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 2013. 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 provide an Annual Water Quality Report to customers. This report provides important information about how your drinking water complied with government standards during 2013. Please read it carefully and feel free to call us at 877.266.9101 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.

Sincerely,

Michael J. Pointing
Vice President & General Manager

United Water New Rochelle provides water service to more than 146,000 people (by 31,093 service connections) 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. In 2013, we made several improvements to serve you better. We installed district meter areas at several sites, completed the replacement of the Dobbs Ferry Booster Station and upgraded our meter shop and construction facilities. This will help reduce lost water and improve water quality, water pressure and fire protection. In the year ahead we will continue to implement programs designed to ensure compliance, water quality and service reliability.

Use Water Wisely.
For conservation ideas visit www.uwconserve.com
“We take great pride in our ability to provide you with drinking water that meets or surpasses all state and federal standards.”

EPA-Labeled WaterSense products are water efficient.

Water Supply and Treatment

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.

We can pump based upon demand from four separate locations. The two sources of New York City supply that we utilized in 2013 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.

The quantity of water available in 2013 was more than adequate to meet the demands of our customers. In 2013, we purchased 6.81 billion gallons from New York City and provided 5.14 billion gallons to our customers. The average daily demand was 18.54 million gallons a day. Unaccounted-for-water, consisting of main breaks, leaks, under-registration of meters, fire use, hydrant flushing, plant use and theft of service was 1.65 billion gallons.

In 2013, our supply was treated with UV filtration, 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.

We have a plan to notify customers if we have a problem with our water supply or distribution system. This includes delivering notices by hand or calling you. We will also notify the media and post updates on www.unitedwater.com.
Source Water Assessment

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. 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.

CONSERVATION TIP

Learn about ET lawn watering. unitedwater.com/et

If you would like to join our Customer Advisory Panel, please visit unitedwater.com or call us at 877-266-9101.
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 (FDAs) 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.

Water Quality Testing
As state regulations require, we routinely test your drinking water for numerous contaminants, including total coliform, turbidity, inorganic compounds, nitrate, nitrite, lead and copper, volatile organic compounds, radioactive contaminants, total trihalomethanes and synthetic organic compounds. The Water Quality Table shows which compounds were detected in your drinking water. We tested for many other substances which were not detected.

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 $815 annually (including taxes and surcharges). A typical dollar pays for system improvements, operations and maintenance, taxes, interest and debt, dividends and reinvestment and depreciation costs. At about one penny a gallon, tap water is a great value.

Lead Information
As the water quality 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 New York State requirements. It should be noted that the action level for lead was exceeded in two 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 2013, monitoring showed fluoride levels in your water were in the optimal range 37% of the time. None of the monitoring results showed fluoride at levels that approach the 2.2 mg/l MCL for fluoride.
Drinking Water Quality

The water quality table shows how the quality of your drinking water in 2013 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 120 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 877.266.9101. 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.

### Primary Standards

<table>
<thead>
<tr>
<th>Inorganic Chemicals</th>
<th>Sample Date</th>
<th>MCLG</th>
<th>MCL</th>
<th>Average Results</th>
<th>Range of Results</th>
<th>Violation</th>
<th>Likely Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barium ppm</td>
<td>July 15, 2013</td>
<td>2</td>
<td>2</td>
<td>0.02</td>
<td>0.02 - 0.02</td>
<td>No</td>
<td>Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits; Water additive that promotes strong teeth; Discharge from fertilizer and aluminum factories</td>
</tr>
<tr>
<td>Fluoride ppm</td>
<td>2013</td>
<td>2.2</td>
<td>2.2</td>
<td>0.75</td>
<td>0.00 - 1.87</td>
<td>No</td>
<td>Runoff from fertilizer use; Leaching from septic tanks; sewage; Erosion of natural deposits</td>
</tr>
<tr>
<td>Nitrate as nitrogen ppm</td>
<td>July 15, 2013</td>
<td>10</td>
<td>10</td>
<td>0.15</td>
<td>0.15 - 0.16</td>
<td>No</td>
<td>Runoff from fertilizer use; Leaching from septic tanks; sewage; Erosion of natural deposits</td>
</tr>
</tbody>
</table>

#### Lead and Copper (2013 data)

<table>
<thead>
<tr>
<th>Lead ppm</th>
<th>Sample Date</th>
<th>MCLG</th>
<th>AL</th>
<th>90th Percentile**</th>
<th>Samples Above AL</th>
<th>Violation</th>
<th>Likely Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copper ppm</td>
<td>July-Aug. 2013</td>
<td>0</td>
<td>15</td>
<td>7.0</td>
<td>2</td>
<td>No</td>
<td>Corrosion of household plumbing; erosion of natural deposits Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives</td>
</tr>
</tbody>
</table>

### Inorganic By-Products

#### Directly related to the safety of drinking water.

<table>
<thead>
<tr>
<th>Inorganic By-Products</th>
<th>Sample Date</th>
<th>MCLG</th>
<th>MCL</th>
<th>Average Result LRAA</th>
<th>Highest Result LRAA</th>
<th>Range of Results</th>
<th>Violation</th>
<th>Likely Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bromate ppm</td>
<td>Oct.- Nov. 2013</td>
<td>0</td>
<td>10</td>
<td>NA</td>
<td>NA</td>
<td>1.1 – 1.8</td>
<td>No</td>
<td>By-product of drinking water disinfection</td>
</tr>
</tbody>
</table>

#### Disinfection By-Products (Stage 2)

<table>
<thead>
<tr>
<th>Microbiologicals</th>
<th>Sample Date</th>
<th>MCLG</th>
<th>MCL</th>
<th>Average Result</th>
<th>Highest Result</th>
<th>Range of Results</th>
<th>Violation</th>
<th>Likely Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turbidity NTU</td>
<td>2013</td>
<td>NA</td>
<td>5</td>
<td>1.16</td>
<td>NA</td>
<td>0.38 - 3.30</td>
<td>No</td>
<td>Soil runoff</td>
</tr>
</tbody>
</table>

#### Chlorine residual ppm

<table>
<thead>
<tr>
<th>Radionuclides</th>
<th>Sample Date</th>
<th>MCLG</th>
<th>MCL</th>
<th>Average Result</th>
<th>Highest Result</th>
<th>Range of Results</th>
<th>Violation</th>
<th>Likely Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alpha emitters – pCi/L</td>
<td>2013</td>
<td>0</td>
<td>15</td>
<td>0.47</td>
<td>0.58</td>
<td>0.36 - 0.58</td>
<td>No</td>
<td>Erosion of natural deposits</td>
</tr>
<tr>
<td>Beta/photon emitters (pCi/L)</td>
<td>2013</td>
<td>0</td>
<td>50*</td>
<td>0.39</td>
<td>0.44</td>
<td>0.34 - 0.44</td>
<td>No</td>
<td>Decay of natural and man-made deposits</td>
</tr>
</tbody>
</table>

#### Combined radium (226+228) (pCi/L) 2013

<table>
<thead>
<tr>
<th>Sample Date</th>
<th>MCLG</th>
<th>MCL</th>
<th>Average Result</th>
<th>Highest Result</th>
<th>Range of Results</th>
<th>Violation</th>
<th>Likely Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>July-Aug. 2013</td>
<td>0</td>
<td>5</td>
<td>0.57</td>
<td>0.61</td>
<td>0.52 - 0.61</td>
<td>No</td>
<td>Decay of natural and man-made deposits</td>
</tr>
</tbody>
</table>

### Secondary Standards

#### Related to the aesthetic quality of drinking water.

<table>
<thead>
<tr>
<th>Substance</th>
<th>Sample Date</th>
<th>MCLG</th>
<th>MCL</th>
<th>Average Result</th>
<th>Range of Results</th>
<th>Violation</th>
<th>Likely Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alkalinity ppm</td>
<td>2013</td>
<td>NA</td>
<td>NA</td>
<td>17.1</td>
<td>10 – 26</td>
<td>No</td>
<td>Natural mineral</td>
</tr>
<tr>
<td>Calcium ppm</td>
<td>2013</td>
<td>NA</td>
<td>NA</td>
<td>5.5</td>
<td>2.7 - 7.0</td>
<td>No</td>
<td>Natural mineral</td>
</tr>
<tr>
<td>Chloride ppm</td>
<td>July 10, 2013</td>
<td>NA</td>
<td>250</td>
<td>15.3</td>
<td>14 - 16</td>
<td>No</td>
<td>Naturally occurring or indicative of road salt contamination</td>
</tr>
<tr>
<td>Color CU</td>
<td>July 10, 2013</td>
<td>NA</td>
<td>15</td>
<td>3.25</td>
<td>3 - 4</td>
<td>No</td>
<td>Natural mineral and organic matter</td>
</tr>
<tr>
<td>Hardness (as CaCO3) ppm</td>
<td>July 10, 2013</td>
<td>NA</td>
<td>NA</td>
<td>16</td>
<td>8 - 24</td>
<td>No</td>
<td>Natural mineral</td>
</tr>
<tr>
<td>Iron ppm</td>
<td>July 11, 2013</td>
<td>NA</td>
<td>300</td>
<td>80.06</td>
<td>20 - 180.2</td>
<td>No</td>
<td>Naturally occurring</td>
</tr>
<tr>
<td>Manganese ppm</td>
<td>July 11, 2013</td>
<td>NA</td>
<td>300</td>
<td>16.6</td>
<td>10 - 20</td>
<td>No</td>
<td>Naturally occurring; indicative of landfill contamination</td>
</tr>
<tr>
<td>Odor TON</td>
<td>July 10, 2013</td>
<td>NA</td>
<td>3</td>
<td>0.5</td>
<td>0.1</td>
<td>No</td>
<td>Naturally occurring, chlorine</td>
</tr>
<tr>
<td>pH</td>
<td>2013</td>
<td>6.5</td>
<td>8.5</td>
<td>7.3</td>
<td>5.8 - 9.2</td>
<td>No</td>
<td>Natural mineral, treatment process</td>
</tr>
<tr>
<td>Sodium ppm#</td>
<td>July 12, 2013</td>
<td>NA</td>
<td>NA</td>
<td>6</td>
<td>6 - 6</td>
<td>No</td>
<td>Naturally occurring; road salt; water softeners; animal waste</td>
</tr>
<tr>
<td>Specific Conductance</td>
<td>2013</td>
<td>NA</td>
<td>NA</td>
<td>86.9</td>
<td>67.0 – 105</td>
<td>No</td>
<td>Natural mineral</td>
</tr>
<tr>
<td>Sulfate ppm</td>
<td>July 12, 2013</td>
<td>NA</td>
<td>250</td>
<td>4.4</td>
<td>4.4 – 4.4</td>
<td>No</td>
<td>Naturally occurring</td>
</tr>
</tbody>
</table>

**Note:** 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.

* The State considers 50 pCi/L to be the level of concern for beta particles.
**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.

**LRAA:** Locational Running Annual Average.

**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.”

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**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.

The New York City Department of Environmental Protection (NYCDEP) controls the reservoir systems from which we draw water. In 2013, NYCDEP monitored its systems for giardia and cryptosporidium. Of the 52 samples taken on the Catskill- Delaware System, 55 giardia cysts were confirmed. There were no confirmed cryptosporidium cysts.

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.
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.

THERE ARE MANY WAYS TO REACH US:

- www.unitedwater.com
- www.twitter.com/unitedwater
- www.youtube.com/unitedwatertv
- www.flickr.com/unitedwater
- www.facebook.com/unitedwater
- blog.unitedwater.com

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