



# 2008 CONSUMER CONFIDENCE REPORT

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ISSUED MAY 2009  
UNITED WATER PENNSYLVANIA  
DALLAS OPERATION

## DEAR CUSTOMER

Water quality represents a vital aspect of the service provided to you by United Water Pennsylvania. It is central to all that we do as your water supplier.

We are committed to providing our customers with water that meets or surpasses all applicable drinking water standards set by the United States Environmental Protection Agency (EPA) and Pennsylvania Department of Environmental Protection (PADEP). Our water quality personnel strive to provide each customer with high quality water and dependable service, 365 days a year.

As part of this commitment, we test the water sent to your connection regularly to be sure that it meets the standards. These test results are on file with the PADEP, the state agency that monitors and regulates drinking water.

Please review this report and feel free to give us a call at 717.564.3662 or toll-free at 888.299.8972 if you have questions about your water or service. If you have specific questions about water as it relates to your personal health, we recommend that you contact your health care provider.

During 2008, United Water Pennsylvania invested several million dollars to replace aging infrastructure throughout our service territory. The infrastructure replacement projects focus on older water mains that are either undersized or have reached their useful life. The projects were also conducted in cooperation with local government officials so that roadway disruptions were minimal.

We appreciate the opportunity to serve you with dependable water service.

Sincerely,



John D. Hollenbach  
Vice President & General Manager

## UNITED WATER: BUILDING FOR YOUR FUTURE

United Water Pennsylvania's Dallas Operation serves customers in Dallas Borough and five surrounding communities. During 2007, the Company established a Customer Advisory Council for the Dallas Operation to gain input on service issues and new initiatives. Members represent a cross-section of customer interests.

Customers benefited from an investment of nearly \$500,000 in infrastructure replacement-related projects during 2008. The improvements included installation of new water mains, valves, booster pumps and motors.

## HEALTH NOTE

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.



## WHO WE ARE

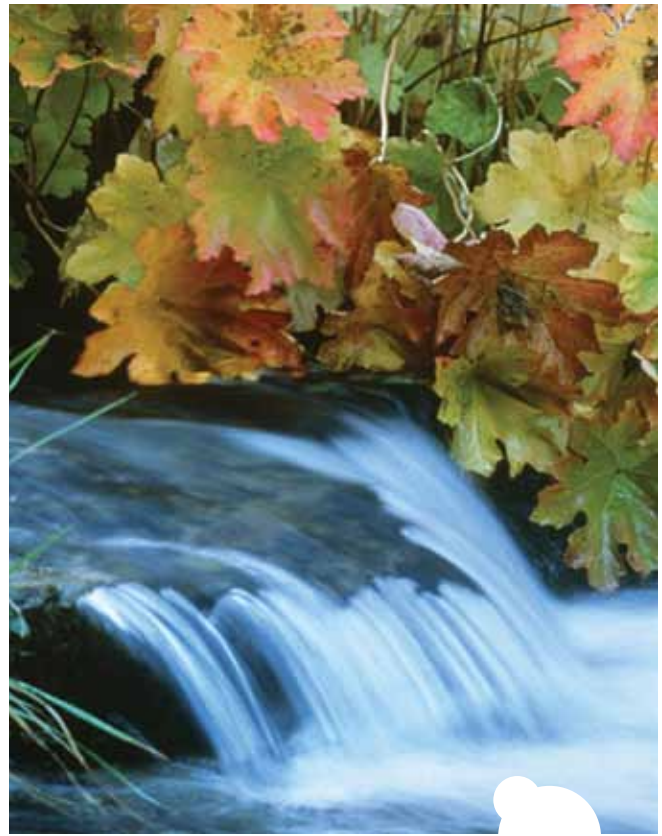
United Water provides water and wastewater services to over 7 million people in the United States. In addition to owning and operating regulated utilities, United Water operates municipal systems through public-private partnerships and contract agreements. Three of the nation's largest water and wastewater contracts are operated by United Water.

## ABOUT THE TREATMENT PROCESS

For treatment, United Water Pennsylvania treats the water with phosphate to control corrosion in the distribution system and to reduce the possibility of lead and copper dissolving in the water from your household plumbing. We also add chlorine for disinfection.

To further ensure the safety of your water, we monitor it before, during and after the treatment process at a local, state-certified analytical laboratory. At United Water Pennsylvania, we take great pride in our ability to provide you with drinking water that meets or surpasses all state and federal standards.

*EPA Safe Drinking Water Hotline: 800.426.4791*



## ABOUT YOUR WATER SUPPLY

United Water Pennsylvania supplies water to Dallas customers by drawing from six drilled, deep groundwater wells, as follows: Gephart, Schooley, Snyder, Bunn, Country Club and Haddonfield. The combined capacity of all six operating wells is 1.4 million gallons per day.

## INDOOR WATER TIPS

- Install water-saving showerheads and faucets to cut down significantly on water flow. Also, save water by replacing washers on leaky faucets.
- Turn off the tap while brushing your teeth.

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.

## SOURCE WATER PROTECTION

The Pennsylvania Department of Environmental Protection completed a Source Water Assessment for United Water's Dallas and Shavertown systems in 2003. DEP prepared the Source Water Assessment Report to provide information to support local and state efforts to protect the raw water quality of the drinking water source. The emphasis of the assessment is on "source" water rather than "tap" treated water. The raw water is then treated for drinking water use.

The Source Water Assessment indicates that the wells are highly vulnerable to potential contamination from auto supply and repair

shops, greenhouses, underground petroleum storage tanks, highway spills and residential swimming pools. A copy of the Source Water Assessment Report is available for review at the DEP's Northeast Office. Call DEP at 570.826.5472 for appointment or visit the DEP website at [www.dep.state.pa.us/eps](http://www.dep.state.pa.us/eps) and select the "Source Water Assessment Summary Reports" link to obtain the Executive Summary Report.

### IMPORTANT INFORMATION

- Please pass this information along to those who speak Spanish, Portuguese, Korean, Gujarati or Arabic.
- Este informe contiene información muy importante sobre su agua beber. 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.

• આ અહેવાલ મને તમારા પાવાના પાણી વિષે અગત્ય નો માહિતગારી આપવા માટે આવી છે. એનો અનુવાદ કરો અથવા જેને સમજાવી પડતી હોય તેના આર્થિક વાત કરો

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

• 아래의 보고는 귀하께서 드시는 식수에 대한 중요한 정보가 포함되어 있습니다. 번역을 하시든가 아니면 이 보고를 알고 이해하시는 분과 의논 하시기를 바랍니다.



## SUBSTANCES EXPECTED IN DRINKING 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 (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 activity.

Contaminants that may be present in source water include:

- 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 tap water is safe to drink, 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? Both bottled and tap water meet the federal standards, however, your tap water is substantially less expensive.

## WATER CONSERVATION

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. The average American consumes an average of between 40 and 130 gallons of water per day by drinking water, showering and flushing. You can reduce your water consumption by up to 25 percent by taking just a few simple steps. So tighten those taps, cease those sprinkles, discontinue those drips and use water wisely! To learn more about how you can

conserve water and reduce your water bill, visit our website at [www.unitedwater.com/uwpa](http://www.unitedwater.com/uwpa) or give us a call at 717.564.3662 (Harrisburg/Mechanicsburg) or 888.299.8972 (outside the Harrisburg/Mechanicsburg calling area).

## OUR COMMITMENT TO SECURITY

United Water Pennsylvania is committed to providing high quality and safe drinking water to all customers and consumers of our product and has taken significant steps to enhance the security and safety of its water supply. We have increased surveillance of our facilities and are working closely with local, state and federal

law enforcement authorities. We constantly monitor our distribution system on a regular basis and have coordinated our policing efforts with the local authorities.



# DRINKING WATER QUALITY TABLE

This water quality table shows how your drinking water compared to the standards set by the USEPA and the PADEP in 2008. Please note that yearly testing on all substances is not required. Therefore, for such substances, we have indicated the most recent year of required testing.

We tested for more than 120 substances in the water and detected only those indicated in the Drinking Water Quality Table. Some of the information is technical in nature so we have provided you with definitions to help you better understand the information contained in this report.

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

<b>Inorganic Chemicals</b>	<b>MCLG</b>	<b>MCL</b>	<b>Highest Result</b>	<b>Range of Results</b>	<b>Violation</b>	<b>Likely Source</b>
Barium ppm (2006)	2	2	0.17	NA	No	Naturally occurring
Nitrate ppm	10	10	1.3	0.69 - 1.3	No	Agricultural activity
	<b>MCLG</b>	<b>AL</b>	<b>90th Percentile</b>	<b>Samples &gt;AL</b>	<b>Violation</b>	<b>Likely Source</b>
Copper ppm (2007)	1.3	1.3	0.78	1	No	Household plumbing
Lead ppb (2007)	0	15	5	0	No	Household plumbing
<b>Disinfection Residuals</b>	<b>MRDLG</b>	<b>MRDL</b>	<b>Highest Result</b>	<b>Range of Results</b>	<b>Violation</b>	<b>Likely Source</b>
Chlorine ppm	4	4	1.0	0.52 - 1.0	No	Water additive used to control microbes
<b>Radionuclides</b>	<b>MCLG</b>	<b>MCL</b>	<b>Highest Result</b>	<b>Range of Results</b>	<b>Violation</b>	<b>Likely Source</b>
Combined Uranium ppb (2006)	0	30	0.9	0.7 - 1.2	No	Naturally occurring

## DEFINITIONS

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

**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.

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

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

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

**>:** This means "greater than."

## YOU CAN MAKE A DIFFERENCE

You can make a difference in keeping our waterways clean if you take steps to prevent nonpoint source pollution (NSP) or people pollution. This is the contamination of our water supplies resulting from average daily activities. With each rainfall, pollutants such as fertilizers, pesticides, motor oil and litter are washed into storm drains that flow into our waterways or soak into the ground to contaminate the water below. The good news is that each of us can keep our environment cleaner by practicing a few simple "good earth-keeping" techniques. Put litter and pet waste in its proper place. Avoid overusing fertilizers and pesticides and follow directions carefully when using them. Don't dump motor oil in storm drains, on the ground or in streams. Recycle as much as possible and dispose of household hazardous products properly. By following these tips, you can protect and improve the quality and safety of our water supply.

## WHERE DOES YOUR WATER COME FROM?

Groundwater wells are the source of supply for the United Water Pennsylvania Dallas Operation. The Company has operated the water system serving Dallas and five surrounding communities since 1990.



**United Water Pennsylvania  
Dallas Operation**  
4211 East Park Circle, Harrisburg, PA 17111

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New York, NY  
Permit No. 1147

**THIS REPORT  
CONTAINS  
IMPORTANT  
INFORMATION  
ABOUT YOUR  
DRINKING WATER.**

PWSID # 2400076

## OUR HISTORY

United Water Pennsylvania consists of geographically separate water systems serving a population of over 160,000 people in 40 municipalities, encompassing portions of eight counties.

Customer satisfaction is the goal of nearly 90 employees throughout our statewide operations whose combined efforts provide for the delivery of an average of 19 million gallons of water per day. Our employees consist of highly experienced engineers, water plant operators, water quality specialists, transmission and distribution system maintenance personnel, service technicians, meter readers and customer service representatives.



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OPEN  
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