCHELLE  
**FACT**  
SERVICE POPULATION:  
**145,000**



### 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.

**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.

**Millirems per year (mrem/yr):** A measure of radiation absorbed by the body.

**NA:** Not applicable.

**NTU:** Nephelometric Turbidity Unit. The unit used to describe turbidity. Nephelometric refers to the way the instrument, a nephelometer, measures how much light is scattered by suspended particles in the water. The greater the scattering, the higher the turbidity. Therefore, low NTU values indicate high water clarity, while high NTU values indicate low water clarity.

**ppb Parts per billion or micrograms per liter (ug/l):** Corresponds to one part of liquid in one billion parts of liquid.

**ppm Parts per million:** Corresponds to one part of liquid in one million parts of liquid.

**pCi/L Picocuries per liter:**

A measure of the radioactivity in water.

**Primary Standards:**

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

**RAA:** Running Annual Average

**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.

**TON:** Threshold Odor Number.

**Treatment Technique (TT):**

A required process intended to reduce the level of a contaminant in drinking water.

>: This means "greater than."

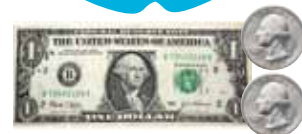
≤: This means "less than or equal to."

# VALUE OF WATER

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



VS.



## COST OF WATER

The New York Public Service Commission sets water rates to cover the costs of providing service. The average residential customer uses approximately 3,000 cubic feet of water (22,440 gallons) per quarter, or approximately \$778 annually (including taxes). A typical dollar pays for system improvements, operations and maintenance, taxes, interest and debt, dividends and reinvestment and depreciation costs.

## CONSERVATION TIPS

United Water encourages its customers to use water wisely and exercise individual responsibility. The average customer uses about 250 gallons of water every day. Be aware of how much water you use! Now more than ever, it's important to reduce your water consumption.

- Check every faucet in your home for leaks. A leaky faucet is usually caused by a worn washer or "O" rings (for washerless faucets). Just a slow drip can waste 15 to 20 gallons a day, or almost 6,000 gallons per year.
- Check your toilet for leaks by putting a few drops of food coloring in the tank and watching for a few minutes to see if the color shows up in the bowl. If you see color in the toilet bowl after 15 minutes, you have a leak. Fixing a toilet leak can save more than 30,000 gallons a year.
- Use your water meter to detect hidden leaks. Simply turn off all taps and water-using appliances and then check the meter reading over a 15 minute period. If the meter moves, you have a leak.
- Using less water in the home will reduce water and heating bills. More importantly, the cumulative effect of many people practicing personal water conservation will help to ensure adequate water supplies.



## LEAD INFORMATION

As the water quality table on pages 10 and 11 indicate, our system had no violations. We have learned through our testing that some contaminants have been detected; however, these contaminants were detected below New York State requirements. It should be noted that the action level for lead was exceeded in six collected samples.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women, infants, and young children. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. United Water New

Rochelle 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 (1-800-426-4791) or at <http://www.epa.gov/safewater/lead>.

## FLUORIDE INFORMATION

Our system is one of the many drinking water systems in New York State that provides drinking water with a controlled, low level of fluoride for consumer dental health protection. Fluoride is added to your water by the NYCDEP before it is delivered to us. According to the United States Centers for Disease Control, fluoride is very effective in preventing cavities when present in drinking water at an optimal range from 0.8 to 1.2 mg/l (parts

per million). To ensure that the fluoride supplement in your water provides optimal dental protection, the State Department of Health requires that we monitor fluoride levels on a daily basis. During 2010, monitoring showed fluoride levels in your water were in the optimal range 70% of the time. None of the monitoring results showed fluoride at levels that approach the 2.2 mg/l MCL for fluoride.



## YOU CAN HELP

United Water has established customer advisory panels in several of its service territories including yours. The panel provides us with valuable input on our programs in development and customer service initiatives. Meetings for the panel are held quarterly at locations in each respective area.

United Water is always looking for new panel members. We look forward to fresh ideas that will further enhance the many programs and information we continue to offer to our customers. We realize that we must maintain an open relationship with our customers. Your input provides us with information that help us to better serve you. Customers interested in serving on the panel should visit our website at [www.unitedwater.com](http://www.unitedwater.com) or contact the Communications Department at 201.767.2868.



UNITED WATER  
NEW ROCHELLE

**FACT**

HYDRANTS:  
**3,077**



# WHERE DOES YOUR WATER COME FROM?

United Water New Rochelle purchased 7.43 billion gallons of water in 2010 from the New York City Water System. In 2010,

100 percent of our water came from the Catskill/Delaware watersheds east of the Hudson.



## BOTTLED WATER OR TAP WATER?

The sources of drinking water (both tap water 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. In some cases, radioactive material or substances resulting from the presence of animals or human activities can be absorbed. Contaminants that may be present in source water include microbial contaminants, inorganic contaminants, pesticides and herbicides, organic chemical contaminants, and radioactive contaminants. 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. In order to ensure that tap water is safe to drink, the State and

the EPA prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The State Health Department and the Food and Drug Administration (FDA) establish limits for contaminants in bottled water which must provide the same protection for public health. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at 800.426.4791. So, what is the bottom line? If bottled and tap water meet the standards, they are both safe to drink. However, your tap water costs less than one penny per gallon, substantially less expensive than bottled water.



**United Water New Rochelle**  
2525 Palmer Avenue, New Rochelle, NY 10801  
[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.**

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# WATER QUALITY INFORMATION

