



2020 Annual **WATER QUALITY REPORT**

Weston District
PWS ID: 3302104



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



**WEST VIRGINIA
AMERICAN WATER**

WE KEEP LIFE FLOWING™



A message from West Virginia American Water's President



Robert Burton

President, West Virginia
American Water

Dear West Virginia American Water Customer,

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

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

We monitor and test 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, we test for about 100 regulated contaminants as required by state and federal drinking water standards.

QUALITY: We take water quality so seriously that seven of our eight water treatment plants have been nationally recognized with Directors Awards from the U.S. Environmental Protection Agency's (EPA) Partnership for Safe Water program for surpassing federal and state drinking water standards. We remain committed to protecting our sources of drinking water. We utilize advanced technology and detection methods that are paving the way for source water protection across the country.

SERVICE: Last year, we invested approximate \$78 million to upgrade our water and wastewater treatment and pipeline systems in the communities we serve. These investments allowed us to improve water quality, water pressure and service reliability for our customers.

VALUE: While costs to provide water service continue to increase across the country, our investments help us provide high quality water service that remains an exceptional value for such an essential service.

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 keep your life flowing – today, tomorrow and for future generations.

Proud to be your local water service provider,

A stylized, handwritten signature in blue ink, appearing to read 'Robert Burton'.

Robert Burton
West Virginia American Water

This report contains important information about your drinking water. Translate it or speak with someone who understands it at 1-800-685-8660, 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.

West Virginia 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. We are recognized as an industry leader in water quality and work 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 West Virginia 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 \$78 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. **West Virginia American Water takes water quality so seriously that:**

- **Seven of our water treatment plants, have been nationally recognized with Directors Awards** from the EPA's Partnership for Safe Water program for surpassing federal and state drinking water standards.
- **Most of our water treatment plants have received the Directors Award year after year for more than a decade** including Bluefield, Bluestone, Gassaway, Huntington, Kanawha Valley, New River and Weston.



About Your Drinking Water Supply

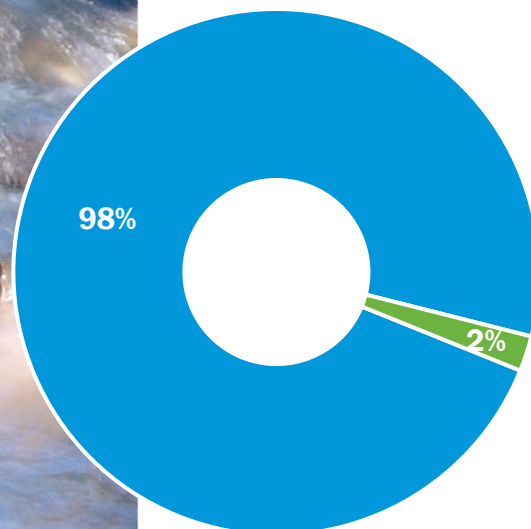
WHERE YOUR WATER COMES FROM

West Virginia American Water and its customers in the Weston District system are fortunate because we enjoy an abundant water supply from the West Fork River, which is a surface water source. The current treatment plant provided roughly 599 million gallons of clean drinking water in 2020. To learn more about our watershed on the internet, go to the U.S. EPA's Search Your Watershed at www.epa.gov/owow/.

Your Drinking Water Supply

Your drinking water is supplied by surface water from the lower West Fork River. The West Fork River begins in Upshur County and flows north through the city of Clarksburg. It joins the Tygart River near the City of Fairmont. Learn more about the West Fork River and local waterways at <https://watersgeo.epa.gov/mywaterway>.

The West Virginia Department of Health and Human Resources (DHHR) completed a source water assessment of the West Fork River in April 2003 to meet Federal requirements of the Safe Drinking Water Act. The study looked at the drainage area and ranked its vulnerability to contamination. DHHR ranked the susceptibility high because the West Fork River is a surface water body exposed above the ground. To get a copy of the assessment, contact DHHR at (304) 356-4298 or visit: <https://www.wvdhhr.org/oehs/eed/swap>.



SOURCE OF SUPPLY FOR WEST VIRGINIA AMERICAN WATER SYSTEMS

- Surface Water
- Purchased Water



QUICK FACTS ABOUT THE WESTON DISTRICT SYSTEM

Communities served:

Weston, Jane Lew, Roanoke, Walkersville, Alum Bridge and Ireland

Water source:

West Fork River

Average amount of water supplied to customers on a daily basis:

1.64 million gallons per day

Disinfection treatment:

Surface water supplies are treated with chlorine to maintain water quality in the distribution system.



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.

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).

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 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 in the trash.
- 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 the West Virginia DEP Spill Line at 1-800-642-3074.

FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at westvirginiaamwater.com or contact our Source Water Protection Program Manager, Erica Pauken, at erica.pauken@amwater.com.

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. We have developed a Source Water Protection Plan for each West Virginia American Water system, and those plans are publicly available at westvirginiaamwater.com. These plans proactively identify and address potential threats to drinking water supplies. Stakeholder involvement is an important part of the program, and we partner with external stakeholders to host regular meetings to review progress on the plans. 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.

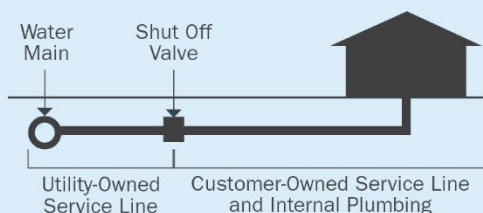


Protect Our Watersheds Art Contest: Open to fourth, fifth and sixth graders, the contest encourages students to use their artistic skills to express the importance of protecting our water resources.

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 1-800-685-8660.



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**

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.

Beginning January 1, 2020, the fluoride level at Weston District treatment plant was adjusted to achieve an optimal fluoride level of 0.7 parts per million (ppm) and a control range of 0.5 ppm to 0.9 ppm to comply with the state's Water Fluoridation Standards. The fluoride levels in the entire system are consistent year-round.

If you have any questions on fluoride, please call West Virginia American Water's Customer Service Center at 1-800-685-8660.

NITRATES

Nitrate in drinking water at levels above 10 ppm (or 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.

Water Hardness

Hardness is a measure of the concentration of two minerals, calcium and magnesium, naturally present in water. Hardness levels range from 30-50 ppm, or 2-3 grains per gallon of water

Sodium

For healthy individuals the sodium intake from water is not important because a much greater intake of sodium takes place from salt in the diet. However, sodium levels above the recommended upper limit of 250 ppm may be of concern to individuals on a sodium restricted diet. The sodium level is approximately 17.1 ppm

pH

Water in the distribution system averages 7.0 pH units, which is considered neutral (neither acidic nor basic).





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 will continue until 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 1-800-685-8660.

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 everyday 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.

West Virginia 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 West Virginia 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 West Virginia 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



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.



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 WV Health Department 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.

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



in a 10 gallon fish tank

Parts Per Billion



in a 10,000 gallon swimming pool

Parts Per Trillion



in 35 junior size Olympic pools

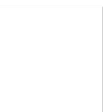
Water Quality Results

West Virginia 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.

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

LEAD AND COPPER MONITORING PROGRAM - At least xx tap water samples collected at customers' taps every [time period]								
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90 th Percentile	No. of Homes Sampled	Homes Above Action Level	Typical Source
Lead	2018	Yes	0	15	<1	20	0	Corrosion of household plumbing systems.
Copper (ppm)	2018	Yes	1.3	1.3	0.161	20	0	Corrosion of household plumbing systems.
TOTAL COLIFORM RULE - At least xx samples collected each month in the distribution system								
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Percentage OR Highest No. of Samples	Typical Source		
Total Coliform	2020	Yes	NA	*MCL = Less than 5% OR MCL = No more than 1 positive monthly sample	0%	Naturally present in the environment.		
E. Coli	2020	Yes	NA	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.



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	59	37 to 82	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2020	Yes	NA	60	40	37 to 52	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.

DISINFECTANTS - Collected in the Distribution System and at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Chlorine (ppm) (Distribution System)	2020	Yes	MRDLG = 4	4	2.1 ¹	.4 to 2.1	Water additive used to control microbes.
Substance (with units)	Year Sampled	Compliance Achieved	MPA	MPA Units	RAA	RAA Units	Typical Source
Chlorine (ppm) (Treatment plant)	2020	Yes	3	MG/L	1.4 ²	MG/L	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.

TREATMENT BYPRODUCTS PRECURSOR REMOVAL - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Range of % Removal Requested	Range of % Removal Achieved	Number of Quarters Out of Compliance	Typical Source
Total Organic Carbon (TOC)	2020	Yes	NA	TT	15% to 25%	32% to 38%	0	Naturally present in the environment.

TURBIDITY - Collected 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	Range Detected	Typical Source
Turbidity (NTU)	2020	Yes	NA	TT: Results $>.3$	0.13	0.02 to 0.13	Soil runoff.
	2020	Yes	NA	TT: At least 95% of samples <0.3 NTU	100%	NA	Soil runoff.

OTHER REGULATED SUBSTANCES - Collected at the Treatment Plant							
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Gross Alpha (pCi/L)	2019	Yes	0	15	< 0.7	NA	Radioactive decay of natural deposits
Radium 228 (pCi/L)	2019	Yes	0	5	< 0.7	NA	Radioactive decay of natural deposits
Fluoride (ppm)	2020	Yes	4	4	0.9	0.5-0.9	Water additive which promotes strong teeth
Nitrite (ppm)	2019	Yes	1	1	< 0.1	NA	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.
Nitrate (ppm)	2020	Yes	1	1	0.04	NA	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.

OTHER SUBSTANCES OF INTEREST - Collected at the Treatment Plant							
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Limit	Highest Result	Range Detected	Comments
Aluminum (ppm) ¹	2020	N/A	N/A	0.05	0.28	NA	Mineral that occurs naturally in the soil, constituent of coagulant used in treatment
Calcium (ppm)	2020	N/A	N/A	9	10	NA	Mineral that occurs naturally in the soil
Chloride (ppm)	2020	N/A	N/A	250	9.9	NA	Mineral that occurs naturally in the soil, road salt, and water softeners
Magnesium (ppm)	2020	N/A	N/A	N/A	2	NA	Mineral that occurs naturally in the soil
Sodium ²	2020	N/A	N/A	N/A	9.5	NA	Element that occurs naturally in water and soil, road salt, and water softeners
Sulfate (ppm)	2020	N/A	N/A	250	15.4	NA	Mineral that occurs naturally in the soil
Zinc (ppm)	2020	N/A	N/A	5	0.22	0.05 to 0.71	Element that occurs naturally in the water; constituent of corrosion control additive.

1 - Substances with Secondary MCLs do not have MCLGs and are not legally enforceable; these limits are primarily established to address aesthetic concerns.

2 - For healthy individuals the sodium intake from water is not important because a much greater intake of sodium takes place from salt in the diet. However, sodium levels above the recommended upper limit may be of concern to individuals on a sodium restricted diet.

UNREGULATED CONTAMINANT MONITORING RULE

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.

ADDITIONAL WATER QUALITY PARAMETERS OF INTEREST - Water Leaving the Treatment Facility)				
Parameter	Units	Average Result	Range Detected	Typical Source
Bromodichloroacetic acid	ppb	1.0	.74 to 2.5	By-product of drinking water disinfection
Chlorodibromoacetic acid	ppb	.56	.5 to .6	By-product of drinking water disinfection
Dibromoacetic Acid	ppb	ND	N/A	By-product of drinking water disinfection
Dichloroacetic Acid	ppb	19.99	8.7 to 29	By-product of drinking water disinfection
Monobromoacetic Acid	ppb	ND	ND	By-product of drinking water disinfection
Total Haloacetic Acids	ppb	39.74	24.4 to 57	By-product of drinking water disinfection
Total Haloacetic Acids - Br	ppb	2	1.7 to 3.0	By-product of drinking water disinfection
Total Haloacetic Acids-UCMR4	ppb	28	22 to 38	By-product of drinking water disinfection
Trichloroacetic Acid	ppb	19.44	10.7 to 28.7	By-product of drinking water disinfection
Manganese*	ppb	.06	0 to .06	Naturally-occurring elemental metal; largely used in aluminum alloy production. Essential dietary element.

* Manganese has a Secondary MCL of 50 ppb.

PER- AND POLYFLUOROALKYL SUBSTANCES

Per- or polyfluoroalkyl substances (PFASs) are man-made substances used in a variety of products, such as: stain resistant fabric, non-stick coatings, firefighting foam, paints, waxes, and cleaning products. They are also components in some industrial processes like electronics manufacturing and oil recovery. While the EPA has not developed drinking water standards for PFAS, West Virginia American Water recognizes the importance of testing for these contaminants. Compounds detected are tabulated below, along with typical sources.

UNREGULATED PERFLUORINATED COMPOUNDS				
Parameter	Units	Average Result	Range Detected	Typical Source
Perfluorooctanoic Acid (PFOA)	ppt	ND	NA	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	ND	NA	Manmade chemical; used in products for stain, grease, heat and water resistance



Tested for, but **Not Detected**

- **Volatile Organic Compounds**

- 1,1,1-Trichloroethane
- 1,1,2-Trichloroethane
- 1,1-Dichloroethene
- 1,2,4-Trichlorobenzene
- 1,2-Dichlorobenzene
- 1,2-Dichloroethane
- 1,2-Dichloropropane
- 1,4-Dichlorobenzene
- Benzene
- Carbon Tetrachloride
- Chlorobenzene
- Ethyl Benzene
- Methyl tert-Butyl ether (MTBE)
- Methylene chloride
- Styrene
- Tetrachloroethene (PCE)
- Toluene
- Trichloroethene (TCE)
- Vinyl chloride
- cis-1,2-Dichloroethene
- trans-1,2-Dichloroethene
- Xylene (total)

- **Semi Volatile Organic Compounds**

- 1,2-Dibromo-3-chloropropane
- 1,2-Dibromoethane (EDB)
- 2,4,5-T
- 2,4,5-TP (Silvex)
- 2,4-DB
- 3,5-Dichlorobenzoic Acid
- 3-Hydroxycarbofuran
- Acifluorfen
- Alachlor
- Aldicarb
- Aldicarb Sulfone
- Aldicarb Sulfoxide
- Arochlor-1016
- Arochlor-1221
- Arochlor-1232
- Arochlor-1242
- Arochlor-1248
- Arochlor-1254
- Arochlor-1260
- Bentazon
- Benzo(a)pyrene
- Carbaryl (Sevin)

- Carbofuran
- Dacthal
- Dalapon
- Di(2-ethylhexyl)adipate
- Di(2-ethylhexyl)phthalate
- Dicamba
- Dichloroprop
- Dinoseb
- Endrin
- Gamma-BHC (Lindane)
- Heptachlor
- Heptachlor epoxide
- Hexachlorobenzene
- Hexachlorocyclopentadiene
- Methiocarb
- Methomyl
- Methoxychlor
- Oxamyl (Vydate)
- Picloram
- Pentachlorophenol
- Simazine (Princep)
- Technical Chlordane
- Total PCBs

- Toxaphene

- **Inorganic Compounds**

- Antimony – Total
- Arsenic – Total
- Barium – Total
- Beryllium – Total
- Boron – Total
- Cadmium – Total
- Chromium - Total
- Cobalt - Total
- Copper - Total
- Cyanide, Total
- Iron – Total
- Lead – Total
- Manganese – Total
- Mercury – Total
- Molybdenum – Total
- Nickel – Total
- Silver – Total
- Strontium - Total
- Thallium - Total



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.

West Virginia 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 545,000 people. For more information, visit westvirginiaamwater.com and follow us on Twitter, Facebook, Instagram and YouTube.



WEST VIRGINIA AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**
365 communities located in 19 counties
- **CUSTOMERS SERVED**
545,000 water customers and 1,100 wastewater customers
- **EMPLOYEES**
313 full-time
- **TREATMENT FACILITIES**
Eight surface water treatment plants (average daily production - 50 million gallons per day (MGD);
Two wastewater plants (average daily production - 0.5 MGD)
- **MILES OF PIPELINE**
4,516 miles of water and wastewater pipe
- **STORAGE AND TRANSMISSION**
200 water storage facilities (combined storage capacity of 76.2 million gallons); 265 water booster pumping stations; and 9 wastewater lift stations
- **SOURCE OF SUPPLY**
Elk River, New River, Ohio River, West Fork River, Ada Dam, Horton Dam and Kee Dam
- **PARTNERSHIP FOR SAFE WATER AWARDS**
 - Seven Directors Awards

How to Contact Us

If you have any questions about this report, your drinking water, or service, please contact West Virginia American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-800-685-8660.

WATER INFORMATION SOURCES

West Virginia American Water

www.westvirginiaamwater.com

West Virginia Department of Health and Human Resources:

www.dhhr.wv.gov

West Virginia Bureau for Public Health:

www.dhhr.wv.gov

West Virginia Department of Environmental Protection:

www.dep.wv.gov

United States Environmental Protection Agency (USEPA):

www.epa.gov/safewater

Safe Drinking Water Hotline: (800) 426-4791

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

American Water Works Association: www.awwa.org

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 1-800-685-8660.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-800-685-8660.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-800-685-8660.

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 1-800-685-8660.

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 **1-800-685-8660** 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 **1-800-685-8660** र हमें काल करें।

Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-800-685-8660.

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 1-800-685-8660.

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 1-800-685-8660.