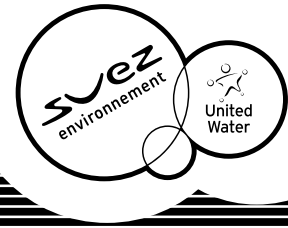


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ANNUAL WATER QUALITY REPORT
United Water New York/Sterling Lake System
PWSID NY3512133
2010

INTRODUCTION

In order to comply with New York State regulations, United Water New York/Sterling Lake System, issues an annual report describing the quality of your drinking water. The purpose of this report is to raise your understanding and awareness of drinking water and the need to protect our drinking water sources.

This report provides an overview of last year's water quality. Included are details about where your water comes from, what it contains, and how it compares to State standards. If you have any questions about this report or concerns about your drinking water, please contact United Water's Customer Service Department at 877.426.8969.

WHERE DOES OUR WATER COME FROM?

In general, 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 and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activities. Contaminants that may be present in source water include: microbial contaminants; inorganic contaminants; pesticides and herbicides; organic chemical contaminants; and radioactive contaminants. In order to ensure that tap water is safe to drink, the State and the United States Environmental Protection Agency (EPA) prescribe regulations which limit the amount of certain contaminants in water provided by public water systems. The New York State Department of Health (NYSDOH) and the federal Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

Our water source is the Sterling Lake, a surface water impoundment, located in the Town of Warwick. Sterling Lake is a protected source with good water quality. As an added protection against microbiological contamination, the source water goes through a filtered process (membrane filters) and receives Sodium Hypochlorite for disinfection.

During 2010, water from this source met demand. An average of about 21,628 gallons of water per day was withdrawn from the Sterling Lake Reservoir and delivered to customers. Water from Sterling Lake is treated by passing through a membrane filter and by the addition of phosphates for iron control, soda ash for corrosion control and disinfection with chlorine to remove microorganisms. The Sterling Lake System serves about 225 people (including industrial and commercial customers) through 44 connections. The average residential customer uses approximately 3,000 cubic feet of water (22,440 gallons) per quarter, or approximately \$589 annually (including taxes). A typical dollar pays for system improvements, operations and maintenance, taxes, interest and debt, dividends and reinvestment and depreciation costs.

SOURCE WATER ASSESSMENT PROGRAM

The NYSDOH has completed a source water assessment for the Sterling Lake System, based on available information. Possible and actual threats to this drinking water source were evaluated. The state source water assessment includes a susceptibility rating based on the risk posed by each potential source of contamination and how easily contaminants can move through the subsurface to the well. The susceptibility rating is an estimate of the potential for source water contamination; it does not mean that the water delivered to consumers is or will become contaminated. See "Table of Detected Contaminants" for a list of contaminants that have been detected. The source water assessments provide resource managers with additional information for protecting source waters in the future.

Based on the analysis of available information, this drinking water source does not have an elevated susceptibility to contamination. There are no regulated facilities within this watershed and the corresponding land cover does not pose any substantial risks to the source water quality. A copy of the assessment, including a map of the assessment area, can be obtained by contacting United Water's Customer Service Department at 877.426.8969.

ARE THERE CONTAMINANTS IN OUR DRINKING WATER?

As state regulations require, we routinely test your drinking water for numerous contaminants. These contaminants include: total coliform, turbidity, inorganic compounds, nitrate, nitrite, lead and copper, volatile organic compounds, total trihalomethanes, and synthetic organic compounds. The table presented below lists the compounds that were detected in your drinking water. 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.

It should be noted that all drinking water, including bottled drinking water, may be reasonably 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 EPA's Safe Drinking Water Hotline at 800.426.4791, the NYSDOH at 518.402.7713 or the Orange County Department of Health at 845.291.2331. In addition, you can also contact United Water. If you have specific questions about water as it relates to your personal health, we suggest that you contact your health care provider.

Table of Detected Contaminants

Contaminant	Violation Yes/No	Date of Sample	Highest Level Detected (Range)	Unit Measure	MCLG	Regulatory Limit (MCL, TT or AL)	Likely Source of Contamination
Microbiological Contaminants							
Turbidity ¹	No	2/13/10	Highest level detected=0.18 Range= 0.09 - 0.18	NTU	NA	TT=<1.0NTU	Soil runoff
Turbidity ¹	No	2010	100% of samples met limit	NTU	NA	TT=95% of samples <0.3NTU	Soil runoff
Inorganic Contaminants							
Copper ²	No	7/20/10	90th percentile = 0.07 Range = ND - 0.12 # samples above Action Level = 0	ppm	1.3	AL = 1.3	Corrosion of household plumbing
Lead ³	No	7/20/10	90th percentile = 8 Range = ND - 8 # samples above Action Level = 0	ppb	0	AL = 15	Corrosion of household plumbing
Iron	No	3/25/10	Highest level detected= 0.28	ppm	NA	0.3	Naturally occurring
Sodium ⁴	No	7/7/10	Highest level detected= 7.1	ppm	NA	See health note	Naturally occurring
Sulfate	No	7/7/10	Highest level detected= 6.3	ppm	NA	250	Naturally occurring
Barium	No	7/7/10	Highest level detected= 0.010	ppm	2	2	Naturally occurring
Organic Contaminants							
THM ⁵ (total trihalomethane)	No	Yearly Avg. based on 4 quarters avg. in 2010	RAA = 62 (41-94)	ppb	NA	80	Byproduct of drinking water chlorination
HAA5 ⁵ (Haloacetic Acids)	No	Yearly Avg. based on 4 quarters in 2010	RAA = 26 (11-39)	ppb	NA	60	Byproduct of drinking water chlorination
Other Substances							
Chloride	No	7/7/10	Highest level detected=21	mg/l	NA	250	Naturally occurring

Notes:

1 - Turbidity is a measure of the cloudiness of the water. We test it because it is a good indicator of the effectiveness of our filtration system. Our highest single turbidity measurement for the year occurred on 2/13/10 @ 0.18 NTU. State regulations require that turbidity must always be below 1 NTU at the treatment system. State regulations require that turbidity must always be below 5 NTU in the distribution system and that 95% of the turbidity samples collected (at the treatment system entry point) have measurements below 0.3 NTU.

2 - The Copper level presented represents the 90th percentile of the 10 sites tested. A percentile is a value on a scale of 100 that indicates the percent of a distribution that is equal to or below it. The 90th percentile is equal to or greater than 90% of the copper values detected at your water system. In this case, 10 samples were collected at your water system and the 90th percentile value was 0.07 ppm value with the highest being 0.12 ppm. The action level for copper was not exceeded at any of the sites tested.

3 - The Lead level presented represents the 90th percentile of the 10 sites tested. A percentile is a value on a scale of 100 that indicates the percent of a distribution that is equal to or below it. The 90th percentile is equal to or greater than 90% of the lead values detected at your water system. In this case, 10 samples were collected at your water system and the 90th percentile value was 8 ppb with the highest value being 8 ppb. No sites exceeded the action level for lead.

4 - 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.

5 - RAA= the highest running annual average of quarterly results. The range of results represents the range from individual sample sites.

Definitions:

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.

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

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

Not Analyzed or Not Applicable (NA): Analysis of the constituent is not required.

Non-Detects (ND): Laboratory analysis indicates that the constituent is not present.

Nephelometric Turbidity Unit (NTU): A measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

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

Parts per billion (ppb): Corresponds to one part of liquid in one billion parts of liquid.

Picocuries per liter (pCi/L): Picocuries per liter is a measure of the radioactivity in water.

< This means "less than."

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.

Running Annual Average (RAA): THMS and HAA5 are reported by the annual average of the four quarterly samples for the year.

ND: Non-Detectable

HEALTH EFFECTS*Lead*

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 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 EPA's Safe Drinking Water Hotline (1.800.426.4791) or at <http://www.epa.gov/safewater/lead>.

Trihalomethanes

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

Turbidity

Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea and associated headaches.

WHAT DOES THIS INFORMATION MEAN?

As the table indicates, our system had no violations. We have learned through our testing that some contaminants have been detected; however, these contaminants were detected below the level allowed by the State. You may be interested in more information about lead and drinking water. Infants and young children are typically more vulnerable to lead in drinking water than the general population. 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. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested and flush your tap for 30 seconds to 2 minutes before using tap water. Additional information is available from the EPA's Safe Drinking Water Hotline at 800.426.4791.

IS OUR WATER SYSTEM MEETING OTHER RULES?

The system met all other rules and regulations during 2010.

DO I NEED TO TAKE SPECIAL PRECAUTIONS?

Although our drinking water met or exceeded state and federal regulations, some people may be more vulnerable to disease causing microorganisms or pathogens in drinking water than the general population. Immuno-compromised persons, such as those with cancer undergoing chemotherapy, those who have undergone organ transplants, those with HIV/AIDS or other immune system disorders, some elderly individuals, and infants can be particularly at risk for infections. These people should seek advice from their health care provider about their drinking water. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium, Giardia and other microbial pathogens are available from the EPA's Safe Drinking Water Hotline at 800.426.4791.

CONSERVATION MEASURES

United Water encourages customers to use water wisely and exercise individual responsibility. You can help preserve a precious natural resource by taking simple actions around your home. Check faucets and toilets for leaks that can waste thousands of gallons of water a year. Use your dishwasher and washing machines only for full loads. Water your grass only when needed and plant a conservation garden to save water outdoors.