



2008 CONSUMER CONFIDENCE REPORT

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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 Rhode Island Department of Health (RIDOH). 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. All the test results are on file with the RIDOH, the agency that monitors and regulates drinking water quality in our state. Both the EPA and the RIDOH 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 2008. Please read it carefully and feel free to call us at 401.789.0271, 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.

Sincerely,



Michael J. Pointing
Vice President and General Manager

ABOUT THE TREATMENT PROCESS

At United Water Rhode Island, we take great pride in our ability to provide you with drinking water that meets or surpasses all federal and state standards. Sodium hypochloride is used for disinfection. Water treated at each well field is also aerated to make your water less aggressive. We add lime for pH adjustment and zinc orthophosphate for corrosion control. This reduces the possibility of lead and copper in household plumbing from dissolving in the water. To further ensure the safety of your water, we monitor it before, during and after the treatment process. We take samples at our well fields and out in the distribution system to monitor the dosage of treatment chemicals and potential contaminants. We do this to be sure that your water remains safe as it travels through our mains and into your home.

OUR MISSION

United Water seeks to be the premier water services company in North America. "Premier" designation is never ours to claim or own. We earn it only through the eyes of our customers, our employees, our shareholders and the communities where we operate. And every day we must earn it all over again.



ABOUT YOUR WATER SUPPLY

Our customers in Narragansett and South Kingstown receive water from our two well fields located off Tuckertown Road in South Kingstown. Both well fields draw water from the Mink Brook Aquifer. These wells can produce up to 7 million gallons of water per day.

United Water Rhode Island has initiated a very aggressive wellhead protection program which has identified a well protection area around both of our well fields. We are also conducting an inventory regarding land use within this wellhead area and are keeping a vigilant eye on protecting this area. The wellhead protection project is a joint effort by United Water, Rhode Island Water Resources Board, Rhode Island Department of Environmental Management and the Rhode Island Department of Health.

EPA Safe Drinking Water Hotline: 800.426.4791

WHO WE ARE

United Water provides water and wastewater services to over 7.3 million people in the United States. In addition to owning and operating 20 regulated utilities, United Water operates 240 municipal systems through public-private partnerships and contract agreements including three of the nation's largest water and wastewater contracts: Indianapolis, IN, Gary, IN and Jersey City, NJ. United Water is a subsidiary of SUEZ ENVIRONNEMENT, the largest global player in pure water and wastewater.



WE ARE HERE TO HELP

Financial difficulties can come at any time and are often unforeseen. If you are having difficulty paying your water bill due to a temporary hardship, you may be eligible for help from UW Cares, our customer assistance program. Call 888.842.8080 or visit www.uwcares.org for more information.

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 PROTECTION

The Rhode Island Department of Health (RIDOH), in cooperation with other state and federal agencies, has assessed the threats to United Water's water supply sources. The assessment considered the intensity of development, the presence of businesses and facilities that use, store or generate potential contaminants, how easily contaminants may move through the soils in the Source Water Protection Area (SWPA), and the sampling history of the water.

Our monitoring program continues to assure that the water delivered to your home is safe and wholesome. The assessment found that the water source is at LOW RISK of contamination. This does NOT mean that the water cannot become contaminated. Protection efforts are necessary to assure continued water quality. The complete Source Water Assessment Report is available from

United Water or from the RIDOH at 401.222.6867. The Emergency Response Plan (ERP), developed in 2004 in accordance with the National Homeland Security Act, was followed up in 2006, 2007 and again in 2008 with practice sessions and drills throughout the year on emergency procedures. This ERP outlines procedures to follow should anything unusual occur, as well as areas where more frequent monitoring is encouraged. Please call us if you see anything unusual, such as fire hydrants being used by anyone other than firefighters or United Water personnel or non-company vehicles entering or leaving the well fields or storage tank properties.

CONSERVATION TIPS

United Water encourages its customers to use water wisely and to exercise individual responsibility. Our average residential household uses about 150 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. 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.

LEAD INFORMATION

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 stems primarily from materials and components associated with service lines and home plumbing. United Water Rhode Island 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 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 at 800.426.4791 or by visiting the EPA website at www.epa.gov/safewater/lead.



BOTTLED WATER OR TAP WATER?

Rivers, lakes, reservoirs, springs and wells are sources for both tap water and bottled water. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals. In some cases this includes radioactive material. The water can also pick up substances resulting from the presence of animals or human activity. Examples of these include salts, metals, viruses, bacteria or pesticides.

In order to ensure that the water is safe to drink, the federal government sets regulations that limit the amount of certain

contaminants in water. The Environmental Protection Agency (EPA) regulates tap water, while the Food and Drug Administration (FDA) regulates bottled water. 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.

TO SERVE YOU BETTER

During 2008, United Water made several system improvements to enhance the reliability of your service. These included upgrading the system master plan and system hydraulic study that will enable the company to better prioritize capital spending over the next several years.

In addition, an effort to replace some older infrastructure resulted in the replacement of 1700 feet of water mains. We replaced 27 service lines, 750 water meters with radio read transmitters and several valves and hydrants. United Water Rhode Island distributed low-flow water devices to its customers

and continued a water conservation program throughout 2008, encouraging the wise use of water.

United Water Rhode Island is also dedicated to the communities we serve. We have continued our involvement in various civic and community events, school water education programs, and tours of our facilities.

Our goal is to serve you better. If you should ever have a question regarding your service, our programs or your bill, please contact us at 401.789.0271.

HEALTH NOTE

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.

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.



DRINKING WATER QUALITY TABLE

The water quality table shows how the quality of your drinking water in 2008 compared to the standards set by the USEPA and the RIDOH. When standards differed, the more stringent standard was used for the Maximum Contaminant Level (MCL).

2008 TEST RESULTS FROM UNITED WATER RHODE ISLAND THE RANGES LISTED ARE RESULTS FROM UWRI'S WELLS. TEST RESULTS ARE FROM 2008 UNLESS OTHERWISE NOTED.

Radioactive Contaminants	Violation Y/N	Levels Detected	Unit of Measurement	MCLG	MCL	Likely Source of Contamination
Alpha Emitters	N	ND - 5.26	pCi/L	0	15	Erosion of natural deposits
Combined Radium	N	ND - 3.18	pCi/L	0	5	Erosion of natural deposits
Uranium	N	ND - 5.65	ug/L	0	30	Erosion of natural deposits
Inorganic Contaminants	Violation Y/N	Levels Detected	Unit of Measurement	MCLG	MCL	Likely Source of Contamination
Nitrate (as Nitrogen)	N	3.35 Range: 0.64 - 3.35	ppm	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Synthetic organic Contaminants	Violation Y/N	Levels Detected	Unit of Measurement	MCLG	MCL	Likely Source of Contamination
Di(2-Ethylhexyl) Phthalate	Y	30 Range: ND - 30	ppm	6	6	Discharge from rubber and chemical factories

DISTRIBUTION SYSTEM TEST RESULTS

Inorganic Contaminants	Violation Y/N	Levels Detected	Unit of Measurement	MCLG	MCL	Likely Source of Contamination
Copper (2006)	N	0.15	ppm	1.3	AL=1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Disinfectant Contaminants	Violation Y/N	Levels Detected	Unit of Measurement	MCLG	MCL	Likely Source of Contamination
Chlorine	N	0.19* Range: 0.13 - 0.29	ppm	MRDLG 4	MRDL 4	Water additive used to control microbes
Volatile Organic Contaminants	Violation Y/N	Levels Detected	Unit of Measurement	MCLG	MCL	Likely Source of Contamination
TTHM (Total Trihalomethanes)	N	25.5** Range: 18.8 - 32.2	ppb	0	80	By-product of drinking water chlorination
HAA5'S (Total Haloacetic acids)	N	2.9 ** Range: 0 - 5.8	ppb	0	60	By-product of drinking water chlorination

*Annual Average

**Running Annual Average

Note: - Results for testing of Di(2-Ethylhexyl) Phthalate at well # 7 on 5/19/2008 and 7/1/2008 indicated the system exceeded the MCL with these 2 tests' running average. This well was taken out of service after the results of the 5/19/08 analysis and was thoroughly flushed and retested. It was determined that the problem was due to the well previously being out of service for a great length of time. All samples since the 7/1/08 sampling has shown results well below the MCL. The other 6 wells have indicated non-detectable levels.

DETECTED SUBSTANCES

The State of Rhode Island requires testing for other components not regulated by the EPA. The following components were detected:

Sodium

Sodium was detected at a level of 6.73ppm in well #1, 6.22ppm in well #2, 5.86ppm in well #3, 6.88ppm in well #4, 6.24ppm in well #5, 13.4ppm in well #6 and 6.58ppm in well #7.

Radon

Radon is a radioactive gas that you cannot see, taste or smell. It is found throughout the United States. Radon gas moves up through the ground and into a home through cracks and holes in the foundation. Radon can build up to high levels in all types of homes. Radon can also get into indoor air when released from tap water from showering, washing dishes and other household activities. Compared to radon entering the home through soil, radon entering the home through tap water will, in most cases, be a small source of radon in indoor air. Radon is a known human carcinogen. Breathing air containing radon can lead to lung cancer. Drinking water containing radon may also cause increased risks of stomach cancer. If you are concerned about radon in your home, test the air in your home. For additional information, call the Rhode Island Department of Health Radon Program at 401.222.2438, or call the EPA's Radon Hotline at 800.505.RADON.

WHERE DOES YOUR WATER COME FROM?

United Water Rhode Island customers receive water from our two well fields in South Kingstown. The well fields draw water from the Mink Brook Aquifer and can produce up to 7 million gallons per day.

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.

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.

>: This means "greater than."

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



United Water Rhode Island
17 Arnold Street, Wakefield, RI 02880

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

PWSID # RI1615624

OUR HISTORY

United Water Rhode Island was originally incorporated by four local business men in 1887 with the intent of furnishing water to the Town of South Kingstown and neighboring communities. Today, United Water Rhode Island provides water to approximately 40 percent of the combined populations of the Town of South Kingstown and the Town of Narragansett and maintains a robust system of over 110 miles of water mains. The system also contains three water storage facilities for providing added fire protection and maintaining system pressure. The day-to-day management of the system operations is handled by a local work force from the communities we serve.



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