



2020 Annual **WATER QUALITY REPORT**

NJ American Water – Western
PWS ID: NJ0327001



**QUALITY. ONE MORE WAY
WE KEEP LIFE FLOWING.**



**NEW JERSEY
AMERICAN WATER**

WE KEEP LIFE FLOWING™



A message from **New Jersey American Water's President**



MARK K MCDONOUGH

President, New Jersey
American Water

To Our Valued Customers:

Having access to safe, reliable water service is something that can be easily taken for granted. At New Jersey American Water, it's our top priority.

I am pleased to share with you our 2020 Water Quality Report, which is a testament to the hard work and dedication of our employees. As you read through this information, you will see that we continue to supply high quality drinking water service to help keep your life flowing.

We know that at the end of every water pipe there's a family depending on us to provide this essential service safely and reliably. New Jersey American Water has the expertise of more than 800 experienced professionals, the right technologies in use, and a demonstrated commitment to upgrading our infrastructure to continue to provide you with clean, safe and reliable water service.

QUALITY: We have an exceptional track record when it comes to drinking water regulatory compliance. We test for about 100 regulated contaminants, as required by state and federal drinking water standards, as well as unregulated compounds. We are recognized as an industry leader and work cooperatively with the US EPA and the NJ DEP so that implementation of existing standards and development of new regulations produce benefits for our customers. In fact, we take water quality so seriously that five of our water treatment plants have been nationally recognized with Directors Awards from the U.S. EPA's Partnership for Safe Water program for surpassing federal and state drinking water standards.

SERVICE: Last year, we invested more than \$464 million to upgrade our water and wastewater treatment and pipeline systems in the communities we serve. These investments allowed us to improve water quality, pressure and service reliability for our customers.

VALUE: While costs to provide water service continue to increase across the country, our investments, use of technologies and economies of scale help us provide high quality water service that remains an exceptional value. The price you pay for this essential service remains one of the lowest household utility bills.

We hope our commitment to you and our passion for water shines through in this report detailing the source and quality of your drinking water in 2020. We will continue to work to help keep your life flowing – today, tomorrow and for future generations.

Proud to be your local water service provider,

A handwritten signature in black ink, appearing to read 'Mark K McDonough', written over a light blue background.

Mark K McDonough
New Jersey American Water

This report contains important information about your drinking water. Translate it or speak with someone who understands it at (800) 272-1325, Monday-Friday, 7 a.m. to 7 p.m.



ATTENTION: Landlords and Apartment Owners

Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.

What is a Consumer Confidence Report (CCR)



Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

New Jersey American Water is committed to delivering high quality drinking water service. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

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Mark of Excellence



EVERY STEP OF THE WAY.

Our team monitors and tests your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. **In fact, American Water performs over one million tests annually for about 100 regulated contaminants, nationwide.**



EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. American Water is recognized as an industry leader in water quality and works cooperatively with the EPA so that drinking water standards and new regulations produce benefits for customers and public water suppliers. American Water has earned awards from the EPA's Partnership for Safe Water as well as awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.



WATER QUALITY. DOWN TO A SCIENCE.

Our team also has access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. American Water scientists refine testing procedures, innovate new methods, and set new standards for detecting potentially new contaminants—even before regulations are in place.



MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as New Jersey American Water is investing in research and testing, we also understand the importance of investing in the infrastructure that provides high-quality water service to you. Last year alone, **we invested more than \$464 million to improve our water and wastewater treatment and pipeline systems.**

NOT JUST MEETING DRINKING WATER STANDARDS— SURPASSING THEM.

The EPA regulates about 100 potential contaminants and sets stringent standards for each one. **New Jersey American Water takes water quality so seriously that:**

- **5 of our water treatment plants, including the treatment plant serving your area, have been nationally recognized with Directors Awards** from the EPA's Partnership for Safe Water program for surpassing federal and state drinking water standards.





About Your Drinking Water Supply

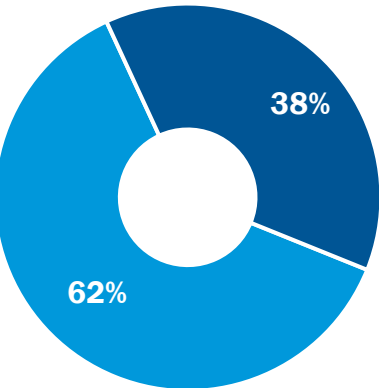
WHERE YOUR WATER COMES FROM

New Jersey American Water – Western is a public community water system consisting of one surface water intake and 42 active wells, including 5 seasonal wells. This system’s source water comes from the Potomac-Raritan-Magothy aquifer system (upper, middle and lower), the Delaware River, the Mount Laurel-Wenonah aquifer and the Englishtown aquifer system.

How it’s treated: Groundwater and surface water supplies are disinfected with chlorine for bacteriological quality in the distribution system.

TOWNS SERVED

Audubon, Audubon Park, Barrington, Bellmawr in part, Beverly, Burlington Twp in part, Camden (11th & 12th wards, Cramer Hill), Cherry Hill in part, Cinnaminson, Clementon, Delanco, Delran, Edgewater Park, Elk Twp in part, Gibbsboro, Gloucester Twp in part, Haddonfield, Haddon Heights, Haddon Twp in part, Hi-Nella, Laurel Springs, Lawnside, Lindenwold, Magnolia, Maple Shade in part, Mt Ephraim, Mt Laurel in part, Oaklyn, Palmyra, Pennsauken in part, Riverside, Riverton, Runnemede, Somerdale, Stratford, Voorhees
Regulated contaminants not listed in this table were not found in the treated water supply. In addition to local ground water, the Western System receives treated surface water from the Delaware River Regional Water Treatment Plant.



SOURCE OF SUPPLY FOR THE SYSTEM

- Surface Water
- Groundwater

NOTICE OF SOURCE WATER ASSESSMENT (SWA)

An assessment of the drinking water sources for the NJ American Water – Western system was completed in February 2003. The sources are considered vulnerable to the following (associated with contamination detected in the water supply):

- known contaminant plumes;
- historic waste dumps/landfills
- high-density housing
- apartments and condominiums
- home manufacturing
- parks
- parking lots/malls
- office buildings/complexes
- schools
- medical/dental/veterinary offices/clinics
- low- and high-density septic systems
- sewer collection systems; waste transfer/recycling station
- wastewater treatment plants
- fertilizer, pesticide/herbicide application
- irrigated/non-irrigated crops
- golf courses
- automobile repair shops and gas stations
- fleet/truck/bus terminals
- utility station maintenance areas
- motor pools
- historic gas stations
- machine shops
- electrical/electronic manufacturing
- chemical/petroleum processing/storage
- metal plating/finishing/fabricating
- plastics/synthetics producers
- photo processing/printing
- chemical/petroleum pipelines
- food processing
- construction/demolition staging areas
- appliance/electronic repair
- hotels and motels
- agricultural/irrigation wells
- oil, gas, geothermal wells
- water supply wells
- monitoring/test wells
- injection wells/dry wells/sumps
- research laboratories
- hospitals
- contractor or government agency equipment storage yards
- hardware/lumber/parts stores
- historic and active mining operations
- boat services/repair/refinishing
- sand/gravel mining
- wood/pulp/paper processing and mills
- underground storage tanks (decommissioned inactive tanks), upgraded/registered-active tanks, non-regulated tanks, and not yet upgraded or registered tanks.



SPECIAL HEALTH INFORMATION

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/Centers for Disease Control and Prevention (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

What are the Sources of Contaminants?

To provide tap water that is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

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. More information about contaminants and potential health effects can be

obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, aquifers and/or groundwater. 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 may result from urban storm water 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 storm water runoff, and residential uses.
Organic Chemical Contaminants	including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and may also, come from gas stations, urban storm water runoff, and septic systems.
Radioactive Contaminants	which can be naturally occurring or may be the result of oil and gas production and mining activities.

Protecting Your Water Sources

WHAT IS S.W.A.P.

The Source Water Assessment Program (SWAP) is a program of the New Jersey Department of Environmental Protection (NJDEP) to study existing and potential threats to the quality of public drinking water sources throughout the state. Sources are rated depending upon their contaminant susceptibility.

SUSCEPTIBILITY RATINGS FOR NEW JERSEY AMERICAN WATER

The table below illustrates the susceptibility ratings for the seven contaminant categories (and radon) for each source in the system. The table provides the number of wells and intakes that rated high (H), medium (M), or low (L) for each contaminant category. For susceptibility ratings of purchased water, refer to the specific water system's source water assessment report. Source Water Assessment Reports and Summaries available at <http://www.nj.gov/dep/watersupply/swap/index.html>, or by contacting the NJDEP, Bureau of Safe Drinking Water at 609-292-5550 or watersupply@dep.nj.gov.

CONTAMINANT CATEGORIES

The NJDEP considered all surface water highly susceptible to pathogens, therefore all intakes received a high rating for the pathogen category. For the purpose of the SWAP, radionuclides are more of a concern for ground water than surface water. As a result, surface water intakes' susceptibility to radionuclides was not determined and a low rating was assigned.

If a system is rated highly susceptible for a contaminant category, it does not mean a customer is or will be consuming contaminated drinking water. The rating reflects the potential for contamination of source water, not the existence of contamination. Public water systems are required to monitor for regulated contaminants and to install treatment if any contaminants are detected at frequencies and concentrations above allowable levels.

As a result of the assessments, the NJDEP may customize (change existing) monitoring schedules based on the susceptibility ratings.

Source water protection is a long-term dedication to clean and safe drinking water. It is more cost effective to prevent contamination than to address contamination after the fact. Every member of the community plays an important role in source water protection. The NJDEP recommends controlling activities and development around drinking water sources, whether it is through land acquisition, conservation easements or hazardous waste collection programs. We will continue to keep you informed of SWAP's progress and developments.

SUSCEPTIBILITY CHART DEFINITIONS

- **Pathogens:** Disease-causing organisms such as bacteria and viruses. Common sources are animal and human fecal wastes.
- **Nutrients:** Compounds, minerals and elements that aid growth, that are both naturally occurring and man-made. Examples include nitrogen and phosphorus.
- **Volatile Organic Compounds:** Man-made chemicals used as solvents, degreasers, and gasoline components. Examples include benzene, methyl tertiary butyl ether (MTBE), and vinyl chloride.
- **Pesticides:** Man-made chemicals used to control pests, weeds and fungus. Common sources include land application and manufacturing centers of pesticides. Examples include herbicides such as atrazine, and insecticides such as chlordane.
- **Inorganics:** Mineral-based compounds that are both naturally occurring and man-made. Examples include arsenic, asbestos, copper, lead, and nitrate.
- **Radionuclides:** Radioactive substances that are both naturally occurring and man-made. Examples include radium and uranium.
- **Radon:** Colorless, odorless, cancer-causing gas that occurs naturally in the environment. For more information go to <http://www.nj.gov/dep/rpp/radon/index.htm> or call (800) 648-0394.
- **Disinfection By-product Precursors:** A common source is naturally occurring organic matter in surface water. Disinfection by-products are formed when the disinfectants (usually chlorine) used to kill pathogens react with dissolved organic material (for example leaves) present in surface water.

Sources	Pathogens			Nutrients			Pesticides			Volatile Organic Compounds			Inorganics			Radionuclides			Radon			Disinfection Byproduct Precursors		
	H	M	L	H	M	L	H	M	L	H	M	L	H	M	L	H	M	L	H	M	L	H	M	L
Wells - 71		6	65	18	4	49			71	22		49	20	45	6	20	45	9		18	53	6		
GUID - 0																								
Surface Water Intakes - 1	1			1				1			1		1					1			1	1		



Protecting Your Drinking Water Supply

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect our shared water resources. This includes utilities, businesses, residents, government agencies and organizations. Everyone who lives, works, and plays in the area has a role and stake in clean water supplies.

WHAT CAN YOU DO?

Quality drinking water starts upstream. Everyone can help maintain and improve drinking water supplies through the following actions:

- Properly dispose of pharmaceuticals, household chemicals, oils and paints. Materials can impact water ways if poured down the drain, flushed down the toilet, or dumped on the ground.
- Check for leaks from automobiles and heating fuel tanks. Clean up any spills using an absorbent material like cat litter. Sweep up the material and put it in a sealed bag. Check with the local refuse facility for proper disposal.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.

Report any spills, illegal dumping or suspicious activity to NJDEP here: 609-292-5550 or watersupply@dep.nj.gov

FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at newjerseyamwater.com or contact the regional contact the regional Source Water Protection Lead at 1-800-272-1325.

WHAT ARE WE DOING?

Our priority is to provide reliable, quality drinking water service for customers. The source of supply is an important part of that mission. We work to understand and reduce potential risks to your drinking water supply, which is why we have developed a Source Water Protection Plan. This is a voluntary program to identify and address potential threats to drinking water supplies. Stakeholder involvement is an important part of the program. We partner with DEP to host annual meetings to review progress on the plan with stakeholders. We also welcome input on the plan or local water supplies through our online feedback form.

Here are a few of the efforts underway to protect our shared water resources:



Community Involvement: We have a proactive public outreach program to help spread the word and get people involved. This includes school education, contests, and other community activities.



Environmental Grant Program: Each year, we fund projects that improve water resources in our local communities.



Pharmaceutical Collection: We sponsor drop box locations across the Commonwealth for residents to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies.

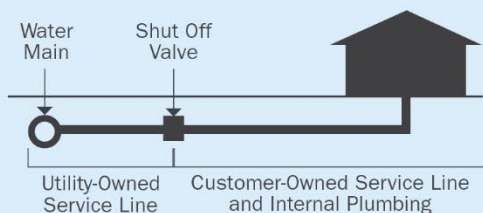


Protect Our Watersheds Art Contest: Open to fourth, fifth and sixth graders, the contest encourages students to use their artistic skills to express the importance of protecting our water resources.

About Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. American 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 Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



Please note: This diagram is a generic representation. Variations may apply.

The most common source of lead in tap water is from the customer's plumbing and their service line.

Our water mains are not made of lead; however, the water service line that carries the water from the water main in the street to your home could be. Homeowners' service lines may be made of lead, copper, galvanized steel or plastic. You can assess your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve.

MINIMIZING YOUR POTENTIAL EXPOSURE

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

CHECK YOUR PLUMBING AND SERVICE LINE

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at 1-800-272-1325.



1. Flush your taps. The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than six hours, flush the tap with cold water for 30 seconds to two minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.



2. Use cold water for drinking and cooking. Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.



3. Routinely remove and clean all faucet aerators.



4. Look for the "Lead Free" label when replacing or installing plumbing fixtures.



5. Follow manufacturer's instructions for replacing water filters in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.



6. Flush after plumbing changes. Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.

Important Information About **Drinking Water**

CHLORINE

Chlorine is added to water for the customers' protection. It is used as a disinfectant to ensure that harmful organisms, such as bacteria and viruses, are destroyed in the treatment process.

In addition, the New Jersey Department of Environmental Protection (DEP) and the U.S. Environmental Protection Agency (EPA) require New Jersey American Water to maintain low levels of this disinfectant to be present in the water at the furthest point of the distribution system. Our company complies with these minimum levels as the water travels from our treatment facility to your home. Consequently, customers who live or work closest to the facility might experience higher levels of chlorine. We make every attempt to minimize this level, and we frequently perform monitoring at various locations within our system.

New Jersey American Water continues to meet the drinking water standards related to chlorine use in your drinking water set by EPA and DEP in all of its systems.

RADON

Radon is a radioactive gas that occurs naturally in some groundwater. It may pose a health risk when the gas is released from water into air, as occurs while showering, washing dishes and performing other household activities. Radon can move up through the ground and into a home through cracks in the foundation. Compared to radon entering the home through soil, radon entering through tap water is, in most cases, a small source of radon in indoor air. Inhalation of radon gas has been linked to lung cancer, however the effects of radon ingested in drinking water are not yet clear. If you are concerned about radon in your home, tests are available to determine the total exposure level. The EPA is developing regulations to reduce radon in drinking water. Radon in the air is inexpensive to test and easy to correct. For additional information call EPA's Radon Hotline at 1-800-SOS-RADON.

FLUORIDE

Fluoride is a naturally occurring substance. It can be present in drinking water from two sources:

1. **By nature** when groundwater comes into contact with fluoride-containing minerals naturally present in the earth; or
2. **By a water purveyor** through addition of fluoride to the water they are providing in the distribution system.

The NJ American Water – Western System has naturally-occurring fluoride in the groundwater. The naturally-occurring groundwater fluoride levels in the entire system are consistent year-round at approximately 0.1 ppm.

If you have any questions on fluoride, please call New Jersey American Water's Customer Service Center at 1-800-272-1325.





CRYPTOSPORIDIUM

Cryptosporidium is a microbial pathogen found in surface water throughout the U.S. Although filtration removes Cryptosporidium, 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 may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However, immuno-compromised people, infants and small children, and the elderly are at greater risk of developing life-threatening illness. We encourage immuno-compromised individuals to consult their doctor regarding appropriate precautions to take to avoid infection. Cryptosporidium must be ingested to cause disease, and it may be spread through means other than drinking water.

NITRATES

Nitrate in drinking water at levels above 10 mg/L is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in serious illness. Symptoms include shortness of breath and blueness of the skin. Nitrate levels above 10 mg/L may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant or you are pregnant, you should ask for advice from your health care provider.



UNREGULATED CONTAMINANT MONITORING RULE (UCMR)

The EPA created the Unregulated Contaminants Monitoring Rule (UCMR) to assist them in determining the occurrence of unregulated contaminants in drinking water and whether new regulations are warranted. The first Unregulated Contaminants Monitoring Rule (UCMR1) testing was completed in 2003 for a list of contaminants specified by the EPA. Unregulated contaminants are those for which the EPA has not established drinking water standards. UCMR2 testing was conducted between November 2008 and August 2009, and UCMR3 assessment monitoring was conducted between January 2013 and December 2016. The fourth list of contaminants to monitor as part of the UCMR was published by the EPA in December 2016. UCMR4 testing began in 2018 and was completed in 2020. The results from the UCMR monitoring are reported directly to the EPA. The results of this monitoring are incorporated in the data tables in this report as appropriate. For more information, contact our Customer Service Center at 1-800-272-1325.

PFNA Monitoring

Perfluorononanoic acid (PFNA) was a regulated compound in 2020. The NJDEP established a regulatory MCL of 13 ppt. PFNA monitoring was conducted in 2020 and PFNA was not detected in the treated water supply.

PFOA/PFOS Monitoring

PFAS refers to per- and polyfluoroalkyl substances, a class of synthetic chemicals, manufactured for industrial applications and commercial household products such as: non-stick cookware; waterproof and stain resistant fabrics and carpets; firefighting foam and cleaning products. The properties that make these chemicals useful in so many of our every-day products also resist breaking down and therefore persist in the environment. Exposure may be from food, food packaging, consumer products, house dust, indoor and outdoor air, drinking water and at workplaces where PFAS are made or used.

New Jersey American Water is currently performing voluntary sampling to better understand certain occurrence of PFAS levels in drinking water sources. This testing allows us to understand how our water compares against the non-enforceable Health Advisory Level set by USEPA of 70 nanograms per liter or parts per trillion for a combination of two PFAS compounds, PFOA and PFOS. Testing also allows New Jersey American Water to be better prepared if the USEPA or state environmental regulator develop a drinking water standard for those PFAS for which we have USEPA approved testing methods.

The science and regulation of PFAS and other contaminants is always evolving, and New Jersey American Water strives to be a leader in research and development. PFAS contamination is one of the most rapidly changing areas in the drinking water field. We have invested in our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critically important to addressing this issue.

This is one of the most rapidly changing landscapes in drinking water contamination. We have invested time and effort on our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence, fate and transport in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critical for addressing this issue.

Lauren Weinrich
Principal Scientist,
Water Research and Development



Water Quality Results

WATER QUALITY STATEMENT

We are pleased to report that during calendar year 2020, the results of testing of your drinking water complied with all state and federal drinking water requirements.

For your information, we have compiled a list in the table below showing the testing of your drinking water during 2020. The New Jersey Department of Environmental Protection allows us to monitor for some contaminants less than once per year because the concentration of the contaminants does not change frequently. Some of our data, though representative, are more than one year old.

OTHER INFORMATION

We hope the report will raise your understanding of drinking water issues and awareness of the need to protect your drinking water sources.

The Safe Drinking Water Act regulations allow monitoring waivers to reduce or eliminate the monitoring requirements for asbestos, volatile organic chemicals, and synthetic organic chemicals. Our system has applied for and received monitoring waivers for the synthetic organic chemicals 2017 – 2019 monitoring period.

Definition of Terms

These are terms that may appear in your report.

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

Level 1 Assessment: A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

Level 2 Assessment: A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

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 using the best available treatment technology. See also Secondary Maximum Contaminant Level (SMCL).

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 disinfectant allowed in drinking water. There is convincing evidence that addition of a 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 disinfectants to control microbial contaminants.

MFL: Million fibers per liter.

micromhos per centimeter ($\mu\text{mhos/cm}$): A measure of electrical conductance.

NA: Not applicable

ND: Not detected

Nephelometric Turbidity Units (NTU): Measurement of the clarity, or turbidity, of the water.

pH: A measurement of acidity, 7.0 being neutral.

picocuries per liter (pCi/L): Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

parts per billion (ppb): One part substance per billion parts water, or micrograms per liter.

parts per million (ppm): One part substance per million parts water, or milligrams per liter.

parts per trillion (ppt): One part substance per trillion parts water, or nanograms per liter.

Secondary Maximum Contaminant Level (SMCL): Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

TON: Threshold Odor Number

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

%: Percent

MEASUREMENTS

Parts Per Million



1 drop
in a 10 gallon fish tank

Parts Per Billion



1 drop
in a 10,000 gallon swimming pool

Parts Per Trillion



1 drop
in 35 junior size Olympic pools

Water Quality Results

New Jersey American Water conducts extensive monitoring to determine if your water meets all water quality standards. The detections of our monitoring are reported in the following tables. While most monitoring was conducted in 2020, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see the “Definition of Terms” on the previous page. Some unregulated substances are measured, but maximum contaminant levels have not been established by the government. These contaminants are shown for your information.

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 (Centers for Disease Control and Prevention) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial pathogens are available from the Safe Drinking Water Hotline (1-800-426-4791).

NOTE: Regulated contaminants not listed in this table were not found in the treated water supply.

PRIMARY REGULATED SUBSTANCES

LEAD AND COPPER MONITORING PROGRAM - At least 50 tap water samples collected at customers' taps every year								
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90th Percentile	No. of Homes Sampled	Homes Above Action Level	Typical Source
Lead (ppb)	2020	Yes	0	15	2	52	0	Corrosion of household plumbing systems.
Copper (ppm)	2020	Yes	0	1.3	0.292	52	0	Corrosion of household plumbing systems.

TOTAL COLIFORM RULE - At least 150 samples collected each month in the distribution system						
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Percentage	Typical Source
Total Coliform	2020	Yes	0	Less than 5%	0.7%	Naturally present in the environment.
<i>E. Coli</i>	2020	Yes	0	TT = No confirmed samples	0	Human and animal fecal waste.

NOTE: Coliforms are bacteria that are naturally present in the environment and are used as an indicator of the general bacteriological quality of the water. We are reporting the highest percentage of positive samples / highest number of positive samples in any month.

PRIMARY REGULATED SUBSTANCES

DISINFECTANTS - Collected at the Surface Water Treatment Plant and Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MRDLG	MRDL	Minimum Chlorine Residual	Compliance Result	Range Detected	Typical Source
Entry Point Chlorine Residual (ppm) ¹	2020	Yes	4	4	TT ≥ 0.20	0.56	0.56 to 1.46	Water additive used to control microbes.
Distribution System Chlorine Residual (ppm) ²	2020	Yes	4	4	TT ≥ 0.20	0.67	ND to 1.48	Water additive used to control microbes.

1 - Data represents the lowest residual entering the distribution system from our water treatment plant.

2 - Data represents the highest monthly average of chlorine residuals measured throughout our distribution system.

DISINFECTION BYPRODUCTS - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Total Trihalomethanes (TTHMs) (ppb)	2020	Yes	NA	80	38.1	3.3 to 50.7	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2020	Yes	NA	60	15.3	1.3 to 23.6	By-product of drinking water disinfection.

NOTE: Compliance is based on the running annual average at each location. The Highest Compliance Result reflects the highest average at any location and the Range Detected reflects all samples from this year used to calculate the running annual average.

TREATMENT BYPRODUCTS PRECURSOR REMOVAL - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Range of % Removal Required	Range of % and Ratio Removal Achieved	Number of Quarters Out of Compliance	Typical Source
Total Organic Carbon (TOC)	2020	Yes	NA	TT ≥ 35% Removal	35% to 45%	45% to 66%	0	Naturally present in the environment.
Actual / Required TOC Removal (Ratio)	2020	Yes	NA	TT: Running Annual Average ≥ 1.0		1.29 to 1.89	0	Naturally present in the environment.

PRIMARY REGULATED SUBSTANCES

TURBIDITY - Continuous Monitoring at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Single Measurement and Lowest Monthly % of Samples \leq 0.3 NTU	Sample Date of Highest and Lowest Compliance Result	Typical Source
Turbidity (NTU) ³	2020	Yes	0	TT: Single result > 1 NTU	0.1	1/3/2020	Soil runoff.
	2020	Yes	NA	TT: At least 95% of samples \leq 0.3 NTU	100%	NA	Soil runoff.

3 - 100% of the turbidity readings were below the treatment technique requirement of 0.3 NTU. Turbidity is a measure of the cloudiness of the water. We monitor turbidity because it is a good indicator of water quality. High turbidity can hinder the effectiveness of disinfectants.

OTHER REGULATED SUBSTANCES - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL/SMCL	Highest Compliance Result	Range Detected	Typical Source
Nitrate (ppm)	2020	Yes	10	10	0.99	ND to 0.99	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.
Barium (ppm)	2020	Yes	2	2	0.1	ND to 0.1	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits.
Copper (ppm)	2020	Yes	1.3	1.3	0.038	ND to 0.038	Plumbing fixtures & piping; erosion of natural deposits.
Lead (ppb)	2020	Yes	0	15	3	ND to 3	Plumbing fixtures & piping; erosion of natural deposits.
Alpha Emitters (pCi/L)	2020	Yes	0	15	5.72	3.91 to 5.72	Erosion of natural deposits.
Combined Radium 226/228 (pCi/L)	2020	Yes	0	5	1.63	ND to 1.63	Erosion of natural deposits.

UNREGULATED CONTAMINANT MONITORING

Unregulated contaminants are those for which the EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist the EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is necessary. Every five years, the EPA issues a new list of no more than 30 unregulated contaminants to be monitored.

Unregulated Contaminants Monitoring (UCMR4) 2019				
Parameter	Units	Average Result	Range Detected	Typical Source
Manganese ⁴	ppb	1.02	ND to 1.8	Naturally-occurring elemental metal; largely used in aluminum alloy production. Essential dietary element.
2-Methoxyethanol	ppb	0.24	ND to 0.47	Used as a solvent in varnishes, dyes, resins, airplane deicing solutions. It is also used in organometallic chemistry synthesis.

4 - Manganese is regulated as a secondary contaminant with a secondary maximum contaminant level of 50 ppb

PFAS MONITORING

PFAS refers to per- and polyfluoroalkyl substances, a class of synthetic chemicals, manufactured for industrial applications and commercial household products such as: non-stick cookware; waterproof and stain resistant fabrics and carpets; firefighting foam and cleaning products. The properties that make these chemicals useful in so many of our every-day products also resist breaking down and therefore persist in the environment. Exposure may be from food, food packaging, consumer products, house dust, indoor and outdoor air, drinking water and at workplaces where PFAS are made or used.

UNREGULATED PERFLUORINATED COMPOUNDS				
Parameter	Units	Average Result	Range Detected	Typical Source
Perfluorooctanoic Acid (PFOA)*	ppt	0.46	ND to 5.0	Used for its emulsifier and surfactant properties in or as fluoropolymers (such as Teflon), fire fighting foams, cleaners, cosmetics, lubricants, paints, polishes, adhesives and photographic films
Perfluorooctanesulfonic Acid(PFOS)*	ppt	0.41	ND to 4.8	Manmade chemical; used in products for stain, grease, heat and water resistance

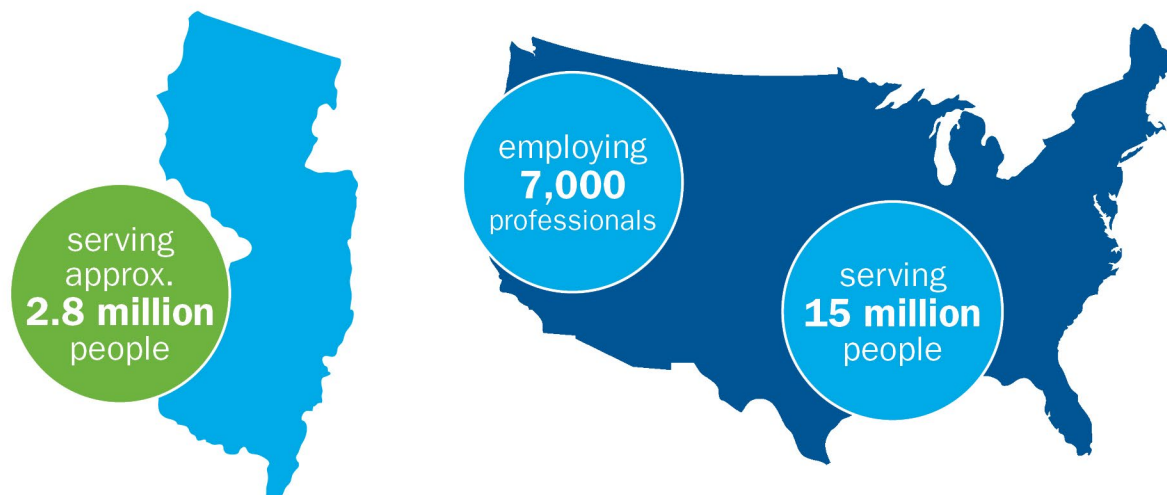
* PFOA and PFOS MCLs became active in 2021



About Us

With a history dating back to 1886, **American Water** (NYSE: AWK) is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 7,000 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to 15 million people in 46 states. American Water provides safe, clean, affordable and reliable water services to our customers to help make sure we keep their lives flowing.

New Jersey American Water, a subsidiary of American Water, is the largest investor-owned water utility in the state, providing high-quality and reliable water and/or wastewater services to approximately 2.8 million people. For more information, visit newjerseyamwater.com and follow us on Twitter, Facebook, Instagram and YouTube.



NEW JERSEY AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**
192 communities in 18 counties
- **CUSTOMERS SERVED**
657,000 water customers
(91% residential, 9% commercial and industrial); 54,900 wastewater customers
- **EMPLOYEES**
More than 840
- **TREATMENT FACILITIES**
Water: 7 surface water treatment plants with a combined capacity of 384 million gallons of water a day (MGD). 267 wells with a combined capacity of 188 MGD
Wastewater: 21 sewer treatment plants with a combined capacity of 4.9 MGD
- **MILES OF PIPELINE**
9,420 miles of water main and 474 miles of sewer main
- **STORAGE AND TRANSMISSION**
162 water storage tanks;
129 water booster pumping stations and 67 sewer lift stations
- **SOURCE OF SUPPLY**
71% surface water,
22% groundwater and
7% purchased water
- **VALVES**
194,144
- **FIRE HYDRANTS**
46,928
- **PARTNERSHIP FOR SAFE WATER AWARDS**
Five Directors Awards

How to Contact Us

If you have any questions about this report, your drinking water, or service, please contact New Jersey American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-800-272-1325.

WATER INFORMATION SOURCES

New Jersey American Water

www.newjerseyamwater.com

New Jersey Department of Environmental Protection Bureau of Safe Drinking Water:

www.nj.gov/watersupply

New Jersey Board of Public Utilities:

www.state.nj.us/bpu

1 (800) 624-0241

United States Environmental Protection Agency (USEPA):

www.epa.gov/safewater

Safe Drinking Water Hotline: (800) 426-4791

American Water Works Association: www.awwa.org

Centers for Disease Control and Prevention: www.cdc.gov

Water Quality Association: www.wqa.org

National Library of Medicine/National Institute of Health:

www.nlm.nih.gov/medlineplus/drinkingwater.html

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-800-272-1325.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-800-272-1325.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-800-272-1325.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-800-272-1325.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-800-272-1325** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-800-272-1325** र हमें काल करें।

Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону **1-800-272-1325**.

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-800-272-1325.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-800-272-1325.