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March 31, 2025

VIA ELECTRONIC FILING

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, Filing Room
Harrisburg, PA 17120

Re: Gloria Holloway v. Community Utilities of Pennsylvania, Inc.;
Docket No. C-2025-3053874

Gloria Holloway v. Community Utilities of Pennsylvania, Inc.;
Docket No. C-2025-3053873

**COMMUNITY UTILITIES OF PENNSYLVANIA, INC.'S PRELIMINARY
OBJECTIONS TO FORMAL COMPLAINT**

Dear Secretary Chiavetta:

Enclosed you will find Community Utilities of Pennsylvania, Inc. – Water and Wastewater’s Preliminary Objections to Formal Complaints of Gloria Holloway in the above-referenced matters.

If you have any questions regarding this filing, please contact me.

Very truly yours,

/s/ Whitney E. Snyder

Whitney E. Snyder
Erich W. Struble
*Counsel for Community Utilities of Pennsylvania,
Inc.*

WES/das
Enclosures

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

GLORIA HOLLOWAY	:	
	:	
v.	:	Docket No. C-2025-3053874
	:	
COMMUNITY UTILITIES OF	:	
PENNSYLVANIA, INC. - WATER	:	
	:	
GLORIA HOLLOWAY	:	
	:	
v.	:	Docket No. C-2025-3053873
	:	
COMMUNITY UTILITIES OF	:	
PENNSYLVANIA, INC. –	:	
WASTEWATER	:	

NOTICE TO PLEAD

You are hereby advised that, pursuant to 52 Pa. Code § 5.61, you may file a response within ten (10) days of the attached preliminary objections. Any response must be filed with the Secretary of the Pennsylvania Public Utility Commission, with a copy served to counsel for Community Utilities of Pennsylvania, Inc., and where applicable, the Administrative Law Judge presiding over the issue.

File with:
Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, Second Floor
Harrisburg, PA 17120

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PENNSYLVANIA, INC. –	:	
WASTEWATER	:	

**COMMUNITY UTILITIES OF PENNSYLVANIA, INC.’S
PRELIMINARY OBJECTIONS TO FORMAL COMPLAINT
OF GLORIA HOLLOWAY**

Pursuant to 52 Pa. Code § 5.101, Community Utilities of Pennsylvania, Inc. files Preliminary Objections to the Formal Complaint of Gloria Holloway. CUPA requests the Complaint be dismissed with prejudice because assuming everything the Complaint says is true, Complainant is not entitled to relief as a matter of law because CUPA is adhering to Commission orders approving settlements and its Commission-approved tariff.

I. INTRODUCTION

1. The Complaint accuses the Company of price gouging for charging its Commission-approved tariffed rates and “blaming” customers for leaks when the Company educated customers that leaks on customer-owned service lines were likely impacting water storage levels and the Company’s ability to continue providing safe and adequate service. Neither

of these allegations constitute violations of Commission order or regulation or the Public Utility Code. The Complaint should be dismissed with prejudice.

II. LEGAL STANDARDS FOR PRELIMINARY OBJECTIONS

2. The Commission's regulations permit the filing of preliminary objections to any pleading, except motions and prior preliminary objections. 52 Pa. Code § 5.101(a)(7).

3. For purposes of disposing the preliminary objections, the Commission must accept as true all well pleaded material facts of the non-moving party, as well as every reasonable inference deducible from those facts. *County of Allegheny v. Commonwealth*, 490 A. 2d 402 (Pa. 1985); *Commonwealth v. Bell Telephone Co. of Pa.*, 551 A.2d 602 (Pa. Cmwlth. 1988). The Commission must view the pleadings in the light most favorable to the non-moving party and should dismiss a pleading only if it appears that the non-moving party would not be entitled to relief under any circumstances as a matter of law. *Equitable Small Transportation Intervenors v. Equitable Gas Company*, Docket No. C-00935435, 1994 WL 932315, at *1 (Opinion and Order entered Jul. 18, 1994); *see also Interstate Traveler Services, Inc. v. Pennsylvania Department of Environmental Resources*, 406 A.2d 1020 (Pa. 1979).

4. "For purposes of testing the legal sufficiency of the challenged pleading, a [motion to dismiss] ... admits as true all well-pleaded, material, relevant facts, and every inference deducible from those facts." *Marinoff v. Bell Telephone Co. of Pennsylvania*, Docket No. C-913511, 1991 WL 474858 (1991). Also, when considering preliminary objections, one need not accept as true conclusions of law, unwarranted inferences from facts, argumentative allegations, or expressions of opinion. *Andrew Star v. PECO Energy Co.*, Docket No. C-2017-2615628, 2017 WL 4864901, at *2 (Initial Decision entered Oct. 4, 2017) (citing *Commonwealth v. Golden Gate*

Nat'l Senior Care LLC, 158 A.3d 203, 213 (Pa. Cmwlth. 2017)), *aff'd* (Final Order entered Dec. 5, 2017).

III. THE COMPLAINT SHOULD BE DISMISSED FOR LEGAL INSUFFICIENCY.

5. The Complaint fails as a matter of law, because even if all allegations within the Complaint are true, CUPA has not violated a Commission Order, regulation, or the Public Utility Code. *West Penn Power Co. v. Pa. PUC*, 478 A.2d 947, 949 (Pa. Cmwlth. 1984) (“We hold that in order for the PUC to sustain a complaint brought under this section, the utility must be in violation of its duty under this section. Without such a violation by the utility, the PUC does not have the authority, when acting on a customer's complaint, to require any action by the utility.”).

6. The Complaint alleges two issues: 1) the Company is “price gouging” Complainant; and 2) the Company held a meeting to discuss leaks on its system with customers, including customer service line leaks and the need to fix those leaks to ensure CUPA’s water system would be able to provide adequate water flows to customers. Neither of these allegations are violations of law and the Commission has already addressed each of these issues.

7. Regarding CUPA’s rates, the Commission approved these rates as just and reasonable and the law requires that CUPA adhere to its Commission-approved tariff and charge Complainant the Commission-approved rates therein. The Complaint thus fails to allege a violation of Commission regulation or Order or the Public Utility Code. Under West Penn, the Complaint thus fails to state a claim and should be dismissed for legal insufficiency.

8. The Commission approved CUPA’s rates as just and reasonable. *Pa. PUC et al v. Community Utilities of Pennsylvania Inc.*, Docket Nos. R-2023-3042804 *et al.* Opinion and Order at 15 (entered August 1, 2024) (“2023 Base Rate Case”).

9. CUPA is required by law to adhere to its Commission-approved tariff. 66 Pa. C.S. § 1303 (“No public utility shall, directly or indirectly, by any device whatsoever, or in anywise, demand or receive from any person, corporation, or municipal corporation a greater or less rate for any service rendered or to be rendered by such public utility than that specified in the tariffs of such public utility applicable thereto.”).

10. The Complaint does not allege that CUPA is incorrectly charging Complainant, only that CUPA is “price gouging.”

11. CUPA is charging Complainant Commission-approved rates as required under the law and Complainant does not allege otherwise. The Complaint thus fails to raise a claim upon which the Commission can grant relief because it fails to allege CUPA has violated a Commission regulation, order, or the Public Utility Code.

12. Regarding the meeting CUPA held with Penn Estates customers regarding system and customer leaks, the Complaint likewise fails to state a claim.

13. The Commission has already heard evidence on and addressed this issue in CUPA’s most recent rate proceeding. Specifically, CUPA provided testimony that in December 2023 CUPA’s water storage was low. CUPA had water hauled in for customer consumption. CUPA also educated customers about potential leaks on customer water service lines to address low water levels. CUPA repaired an issue with a well and multiple customer water service line leaks were identified and fixed. CUPA is continuing to investigate and locate leaks on Company and customer facilities to continue providing safe and adequate water service. See Exhibit A, Rebuttal Testimony of Emily Long.

14. The Commission-approved Settlement further addressed the issue of system leaks wherein CUPA agreed to: perform annually system wide leak detection and any associated repairs;

and work with an engineering firm to design and implement virtual district metering areas which will allow for ongoing monitoring and quicker response time to locate and repair leaks. *Pa PUC et al v. CUPA*, Docket Nos. R-2023-3-42804, Opinion and Order at pp. 18-19 (Order entered August 1, 2024).

15. Section 1501 of the Public Utility Code does not require perfect service or the best possible service but does require public utilities to provide reasonable and adequate service. *Analytical Lab. Servs., Inc. v. Metro. Edison Co.*, Docket No. C-20066608 (Opinion and Order entered December 21, 2007); *Emerald Art Glass v. Duquesne Light Co.*, Docket No. C-00015494 (Opinion and Order entered June 14, 2002); *Re: Metro. Edison Co.*, 80 Pa. PUC 662 (1993).

16. Holding a meeting and educating customers on leaks and low water levels is not a violation of a Commission order or regulation or the Public Utility Code. Such meetings are beneficial to customers, particularly those with leaking infrastructure who may be paying for water that is leaking out of their service line. The Complaint fails to state a claim upon which the Commission can grant relief and the Complaint should be dismissed as legally insufficient.

WHEREFORE, Community Utilities of Pennsylvania Inc. respectfully requests the Commission dismiss the Complaint with prejudice.

Respectfully submitted,

/s/Whitney E. Snyder

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Community Utilities of Pennsylvania, Inc.

Dated: March 31, 2025

CUPA STATEMENT NO. 4-R

PENNSYLVANIA PUBLIC UTILITY COMMISSION

DOCKET NOS. R-2023-3043804 *et al* (consolidated)

REBUTTAL TESTIMONY OF

EMILY LONG

ON BEHALF OF

COMMUNITY UTILITIES OF PENNSYLVANIA INC.

March 5, 2024

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1 **I. INTRODUCTION**

2 **Q. MS. LONG, DID YOU PREVIOUSLY PROVIDE TESTIMONY IN THIS**
3 **PROCEEDING ON BEHALF OF COMMUNITY UTILITIES OF**
4 **PENNSYLVANIA INC. (“CUPA”)?**

5 A. Yes. CUPA St. No. 4 is my direct testimony. I am the State Operations Manager for Corix
6 Regulated Utilities (US) Inc. (“CRUUS”). Community Utilities of Pennsylvania, Inc.
7 (“CUPA” or “the Company”) is a wholly-owned subsidiary of CRUUS.

8 **Q. WHAT IS THE PURPOSE OF YOUR REBUTTAL TESTIMONY?**

9 A. The purpose of my rebuttal testimony is to address operational issues raised by the Office
10 of Consumer Advocate (“OCA”) witnesses DeMarco and Fought and Bureau of
11 Investigation & Enforcement (I&E”) witness Sakaya. Specifically, I will address their
12 concerns regarding: (1) unaccounted for water (“UFW”), (2) system pressure, (3) isolation
13 valves, (4) fire hydrants, and (5) boil water advisories (“BWA”). I will also address certain
14 customer complaints raised at the Public Input Hearings.

15 **II. UNACCOUNTED-FOR WATER**

16 **Q. WHAT CONCERNS DID OCA WITNESSES DEMARCO AND FOUGHT RAISE**
17 **CONCERNING UFW?**

18 A. OCA witness Fought recommends that in future rate cases, the Company should submit
19 UFW information on each individual system that follows the Pennsylvania Public Utility
20 Commission’s (“Commission” or “PAPUC”) Form 500 method as other utilities with
21 multiple systems have agreed to do.¹ OCA witness Fought recommends, consistent with
22 the Commission’s January 13, 2022 Opinion and Order in the Company’s last base rate

¹ OCA St. 5 at 7:15-17.

1 proceeding approving the Joint Petition for Full Settlement, that CUPA provide a
2 breakdown of lost and unaccounted for water by system detailing all identified causes in
3 future base rate cases.² OCA witness DeMarco also recommends the Company update the
4 OCA quarterly on all progress made toward lowering UFW.³

5 **Q. WHAT IS YOUR RESPONSE?**

6 A. The Company accepts the recommendations of OCA witness Fought. As part of the
7 Commission's January 13, 2022 Opinion and Order, the Commission approved the Joint
8 Petition for Full Settlement, which included the following provision:

9 In future base rate cases, the Company will submit an individual
10 PUC Form 500 for each of its water systems. Also, in its next base
11 rate proceeding, CUPA will provide a breakdown of Lost and
12 Unaccounted for Water (LUFW) by system detailing all identified
13 causes.⁴

14 As the Company has already agreed to submit an individual PUC Form 500 for each of its
15 water systems in future base rate cases, the Company does not object to this
16 recommendation. The Company also does not object to providing a breakdown of lost and
17 unaccounted for water by system detailing all identified causes in its next base rate
18 proceeding consistent with its obligation in this base rate proceeding.

19 However, I do not agree with OCA witness DeMarco's recommendation to provide
20 the OCA with quarterly updates. To the extent Mr. DeMarco seeks such information, the
21 OCA can request such information as part of discovery in the Company's next base rate
22 proceeding and make any recommendations at that time.

² OCA St. 5 at 7:18-22; *see also Pa. Pub. Util. Comm'n v. Community Utilities of Pennsylvania Inc., et al. – Water Division, et al.*, Docket Nos. R-2021-3025206, *et al.* (Opinion and Order entered Jan. 13, 2022), at 18 (*CUPA 2021*).

³ OCA St. 1 at 13:7-8.

⁴ *CUPA 2021*, Opinion and Order at 18.

1 **Q. WERE THERE ANY OTHER RECOMMENDATIONS OR ADJUSTMENTS**
2 **REGARDING THE COMPANY’S UFW?**

3 A. Yes. I&E witness Sakaya made an adjustment to remove approximately \$28,941 from the
4 Company’s test year expenses, which represents the cost per gallon to the Company to
5 produce the unaccounted-for water in excess of 20 percent.⁵

6 **Q. WHAT IS YOUR RESPONSE?**

7 A. While Company witness Gray is responding to I&E witness Sakaya’s adjustment from a
8 ratemaking and policy perspective, I would like to briefly address the Company’s efforts
9 and progress towards managing the Company’s UFW. Specifically, to address UFW the
10 Company has:

- 11 1. replaced and tested residential meters per 52 Pa. Code, § 65.8;
- 12 2. calibrated source meters annually;
- 13 3. performed system drawdown tests;
- 14 4. informed residents to check for leaks in their homes/crawl spaces; and
- 15 5. Leak detection projects.

16 Regarding leak detection, the Company had a third-party leak detection service performed
17 to identify leaks in the Tamiment system in April 2023, whereupon all discovered leaks
18 were fixed. Penn Estates was also surveyed for leaks by the same third-party in August
19 2023 and all discovered leaks were fixed. In late 2023, the Company had another third-
20 party leak detection service performed to identify leaks in the Tamiment and Penn Estates
21 system. All possible leaks will be investigated and fixed. In early 2024, the Company had
22 another third-party leak detection service performed in the Westgate system. All identified

⁵ I&E St. 3 (Water) at 13:1-6.

1 leaks have been investigated and are being fixed. CUPA has ordered new acoustic leak
2 detection equipment. This equipment was chosen for its ability to detect leaks from plastic
3 water pipes. The Company is working with GHD to evaluate the possibility of future
4 implementation of virtual District Metering Areas within the Penn Estates system.
5 Accordingly, the Company has undertaken significant efforts to address UFW. In fact, an
6 updated Exhibit EAL-1R shows UFW for the full calendar year of 2023, as compared to
7 2022 and 2021, with demonstrated improvement.

8 **III. PENN ESTATES SYSTEM PRESSURE**

9 **Q. WHAT DID OCA WITNESS FOUGHT RECOMMEND REGARDING SYSTEM**
10 **PRESSURE?**

11 A. OCA witness Fought noted that the Company has completed both an Water Distribution
12 System Study and a Hydraulic Analysis to address system low and high pressures on its
13 Penn Estates system.⁶ Mr. Fought recommended that before the filing of their next base
14 rate case, CUPA should inform the OCA and other parties of what it proposes to implement
15 to adjust the system pressure of Penn Estates.⁷

16 **Q. WHAT STEPS HAS CUPA TAKEN TO IMPLEMENT RECOMMENDATIONS**
17 **WITHIN THE HYDRAULIC ANALYSIS AND ENGINEERING STUDY FROM**
18 **GHD?**

19 A. CUPA has begun work on its PEUI (Penn Estates) High Zone Booster Station Project with
20 GHD. CUPA is reviewing design options submitted by GHD. CUPA expects construction
21 to be completed in June 2025.

⁶ OCA St. 5 at 12:10-14; *see also* CUPA St. 4, Exhs. EAL-4 and EAL-5.

⁷ OCA St. 5 at 12:16-19.

1 **Q. WILL THIS MAKE THE FIRE HYDRANTS MARKED AS FLUSHING ONLY**
2 **WITHIN THE ZONE OF THE BOOSTER STATION CAPABLE OF MEETING**
3 **FIRE FLOW STANDARDS?**

4 A. Yes.

5 **IV. ISOLATION VALVES**

6 **Q. CAN YOU PLEASE SUMMARIZE OCA WITNESS FOUGHT'S TESTIMONY**
7 **CONCERNING THE COMPANY'S ISOLATION VALVE PRACTICES?**

8 A. In his testimony, OCA witness Fought discussed the Company's isolation valve exercising
9 schedule, indicating that the Company exercises 50 percent of its distribution and hydrant
10 valves on a rotating schedule annually.⁸ Mr. Fought indicated that this schedule was
11 acceptable.⁹ However, Mr. Fought recommended that a summary report should be
12 submitted to the parties annually that identifies the valves that need to be located,
13 uncovered, repaired, and or replaced with an approximate date for doing so.¹⁰

14 **Q. DID CUPA ALREADY IDENTIFY PLANNED CAPITAL PROJECTS**
15 **ADDRESSING ISOLATION VALVES WITHIN ALL CUPA WATER SYSTEMS?**

16 A. Yes, refer to page 5, line 22, through pg. 6, line 13, of my direct testimony. Therein, I stated
17 that the Company will focus on repairing/replacing the worst rated valves identified in my
18 Exhibit EAL-2, with the Tamiment and Penn Estates systems scheduled for capital projects
19 to repair and replace isolation valves in 2024. Westgate also has water main replacement
20 projects scheduled in 2024, 2026, and 2028. These projects will replace water mains,
21 hydrants, and valves in areas containing older or the oldest infrastructure within the system.

⁸ OCA St. 5 at 15:10-11.

⁹ OCA St. 5 at 15:18-19.

¹⁰ OCA St. 5 at 16:1-5.

1 **Q. DID CUPA ALSO REPLACE 38 DISTRIBUTION VALVES IN PENN ESTATES,**
2 **WESTGATE, AND TAMIMENT IN 2021 THROUGH 2023?**

3 A. Yes

4 **Q. DID CUPA ALREADY PROVIDE THIS INFORMATION TO THE OCA?**

5 A. Yes, this information was provided by the Company in response to OCA Set IX, Question
6 24.

7 **Q. WERE COMPLAINTS MADE OR CONCERNS RAISED AT THE PUBLIC INPUT**
8 **HEARINGS CONCERNING CUPA'S ISOLATION VALVES?**

9 A. No.

10 **Q. DO YOU AGREE WITH OCA WITNESS FOUGHT THAT ANNUAL REPORTS**
11 **SHOULD BE FILED?**

12 A. No. OCA witness Fought has not identified any issues or concerns with CUPA's existing
13 practices related to isolation valves. This ongoing reporting requirement is unwarranted
14 and unnecessary. To the extent OCA witness Fought desires this information, counsel for
15 the OCA can seek such information as part of the Company's next base rate case through
16 traditional discovery requests and make any appropriate recommendations at that time.

17 **V. FIRE HYDRANTS AND FIRE PROTECTION**

18 **Q. WERE THERE ANY RECOMMENDATIONS OR CONCERNS RAISED**
19 **REGARDING FIRE HYDRANTS AND FIRE PROTECTION SERVICE?**

20 A. OCA witness Fought recommended that any fire hydrants that cannot provide the minimum
21 fire flow should be painted black or otherwise identified to be used only as blow-off
22 valves.¹¹ OCA witness DeMarco recommended that the Company must address the lack

¹¹ OCA St. 5 at 16:18-22.

1 of fire protection in the Tamiment system before its next base rate case.¹² Several
2 customers also testified at the public input hearings regarding their concerns over fire
3 protection.¹³

4 **Q. IN RESPONSE TO OCA WITNESS FOUGHT’S RECOMMENDATION ARE THE**
5 **HYDRANTS LOCATED IN PENN ESTATES, WESTGATE, AND TAMIMENT**
6 **THAT CANNOT SUPPORT FIRE SUPPRESSION VISUALLY MARKED?**

7 A. Yes, all hydrants within Penn Estates, Westgate, and Tamiment unable to support fire
8 suppression are visibly marked as flushing hydrants. The hydrants are marked with either
9 a “FLUSHING ONLY” collar or with a band that says “FLUSHING HYDRANT”.

10 **Q. DOES CUPA’S FIRE HYDRANTS SUPPORT FIRE SUPPRESSION?**

11 A. Westgate has 83 hydrants, seven of which are not capable of delivering 500 gallons per
12 minute (“gpm”) fire flow at 20 pounds per square inch gauge (“p.s.i.g.”) residual pressure
13 for a 2-hour duration. The Westgate watermain replacement projects will address hydrants
14 within the replacement areas by making them capable of fire suppression. Penn Estates has
15 205 hydrants, fifteen of which are not capable of delivering 500 gpm fire flow at 20 p.s.i.g.
16 residual pressure for a 2-hour duration. However, as I stated above, regarding Penn Estates,
17 with the addition of the booster station in 2025, approximately 7 hydrants in the low-
18 pressure zone will be able to begin providing fire protection service.

19 Tamiment’s water system, however, was not designed or constructed to meet
20 current fire flow standards. CUPA notes it acquired this system in August 2019 and did not
21 design or construct this system. All hydrants within Tamiment’s water system are marked
22 as flushing hydrants. While investor-owned water companies are not required to provide

¹² OCA St. 1 at 16:15-22.

¹³ See, e.g., Tr. at 45:15-21, 136:20 – 137:1, 305:15-16.

1 public fire protection services, CUPA understands the important public safety benefits of
2 fire suppression services. CUPA is willing to explore investing in systems to provide fire
3 protection services, but this will take time and raise future rates for customers given the
4 substantial investment required for these system upgrades. CUPA would be willing to have
5 GHD perform a Fire Flow Study of the Tamiment system.

6 **VI. BOIL WATER ADVISORIES (BWA)**

7 **Q. DID OCA WITNESS DEMARCO RAISE ANY ISSUES WITH THE COMPANY'S**
8 **ISSUANCE OF BOIL WATER ADVISORIES?**

9 A. Yes. Mr. DeMarco indicated that he was informed that several customers have received
10 boil water advisory notices that inform the customer they should have boiled their water in
11 the past couple of weeks, but that the problem had been fixed.¹⁴ Upon this information and
12 belief, he recommended that the Commission require, as a condition of any rate increase,
13 that CUPA comply with all Pennsylvania Department of Environmental Protection
14 ("DEP") requirements and that customers be informed of the necessity to boil their water
15 as soon as an issue is discovered, not after the problem has been fixed.¹⁵

16 **Q. DID CUPA ISSUE A BWA IN RELATION TO AND WAS CUPA COMPLIANT**
17 **WITH 25 PA. CODE SECTION 109.408(A) (RELATING TO TIER 1 PUBLIC**
18 **NOTICE—CATEGORIES, TIMING AND DELIVERY)?**

19 A. Yes, CUPA timely conducted all required notices. I presume this boil water notice that
20 customers are referring to was for the Tamiment water system CUPA discovered that
21 chlorine levels were below the Pennsylvania Department of Environmental Protection
22 requirements on August 4, 2022, at 09:35 AM. DEP was notified August 4, 2022, at 10:03

¹⁴ OCA St. 1 at 17:14-16.

¹⁵ OCA St. 1 at 17:16-20.

1 AM. An automated voice message was sent to all affected customers on August 4, 2022,
2 at 10:19 AM. In addition to the automated voice message, I personally called the Eagle
3 Village Property Owner Association's Manager at 09:50 AM, the Eagle Point Property
4 Owner Association's Manager at 09:56 AM, and the Pocono Parks Vice President of
5 Operations at 10:16 AM. By 12:00 PM, or approximately two hours and twenty-five
6 minutes after discovery, chlorine levels were within DEP requirements. I worked closely
7 with the DEP water sanitarian to ensure all compliance and all operational corrections
8 requirements were met. DEP approved a BWA rescind be issued on August 8, 2022, at
9 03:43 PM. CUPA sent an automated voice message to all affected customers on August 8,
10 2022, at 05:06 PM.

11 **Q. DO YOU HAVE ANYTHING FURTHER TO ADD IN RESPONSE TO OCA**
12 **WITNESS DEMARCO'S RECOMMENDATION?**

13 A. Counsel will address any legal arguments associated with Mr. DeMarco's
14 recommendation. Additionally, I do not believe such a condition is necessary because the
15 Company has and will continue to comply with all applicable DEP laws and requirements,
16 including when it issues BWAs to its customers.

17 **VII. PUBLIC INPUT HEARINGS**

18 **Q. DID YOU ATTEND THE PUBLIC INPUT HEARINGS HELD IN THIS**
19 **PROCEEDING?**

20 A. I attended 5 public input hearings, three in-person public input hearings held on January
21 30 and February 1, and the telephonic public input hearings held on January 31, 2024.

22 **Q. PLEASE SUMMARIZE THE ISSUES FROM THE PUBLIC INPUT HEARINGS?**

1 A. Customers at the public input hearings raised a number of service-related complaints
2 unique to each territory, listed below, which I will address separately:

3 **Tamiment Service Territory:**

4 Water Service

- 5 • Broken shut-off valve
- 6 • Low water pressure
- 7 • Water quality, drinkability, and appliance issues

8
9 Sewer Service

- 10 • Sewer back flow and grinder pumps
- 11 • Odor from lift station

12
13 **Penn Estates Service Territory:**

- 14 • Water quality, drinkability
- 15 • Fluctuating bills
- 16 • Boil Water Advisories
- 17 • Third-party deliveries of bulk water

18
19 **Westgate Service Territory:**

- 20 • Water quality, drinkability
- 21 • High bills
- 22 • Low water pressure

23
24 **Tamiment Service Territory – Water Service**

25 **Q. PLEASE DESCRIBE THE WATER QUALITY RELATED COMPLAINTS FROM**
26 **THE PUBLIC INPUT HEARING REGARDING THE TAMIMENT SERVICE**
27 **TERRITORY?**

28 A. The water quality complaints voiced at the public input hearing relating to Tamiment
29 included statements regarding hardness of water, low pressure, discolored clothes,
30 sediment in water, chlorine odor, and discolored water filters. However, prior to the public
31 input hearing, CUPA received minimal calls or reports from customers with similar
32 complaints.

1 **Q. CAN YOU DESCRIBE WHAT CUSTOMER COMPLAINTS CUPA HAS**
2 **RECEIVED FROM TAMIMENT CUSTOMERS REGARDING WATER**
3 **QUALITY PRIOR TO THE PUBLIC INPUT HEARING?**

4 A. Between January 1, 2022 and January 29, 2024, CUPA received five calls from customers
5 concerning the water quality in Tamiment. One customer called requesting her water be
6 tested for bacteria. CUPA had samples ran by a third-party laboratory. The results were
7 negative and a copy was given to the customer. One customer called due to discolored
8 water. When operations called the customer, she stated the water was cloudy and that it
9 had already cleared up. The operator asked her to call back if she experienced cloudy water
10 again; she did not call back. Two dirty water calls were by the same customer in one day
11 concerning the same issue. The first time the customer called, the operator ran their water
12 and it cleared up. The customer called later in the day with dirty water again. Another
13 operator came out and flushed their service line from within the outside meter pit and then
14 ran the water inside the house. The water cleared up. This customer's water curb stop had
15 been repaired a few days prior which caused the temporarily cloudy water for that
16 customer. The fifth call was to investigate sediment in the customer's toilet. Operations
17 investigated the issue and proactively flushed hydrants near the customer in the distribution
18 system. The customer did not call back with further issues.

19 **Q: DO ANY OF THE TAMIMENT CUSTOMER COMPLAINTS YOU JUST**
20 **REFERENCED RAISE ANY CONCERN FOR ONGOING WATER QUALITY**
21 **ISSUES?**

1 A. They do not, and in that regard, I agree with the OCA's Mr. Fought's conclusion that the
2 Tamiment customer complaint log does not need to be addressed further.¹⁶

3 **Q. ARE YOU AWARE OF CUPA'S ANNUAL WATER QUALITY REPORTS FOR**
4 **THE TAMIMENT SYSTEM?**

5 A. Yes, I am aware of the annual water quality reports for Tamiment since CUPA acquired
6 the system. Attached as CUPA Exhibit No. EAL-2R are all CUPA's 2020, 2021, and 2022
7 annual reports.

8 **Q. DO THE ANNUAL REPORTS SINCE 2021 INDICATE CUPA EVER PROVIDED**
9 **UNSAFE OR INADEQUATE SERVICE?**

10 A. No. The 2021 report indicated that CUPA did not receive any violations for contaminants
11 or other water quality concerns. As can be seen in the 2021 Tamiment report, the only
12 violation CUPA had was for monitoring of chlorine residuals. Similarly, the 2022 report
13 for Tamiment shows that CUPA's only violation was for maintaining chlorine residual,
14 which I addressed above within the BWA question. Therefore, CUPA is providing safe and
15 adequate water service in the Tamiment territory. To correct the August 4, 2022 chlorine
16 issue, CUPA installed an on-line chlorine analyzer which notifies operations when chlorine
17 reaches a specific residual.

18 **Q. MOVING ON, DID CUPA CONTACT MR. HOOVER AT 500 CARROCK WAY**
19 **TO INVESTIGATE THE STATEMENT HE MADE AT THE PUBLIC INPUT**
20 **HEARING ON FEBRUARY 1, 2024, THAT CUPA BROKE HIS SHUT OFF**
21 **VALVE?**¹⁷

¹⁶ OCA St. 5 at 23:14-17.

¹⁷ Tr. at 323:19-24.

1 A. Yes. The operator called Mr. Hoover on February 5, 2024, and scheduled an appointment
2 for February 6, 2024, to investigate the shut off valve.

3 **Q. DID CUPA INVESTIGATE THE BROKEN SHUT OFF VALVE ON FEBRUARY**
4 **6, 2024?**

5 A. Yes.

6 **Q. BASED ON THE INVESTGATION, WHAT WERE CUPA'S FINDINGS?**

7 A. CUPA had a third party, Saks Metering, perform meter changes in 2022. Saks Metering
8 changed Mr. Hoover's water meter in July 2022. Mr. Hoover stated that Saks Metering's
9 technician broke the shut off valve when changing his meter. Mr. Hoover stated that this
10 technician said he would come back to fix it. Mr. Hoover stated the technician did not come
11 back and he was not contacted about this matter by Saks Metering or CUPA. On February
12 6, 2024, the shut off valve was broken and severely rusted. The operator informed Mr.
13 Hoover that he would schedule a plumber to come and replace the shut off valve. The
14 operator checked the water curb stop to ensure it would work properly for the shut off valve
15 replacement. The operator discovered the curb stop does not work properly.

16 **Q. IS CUPA FIXING THE WATER CURB STOP?**

17 A. Yes. It was fixed on March 4, 2024.

18 **Q. IS CUPA FIXING MR. HOOVER'S SHUT OFF VALVE?**

19 A. Yes. The shut off valve will be scheduled to be fixed by a plumber after the curb stop is
20 repaired. CUPA will pay for the curb stop and shut off valve repair.

21 **Q. DID SAKS METERING INFORM CUPA THAT THEY BROKE MR. HOOVER'S**
22 **SHUT OFF VALVE?**

23 A. No.

1 **Q. PRIOR TO THE FEBRUARY 1, 2024 PUBLIC INPUT HEARING, DID MR.**
2 **HOOVER NOTIFY CUPA OF THIS ISSUE?**

3 A. No.

4 **Q. CUPA RECEIVED A COMPLAINT AT THE PUBLIC INPUT HEARING THAT**
5 **THE TAMIMENT WATER PRESSURE IS LOW.¹⁸ IS THE TAMIMENT WATER**
6 **SYSTEM COMPLIANT WITH 52 PA. CODE, § 65.6(a) REGARDING NORMAL**
7 **OPERATING PRESSURE STANDARDS?**

8 A. Yes, Tamiment is compliant with 52 Pa. Code, § 65.6(a). Per DI-X-2, Attachment 2,
9 Tamiment's normal operating pressure is within 25 p.s.i.g. and 125 p.s.i.g from 2020 to
10 2023.

11 **Q. IS THE COMPANY UNDERTAKING ANY ADDITIONAL PROJECTS THAT**
12 **WILL BENEFIT THE SYSTEM PRESSURE OF TAMIMENT?**

13 The lowest pressure in the Tamiment water system is located at Tank 3 in The Glen. The
14 Glen is a gated residential community. This area experiences the lowest pressure because
15 it is at a high elevation and the homes are very close to the water tank. Some homes in this
16 area have in-home water booster systems to increase their water pressure. The tank located
17 in The Glen has a rehabilitation project to be completed by end of 2024. When the
18 rehabilitation is complete, the tank level set points can be increased from current tank level
19 set points which should raise system water pressure within The Glen.

20 **Q. CUPA RECEIVED A COMPLAINT AT THE PUBLIC INPUT HEARING THAT**
21 **THE TAMIMENT HAS HARD WATER. DOES TAMIMENT HAVE HARD**
22 **WATER?**

¹⁸ See, e.g., Tr. at 361:15-18.

1 A. No. The hardness of water is a measure of the amount of minerals, primarily calcium and
2 magnesium, it contains. There are no health standards for hardness in water and CUPA is
3 not required to test or treat it. Hardness levels greater than 150 mg/L as CaCO₃ are
4 considered hard water. Hard water is considered a nuisance and not a health issue.
5 Tamiment's hardness is 62.0 mg/l as CaCO₃.

6 **Q. CAN YOU ADDRESS MS. CINDY TOSCANO'S TESTIMONY IN REAGRDS TO**
7 **WATER QUALITY, PARTICULARLY DISCOLORED CLOTHES AND**
8 **MINERAL CONTENT?**¹⁹

9 A. Mineral content and discoloration is generally related to drinking water's hardness, iron
10 and manganese content, total dissolved solids ("TDS"), and color. None of these fall under
11 National Primary Drinking Water Standards ("NPDWRs"). NPDWRs are legally
12 enforceable standards that apply to public water systems. Public water systems are required
13 to test their water for contaminants listed in the NPDWRs and abide by their maximum
14 contaminant levels ("MCLs"). Drinking water's iron and manganese content, TDS, and
15 color do not fall within NPDWRs, but fall within the National Secondary Drinking Water
16 Regulations ("NSDWRs"). NSDWRs are non-enforceable guidelines regulating
17 contaminants that may cause cosmetic effects or aesthetic effects in drinking water. The
18 EPA recommends secondary standards but does not require systems to comply with
19 secondary MCLs. Drinking water hardness is not covered within NPDWRs or NSDWRs.

20 Pennsylvania Department of Environmental Protection (DEP) enforces the
21 following NSDWRs MCLs: color 15 color units, iron 0.3 mg/L, manganese 0.05 mg/L,
22 and TDS 500 mg/L. CUPA is not required by DEP to monitor for hardness, iron,

¹⁹ Tr. at 338:21 – 344:22.

1 manganese, total dissolved solids (“TDS”), and color. The following are the results from
2 the new well recently drilled a few feet from Tamiment’s Well 1: hardness 62 mg/L as
3 CaCO₃, iron non-detect (ND), manganese 0.011 mg/L, TDS 114 mg/L, and color <5 color
4 units. The noticeable effects of drinking water above secondary MCLs are a visible tint,
5 rusty color, sediment, metallic taste, reddish or orange staining, black to brown color, black
6 staining, bitter metallic taste, hardness, deposits, colored water, staining, and salty taste.

7 **Q. IN REGARDS TO THE FILTERS PRESENTED BY MR. NIKOLAOU**
8 **SCILIANOS, THE RESIDENT AT 111 TAMIMENT DRIVE, TAMIMENT PA,**
9 **HAS ANYONE AT THIS RESIDENCE EVER CALLED CUPA WITH WATER**
10 **QUALITY CONCERNS?²⁰**

11 A. No.

12 **Q. CAN CUPA VERIFY MR. SCILIANOS’S STATEMENTS AND WHAT ARE**
13 **CUPA’S CONCERNS ABOUT HIS ACCURACY?**

14 A. CUPA cannot verify Mr. Sciliano’s statements about the two filters he presented at the
15 Public Input Hearing. Detailed information would be needed to determine the relevancy of
16 these filters in regards to CUPA’s water quality. The type of filtration system, such as a
17 whole home filter versus a single point of use such as a kitchen faucet, would greatly impact
18 the lifespan of filters. The location the filter is installed is also very important and can
19 greatly impact its performance and lifespan. The specific months these filters supposedly
20 were being used within a filtration system is also pertinent to visually indicating CUPA’s
21 water quality. When CUPA flushes hydrants, or when main breaks occur and are
22 subsequently fixed, and when CUPA undertakes other water distribution maintenance, it

²⁰ Tr. at 333:3 – 337:15; *see also* Public Input Hearing Exh. No. 13.

1 can cause discolored water. During these activities, CUPA notifies affected customers via
2 voice reach about the possibility of them experiencing discolored water. If a customer
3 chooses to use water during these times, they could pull discolored water into their house's
4 plumbing and through any filter they may have. Multiple water distribution activities, such
5 as hydrant flushing and pipe and valve repairs, have occurred in the vicinity of Mr. Sciliano
6 that would have impacted his water.

7 Additionally, there are many types of filtration systems a residential homeowner
8 can install in their home. In order for any filtration system to work properly and achieve
9 desired results, it must be maintained according to manufacturer's specifications. The
10 specifications of the filtration system and its filters must be considered prior to installation
11 to ensure it is the correct system and filter for its intended use. The details of Mr. Siciliano's
12 filtration system and how it was used are not known.

13 **Q. SOME CUSTOMERS COMPLAINED ABOUT THE COST OF THEIR WATER**
14 **USAGE INDICATING WATER IS CHEAPER TO PURCHASE AT THE STORE.²¹**
15 **BASED ON CUPA'S CURRENT WATER RATES FOR AVERAGE MONTHLY**
16 **WATER USAGE, WHAT DOES THE AVERAGE SINGLE-FAMILY RESIDENCE**
17 **PAY PER GALLON IN TAMIMENT, WESTGATE, AND PENN ESTATES?**

18 A. The average usage for a single-family residence in Penn Estates and Westgate is 3,452
19 gallons per month. At current CUPA water rates, that is \$0.01851 per gallon. The average
20 usage for a single-family residence in Tamiment is 2,270 gallons per month. At current
21 CUPA water rates, that is \$0.01946 per gallon. This does not include the customer service
22 charge.

²¹ See Tr. at 225:3-7.

1 **Q. WHAT DOES A GALLON OF WATER COST AT WALMART LOCATED IN**
2 **EAST STROUDSBURG, PA?**

3 A. As of March 4, 2024 Walmart's website lists one gallon of Great Value Spring Water for
4 \$1.34. For \$1.34, a Penn Estates or Westgate water customer would get 72.393 gallons of
5 water and 68.859 gallons for a Tamiment water customer.

6 **Q. ONE CUSTOMER COMPLAINED THAT THE COMPANY DOES NOT HAVE**
7 **AUTHORITY TO PROVIDE WATER SERVICE TO CUSTOMERS OF**
8 **TAMIMENT BASED UPON A MASTER DECLARATION.²² WHAT IS YOUR**
9 **RESPONSE?**

10 A. Counsel will address any legal arguments, but I note that the Commission approved
11 CUPA's acquisition of the Tamiment water and sewer system in 2019.²³ Thus, the PUC
12 has provided CUPA authority to provide service in Tamiment via certificate of public
13 convenience and necessity.

14 **Tamiment Service Territory – Sewer Service**

15 **Q. DID CUPA INVESTIGATE THE ODOR COMPLAINTS NEAR TAMIMENT**
16 **DRIVE LIFT STATION THAT WERE MADE DURING THE FEBRUARY 1, 2024**
17 **PUBLIC INPUT HEARINGS?²⁴**

18 A. Yes.

²² Tr. at 242:11-17.

²³ *Joint Application of Community Utilities of Pennsylvania, Inc. – Water (CUPA-Water) and Pennsylvania Utility Company – Water (PA Utility Co.-Water) for approval of: the transfer, by sale, of the water system assets of PA Utility Co.-Water; the right of CUPA-Water to begin to offer, render, furnish and supply water service to the public in a portion of Lehman Township, Pike County, Pennsylvania; and the abandonment of all water service by PA Utility Co.-Water to the public in Lehman Township, Pike County, Pennsylvania, Docket No. A-2018-3005430, et al.* (Order entered Jun. 13, 2019).

²⁴ *See, e.g.,* Tr. at 353:15- 354:8.

1 **Q. HOW DID CUPA INVESTIGATE THE ODOR COMPLAINTS MADE DURING**
2 **THE FEBRUARY 1, 2024 PUBLIC INPUT HEARINGS?**

3 A. Between February 12, 2024, and February 16, 2024, Tamiment operators called 13
4 customers that have residences near the Tamiment Drive Lift Station. After multiple phone
5 call attempts, 4 of the 13 were non-responsive. Operators spoke with 9 of the 13 customers,
6 2 of which complained about the odor at the Public Input Hearings.

7 **Q. WHICH TWO MADE COMPLAINTS OF THE ODOR AT TAMIMENT DRIVE**
8 **LIFT STATION DURING THE PUBLIC INPUT HEARING?**

9 A. 103 Bindale Road and 107 Bindale Road.

10 **Q. WHAT DID 103 BINDALE ROAD AND 107 BINDALE ROAD CUSTOMERS SAY**
11 **WHEN OPERATORS ASKED IF THEY HAVE EXPERIENCED ODOR ISSUES**
12 **FROM THE LIFT STATION RECENTLY?**

13 A. Operations called 103 Bindale Road on February 16, 2024, and on February 21, 2024, and
14 left voicemail on both days. The customer called back and spoke with operations on
15 February 28, 2024. The customer stated that he has not smelled anything recently. He stated
16 he noticed an odor last winter when he was outside and that he has not smelled any odor
17 this winter. He stated he would call CUPA if he noticed an odor. Operations spoke with
18 the customer at 107 Bindale Road on February 15, 2024. She stated she has smelled odor
19 only one time in the past week but otherwise there has been no smell and will let CUPA
20 know if she smells an odor.

21 **Q. DID TAMIMENT OPERATIONS INVESTIGATE THE CAUSE OF THE ODOR**
22 **THAT THE CUSTOMER AT 107 BINDALE ROAD STATED SHE SMELLED IN**
23 **THE PAST WEEK?**

1 A. Yes. There was a power outage in the area around the time 107 Bindale Road smelled the
2 odor.

3 **Q. IS IT POSSIBLE THE POWER OUTAGE MAY HAVE CAUSED THE ODOR?**

4 A. Yes. The sewer collection system in The Glen is a low-pressure collection system. All
5 customers in The Glen have individual grinder pump pits where the waste from their home
6 is stored. When it reaches a certain level, the waste is discharged into CUPA's low-pressure
7 collection system via the customer's grinder pump. During a power outage, grinder pumps
8 will not run unless they are powered by a back-up generator. Thus, waste in the grinder pit
9 could cause an odor. During a power outage, it is possible the Tamiment Drive Lift Station
10 could have an odor.

11 **Q. SINCE CUPA ACQUIRED TAMIMENT ON AUGUST 14, 2019, DID THE**
12 **CUSTOMER AT 107 BINDALE ROAD EVER CALL CUPA TO REPORT AN**
13 **ODOR?**

14 A. No.

15 **Q. OF THE NINE CUSTOMERS RESPONSIVE TO OPERATIONS PHONE CALLS,**
16 **HOW MANY HAVE NOT EXPERIENCED ODOR ISSUES RECENTLY?**

17 A. Six.

18 **Q. OF THE NINE CUSTOMERS RESPONSIVE TO OPERATIONS PHONE CALLS,**
19 **HOW MANY HAVE EXPERIENCED ODOR ISSUES RECENTLY?**

20 A. Three.

21 **Q. IS 107 BINDALE ROAD INCLUDED IN THESE THREE?**

22 A. Yes.

1 **Q. WHAT DID THE OTHER TWO CUSTOMERS STATE WHEN OPERATIONS**
2 **ASKED IF THEY HAVE EXPERIENCED ANY ODOR ISSUES RECENTLY?**

3 A. The customer at 108 Bindale Road stated that once in a while he smells it and had to quickly
4 get off the phone. Thus, operations could not acquire further information. The customer at
5 101 Brandyshire Drive stated once in a blue moon there is a smell, but it is much better
6 now and they will contact customer service if there is any issues.

7 **Q. SINCE CUPA ACQUIRED TAMIMENT ON AUGUST 14, 2019, DID 108 BINDALE**
8 **ROAD, 103 BINDALE ROAD, OR 101 BRANDYSHIRE DRIVE EVER CALL**
9 **CUPA TO REPORT AN ODOR?**

10 A. 108 Bindale Road has not made an odor complaint. 101 Brandyshire Drive and 103 Bindale
11 Road made one odor complaint in July 2020.

12 **Q. DID CUPA INVESTIGATE THE COMPLAINT?**

13 A. Yes. The complaint and subsequent investigation resulted in operations having the lift
14 station cleaned.

15 **Q. PLEASE DESCRIBE THE SEWER BACK FLOW AND GRINDER PUMP ISSUES**
16 **RAISED AT THE PUBLIC INPUT HEARINGS.**

17 A. A few customers complained about sewer back flow issues, including grinder pump
18 failures.²⁵ In particular, two customers residing in the same home testified to issues which
19 occurred in June 2020 when wastewater entered her house.²⁶

20 **Q. WHAT IS A GRINDER PUMP AND WHY IS IT NEEDED AT SOME**
21 **PROPERTIES IN THE TAMIMENT SERVICE TERRITORY?**

²⁵ See, e.g., Tr. at 312:18-15, 356:9-12.

²⁶ Tr. at 255:8-14, 312:6-16.

1 A. The Glen at Tamiment is serviced by a low pressure sewer force main. Again, CUPA did
2 not design or construct this system. Due to the elevation changes of the terrain in The Glen
3 a gravity collection system was not installed. A grinder pump is needed to discharge
4 wastewater into the low pressure force main. These types of customer-owned facilities are
5 not unusual — for instance many customers across the country have to use grinder pumps
6 due to the location of their home or its construction. Not all customers in Tamiment require
7 grinder pumps, and the customer grinder pumps are limited to certain areas as the system
8 was originally designed. A diagram depicting a general layout for low-pressure systems
9 which utilize customer owned grinder pumps is attached as CUPA Exhibit No. EL-2R.

10 **Q. IS CUPA RESPONSIBLE FOR THE OPERATION AND MAINTENANCE OF**
11 **RESIDENTIAL GRINDER PUMPS?**

12 A. No. CUPA is not responsible for grinder pumps or their related equipment. Customers are
13 responsible for operating and maintaining their grinder pumps.

14 **Q. AT PAGE 30 OF OCA STATEMENT NO. 4, MR. FOUGHT RECOMMENDS**
15 **THAT WHILE GRINDER PUMPS ARE THE CUSTOMER'S RESPONSIBILITY,**
16 **CUPA SHOULD PROVIDE INFORMATION REGARDING GRINDER PUMP**
17 **SYSTEMS TO CUSTOMERS WHO HAVE THEM. DOES CUPA EDUCATE**
18 **CUSTOMERS ABOUT THEIR RESIDENTIAL GRINDER PUMPS?**

19 A. Yes. New customers receive a grinder pump brochure with operation and maintenance
20 information. The customer grinder pump brochure is sent within one month of the customer
21 receiving service and is sent via the method the customer has set up to receive bills. CUPA
22 also sends a grinder pump brochure with operation and maintenance information twice a

1 year. The grinder pump brochure is sent to all customers with a grinder pump and is sent
2 via the method the customer has set up to receive bills.

3 **Penn Estates Service Territory**

4 **Q. DID CUPA ADDRESS DELORES HART'S PUBLIC INPUT HEARING**
5 **TESTIMONY CONCERNING HER FLUCTUATING BILL WITHOUT VARYING**
6 **USAGE?²⁷**

7 A. Yes. CUPA operations performed a meter report. The meter report interval data shows
8 about a gallon per hour of consistent usage. This interval data indicates there is a leak.
9 Operations called the customer to inform her of their findings and left a message on her
10 phone.

11 **Q. IN REGARDS TO LORRAINE MAZZIE'S TESTIMONY, DOES CUPA'S WATER**
12 **HAVE TOO MUCH CHLORINE?²⁸**

13 A. No. CUPA has not reached or exceeded DEP's distribution maximum free chlorine residual
14 of 4.00 mg/l. Per CUPA's water system CCRs from 2020, 2021, and 2022, the distribution
15 free chlorine residual ranges from 0.3 to 2.86 mg/l with an overall average of 1.32 mg/l.

16 **Q. CUPA RECEIVED A COMPLAINT AT THE PUBLIC INPUT HEARING THAT**
17 **THE PENN ESTATES SYSTEM HAS HARD WATER.²⁹ DOES PENN ESTATES**
18 **HAVE HARD WATER?**

19 A. No. As I stated above, the hardness of water is a measure of the amount of minerals,
20 primarily calcium and magnesium, it contains. There are no health standards for hardness
21 in water and CUPA is not required to test or treat it. Hardness levels greater than 150 mg/L

²⁷ Tr. at 75:12-25.

²⁸ Tr. at 120:10-18.

²⁹ See, e.g., Tr. at 128:20-22.

1 as CaCO₃ are considered hard water. Hard water is considered a nuisance and not a health
2 issue. Penn Estate's hardness is 76.0 mg/l as CaCO₃.

3 **Q. ARE YOU AWARE OF CUPA'S ANNUAL WATER QUALITY REPORTS FOR**
4 **THE PENN ESTATES SYSTEM?**

5 A. Yes, I am aware of the annual water quality reports for Penn Estates. I have provided the
6 2020, 2021, and 2022 annual reports as CUPA Exhibit No. EAL-2R.

7 **Q. DO THE ANNUAL REPORTS TO DEP INDICATE CUPA EVER PROVIDED**
8 **UNSAFE OR INADEQUATE SERVICE IN PENN ESTATES?**

9 A. No. The 2020 report indicates only one violation for late routine monitoring of Synthetic
10 Organic Chemicals. The 2021 report indicated that CUPA had no violations. Lastly, the
11 2022 report for Penn Estates indicates that CUPA failed to retain chlorine data and maintain
12 chlorine.

13 Regarding the failure to maintain chlorine, on May 6, 2022, the chlorine entry point
14 residual for Well 4 dropped to 0.00 mg/l for 10 minutes while operations was attempting
15 to fix the chlorine pump. DEP requires the entry point chlorine residual be monitored and
16 recorded continuously with a recording frequency of at least 15 minutes. CUPA records at
17 a frequency of every 1 minute. DEP required a Tier 2 public notification be issued for this
18 because the chlorine residual was 0.00 mg/l, despite it lasting less than the 15-minute
19 frequency. The occurrence happened at one well out of 7 wells that supply the water
20 system. Distribution chlorine residual of 1.64 mg/l taken on May 6, 2022, shows sufficient
21 chlorine residual was present in the water distribution system. All routine monthly testing
22 of bacteria in the system showed no bacteria present.

1 Therefore, CUPA is providing safe and adequate water service in the Penn Estates
2 territory.

3 **Q. PLEASE DISCUSS THE CIRCUMSTANCES REGARDING GEORGE FLAGG’S**
4 **TESTIMONY AND WHY PALMERI WATER SERVICE WAS USED TO**
5 **TRANSPORT WATER TO PENN ESTATES?³⁰**

6 A. There was a combination of customer water service line leaks and system leaks, issues with
7 Well 2, and increased system usage due to the holidays, which resulted in water storage
8 tanks becoming low.

9 **Q. CAN YOU PROVIDE AN OVERVIEW AND TIMELINE OF EVENTS JUST**
10 **DISCUSSED AND CUPA’S EFFORTS TO REMEDY THE DECEMBER 2023**
11 **EVENT?**

12 A. Operations notified me on December 24, 2023, that Penn Estates water storage was low.
13 DEP was notified and Palmeri Water Service was called. Palmeri Water Service hauled
14 water to Penn Estates on December 25, 26, 27, and 29, 2023. The issue with Well 2 was
15 corrected before December 24, 2023. Starting December 25, 2023, multiple customer water
16 service line leaks were identified and were fixed. A limited-duration emergency bulk water
17 hauling permit application was sent to DEP on December 26, 2023, and the permit was
18 issued December 27, 2023.

19 **Q. WHAT PUBLIC NOTIFICATIONS DID CUPA ISSUE, IN REGARD TO GEORGE**
20 **FLAGG’S COMPLAINT THAT NO INFORMATION WAS PROVIDED AROUND**
21 **CHRISTMAS 2023?³¹**

³⁰ Tr. at 161:2-23.

³¹ Tr. at 165:4 – 166:7.

1 A. As discussed above, CUPA issued an automated voice message to all customers in Penn
2 Estates on December 24, 2023, and sent the same automated voice message on December
3 25, 2023. The notice stated that CUPA has noticed a sudden drop in water storage level,
4 that customers should check for leaks in their area, call CUPA to report a suspected leak,
5 immediately begin taking measures to conserve water where possible, and that customers
6 may experience low water pressure during this time.

7 **Q. HAS THE ISSUE SINCE BEEN RESOLVED?**

8 A. Yes. Third party leak detection was performed November through December 2023. The
9 results were recently received, and likely leak locations will be investigated and located
10 leaks will be fixed. CUPA is working with GHD to evaluate the possibility of future
11 implementation of virtual District Metering Areas within Penn Estates water system to
12 identify and locate leaks before they impact water storage levels.

13 **Westgate Service Territory**

14 **Q. DID CUPA CONTACT MR. STOERRLE TO ADDRESS HIS CONCERN OVER**
15 **HIS HIGH WATER BILL THAT HE RAISED DURING THE JANUARY 30, 2024**
16 **PUBLIC INPUT HEARING?³²**

17 A. Yes. The Westgate operator called Mr. Stoerrle on February 1, 2024, and left him a voice
18 mail to call him back so that he can investigate his high bills. The operator went to the
19 house and knocked on the door, but no one responded.

20 **Q. HOW DID CUPA CONTINUE TO INVESTIGATE THE HIGH BILL DESPITE**
21 **BEING UNABLE TO REACH MR. STOERRLE?**

³² Tr. at 23:22 – 24:2.

1 A. After being unable to reach Mr. Stoerrle, on February 1, 2024, the operator performed a
2 water meter audit and printed the audit report. The operator tagged his door with the audit
3 report, a tag advising him the audit shows a leak and to contact the operator, his business
4 card with his contact information, and toilet leak detection tablets with instructions how to
5 use them.

6 **Q. DID CUPA CONTINUE TO TRY CONTACTING MR. STOERRLE?**

7 A. Yes. The operator called Mr. Stoerrle on February 2, 2024, and left another voicemail. The
8 operator went to the house and knocked on the door but did not get a response. The audit
9 report, tag, business card, and toilet leak detection tablets were no longer tagged to the
10 door.

11 **Q. DID MR. STOERRLE CALL THE OPERATOR BACK?**

12 A. Yes, on February 5, 2024.

13 **Q. DID THE OPERATOR CONTINUE TO HELP MR. STOERRLE RESOLVE HIS**
14 **WATER LEAK?**

15 A. Yes. The operator explained to Mr. Stoerrle how to use the toilet leak detection tablets. The
16 operator offered to go to the house and check for leaks. Mr. Stoerrle declined his offer and
17 stated he was getting a plumber to come to the house and check for leaks. Mr. Stoerrle told
18 the operator he would call him if he had any further questions or concerns.

19 **Q. DID MR. STOERRLE RESOLVE THE LEAK LOCATED AFTER HIS WATER**
20 **METER?**

21 A. As of February 9, 2024, the meter audit indicates there is still a leak after the meter.

22 **Q. DID MR. STOERRLE CALL THE OPERATOR WITH FURTHER QUESTIONS**
23 **OR CONCERNS?**

1 A. No.

2 **Q. ARE LEAKS LOCATED AFTER THE METER THE RESPONSIBILITY OF THE**
3 **CUSTOMER?**

4 A. Yes. While CUPA provides educational materials and assistance to customers regarding
5 leaks as it did with this customer, CUPA is not responsible for repairing individual
6 customers' plumbing.

7 **Q. DID CUPA ADDRESS JEFFREY VAN PELT'S PUBLIC INPUT HEARING**
8 **TESTIMONY CONCERNING HOW CUPA IS UTILIZING MONEY AND**
9 **FORECASTING PROJECTS?³³**

10 A. Yes, following the Public Input Hearing, Mr. Van Pelt was provided with my direct
11 testimony, CUPA St. No. 4, and CUPA witness Capwen's testimony, CUPA St. No. 5, so
12 that he could understand how CUPA is utilizing money and forecasting for projects.

13 **Q. CUPA RECEIVED A COMPLAINT THAT THE WESTGATE WATER**
14 **PRESSURE IS LOW, IS THE WESTGATE WATER SYSTEM COMPLIANT**
15 **WITH 52 PA. CODE, § 65.6(a) REGARDING NORMAL OPERATING PRESSURE**
16 **STANDARDS?³⁴**

17 A. Yes, Westgate is compliant with 52 Pa. Code, § 65.6(a). Per Exhibit D-IX-2, Attachment
18 2, Westgate's normal operating pressure is within 25 p.s.i.g. and 125 p.s.i.g from 2013 to
19 2023.

20 **Q. ARE YOU AWARE OF CUPA'S ANNUAL WATER QUALITY REPORTS FOR**
21 **THE WESTGATE SYSTEM?**

³³ Tr. at 18:21 – 19:6.

³⁴ Tr. at 45:12-14.

1 A. Yes, I am aware of the annual water quality reports for Westgate. I have provided the
2 2020, 2021, and 2022 annual reports as CUPA Exhibit No. EAL-2R.

3 **Q. DO THE ANNUAL REPORTS TO DEP INDICATE CUPA EVER PROVIDED**
4 **UNSAGE OR INADEQUATE SERVICE IN WESTGATE?**

5 A. No. CUPA purchases its water in the Westgate system from the City of Bethlehem. The
6 2020 and 2022 reports each indicate a single failure to monitor and report violation. The
7 2021 report indicates no violations. Therefore, CUPA is providing safe and adequate water
8 service in the Westgate territory.

9 **VIII. CONCLUSION**

10 **Q. DOES THIS CONCLUDE YOUR REBUTTAL TESTIMONY?**

11 A. Yes, but I reserve the right to modify and supplement this testimony as necessary.

Westgate

DATE: 2021

Pumpage from 1st to 31st Operator Read

Date	Subdivision	Operator Read	WATER USED OR LOST					Water Sold	Unaccounted For Water	Percent Unaccounted
			Breaks/Leaks	Flushing	Softeners	Adjustments	Sold/Active			
Jan	WESTGATE	4,894,730	100,000	250,000				3,400,004	1,144,726	23.39%
Feb	WESTGATE	4,358,870		175,000				3,698,002	485,868	11.15%
Mar	WESTGATE	4,588,300		150,000				3,766,004	672,296	14.65%
Apr	WESTGATE	4,392,570		240,236				3,672,003	480,331	10.94%
May	WESTGATE	5,477,840		150,000				5,164,005	163,835	2.99%
Jun	WESTGATE	5,100,090		150,000				4,192,000	758,090	14.86%
July	WESTGATE	5,200,270		150,000				3,996,000	1,054,270	20.27%
Aug	WESTGATE	5,089,610		150,000				4,543,000	396,610	7.79%
Sept	WESTGATE	4,486,560		30,000		50,000		4,038,000	368,560	8.21%
Oct	WESTGATE	4,460,190		60,000				3,309,000	1,091,190	24.47%
Nov	WESTGATE	4,207,060		35,000				3,484,000	688,060	16.35%
Dec	WESTGATE	4,485,740	75,000	20,000				3,866,000	524,740	11.70%
		56,741,830	175,000	1,560,236		50,000		47,128,018	7,828,576	13.80%

DATE: 2022

REGIO Mid-Atlantic

Pumpage from 1st to 31st Operator Read

Date	Subdivision	Operator Read	WATER USED OR LOST					Water Sold	Unaccounted For Water	Percent Unaccounted
			Breaks/Leaks	Flushing	Softeners	Adjustments	Sold/Active			
Jan	WESTGATE	4,493,700		35,000				3,634,000	824,700	18.35%
Feb	WESTGATE	3,826,480		35,000				3,148,000	643,480	16.82%
Mar	WESTGATE	4,198,200		55,000				3,550,000	593,200	14.13%
Apr	WESTGATE	4,360,260		130,000				3,558,000	672,260	15.42%
May	WESTGATE	4,624,930		35,000				4,223,000	366,930	7.93%
Jun	WESTGATE	4,735,000		60,000				4,115,000	560,000	11.83%
July	WESTGATE	5,809,020		300,000				4,742,000	767,020	13.20%
Aug	WESTGATE	5,765,350	20,000	60,000				5,318,000	367,350	6.37%
Sept	WESTGATE	4,513,810		35,000				3,227,000	1,251,810	27.73%
Oct	WESTGATE	4,161,760		25,000				3,843,000	293,760	7.06%
Nov	WESTGATE	3,986,500		4,000				3,654,000	328,500	8.24%
Dec	WESTGATE	4,223,150		4,000				3,686,000	533,150	12.62%
		54,698,160	20,000	778,000				46,698,000	7,202,160	13.17%

DATE: 2023

REGIO Mid-Atlantic

Pumpage from 1st to 31st Operator Read

Date	Subdivision	Operator Read	WATER USED OR LOST					Water Sold	Unaccounted For Water	Percent Unaccounted
			Plant Use	Breaks/Leaks	Flushing	Adjustments	Sold/Active			
Jan	WESTGATE	4,093,740			4,000			3,307,000	782,740	19.12%
Feb	WESTGATE	3,559,850			4,000			3,272,000	283,850	7.97%
Mar	WESTGATE	3,975,570		30,000	7,000			3,379,000	559,570	14.08%
Apr	WESTGATE	4,255,900			37,100			3,468,000	750,800	17.64%
May	WESTGATE	5,249,080			1,000			5,011,000	237,080	4.52%
Jun	WESTGATE	5,253,030			1,000			4,246,000	1,006,030	19.15%
July	WESTGATE	5,370,650		1,509,240	1,000			4,092,000	-231,590	-4.31%
Aug	WESTGATE	5,062,500		1,509,240	1,000			4,617,000	-1,064,740	-21.03%
Sept	WESTGATE	4,455,540	2,000		75,000			4,061,000	317,540	7.13%
Oct	WESTGATE	7,415,790	2,000	2,455,200				3,560,000	1,398,590	18.86%
Nov	WESTGATE	6,003,130	2,000	2,140,000				3,468,000	395,130	6.58%
Dec	WESTGATE	4,157,870	2,000					3,480,000	677,870	16.30%
		58,852,650	8,000	7,643,680	131,100			45,961,000	5,112,870	8.69%

Penn Estates

DATE: 2021

REGIC Mid-Atlantic

Date	Subdivision	Water Produced	WATER USED OR LOST					Sewer Cleaning	Total Water Sold	Unaccounted For Water	Percent Unaccounted
			WWTP	Main Breaks/Leaks	Flushing	Filters/Softeners	CL17				
Jan	PENN ESTATES	10,253,472	60,573	1,181,500	50,000			113,008	7,591,330	1,257,061	12.26%
Feb	PENN ESTATES	8,378,483	29,963	590,750				110,000	6,853,146	794,624	9.48%
Mar	PENN ESTATES	8,989,353	35,370	506,000	5,000			80,525	5,999,326	2,363,132	26.29%
Apr	PENN ESTATES	8,894,063	174,281	92,000				77,323	6,782,646	1,767,813	19.88%
May	PENN ESTATES	9,453,021	62,353	125,256	60,000			77,000	6,398,027	2,730,385	28.88%
Jun	PENN ESTATES	9,276,130	44,860	60,000	50,000			73,168	7,633,546	1,414,556	15.25%
July	PENN ESTATES	9,876,870	67,515	222,000	78,194			67,053	7,024,048	2,418,060	24.48%
Aug	PENN ESTATES	10,486,759	112,774	200,000	550,000			70,000	7,577,360	1,976,625	18.85%
Sept	PENN ESTATES	9,612,258	59,074	523,840				54,796	6,828,330	2,146,218	22.33%
Oct	PENN ESTATES	9,216,168	79,782					51,342	6,783,590	2,301,454	24.97%
Nov	PENN ESTATES	8,431,076	59,681	1,800,500				42,984	6,212,658	315,253	3.74%
Dec	PENN ESTATES	7,769,403	36,967	50,000				48,897	5,675,267	1,958,272	25.20%
TOTAL		110,637,056	823,193	5,351,846	793,194			866,096	81,359,274	21,443,453	19.38%

DATE: 2022

REGIC Mid-Atlantic

Date	Subdivision	Water Produced	WATER USED OR LOST					Sewer Cleaning/Misc	Total Water Sold	Unaccounted For Water	Percent Unaccounted
			WWTP	Main Breaks/Leaks	Flushing	Sampling	CL17				
Jan	PENN ESTATES	8,697,034	40,045	850,000				41,958	7,751,534	13,497	0.16%
Feb	PENN ESTATES	8,444,172	42,167	58,000	2,000	3,077		41,634	6,910,574	1,386,720	16.42%
Mar	PENN ESTATES	9,000,972	39,946	20,000	62,000			49,914	5,690,445	3,138,667	34.87%
Apr	PENN ESTATES	9,013,897	62,402	1,338,197	20,000			54,003	6,182,143	1,281,556	14.22%
May	PENN ESTATES	8,383,955	39,129	354,168				51,836	5,948,872	1,987,448	23.71%
Jun	PENN ESTATES	8,048,734	120,954	70,000				51,534	6,389,578	1,416,668	17.60%
July	PENN ESTATES	9,139,574	24,033					52,619	7,126,187	1,936,735	21.19%
Aug	PENN ESTATES	9,621,937	13,585	45,000	500,000			47,289	7,189,520	1,826,543	18.98%
Sept	PENN ESTATES	8,620,872	13,068	74,500	5,000	11,301		52,000	6,716,727	1,748,276	20.28%
Oct	PENN ESTATES	9,503,625	44,747	50,000	15,000			52,657	5,425,361	3,915,860	41.20%
Nov	PENN ESTATES	9,790,875	22,674	80,000	5,000			62,366	5,874,552	3,746,283	38.26%
Dec	PENN ESTATES	10,800,460	74,874	105,000	11,000			65,227	5,637,623	4,906,736	45.43%
TOTAL		109,066,107	537,624	3,044,865	620,000	14,378		623,037	76,843,116	27,304,989	25.04%

DATE 2023

REGIC Mid-Atlantic

Date	Subdivision	Water Produced	WATER USED OR LOST					Sewer Cleaning/Misc	Total Water Sold	Unaccounted For Water	Percent Unaccounted
			WWTP	Main Breaks/Leaks	Flushing	Sampling	CL17				
Jan	PENN ESTATES	10,955,961	17,236	1,200,000	5,000			59,079	6,265,262	3,409,384	31.12%
Feb	PENN ESTATES	8,650,385	22,137	800,000	15,000	792		53,000	6,078,637	1,680,819	19.43%
Mar	PENN ESTATES	8,456,106	48,623		10,000	1,150		46,733	5,249,484	3,100,116	36.66%
Apr	PENN ESTATES	8,591,875	24,243	200,000	180,081			59,001	6,150,309	1,978,241	23.02%
May	PENN ESTATES	9,367,352	21,585	50,000	5,000	1,930		52,289	5,698,203	3,480,327	37.15%
Jun	PENN ESTATES	9,486,579	5,012	600,000	60,000			52,915	7,838,639	910,013	9.61%
July	PENN ESTATES	10,497,580	33,643	50,000	20,000	150		74,488	5,671,016	4,648,283	44.28%
Aug	PENN ESTATES	9,159,510	19,382	1,046,680	5,000	2,610		72,492	7,129,791	883,555	9.65%
Sept	PENN ESTATES	9,055,591	4,086	50,000	500,000	8,322		68,854	6,504,217	1,920,112	21.20%
Oct	PENN ESTATES	10,291,277	55,198	1,480,374		6,598		74,285	5,929,271	2,745,551	26.68%
Nov	PENN ESTATES	9,027,988	42,993	363,879	5,000	1,134		62,224	5,734,420	2,818,338	31.22%
Dec	PENN ESTATES	10,123,065	92,333	1,525,000	10,000	1,500		72,432	5,503,079	2,918,721	28.83%
TOTAL		113,643,269	386,471	7,365,933	815,081	24,186		747,792	73,752,328	30,493,460	26.83%

Tamiment

DATE: 2021											
REGIO: Mid-Atlantic											
WATER USED OR LOST											
Date	Subdivision	Water Produced	WWTP	Main Breaks/Leaks	Flushing	Filters/Softeners	Adjustments	Total Water Sold	Unaccounted For Water	Percent Unaccounted	
Mar	Tamiment	11,804,400	8,341	400,100	97,000			4,540,183	6,758,776	57.26%	
June	Tamiment	11,081,000	12,829	143,800	46,300			4,371,800	6,506,271	58.72%	
Sept	Tamiment	11,338,000	20,138	355,000	96,000			4,809,500	6,057,362	53.43%	
Dec	Tamiment	8,797,613	4,574	25,000	13,500		3,000	3,994,039	4,757,500	54.08%	
TOTAL		43,021,013	45,882	923,900	252,800	0	3,000	17,715,522	24,079,909	55.97%	
Pumped											
		WWTP	Leaks	Flushing	Adjustments						
Jan	3,906,400	4,588	150,000								
Feb	3,715,000	1,467									
Mar	4,183,000	2,286	250,100	97,000							
Apr	3,622,000	1,817	143,800	3,300							
May	3,667,000	6,393									
Jun	3,792,000	4,619		43,000							
Jul	3,907,000	3,320		36,000							
Aug	3,797,000	2,589	5,000	25,000							
Sept	3,634,000	14,229	350,000	35,000							
Oct	3,023,000	1,640	25,000	2,500							
Nov	2,971,627	1,540		6,000							
Dec	2,802,986	1,394		5,000	3,000						
Total	43,021,013	45,882	923,900	252,800	3,000	0					
DATE: 2022											
REGIO: Mid-Atlantic											
WATER USED OR LOST											
Date	Subdivision	Water Produced	WWTP	Main Breaks/Leaks	Flushing	Filters/Softeners	Adjustments	Total Water Sold	Unaccounted For Water	Percent Unaccounted	
Mar	Tamiment	8,982,330	3,901	83,000	31,500			4,177,900	4,686,029	52.17%	
Apr	Tamiment	2,951,963	2,165		79,020			1,433,500	1,437,278	48.69%	
May	Tamiment	2,740,607	1,479					1,377,000	1,362,128	49.70%	
June	Tamiment	3,116,643	910		42,830			1,572,200	1,500,703	48.15%	
July	Tamiment	3,528,240	2,205	154,500	14,500			1,406,200	1,950,835	55.29%	
Aug	Tamiment	3,134,587	4,465	183,800	25,000			1,701,100	1,220,222	38.93%	
Sept	Tamiment	3,286,576	1,737	1,103,000	25,220			1,519,100	637,519	19.40%	
Oct	Tamiment	1,736,716	4,154		1,038			1,173,800	557,724	32.11%	
Nov	Tamiment	1,594,351	1,867					1,204,100	388,384	24.36%	
Dec	Tamiment	2,083,496	1,418	7,500				1,164,800	909,778	43.67%	
TOTAL		33,155,509	24,301	1,531,800	219,108	0	0	16,729,700	14,650,600	44.19%	
Pumped											
		WWTP	Leaks	Flushing							
Jan	3,783,389	1,378	35,000	2,500							
Feb	2,474,823	813									
Mar	2,724,118	1,710	48,000	29,000							
Apr											
May											
Jun											

DATE: 2023											
REGIO Mid-Atlantic											
		WATER USED OR LOST									
Date	Subdivision	Water Produced	WWTP	Main Breaks/Leaks	Flushing	CL17s	Adjustments	Total Water Sold	Unaccounted For Water	Percent Unaccounted	
Jan	Tamiment	2,420,935	1,477					1,631,500	787,958	32.55%	
Feb	Tamiment	2,189,478	2,693		2,000			1,580,800	603,985	27.59%	
Mar	Tamiment	1,920,132	1,347				3,000	1,403,700	512,085	26.67%	
Apr	Tamiment	2,016,155	2,872		48,072	21,600		1,380,200	563,411	27.94%	
May	Tamiment	1,924,326	1,974	30,000	57,800	15,000		1,119,200	700,352	36.39%	
June	Tamiment	1,944,251	1,867	22,500	141,300	21,600		1,826,800	-69,816	-3.59%	
July	Tamiment	2,205,745	1,188	67,381		22,320		1,499,500	615,356	27.90%	
Aug	Tamiment	2,147,951	2,327			22,320		1,545,700	577,604	26.89%	
Sept	Tamiment	2,194,807	1,894	26,000	56,735	22,320		1,239,000	848,858	38.68%	
Oct	Tamiment	2,079,045	1,974	56,000		22,320		1,284,300	714,451	34.36%	
Nov	Tamiment	1,864,316	1,890			22,320		967,800	872,306	46.79%	
Dec	Tamiment	2,075,619	2,096			22,320	500	1,577,300	473,403	22.81%	
TOTAL		24,982,760	23,599	201,881	305,907	192,120	3,500	17,055,800	7,199,953	28.82%	

Community Utilities of Pennsylvania, Inc. Penn Estates Water System

PWS ID: PA2450065

Annual Water Quality Report 2020

Message from Bryce Mendenhall, President

Dear Community Utilities of Pennsylvania, Inc. Customers,

I am pleased to share your Annual Water Quality Report for 2020. This report is designed to inform you of the quality of water we delivered to you over the past year. As your community water utility, we fully appreciate our role in the local community. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. This report includes information to keep you informed of what's working and where we continue to work hard to deliver safe, reliable, and cost-effective service.

We are proud to share this report which is based on water quality testing through December 2020. We continually strive to supply water that meets or exceeds all federal and state water quality regulations.

Our dedicated team of local water quality experts works every day to ensure that you, our customer, are our top priority and that we are providing the highest quality service – now and in the years to come.

Best regards,



COVID-19 Response

According to the Centers for Disease Control and Prevention (CDC) and the US Environmental Protection Agency (EPA), the virus that causes COVID-19 has not been detected in drinking water. Conventional water treatment methods that use disinfection, such as those provided by Community Utilities of Pennsylvania, Inc., should remove or inactivate the virus that causes COVID-19 as they do for other pathogens.

Based on current evidence, the risk to water supplies remains low. Customers can continue using and drinking tap water as usual.

The EPA also encourages the public to help keep household plumbing and our nation's water infrastructure operating properly by only flushing toilet paper. Disinfecting or other sanitary wipes, including those labeled as "flushable" and other non-toilet paper items, should NOT be flushed in toilet. For more information, visit the CDC at <https://www.cdc.gov/coronavirus/2019-ncov/php/water.html> and EPA at <https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater>.

Source of Drinking Water

Your water is supplied from seven wells that draw groundwater from three aquifers, Towamensing, Walcksville and the Trimmers Rock in Monroe County located within community boundaries in the Stroud Township. An aquifer is a geological formation that contains water.

Source Water Assessment

A source water assessment of the Towamensing, Walcksville and the Trimmers Rock geologic aquifer, which supplies water for Community Utilities of Pennsylvania, Inc. was completed by the PA Department of Environmental Protection (PADEP).

Summary reports of the assessment are available by writing to, Community Utilities of Pennsylvania, Inc. P.O. Box 379, Dunkirk, Maryland 20754-0379 and on the PADEP website at www.dep.state.pa.us/dep/deputate/watermgt/wc/Subjects/SrceProt/SourceAssessment/default.htm.

Complete reports were distributed to municipalities, water suppliers, local planning agencies and PADEP offices. Copies of the complete report are available for review at the PADEP Northeast Regional Office, Records Management Unit at (570) 826-2511.

The assessment found 11 individual potential pollution point activities in the area:

The highest risk of threat of potential pollution to the water system by activity quantity is Quarry, swimming pools and wastewater treatment plants.

Category	Quantity	Greatest Percentage
Agricultural	0	
Commercial	0	
Industrial	1	Quarry
Miscellaneous	9	Wastewater Treatment Plant
Residential	1	Swimming Pool

Please call customer service at 1-800-638-0262 if you have questions.

[We ask that all our customers help us protect our water sources which are the heart of our community, our way of life and our children's future.](#)

Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien.

EPA Wants You To Know

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- A. **Microbial contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- B. **Inorganic contaminants**, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- C. **Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- D. **Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.
- E. **Radioactive contaminants**, which can be naturally occurring or be the result of oil and gas production and mining activities.

What measures are in place to ensure water is safe to drink?

In order to ensure that tap water is safe to drink, the EPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. The 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 the 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 at 1-800-426-4791.

Special notice from EPA for the elderly, infants, cancer patients and people with HIV/AIDS or other immune system problems

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. USEPA/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 (1-800-426-4791).

Information Concerning Lead in Water

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. Community Utilities of Pennsylvania, Inc. 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 www.epa.gov/safewater/lead.

Water that remains stationary within your home plumbing for extended periods of time can leach lead out of pipes joined with lead-containing solder as well as brass fixtures or galvanized pipes. Flushing fixtures has been found to be an effective means of reducing lead levels. The flushing process could take from 30 seconds to 2 minutes or longer until it becomes cold or reaches a steady temperature. Faucets, fittings, and valves, including those advertised as "lead-free," may contribute lead to drinking water. Consumers should be aware of this when choosing fixtures and take appropriate precautions. Visit the NSF Web site at www.nsf.org to learn more about lead-containing plumbing fixtures.

Drain Disposal Information

Sewer overflows and backups can cause health hazards, damage home interiors, and threaten the environment. A common cause is sewer pipes blocked by grease, which gets into the sewer from household drains. Grease sticks to the insides of pipes. Over time, the grease can build up and block the entire pipe. Help solve the grease problem by keeping this material out of the sewer system in the first place:

- Never pour grease down sink drains or into toilets. Scrape grease into a can or trash.
- Put strainers in sink drains to catch food scraps / solids for disposal.

Prescription Medication and Hazardous Waste

Household products such as paints, cleaners, oils, and pesticides, are considered to be household hazardous waste. Prescription and over-the-counter drugs poured down the sink or flushed down the toilet can pass through the wastewater treatment system and enter rivers and lakes (or leach into the ground and seep into groundwater in a septic system). Follow the directions for proper disposal procedures. **Do not flush hazardous waste or prescription and over-the-counter drugs down the toilet or drain.** They may flow downstream to serve as sources for community drinking water supplies. Many communities offer a variety of options for conveniently and safely managing these items.

For more information, visit the EPA website at: www.epa.gov/hw/household-hazardous-waste-hhw.

The Safe Drinking Water Act was passed in 1974 due to congressional concerns about organic chemical contaminants in drinking water and the inefficient manner by which states supervised and monitored drinking water supplies. Congress' aim was to assure that all citizens served by public water systems would be provided high quality water. As a result, the EPA set enforceable standards for health-related drinking water contaminants. The Act also established programs to protect underground sources of drinking water from contamination.

Understanding This Report In order to help you understand this report, we want you to understand a few terms and abbreviations that are contained in it.

Action level (AL)	The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
Action level goal (ALG)	The level of a contaminant in drinking water below which there is no known or expected risk to health. ALG's allow for a margin of safety.
Avg	Regulatory compliance with some MCLs is based on running annual average of monthly samples.
EPA	Environmental Protection Agency.
Maximum Contaminant Level (MCL)	The highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCLG's as feasible using the best available treatment technology.
Maximum Contaminant Level Goal (MCLG)	The "goal" is the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLG's 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 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.
Not applicable (N/A)	Not applicable.
Not Detected (ND)	Analysis or test results indicate the constituent is not detectable at minimum reporting limit.
Parts per million (ppm) or Milligrams per liter (mg/l)	One part per million corresponds to one minute in two years or a single penny in \$10,000.
Parts per billion (ppb) or Micrograms per liter (ug/l)	One part per billion corresponds to one minute in 2,000 years or a single penny in \$10,000,000.
Picocuries per liter (pCi/L)	A measure of radioactivity in the water.
Treatment Technique (TT)	A treatment technique is a required process intended to reduce the level of a contaminant in drinking water.

Help Protect our Resources

Help put a stop to the more than **1 trillion gallons of water lost annually** nationwide due to household leaks. These easy to fix leaks waste the average family the amount of water used to fill a backyard swimming pool each year. Plumbing leaks can run up your family's water bill an extra 10 percent or more, but chasing down these water and money wasting culprits is as easy as 1—2—3. Simply check, twist, and replace your way to fewer leaks and more water savings:

- ⇒ **Check** for silent leaks in the toilet with a few drops of food coloring in the tank, and check your sprinkler system for winter damage.
- ⇒ **Twist** faucet valves; tighten pipe connections; and secure your hose to the spigot. For additional savings, twist a WaterSense labeled aerator onto each bathroom faucet to save water without noticing a difference in flow. They can save a household more than 500 gallons each year—equivalent to the amount water used to shower 180 times!
- ⇒ **Replace** old plumbing fixtures and irrigation controllers that are wasting water with WaterSense labeled models that are independently certified to use 20 percent less water and perform well.

For more information visit www.epa.gov/watersense

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Monitoring Your Water

We routinely monitor for contaminants in your drinking water according to Federal and State laws. The tables below lists all the drinking water contaminants that were detected in the last round of sampling for each particular contaminant group. The presence of contaminants does not necessarily indicate that water poses a health risk. **Unless otherwise noted, the data presented in the table is from testing done January 1 through December 31, 2020.** The EPA or the State requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, maybe more than one year old.

MCLs are set at very stringent levels. To understand the possible health effects described for many regulated contaminants, a person would have to drink 2 liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of having the described health effect.

If You Have Questions Or Want To Get Involved

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Water Quality Test Results

Lead and Copper Contaminants - Regulated at the Consumers' Tap

Contaminant (Units)	Sample Date	Action Level (AL)	MCLG	90th Percentile Value	# of sites Above AL of Total Sites	Violation	Likely Source of Contamination
Copper (ppm)	2020	1.3	1.3	1.16	3 out of 40	N	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.
Lead (ppb)	2020	15	0	3.0	3 out of 40	N	Corrosion of household plumbing systems, erosion of natural deposits.

Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson's disease should consult their personal doctor.

Lead: Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.

Chemical Contaminants

Contaminant (units)	Sample Date	MCL/MRDL Violation Y/N	Your Water Average	Range Low-High	MCLG	MCL	Likely Source of Contamination
Chlorine (ppm)	2020	N	1.89	0.3 - 2.86	MRDLG = 4	MRDL = 4	Water additive used to control microbes
Nitrate (as Nitrogen) (ppm)	2020	N	0.81	ND - 7.32	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits.

Nitrate in drinking water at levels above 10 ppm is a health risk for infants of less than six months of age. High nitrate levels in drinking water can cause blue baby syndrome. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant, you should ask for advice from your health care provider.

Secondary Contaminants

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water Average	Range Low High	MCL	Likely Source of Contamination
Sulfate (ppm)	2018	N	16	11 - 23	250	Erosion of natural deposits
**Lead (ppb)	2020	N	10	ND- 48	15	Erosion of natural deposits
**Copper (ppm)	2020	N	0.307	ND-0.578	1.3	Erosion of natural deposits, leeching from wood preservatives

**Lead and Copper samples were collected at Entry Point and was not collected as part of the Lead and Copper rule.

Inorganic Contaminants

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water Average	Range Low High	MCLG	MCL	Likely Source of Contamination
Arsenic (ppm)	2020	N	0.002	0.002 - 0.002	0	0.01	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes

Other Miscellaneous Water Characteristics - Contaminants

Contaminant (units)	Sample Date	Your Water	Range Low High
Calcium (ppm)	2020	21.43	17.7 - 24.0
Magnesium	2017	6.29	N/A

PFAS Testing

Community Utilities of Pennsylvania, Inc., Inc. continues efforts to conduct statewide drinking water testing for Per- and Polyfluoroalkyl Substances (PFAS). These man-made compounds are used in the manufacturing of products resistant to water, grease or stains including firefighting foams, cleaners, cosmetics, paints, adhesives and insecticides. PFAS can migrate into the soil, water, and air and is likely present in the blood of humans and animals all over the world. The Environmental Protection Agency (EPA) has established a health advisory level at 70 parts per trillion.

For more information visit <https://www.epa.gov/ground-water-and-drinking-water/drinking-water-health-advisories-pfoa-and-pfos>.

Community Utilities of Pennsylvania, Inc. is committed to providing safe, reliable, and cost-effective drinking water services to all of our customers.

PFAS Results (All results reported as Nanograms per liter (ng/L))

Contaminant	Sample Date	Range of Detect	Average	EPA Advisory	Below HAL
PFOS	2020	ND - 2.2	<2.0	70	Yes
PFOA	2020	ND - 2.0	<2.0	70	Yes
Combined PFOS + PFOA	2020	ND - 4.2	2.1	70	Yes

Terms and Abbreviations:

- **PFOS** – Perfluorooctane Sulfonate
- **PFOA** – Perfluorooctanoic Acid
- **Health Advisory Level (HAL)** – To provide Americans, including the most sensitive populations, with a margin of protection from a lifetime of exposure to PFOA and PFOS from drinking water, EPA established the health advisory levels at 70 parts per trillion.
- **Ng/L** – Nanograms per liter (ng/L) which equals Parts per trillion (ppt) – One part per trillion corresponds to one minute in 2,000,000 years, or a single penny in \$10,000,000,000.
- **ND (No Detect)** - No detection means the constituent is not detectable at the minimum reporting limit. 2.0 ng/L is the minimum level the lab is reporting a detection for these parameters.

Violations

Please see the following violations that Community Utilities of Pennsylvania, Inc. received in 2020:

Synthetic Organic Chemicals (SOCs)

Violation Type	Violation Begin	Violation End	Violation Explanation
Monitoring, Routine	10/20/2020	12/29/2020	We failed to test our drinking water for the contaminant during the period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated. Samples were missed in the 3 rd quarter. They were taken in the 4 th quarter 12/29/2020, the results were non-detect.

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Community Utilities of Pennsylvania, Inc. Penn Estates Water System

PWS ID: PA2450065

Annual Water Quality Report 2021

Message from Bryce Mendenhall, President

Dear Community Utilities of Pennsylvania, Inc. Customers, I am pleased to present your Annual Water Quality Report for 2021. Transparency, health, and safety are key priorities in our company's efforts to provide a high-quality, reliable water supply. Included in this report are details about where your water comes from, what it contains, and how it compares to regulatory standards.

We are proud to share this report which is based on water quality testing through December 2021. We continually strive to supply water that meets and/or exceeds all federal and state water quality regulations.

Our team is comprised of proud members of the community who are dedicated to providing safe, reliable and cost-effective service to you. This commitment includes acting with integrity, protecting the environment, and enhancing the local community.

Maintaining a safe and reliable water supply is hard work. Our devoted local team of water quality experts are working in the community every day, ensuring that our customers are our top priority, and providing the highest quality drinking water and service – now and well into the future.

Best regards,



COVID-19 Response

According to the Centers for Disease Control and Prevention (CDC) and the US Environmental Protection Agency (EPA), the virus that causes COVID-19 has not been detected in drinking water. Conventional water treatment methods that use disinfection, such as those provided by Community Utilities of Pennsylvania, Inc., should remove or inactivate the virus that causes COVID-19 as they do for other pathogens.

Based on current evidence, the risk to water supplies remains low. Customers can continue using and drinking tap water as usual.

The EPA also encourages the public to help keep household plumbing and our nation's water infrastructure operating properly by only flushing toilet paper. Disinfecting or other sanitary wipes, including those labeled as "flushable" and other non-toilet paper items, should NOT be flushed in toilet. For more information, visit the CDC at <https://www.cdc.gov/coronavirus/2019-ncov/php/water.html> and EPA at <https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater>.

Source of Drinking Water

Your water is supplied from seven wells that draw groundwater from three aquifers, Towamensing, Walcksville and the Trimmers Rock in Monroe County located within community boundaries in the Stroud Township. An aquifer is a geological formation that contains water.

Source Water Assessment

A source water assessment of the Towamensing, Walcksville and the Trimmers Rock geologic aquifer, which supplies water for Community Utilities of Pennsylvania, Inc. was completed by the PA Department of Environmental Protection (PADEP).

Summary reports of the assessment are available by writing to, Community Utilities of Pennsylvania, Inc. P.O. Box 379, Dunkirk, Maryland 20754-0379 and on the PADEP website at www.dep.state.pa.us/dep/deputate/watermgt/wc/Subjects/SrceProt/SourceAssessment/default.htm.

Complete reports were distributed to municipalities, water suppliers, local planning agencies and PADEP offices. Copies of the complete report are available for review at the PADEP Northeast Regional Office, Records Management Unit at (570) 826-2511.

The assessment found 11 individual potential pollution point activities in the area:

The highest risk of threat of potential pollution to the water system by activity quantity is Quarry, swimming pools and wastewater treatment plants.

Please call customer service at 1-800-638-0262 if you have questions.

<u>Category</u>	<u>Quantity</u>	<u>Greatest Percentage</u>
Agricultural	0	
Commercial	0	
Industrial	1	Quarry
Miscellaneous	9	Wastewater Treatment Plant
Residential	1	Swimming Pool

[We ask that all our customers help us protect our water sources which are the heart of our community, our way of life and our children's future.](#)

Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien.

EPA Wants You To Know

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- A. **Microbial contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- B. **Inorganic contaminants**, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- C. **Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- D. **Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.
- E. **Radioactive contaminants**, which can be naturally occurring or be the result of oil and gas production and mining activities.

What measures are in place to ensure water is safe to drink?

In order to ensure that tap water is safe to drink, the EPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. The 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 the 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 at 1-800-426-4791.

Special notice from EPA for the elderly, infants, cancer patients and people with HIV/AIDS or other immune system problems

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. USEPA/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 (1-800-426-4791).

Information Concerning Lead in Water

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. Community Utilities of Pennsylvania, Inc. 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 www.epa.gov/safewater/lead.

Water that remains stationary within your home plumbing for extended periods of time can leach lead out of pipes joined with lead-containing solder as well as brass fixtures or galvanized pipes. Flushing fixtures has been found to be an effective means of reducing lead levels. The flushing process could take from 30 seconds to 2 minutes or longer until it becomes cold or reaches a steady temperature. Faucets, fittings, and valves, including those advertised as "lead-free," may contribute lead to drinking water. Consumers should be aware of this when choosing fixtures and take appropriate precautions. Visit the NSF Web site at www.nsf.org to learn more about lead-containing plumbing fixtures.

Drain Disposal Information

Sewer overflows and backups can cause health hazards, damage home interiors, and threaten the environment. A common cause is sewer pipes blocked by grease, which gets into the sewer from household drains. Grease sticks to the insides of pipes. Over time, the grease can build up and block the entire pipe. Help solve the grease problem by keeping this material out of the sewer system in the first place:

- Never pour grease down sink drains or into toilets. Scrape grease into a can or trash.
- Put strainers in sink drains to catch food scraps / solids for disposal.

Prescription Medication and Hazardous Waste

Household products such as paints, cleaners, oils, and pesticides, are considered to be household hazardous waste. Prescription and over-the-counter drugs poured down the sink or flushed down the toilet can pass through the wastewater treatment system and enter rivers and lakes (or leach into the ground and seep into groundwater in a septic system). Follow the directions for proper disposal procedures. **Do not flush hazardous waste or prescription and over-the-counter drugs down the toilet or drain.** They may flow downstream to serve as sources for community drinking water supplies. Many communities offer a variety of options for conveniently and safely managing these items.

For more information, visit the EPA website at: www.epa.gov/hw/household-hazardous-waste-hhw.

The Safe Drinking Water Act was passed in 1974 due to congressional concerns about organic chemical contaminants in drinking water and the inefficient manner by which states supervised and monitored drinking water supplies. Congress' aim was to assure that all citizens served by public water systems would be provided high quality water. As a result, the EPA set enforceable standards for health-related drinking water contaminants. The Act also established programs to protect underground sources of drinking water from contamination.

Understanding This Report In order to help you understand this report, we want you to understand a few terms and abbreviations that are contained in it.

Action level (AL)	The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
Action level goal (ALG)	The level of a contaminant in drinking water below which there is no known or expected risk to health. ALG's allow for a margin of safety.
Avg	Regulatory compliance with some MCLs is based on running annual average of monthly samples.
EPA	Environmental Protection Agency.
Maximum Contaminant Level (MCL)	The highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCLG's as feasible using the best available treatment technology.
Maximum Contaminant Level Goal (MCLG)	The "goal" is the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLG's 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 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.
Not applicable (N/A)	Not applicable.
Not Detected (ND)	Analysis or test results indicate the constituent is not detectable at minimum reporting limit.
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Picocuries per liter (pCi/L)	A measure of radioactivity in the water.
Treatment Technique (TT)	A treatment technique is a required process intended to reduce the level of a contaminant in drinking water.

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Help put a stop to the more than **1 trillion gallons of water lost annually** nationwide due to household leaks. These easy to fix leaks waste the average family the amount of water used to fill a backyard swimming pool each year. Plumbing leaks can run up your family's water bill an extra 10 percent or more, but chasing down these water and money wasting culprits is as easy as 1—2—3. Simply check, twist, and replace your way to fewer leaks and more water savings:

- ⇒ **Check** for silent leaks in the toilet with a few drops of food coloring in the tank, and check your sprinkler system for winter damage.
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MCLs are set at very stringent levels. To understand the possible health effects described for many regulated contaminants, a person would have to drink 2 liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of having the described health effect.

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Water Quality Test Results

Lead and Copper Contaminants - Regulated at the Consumers' Tap

Contaminant (Units)	Sample Date	Action Level (AL)	MCLG	90th Percentile Value	# of sites Above AL of Total Sites	Violation	Likely Source of Contamination
Copper (ppm)	1/1/2021 - 6/30/2021	1.3	1.3	2.04	7 out of 40	N	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.
	7/1/2021 - 12/31/2021	1.3	1.3	0.758	1 out of 41	N	
Lead (ppb)	1/1/2021 - 6/30/2021	15	0	4.0	0 out of 40	N	Corrosion of household plumbing systems, erosion of natural deposits.
	7/1/2021 - 12/31/2021	15	0	3.0	0 out of 41	N	

Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson's disease should consult their personal doctor.

Secondary Contaminants

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water Average	Range Low High	MCL	Likely Source of Contamination
Sulfate (ppm)	2018	N	16	11 - 23	250	Erosion of natural deposits
**Lead (ppb)	2020	N	10	ND- 48	15	Erosion of natural deposits
**Copper (ppm)	2020	N	0.307	ND-0.578	1.3	Erosion of natural deposits, leaching from wood preservatives

Lead and **Copper samples were collected at Entry Point and was not collected as part of the Lead and Copper rule. **Lead: Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.

Entry Point Disinfectant Residual

Contaminant	Minimum Disinfectant Residual	Lowest Level Detected	Range of Detections	Units	Sample Date	Violation	Sources of Contamination
Chlorine	0.30	0.41	0.41 - 3.55	ppm	2021	N	Water additive used to control microbes

Disinfection By-Products Contaminants

Contaminant (units)	Sample Date	MCL/MRDL Violation Y/N	Your Water Average	Range Low-High	MCLG	MCL	Likely Source of Contamination
Distribution System Chlorine (ppm)	2021	N	1.47	0.71 - 2.09	MRDLG = 4	MRDL = 4	Water additive used to control microbes
TTHMs (ppb) [Total Trihalomethanes]	2021	N	7.5	7.5 - 7.5	NA	80	By-product of drinking water chlorination
HAA5 (ppb) [Total Haloacetic Acids]	2021	N	4.01	4.01 - 4.01	NA	60	By-product of drinking water disinfection

Organic Contaminants

Contaminant (units)	Sample Date	MCL/MRDL Violation Y/N	Your Water Average	Range Low-High	MCLG	MCL	Likely Source of Contamination
Toluene (ppm)	2021	N	0.0007	0.0007 - 0.0007	1	1	Discharge from petroleum refineries
Xylenes (ppm)	2021	N	0.0017	0.0017 - 0.0017	10	10	Discharge from petroleum refineries; Discharge from chemical factories

Inorganic Contaminants							
Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water Average	Range Low High	MCLG	MCL	Likely Source of Contamination
Arsenic (ppb)	2021	N	2.0	2.0 - 2.0	0	10	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes
Barium (ppm)	2021	N	0.0188	0.012 - 0.032	2	2	Discharge from drilling wastes; Discharge from metal refineries; Erosion of natural deposits

Other Miscellaneous Water Characteristics - Contaminants			
Contaminant (units)	Sample Date	Your Water	Range Low High
Calcium (ppm)	2021	21.43	17.7 - 28.0
Magnesium	2017	6.29	N/A

PFAS Testing

Community Utilities of Pennsylvania, Inc. continues efforts to conduct statewide drinking water testing for Per- and Polyfluoroalkyl Substances (PFAS). These man-made compounds are used in the manufacturing of products resistant to water, grease or stains including firefighting foams, cleaners, cosmetics, paints, adhesives and insecticides. PFAS can migrate into the soil, water, and air and is likely present in the blood of humans and animals all over the world. The Environmental Protection Agency (EPA) has established a health advisory level at 70 parts per trillion.

For the latest PFAS results, visit our website at www.uiwater.com/pennsylvania and click Water Quality Reports. For more information visit <https://www.epa.gov/ground-water-and-drinking-water/drinking-water-health-advisories-pfoa-and-pfos>.

Community Utilities of Pennsylvania, Inc. is committed to providing safe, reliable, and cost-effective drinking water services to all of our customers.

Violations
In 2021, Community Utilities of Pennsylvania, Inc. performed all required monitoring for contaminants and did not exceed any allowable levels of these contaminants. In addition, we received no violations from Pennsylvania Department of Environmental Protection and was in compliance with applicable testing and reporting requirements.

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Community Utilities of Pennsylvania, Inc. Penn Estates Water System

PWS ID: PA2450065

Annual Water Quality Report 2022

Message from Dana Hill, President

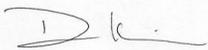
Dear Community Utilities of Pennsylvania, Inc. Customers,

I am pleased to present your Annual Water Quality Report for 2022. Transparency, health, and safety are key priorities in our company's efforts to provide a high-quality, reliable water supply. Included in this report are details about where your water comes from, what it contains, and how it compares to regulatory standards.

We are proud to share this report which is based on water quality testing through December 2022. We continually strive to supply water that meets and/or exceeds all federal and state water quality regulations at your tap.

Treating and maintaining a safe and reliable water supply is not only hard work, but it is rewarding. Our team of local water experts are proudly dedicated to providing safe, reliable, and cost-effective service every day. This commitment includes acting with integrity, protecting the environment, and enhancing the local community.

Best regards,



COVID-19 Response

According to the Centers for Disease Control and Prevention (CDC) and the US Environmental Protection Agency (EPA), the virus that causes COVID-19 has not been detected in drinking water. Conventional water treatment methods that use disinfection, such as those provided by Community Utilities of Pennsylvania, Inc., should remove or inactivate the virus that causes COVID-19 as they do for other pathogens.

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Your water is supplied from seven wells that draw groundwater from three aquifers, Towamensing, Walcksville and the Trimmers Rock in Monroe County located within community boundaries in the Stroud Township. An aquifer is a geological formation that contains water.

Source Water Assessment

A source water assessment of the Towamensing, Walcksville and the Trimmers Rock geologic aquifer, which supplies water for Community Utilities of Pennsylvania, Inc. was completed by the PA Department of Environmental Protection (PADEP).

Summary reports of the assessment are available by writing to, Community Utilities of Pennsylvania, Inc. P.O. Box 379, Dunkirk, Maryland 20754-0379 and on the PADEP website at www.dep.state.pa.us/dep/deputate/watermgt/wc/Subjects/SrceProt/SourceAssessment/default.htm.

Complete reports were distributed to municipalities, water suppliers, local planning agencies and PADEP offices. Copies of the complete report are available for review at the PADEP Northeast Regional Office, Records Management Unit at (570) 826-2511.

The assessment found 11 individual potential pollution point activities in the area:

The highest risk of threat of potential pollution to the water system by activity quantity is Quarry, swimming pools and wastewater treatment plants.

Please call customer service at 1-800-638-0262 if you have questions.

<u>Category</u>	<u>Quantity</u>	<u>Greatest Percentage</u>
Agricultural	0	
Commercial	0	
Industrial	1	Quarry
Miscellaneous	9	Wastewater Treatment Plant
Residential	1	Swimming Pool

[We ask that all our customers help us protect our water sources which are the heart of our community, our way of life and our children's future.](#)

Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien.

EPA Wants You To Know

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- A. **Microbial contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- B. **Inorganic contaminants**, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- C. **Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- D. **Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.
- E. **Radioactive contaminants**, which can be naturally occurring or be the result of oil and gas production and mining activities.

What measures are in place to ensure water is safe to drink?

In order to ensure that tap water is safe to drink, the EPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. The 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 the 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 at 1-800-426-4791.

Special notice from EPA for the elderly, infants, cancer patients and people with HIV/AIDS or other immune system problems

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. USEPA/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 (1-800-426-4791).

Information Concerning Lead in Water

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. Community Utilities of Pennsylvania, Inc. 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 www.epa.gov/safewater/lead.

Water that remains stationary within your home plumbing for extended periods of time can leach lead out of pipes joined with lead-containing solder as well as brass fixtures or galvanized pipes. Flushing fixtures has been found to be an effective means of reducing lead levels. The flushing process could take from 30 seconds to 2 minutes or longer until it becomes cold or reaches a steady temperature. Faucets, fittings, and valves, including those advertised as "lead-free," may contribute lead to drinking water. Consumers should be aware of this when choosing fixtures and take appropriate precautions. Visit the NSF Web site at www.nsf.org to learn more about lead-containing plumbing fixtures.

Drain Disposal Information

Sewer overflows and backups can cause health hazards, damage home interiors, and threaten the environment. A common cause is sewer pipes blocked by grease, which gets into the sewer from household drains. Grease sticks to the insides of pipes. Over time, the grease can build up and block the entire pipe. Help solve the grease problem by keeping this material out of the sewer system in the first place:

- Never pour grease down sink drains or into toilets. Scrape grease into a can or trash.
- Put strainers in sink drains to catch food scraps / solids for disposal.

Prescription Medication and Hazardous Waste

Household products such as paints, cleaners, oils, and pesticides, are considered to be household hazardous waste. Prescription and over-the-counter drugs poured down the sink or flushed down the toilet can pass through the wastewater treatment system and enter rivers and lakes (or leach into the ground and seep into groundwater in a septic system). Follow the directions for proper disposal procedures. **Do not flush hazardous waste or prescription and over-the-counter drugs down the toilet or drain.** They may flow downstream to serve as sources for community drinking water supplies. Many communities offer a variety of options for conveniently and safely managing these items.

For more information, visit the EPA website at: www.epa.gov/hw/household-hazardous-waste-hhw.

The Safe Drinking Water Act was passed in 1974 due to congressional concerns about organic chemical contaminants in drinking water and the inefficient manner by which states supervised and monitored drinking water supplies. Congress' aim was to assure that all citizens served by public water systems would be provided high quality water. As a result, the EPA set enforceable standards for health-related drinking water contaminants. The Act also established programs to protect underground sources of drinking water from contamination.

Understanding This Report In order to help you understand this report, we want you to understand a few terms and abbreviations that are contained in it.

Action level (AL)	The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
Action level goal (ALG)	The level of a contaminant in drinking water below which there is no known or expected risk to health. ALG's allow for a margin of safety.
Avg	Regulatory compliance with some MCLs is based on running annual average of monthly samples.
EPA	Environmental Protection Agency.
Maximum Contaminant Level (MCL)	The highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCLG's as feasible using the best available treatment technology.
Maximum Contaminant Level Goal (MCLG)	The "goal" is the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLG's 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 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
Not applicable (N/A)	Not applicable.
Not Detected (ND)	Analysis or test results indicate the constituent is not detectable at minimum reporting limit.
Parts per million (ppm) or Milligrams per liter (mg/l)	One part per million corresponds to one minute in two years or a single penny in \$10,000.
Parts per billion (ppb) or Micrograms per liter (ug/l)	One part per billion corresponds to one minute in 2,000 years or a single penny in \$10,000,000.
Picocuries per liter (pCi/L)	A measure of radioactivity in the water.
Treatment Technique (TT)	A treatment technique is a required process intended to reduce the level of a contaminant in drinking water.

Help Protect our Resources

Help put a stop to the more than **1 trillion gallons of water lost annually** nationwide due to household leaks. These easy to fix leaks waste the average family the amount of water used to fill a backyard swimming pool each year. Plumbing leaks can run up your family's water bill an extra 10 percent or more, but chasing down these water and money wasting culprits is as easy as 1—2—3. Simply check, twist, and replace your way to fewer leaks and more water savings:

- ⇒ **Check** for silent leaks in the toilet with a few drops of food coloring in the tank, and check your sprinkler system for winter damage.
- ⇒ **Twist** faucet valves; tighten pipe connections; and secure your hose to the spigot. For additional savings, twist a WaterSense labeled aerator onto each bathroom faucet to save water without noticing a difference in flow. They can save a household more than 500 gallons each year—equivalent to the amount water used to shower 180 times!
- ⇒ **Replace** old plumbing fixtures and irrigation controllers that are wasting water with WaterSense labeled models that are independently certified to use 20 percent less water and perform well.

For more information visit www.epa.gov/watersense

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for water conservation tips and other educational material.

Monitoring Your Water

We routinely monitor for contaminants in your drinking water according to Federal and State laws. The tables below lists all the drinking water contaminants that were detected in the last round of sampling for each particular contaminant group. The presence of contaminants does not necessarily indicate that water poses a health risk. **Unless otherwise noted, the data presented in the table is from testing done January 1 through December 31, 2022.** The EPA or the State requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, maybe more than one year old.

MCLs are set at very stringent levels. To understand the possible health effects described for many regulated contaminants, a person would have to drink 2 liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of having the described health effect.

If You Have Questions Or Want To Get Involved

Community Utilities of Pennsylvania, Inc. does not hold regular public meetings. If you have any questions about this report or your water utility, please contact customer service at 1-800-638-0262.

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Water Quality Test Results

Lead and Copper Contaminants - Regulated at the Consumers' Tap

Contaminant (Units)	Sample Date	Action Level (AL)	MCLG	90th Percentile Value	# of sites Above AL of Total Sites	Violation	Likely Source of Contamination
Copper (ppm)	1/1/2022 - 6/30/2022	1.3	1.3	1.254	5 out of 46	N	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.
Lead (ppb)	1/1/2022 - 6/30/2022	15	0	4.0	0 out of 46	N	Corrosion of household plumbing systems, erosion of natural deposits.

Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson's disease should consult their personal doctor.

Secondary Contaminants

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water Average	Range Low High	MCL	Likely Source of Contamination
Sulfate (ppm)	2018	N	16	11 - 23	250	Erosion of natural deposits
**Lead (ppb)	2020	N	10	ND- 48	15	Erosion of natural deposits
**Copper (ppm)	2020	N	0.307	ND-0.578	1.3	Erosion of natural deposits, leaching from wood preservatives

****Lead and **Copper** samples were collected at Entry Point and was not collected as part of the Lead and Copper rule. **Lead:** Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.

Entry Point Disinfectant Residual

Contaminant	Minimum Disinfectant Residual	Lowest Level Detected	Range of Detections	Units	Sample Date	Violation	Sources of Contamination
Chlorine	0.30	0.0	0.0- 2.69	ppm	2022	See Violation Section	Water additive used to control microbes

Disinfection By-Products Contaminants

Contaminant (units)	Sample Date	MCL/MRDL Violation Y/N	Your Water Average	Range Low-High	MCLG	MCL	Likely Source of Contamination
Distribution System Chlorine (ppm)	2022	N	1.43	0.51 - 2.17	MRDLG = 4	MRDL = 4	Water additive used to control microbes
TTHMs (ppb) [Total Trihalomethanes]	2022	N	28.3	28.3 - 28.3	NA	80	By-product of drinking water chlorination

Inorganic Contaminants

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water Average	Range Low High	MCLG	MCL	Likely Source of Contamination
Arsenic (ppb)	2021	N	2.0	2.0 - 2.0	0	10	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes
Barium (ppm)	2021	N	0.0188	0.012 - 0.032	2	2	Discharge from drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Asbestos (MFL)	2022	N	0.12	0.12 - 0.12	7	7	Decay of asbestos cement water mains; Erosion of natural deposits

Other Miscellaneous Water Characteristics - Contaminants			
Contaminant (units)	Sample Date	Your Water	Range Low High
Calcium (ppm)	2022	22.36	18.8 - 24.5
Magnesium	2017	6.29	N/A

PFAS Testing

Community Utilities of Pennsylvania, Inc. continues efforts to conduct statewide drinking water testing for Per- and Polyfluoroalkyl Substances (PFAS). These man-made compounds are used in the manufacturing of products resistant to water, grease or stains including firefighting foams, cleaners, cosmetics, paints, adhesives and insecticides. PFAS can migrate into the soil, water, and air and is likely present in the blood of humans and animals all over the world. The Environmental Protection Agency (EPA) has established health advisory levels for GenX, PFBS, PFOA, and PFOS, and has proposed enforceable limits. We are reviewing the proposed MCLs to evaluate the impact on our operations and on the communities we serve. **Our focus will remain, as always, on supplying our customers with safe and reliable water.**

For the latest PFAS results, visit our website at www.uiwater.com/pennsylvania and click Water Quality Reports under Water Safety. For more information visit <https://www.epa.gov/pfas>.

Community Utilities of Pennsylvania, Inc. is committed to providing safe, reliable, and cost-effective drinking water services to all our customers.

Violations

Please see the following violations that Community Utilities of Pennsylvania, Inc. received in 2022:

Groundwater Rule

Violation Type	Violation Begin	Violation End	Violation Explanation
Failure to maintain 4-log inactivation for well 4 entry point 104	05/06/2022	05/06/2022	We failed to maintain 4-log inactivation for chlorine residuals in accordance with PA Code Chapter 109.301(1)(D).
Recordkeeping Requirements Not Met for well 2 entry point 102	03/11/2022	04/10/2022	We failed to retain data collected for chlorine residuals in accordance with PA Code Chapter 109.301(1)(D).
Recordkeeping Requirements Not Met for well 2 entry point 102	05/06/2022	06/10/2022	We failed to retain data collected for chlorine residuals in accordance with PA Code Chapter 109.301(1)(D).
Recordkeeping Requirements Not Met for well 4 entry point 104	05/06/2022	06/10/2022	We failed to retain data collected for chlorine residuals in accordance with PA Code Chapter 109.301(1)(D).

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Community Utilities of Pennsylvania, Inc. Tamiment Resort Water System

PWS ID: PA2520070

Annual Water Quality Report 2020

Message from Bryce Mendenhall, President

Dear Community Utilities of Pennsylvania, Inc. Customers,
I am pleased to share your Annual Water Quality Report for 2020. This report is designed to inform you of the quality of water we delivered to you over the past year. As your community water utility, we fully appreciate our role in the local community. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. This report includes information to keep you informed of what's working and where we continue to work hard to deliver safe, reliable, and cost-effective service.

We are proud to share this report which is based on water quality testing through December 2020. We continually strive to supply water that meets or exceeds all federal and state water quality regulations.

Our dedicated team of local water quality experts works every day to ensure that you, our customer, are our top priority and that we are providing the highest quality service – now and in the years to come.

Best regards,



Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien.

COVID-19 Response

According to the Centers for Disease Control and Prevention (CDC) and the US Environmental Protection Agency (EPA), the virus that causes COVID-19 has not been detected in drinking water. Conventional water treatment methods that use disinfection, such as those provided by Community Utilities of Pennsylvania, Inc., should remove or inactivate the virus that causes COVID-19 as they do for other pathogens.

Based on current evidence, the risk to water supplies remains low. Customers can continue using and drinking tap water as usual. The EPA also encourages the public to help keep household plumbing and our nation's water infrastructure operating properly by only flushing toilet paper. Disinfecting or other sanitary wipes, including those labeled as "flushable" and other non-toilet paper items, should NOT be flushed in toilet.

For more information, visit the CDC at <https://www.cdc.gov/coronavirus/2019-ncov/php/water.html> and EPA at <https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater>.

Source of Drinking Water

Your water is supplied from three wells that draw groundwater from three aquifers in Pike County located within community boundaries in the Lehman Township. An aquifer is a geological formation that contains water.

Source Water Assessment

A Source Water Assessment of our source(s) was completed by the PA Department of Environmental Protection (PA. DEP). The Assessment has found that our source(s) of is/are potentially most susceptible to Low Density Development, Golf Courses, Major Roads, UST sites, Agriculture and Municipal Waste. Overall, our source(s) has/have moderate risk of significant contamination. Summary reports of the assessment are available by writing to, Community Utilities of Pennsylvania, Inc. P.O. Box 379, Dunkirk, Maryland 20754 -0379 and on the PADEP website at www.dep.state.pa.us/dep/deputate/watermgt/wc/Subjects/SrceProt/SourceAssessment/default.htm.

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- B. **Inorganic contaminants**, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- C. **Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
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What measures are in place to ensure water is safe to drink?

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and components associated with service lines and home plumbing. Community Utilities of Pennsylvania, Inc. 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 www.epa.gov/safewater/lead.

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Parts per quadrillion (ppq)	One parts per quadrillion, or picograms per liter
Parts per trillion (ppt)	One parts per trillion, or nanograms per liter
Picocuries per liter (pCi/L)	A measure of radioactivity in the water.
Treatment Technique (TT)	A required process intended to reduce the level of a contaminant in drinking water.

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Water Quality Test Results

Inorganic Chemicals

Contaminant (Units)	Sample Date	Action Level (AL)	MCLG	90th Percentile Value	# of sites Above AL of Total Sites	Violation	Likely Source of Contamination
Copper (ppm)	2019	1.3	1.3	0.171	0	N	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.
Lead (ppb)	2019	15	0	0	0	N	Corrosion of household plumbing systems, erosion of natural deposits.

Radiological Contaminants

Contaminant (Units)	MCL in CCR Units	MCLG	Level Detected	Range of Detections	Sample Date	Violation Y/N	Sources of Contamination
Radium 226 (pCi/l)	5	5	0	0–0.02	4/16/15	N	Erosion of natural deposits
Radium 228 (pCi/l)	5	5	0	0-0.48	4/16/15	N	Erosion of natural deposits

Disinfectant / Disinfection By-Products

Contaminant (Units)	MCL in CCR Units	MCLG	Level Detected	Range of Detections	Sample Date	Violation Y/N	Sources of Contamination
Trihalomethanes (ppb)	80	80	1.1	1.1 - 1.1	09/2020	N	By-product of drinking water chlorination
Chlorine (mg/l)	4	4	1.15	0.40 - 1.72	2020	See Violation Section	Water additive used to control microbes

PFAS Testing

Community Utilities of Pennsylvania, Inc. continues efforts to conduct statewide drinking water testing for Per- and Polyfluoroalkyl Substances (PFAS). These man-made compounds are used in the manufacturing of products resistant to water, grease or stains including firefighting foams, cleaners, cosmetics, paints, adhesives and insecticides. PFAS can migrate into the soil, water, and air and is likely present in the blood of humans and animals all over the world. The Environmental Protection Agency (EPA) has established a health advisory level at 70 parts per trillion.

Perfluorooctane Sulfonate (PFOS) and Perfluorooctanoic Acid (PFOA) were tested during 2020 with no detection. No detection means the constituent is not detectable at the minimum reporting limit. 2.0 ng/L is the minimum level the lab is reporting a detection for these parameters. Nanograms per liter (ng/L) equals Parts per trillion (ppt) – One part per trillion corresponds to one minute in 2,000,000 years, or a single penny in \$10,000,000,000.

For more information visit <https://www.epa.gov/ground-water-and-drinking-water/drinking-water-health-advisories-pfoa-and-pfos>.

Community Utilities of Pennsylvania, Inc. is committed to providing safe, reliable, and cost-effective drinking water services to all of our customers.

Violations

Please see the following violations that Community Utilities of Pennsylvania, Inc. received in 2020:

Groundwater Rule

Violation Type	Violation Begin	Violation End	Violation Explanation
Monitoring Requirements Not Met for well 1 & 3 entry point 101 & 103	3/10/2020	3/11/2020	We failed to monitor chlorine residuals in accordance with PA Code Chapter 109.301(1)(D).

Revised Total Coliform Rule

Violation Type	Violation Begin	Violation End	Violation Explanation
Failure to Properly Collect or Analyze RTCR Routine Samples	04/09/2020	04/23/2020	We failed to monitor chlorine residuals in accordance with PA Code Chapter 109.301(1)(D).

Chlorine

Violation Type	Violation Begin	Violation End	Violation Explanation
Reporting, Routine	6/10/2020	7/15/2020	We failed to report 2 distribution sample results to the PADEP by the required reporting date. Results were submitted on 7/15/2020.

To access your utility account anytime, anywhere, please register for our customer portal & download MyUtilityConnect at <https://connect.myutility.us/connect/>



Community Utilities of Pennsylvania, Inc. Tamiment Resort Water System

PWS ID: PA2520070

Annual Water Quality Report 2021

Message from Bryce Mendenhall, President

Dear Community Utilities of Pennsylvania, Inc. Customers, I am pleased to present your Annual Water Quality Report for 2021. Transparency, health, and safety are key priorities in our company's efforts to provide a high-quality, reliable water supply. Included in this report are details about where your water comes from, what it contains, and how it compares to regulatory standards.

We are proud to share this report which is based on water quality testing through December 2021. We continually strive to supply water that meets and/or exceeds all federal and state water quality regulations.

Our team is comprised of proud members of the community who are dedicated to providing safe, reliable and cost-effective service to you. This commitment includes acting with integrity, protecting the environment, and enhancing the local community.

Maintaining a safe and reliable water supply is hard work. Our devoted local team of water quality experts are working in the community every day, ensuring that our customers are our top priority, and providing the highest quality drinking water and service – now and well into the future.

Best regards,



Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien.

COVID-19 Response

According to the Centers for Disease Control and Prevention (CDC) and the US Environmental Protection Agency (EPA), the virus that causes COVID-19 has not been detected in drinking water. Conventional water treatment methods that use disinfection, such as those provided by Community Utilities of Pennsylvania, Inc., should remove or inactivate the virus that causes COVID-19 as they do for other pathogens.

Based on current evidence, the risk to water supplies remains low. Customers can continue using and drinking tap water as usual. The EPA also encourages the public to help keep household plumbing and our nation's water infrastructure operating properly by only flushing toilet paper. Disinfecting or other sanitary wipes, including those labeled as "flushable" and other non-toilet paper items, should NOT be flushed in toilet.

For more information, visit the CDC at <https://www.cdc.gov/coronavirus/2019-ncov/php/water.html> and EPA at <https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater>.

Source of Drinking Water

Your water is supplied from three wells that draw groundwater from three aquifers in Pike County located within community boundaries in the Lehman Township. An aquifer is a geological formation that contains water.

Source Water Assessment

A Source Water Assessment of our source(s) was completed by the PA Department of Environmental Protection (PA. DEP). The Assessment has found that our source(s) of is/are potentially most susceptible to Low Density Development, Golf Courses, Major Roads, UST sites, Agriculture and Municipal Waste. Overall, our source(s) has/have moderate risk of significant contamination. Summary reports of the assessment are available by writing to, Community Utilities of Pennsylvania, Inc. P.O. Box 379, Dunkirk, Maryland 20754 -0379 and on the PADEP website at www.dep.state.pa.us/dep/deputate/watermgt/wc/Subjects/SrceProt/SourceAssessment/default.htm.

Complete reports were distributed to municipalities, water suppliers, local planning agencies and PADEP offices. Copies of the complete report are available for review at the PADEP Northeast Regional Office, Records Management Unit at (570) 826-2511.

The assessment found 11 individual potential pollution point activities in the area:

The highest risk of threat of potential pollution to the water system by activity quantity is Quarry, swimming pools and wastewater treatment plants.

Category	Quantity	Greatest Percentage
Agricultural	0	
Commercial	0	
Industrial	1	Quarry
Miscellaneous	9	Wastewater Treatment Plant
Residential	1	Swimming Pool

Visit us online at www.uiwater.com/pennsylvania to view the Water Quality Reports. Also visit our website for water conservation tips and other educational material.

[We ask that all our customers help us protect our water sources which are the heart of our community, our way of life and our children's future.](#)

EPA Wants You To Know

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- A. **Microbial contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- B. **Inorganic contaminants**, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- C. **Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- D. **Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.
- E. **Radioactive contaminants**, which can be naturally occurring or be the result of oil and gas production and mining activities.

What measures are in place to ensure water is safe to drink?

In order to ensure that tap water is safe to drink, the EPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. The 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 the 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 at 1-800-426-4791.

Special notice from EPA for the elderly, infants, cancer patients and people with HIV/AIDS or other immune system problems

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. USEPA/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 (1-800-426-4791).

Information Concerning Lead in Water

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. Community Utilities of Pennsylvania, Inc. 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 www.epa.gov/safewater/lead.

Water that remains stationary within your home plumbing for extended periods of time can leach lead out of pipes joined with lead-containing solder as well as brass fixtures or galvanized pipes. Flushing fixtures has been found to be an effective means of reducing lead levels. The flushing process could take from 30 seconds to 2 minutes or longer until it becomes cold or reaches a steady temperature. Faucets, fittings, and valves, including those advertised as "lead-free," may contribute lead to drinking water. Consumers should be aware of this when choosing fixtures and take appropriate precautions. Visit the NSF Web site at www.nsf.org to learn more about lead-containing plumbing fixtures.

Drain Disposal Information

Sewer overflows and backups can cause health hazards, damage home interiors, and threaten the environment. A common cause is sewer pipes blocked by grease, which gets into the sewer from household drains. Grease sticks to the insides of pipes. Over time, the grease can build up and block the entire pipe. Help solve the grease problem by keeping this material out of the sewer system in the first place:

- Never pour grease down sink drains or into toilets. Scrape grease into a can or trash.
- Put strainers in sink drains to catch food scraps / solids for disposal.

Prescription Medication and Hazardous Waste

Household products such as paints, cleaners, oils, and pesticides, are considered to be household hazardous waste. Prescription and over-the-counter drugs poured down the sink or flushed down the toilet can pass through the wastewater treatment system and enter rivers and lakes (or leach into the ground and seep into groundwater in a septic system). Follow the directions for proper disposal procedures. **Do not flush hazardous waste or prescription and over-the-counter drugs down the toilet or drain.** They may flow downstream to serve as sources for community drinking water supplies. Many communities offer a variety of options for conveniently and safely managing these items.

For more information, visit the EPA website at: www.epa.gov/hw/household-hazardous-waste-hhw.

The Safe Drinking Water Act was passed in 1974 due to congressional concerns about organic chemical contaminants in drinking water and the inefficient manner by which states supervised and monitored drinking water supplies. Congress' aim was to assure that all citizens served by public water systems would be provided high quality water. As a result, the EPA set enforceable standards for health-related drinking water contaminants. The Act also established programs to protect underground sources of drinking water from contamination.

Understanding This Report In order to help you understand this report, we want you to understand a few terms and abbreviations that are contained in it.

Action level (AL)	The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
Avg	Regulatory compliance with some MCLs is based on running annual average of monthly samples.
EPA	Environmental Protection Agency.
Maximum Contaminant Level (MCL)	The highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCLG's as feasible using the best available treatment technology.
Maximum Contaminant Level Goal (MCLG)	The "goal" is the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLG's 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 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.
Millirems per year (Mrem/year)	A measure of radiation absorbed by the body.
Not applicable (N/A)	Not applicable.
Not Detected (ND)	Analysis or test results indicate the constituent is not detectable at minimum reporting limit.
Parts per million (ppm) or Milligrams per liter (mg/l)	One part per million corresponds to one minute in two years or a single penny in \$10,000.
Parts per billion (ppb) or Micrograms per liter (ug/l)	One part per billion corresponds to one minute in 2,000 years or a single penny in \$10,000,000.
Parts per quadrillion (ppq)	One parts per quadrillion, or picograms per liter
Parts per trillion (ppt)	One parts per trillion, or nanograms per liter
Picocuries per liter (pCi/L)	A measure of radioactivity in the water.
Treatment Technique (TT)	A required process intended to reduce the level of a contaminant in drinking water.

Help Protect our Resources

Help put a stop to the more than **1 trillion gallons of water lost annually** nationwide due to household leaks. These easy to fix leaks waste the average family the amount of water used to fill a backyard swimming pool each year. Plumbing leaks can run up your family's water bill an extra 10 percent or more, but chasing down these water and money wasting culprits is as easy as 1—2—3. Simply check, twist, and replace your way to fewer leaks and more water savings:

- ⇒ **Check** for silent leaks in the toilet with a few drops of food coloring in the tank, and check your sprinkler system for winter damage.
- ⇒ **Twist** faucet valves; tighten pipe connections; and secure your hose to the spigot. For additional savings, twist a WaterSense labeled aerator onto each bathroom faucet to save water without noticing a difference in flow. They can save a household more than 500 gallons each year—equivalent to the amount water used to shower 180 times!
- ⇒ **Replace** old plumbing fixtures and irrigation controllers that are wasting water with WaterSense labeled models that are independently certified to use 20 percent less water and perform well.

For more information visit www.epa.gov/watersense

Monitoring Your Water

We routinely monitor for contaminants in your drinking water according to Federal and State laws. The tables below lists all the drinking water contaminants that were detected in the last round of sampling for each particular contaminant group. The presence of contaminants does not necessarily indicate that water poses a health risk. **Unless otherwise noted, the data presented in the table is from testing done January 1 through December 31, 2021.** The EPA or the State requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, maybe more than one year old.

MCLs are set at very stringent levels. To understand the possible health effects described for many regulated contaminants, a person would have to drink 2 liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of having the described health effect.

If You Have Questions Or Want To Get Involved

Community Utilities of Pennsylvania, Inc. does not hold regular public meetings. If you have any questions about this report or your water utility, please contact customer service at 1-800-638-0262.

To access your utility account anytime, anywhere, please register for our customer portal & download MyUtilityConnect at <https://connect.myutility.us/connect/>

Water Quality Test Results

Chemical Contaminants

Contaminant (Units)	MCL in CCR Units	MCLG	Level Detected	Range of Detections	Sample Date	Violation Y/N	Sources of Contamination
Chlorine (mg/l)	MRDL=4	MRDLG=4	1.31	0.90 - 2.10	2021	See Violation Section	Water additive used to control microbes
Total Trihalomethanes TTHM (ppb)	80	NA	4.4	3.6 - 5.2	2021	N	By-product of drinking water chlorination

Entry Point Disinfectant Residual

Contaminant (Units)	Minimum Disinfectant Residual	Lowest Level Detected	Range of Detections	Units	Sample Date	Violation Y/N	Sources of Contamination
Chlorine	1.0	1.0	1.0 - 2.21	ppm	2021	N	Erosion of natural deposits

Lead and Copper

Contaminant (Units)	Sample Date	Action Level (AL)	MCLG	90th Percentile Value	# of sites Above AL of Total Sites	Violation	Likely Source of Contamination
Copper (ppm)	2019	1.3	1.3	0.171	0	N	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.
Lead (ppb)	2019	15	0	0	0	N	Corrosion of household plumbing systems, erosion of natural deposits.

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For the latest PFAS results, visit our website at www.uiwater.com/pennsylvania and click Water Quality Reports. For more information visit <https://www.epa.gov/ground-water-and-drinking-water/drinking-water-health-advisories-pfoa-and-pfos>.

Community Utilities of Pennsylvania, Inc. is committed to providing safe, reliable, and cost-effective drinking water services to all of our customers.

Violations

Please see the following violations that Community Utilities of Pennsylvania, Inc. received in 2021:

Groundwater Rule

Violation Type	Violation Begin	Violation End	Violation Explanation
Monitoring Requirements Not Met for well 1 & 3 entry point 101 & 103	07/01/2021	8/01/2021	We failed to monitor chlorine residuals in accordance with PA Code Chapter 109.301(1)(D).

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Community Utilities of Pennsylvania, Inc. Tamiment Resort Water System

PWS ID: PA2520070

Annual Water Quality Report 2022

Message from Dana Hill, President

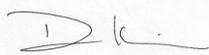
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Treating and maintaining a safe and reliable water supply is not only hard work, but it is rewarding. Our team of local water experts are proudly dedicated to providing safe, reliable, and cost-effective service every day. This commitment includes acting with integrity, protecting the environment, and enhancing the local community.

Best regards,



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Source of Drinking Water

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A Source Water Assessment of our source(s) was completed by the PA Department of Environmental Protection (PA. DEP). The Assessment has found that our source(s) of is/are potentially most susceptible to Low Density Development, Golf Courses, Major Roads, UST sites, Agriculture and Municipal Waste. Overall, our source(s) has/have moderate risk of significant contamination. Summary reports of the assessment are available by writing to, Community Utilities of Pennsylvania, Inc. P.O. Box 379, Dunkirk, Maryland 20754 -0379 and on the PADEP website at www.dep.state.pa.us/dep/deputate/watermgt/wc/Subjects/SrceProt/SourceAssessment/default.htm.

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The assessment found 11 individual potential pollution point activities in the area:

The highest risk of threat of potential pollution to the water system by activity quantity is Quarry, swimming pools and wastewater treatment plants.

<u>Category</u>	<u>Quantity</u>	<u>Greatest Percentage</u>
Agricultural	0	
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Industrial	1	Quarry
Miscellaneous	9	Wastewater Treatment Plant
Residential	1	Swimming Pool

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Special notice from EPA for the elderly, infants, cancer patients and people with HIV/AIDS or other immune system problems

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. USEPA/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 (1-800-426-4791).

Information Concerning Lead in Water

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and components associated with service lines and home plumbing. Community Utilities of Pennsylvania, Inc. 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 www.epa.gov/safewater/lead.

Water that remains stationary within your home plumbing for extended periods of time can leach lead out of pipes joined with lead-containing solder as well as brass fixtures or galvanized pipes. Flushing fixtures has been found to be an effective means of reducing lead levels. The flushing process could take from 30 seconds to 2 minutes or longer until it becomes cold or reaches a steady temperature. Faucets, fittings, and valves, including those advertised as "lead-free," may contribute lead to drinking water. Consumers should be aware of this when choosing fixtures and take appropriate precautions. Visit the NSF Web site at www.nsf.org to learn more about lead-containing plumbing fixtures.

Drain Disposal Information

Sewer overflows and backups can cause health hazards, damage home interiors, and threaten the environment. A common cause is sewer pipes blocked by grease, which gets into the sewer from household drains. Grease sticks to the insides of pipes. Over time, the grease can build up and block the entire pipe. Help solve the grease problem by keeping this material out of the sewer system in the first place:

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Maximum Residual Disinfectant Level (MRDL)	The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
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Millirems per year (Mrem/year)	A measure of radiation absorbed by the body.
Not applicable (N/A)	Not applicable.
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Parts per million (ppm) or Milligrams per liter (mg/l)	One part per million corresponds to one minute in two years or a single penny in \$10,000.
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Parts per quadrillion (ppq)	One parts per quadrillion, or picograms per liter
Parts per trillion (pptt)	One parts per trillion, or nanograms per liter
Picocuries per liter (pCi/L)	A measure of radioactivity in the water.
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For more information visit www.epa.gov/watersense.

Monitoring Your Water

We routinely monitor for contaminants in your drinking water according to Federal and State laws. The tables below lists all the drinking water contaminants that were detected in the last round of sampling for each particular contaminant group. The presence of contaminants does not necessarily indicate that water poses a health risk. **Unless otherwise noted, the data presented in the table is from testing done January 1 through December 31, 2022.** The EPA or the State requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, maybe more than one year old.

MCLs are set at very stringent levels. To understand the possible health effects described for many regulated contaminants, a person would have to drink 2 liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of having the described health effect.

If You Have Questions Or Want To Get Involved

Community Utilities of Pennsylvania, Inc. does not hold regular public meetings. If you have any questions about this report or your water utility, please contact customer service at 1-800-638-0262.

To access your utility account anytime, anywhere, please register for our customer portal & download My Utility Account at <https://account.myutility.us>

Water Quality Test Results

Chemical Contaminants

Contaminant (Units)	MCL in CCR Units	MCLG	Level Detected	Range of Detections	Sample Date	Violation Y/N	Sources of Contamination
Chlorine (mg/l)	MRDL=4	MRDLG=4	1.36	0.94 - 2.13	2022	N	Water additive used to control microbes
Total Trihalomethanes TTHM (ppb)	80	NA	7.7	2.8 - 12.6	2022	N	By-product of drinking water chlorination
HAA5 (ppb) [Total Haloacetic	60	NA	5.35	ND - 5.35	2022	N	By-product of drinking water disinfection

Entry Point Disinfectant Residual

Contaminant (Units)	Minimum Disinfectant Residual	Lowest Level Detected	Range of Detections	Units	Sample Date	Violation Y/N	Sources of Contamination
Chlorine	1.0	0.46	0.46 - 2.66	ppm	2022	See Violation Section	Erosion of natural deposits

Lead and Copper

Contaminant (Units)	Sample Date	Action Level (AL)	MCLG	90th Percentile Value	# of sites Above AL of Total Sites	Violation	Likely Source of Contamination
Copper (ppm)	2022	1.3	1.3	0.347	0	N	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.
Lead (ppb)	2022	15	0	3	0	N	Corrosion of household plumbing systems, erosion of natural deposits.

Organic Contaminants

Contaminant (units)	Sample Date	MCL/MRDL Violation Y/N	Your Water Average	Range Low-High	MCLG	MCL	Likely Source of Contamination
Xylenes (ppm)	2022	N	0.0008	0.0008 - 0.0008	10	10	Discharge from petroleum refineries; Discharge from chemical factories

Other Miscellaneous Water Characteristics - Contaminants

Contaminant (units)	Sample Date	Your Water	Range: Low High
Calcium (ppm)	2022	21.43	13.7 - 16.8

Violations

Please see the following violations that Community Utilities of Pennsylvania, Inc. received in 2022:

Groundwater Rule

Violation Type	Violation Begin	Violation End	Violation Explanation
Failure to Maintain 4-log Inactivation Disinfection Treatment for Well 1 Entry Point 101	08/04/2022	9/01/2022	We failed to maintain 4-log inactivation for chlorine residuals in accordance with PA Code Chapter 109.301 (1)(D).



PFAS Testing

Community Utilities of Pennsylvania, Inc. continues efforts to conduct statewide drinking water testing for Per- and Polyfluoroalkyl Substances (PFAS). These man-made compounds are used in the manufacturing of products resistant to water, grease or stains including firefighting foams, cleaners, cosmetics, paints, adhesives and insecticides. PFAS can migrate into the soil, water, and air and is likely present in the blood of humans and animals all over the world. The Environmental Protection Agency (EPA) has established health advisory levels for GenX, PFBS, PFOA, and PFOS, and has proposed enforceable limits. We are reviewing the proposed MCLs to evaluate the impact on our operations and on the communities we serve. **Our focus will remain, as always, on supplying our customers with safe and reliable water.**

For the latest PFAS results, visit our website at www.uiwater.com/pennsylvania and click Water Quality Reports under Water Safety. For more information visit <https://www.epa.gov/pfas>.

Community Utilities of Pennsylvania, Inc. is committed to providing safe, reliable, and cost-effective drinking water services to all our customers.

Community Utilities of Pennsylvania, Inc. Westgate Water System

PWS ID: PA3480024

Annual Water Quality Report 2020

Message from Bryce Mendenhall, President

Dear Community Utilities of Pennsylvania, Inc. Customers,

I am pleased to share your Annual Water Quality Report for 2020. This report is designed to inform you of the quality of water we delivered to you over the past year. As your community water utility, we fully appreciate our role in the local community. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. This report includes information to keep you informed of what's working and where we continue to work hard to deliver safe, reliable, and cost-effective service.

We are proud to share this report which is based on water quality testing through December 2020. We continually strive to supply water that meets or exceeds all federal and state water quality regulations.

Our dedicated team of local water quality experts works every day to ensure that you, our customer, are our top priority and that we are providing the highest quality service – now and in the years to come.

Best regards,



Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien.

COVID-19 Response

According to the Centers for Disease Control and Prevention (CDC) and the US Environmental Protection Agency (EPA), the virus that causes COVID-19 has not been detected in drinking water. Conventional water treatment methods that use disinfection, such as those provided by Community Utilities of Pennsylvania, Inc., should remove or inactivate the virus that causes COVID-19 as they do for other pathogens.

Based on current evidence, the risk to water supplies remains low. Customers can continue using and drinking tap water as usual. The EPA also encourages the public to help keep household plumbing and our nation's water infrastructure operating properly by only flushing toilet paper. Disinfecting or other sanitary wipes, including those labeled as "flushable" and other non-toilet paper items, should NOT be flushed in toilet.

For more information, visit the CDC at <https://www.cdc.gov/coronavirus/2019-ncov/php/water.html> and EPA at <https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater>.

Source of Drinking Water

Our water is purchased water from City of Bethlehem.

Source Water Assessment

A Source Water Assessment of the Tunkhannock Creek Intake, which supplies surface water to the Bethlehem Filtration Plant, was completed in 2001 by Spotts, Stevens and McCoy, Inc. for the PA DEP. The Assessment has found that the Tunkhannock Intake is potentially most susceptible to road deicing materials, accidental spills along roads and leaks in underground storage tanks. Overall, the Tunkhannock Creek Watershed has high risk of significant contamination. In the event that monitoring of either the raw or finished water identifies or detects any of these contaminants then additional required health effects information will be included in this report noting these detections and attempting to identify the potential source(s) of the contamination.

Complete reports were distributed to the City of Bethlehem's Water Bureau, local municipalities, county planning agencies and PA DEP offices. Copies of the complete report are available from the PA DEP Northeast Regional Office, Records Management Section at (570) 826-5472. A summary report of the Assessment is available on the PA DEP website at www.dep.state.pa.us/dep/deputate/watermgmt/wc/Subjects/SrceProt/SourceAssessment/default.htm.

A Source Water Assessment of the Wild Creek Watershed was conducted. Copies of the final July, 2004 Report are available from the PA DEP Regional Office, Records Management Section. The final assessment found that the Wild Creek Watershed is potentially most susceptible to individual point source activities including above ground storage tanks and underground petroleum storage tanks and to non-point source activities including fuel oil storage tanks, household cleaning supplies, highway spills, highway salt applications, lawn care supplies, on-lot sewage disposal, petroleum pipelines, swimming pools, wells (abandoned or active) and bore holes (abandoned or active). Overall, because of all the potential threats identified near the water supply, the adoption of a source water protection plan was recommended. More information is available at <http://www.bethlehem-pa.gov>. call customer service at 1-800-638-0262 if you have questions.

We ask that all our customers help us protect our water sources which are the heart of our community, our way of life and our children's future.

EPA Wants You To Know

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- A. **Microbial contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- B. **Inorganic contaminants**, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- C. **Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- D. **Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.
- E. **Radioactive contaminants**, which can be naturally occurring or be the result of oil and gas production and mining activities.

What measures are in place to ensure water is safe to drink?

In order to ensure that tap water is safe to drink, the EPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. The 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 the 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 at 1-800-426-4791.

Special notice from EPA for the elderly, infants, cancer patients and people with HIV/AIDS or other immune system problems

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. USEPA/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 (1-800-426-4791).

Information Concerning Lead in Water

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. Community Utilities of Pennsylvania, Inc. 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 www.epa.gov/safewater/lead.

Water that remains stationary within your home plumbing for extended periods of time can leach lead out of pipes joined with lead-containing solder as well as brass fixtures or galvanized pipes. Flushing fixtures has been found to be an effective means of reducing lead levels. The flushing process could take from 30 seconds to 2 minutes or longer until it becomes cold or reaches a steady temperature. Faucets, fittings, and valves, including those advertised as "lead-free," may contribute lead to drinking water. Consumers should be aware of this when choosing fixtures and take appropriate precautions. Visit the NSF Web site at www.nsf.org to learn more about lead-containing plumbing fixtures.

Drain Disposal Information

Sewer overflows and backups can cause health hazards, damage home interiors, and threaten the environment. A common cause is sewer pipes blocked by grease, which gets into the sewer from household drains. Grease sticks to the insides of pipes. Over time, the grease can build up and block the entire pipe. Help solve the grease problem by keeping this material out of the sewer system in the first place:

- Never pour grease down sink drains or into toilets. Scrape grease into a can or trash.
- Put strainers in sink drains to catch food scraps / solids for disposal.

Prescription Medication and Hazardous Waste

Household products such as paints, cleaners, oils, and pesticides, are considered to be household hazardous waste. Prescription and over-the-counter drugs poured down the sink or flushed down the toilet can pass through the wastewater treatment system and enter rivers and lakes (or leach into the ground and seep into groundwater in a septic system). Follow the directions for proper disposal procedures. **Do not flush hazardous waste or prescription and over-the-counter drugs down the toilet or drain.** They may flow downstream to serve as sources for community drinking water supplies. Many communities offer a variety of options for conveniently and safely managing these items. For more information, visit the EPA website at: www.epa.gov/hw/household-hazardous-waste-hhw.

The Safe Drinking Water Act was passed in 1974 due to congressional concerns about organic chemical contaminants in drinking water and the inefficient manner by which states supervised and monitored drinking water supplies. Congress' aim was to assure that all citizens served by public water systems would be provided high quality water. As a result, the EPA set enforceable standards for health-related drinking water contaminants. The Act also established programs to protect underground sources of drinking water from contamination.

Understanding This Report In order to help you understand this report, we want you to understand a few terms and abbreviations that are contained in it.

Action level (AL)	The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
Action level goal (ALG)	The level of a contaminant in drinking water below which there is no known or expected risk to health. ALG's allow for a margin of safety.
Avg	Regulatory compliance with some MCLs is based on running annual average of monthly samples.
EPA	Environmental Protection Agency.
Maximum Contaminant Level (MCL)	The highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCLG's as feasible using the best available treatment technology.
Maximum Contaminant Level Goal (MCLG)	The "goal" is the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLG's 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 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.
Not applicable (N/A)	Not applicable.
Not Detected (ND)	Analysis or test results indicate the constituent is not detectable at minimum reporting limit.
Parts per million (ppm) or Milligrams per liter (mg/l)	One part per million corresponds to one minute in two years or a single penny in \$10,000.
Parts per billion (ppb) or Micrograms per liter (ug/l)	One part per billion corresponds to one minute in 2,000 years or a single penny in \$10,000,000.
Picocuries per liter (pCi/L)	A measure of radioactivity in the water.
Treatment Technique (TT)	A treatment technique is a required process intended to reduce the level of a contaminant in drinking water.

Help Protect our Resources

Help put a stop to the more than **1 trillion gallons of water lost annually** nationwide due to household leaks. These easy to fix leaks waste the average family the amount of water used to fill a backyard swimming pool each year. Plumbing leaks can run up your family's water bill an extra 10 percent or more, but chasing down these water and money wasting culprits is as easy as 1—2—3. Simply check, twist, and replace your way to fewer leaks and more water savings:

- ⇒ **Check** for silent leaks in the toilet with a few drops of food coloring in the tank, and check your sprinkler system for winter damage.
- ⇒ **Twist** faucet valves; tighten pipe connections; and secure your hose to the spigot. For additional savings, twist a WaterSense labeled aerator onto each bathroom faucet to save water without noticing a difference in flow. They can save a household more than 500 gallons each year—equivalent to the amount water used to shower 180 times!
- ⇒ **Replace** old plumbing fixtures and irrigation controllers that are wasting water with WaterSense labeled models that are independently certified to use 20 percent less water and perform well.

For more information visit www.epa.gov/watersense

Monitoring Your Water

We routinely monitor for contaminants in your drinking water according to Federal and State laws. The tables below lists all the drinking water contaminants that were detected in the last round of sampling for each particular

contaminant group. The presence of contaminants does not necessarily indicate that water poses a health risk. **Unless otherwise noted, the data presented in the table is from testing done January 1 through December 31, 2020.** The EPA or the State requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, maybe more than one year old.

MCLs are set at very stringent levels. To understand the possible health effects described for many regulated contaminants, a person would have to drink 2 liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of having the described health effect.

If You Have Questions Or Want To Get Involved

Community Utilities of Pennsylvania, Inc. does not hold regular public meetings. If you have any questions about this report or your water utility, please contact customer service at 1-800-638-0262.

Violations

In 2020, Community Utilities of Pennsylvania, Inc. performed all required monitoring for contaminants and did not exceed any allowable levels of these contaminants. In addition, we received **no violations** from PADEP and was in compliance with applicable testing and reporting requirements.

Water Quality Test Results - Community Utilities of Pennsylvania, Inc. Westgate

Lead and Copper Contaminants

Contaminant (units)	Sample Date	Your Water	# of sites found above the AL	MCLG	MCL	Likely Source of Contamination
Copper (ppm) (90 th percentile)	2019	0.068	None	1.3	AL=1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (ppb) (90 th percentile)	2019	ND	None	0	AL=15	Corrosion of household plumbing systems, erosion of natural deposits

Disinfectant / Disinfection By-Product Contaminants

Contaminant (units)	Sample Date	MCL/ MRDL Violation Y/N	Your Water (AVG)	Range Low High	MCLG	MCL	Likely Source of Contamination
Chlorine (ppm)	2020	N	1.10	0.86 - 1.25	MRDLG = 4	MRDL = 4	Water additive used to control microbes
TTHM (ppb) [Total Trihalomethanes]	2020	N	32.0	23.2 - 41.1	N/A	80	By-product of drinking water chlorination
HAA5 (ppb) [Total Haloacetic Acids]	2020	N	16.13	12.3 - 22.8	N/A	60	By-product of drinking water disinfection

PFAS Testing

Community Utilities of Pennsylvania, Inc. continues efforts to conduct statewide drinking water testing for Per- and Polyfluoroalkyl Substances (PFAS). These man-made compounds are used in the manufacturing of products resistant to water, grease or stains including firefighting foams, cleaners, cosmetics, paints, adhesives and insecticides. PFAS can migrate into the soil, water, and air and is likely present in the blood of humans and animals all over the world. The Environmental Protection Agency (EPA) has established a health advisory level at 70 parts per trillion.

Perfluorooctane Sulfonate (PFOS) and Perfluorooctanoic Acid (PFOA) were tested during 2020 with no detection. No detection means the constituent is not detectable at the minimum reporting limit. 2.0 ng/L is the minimum level the lab is reporting a detection for these parameters. Nanograms per liter (ng/L) equals Parts per trillion (ppt) – One part per trillion corresponds to one minute in 2,000,000 years, or a single penny in \$10,000,000,000.

For more information visit <https://www.epa.gov/ground-water-and-drinking-water/drinking-water-health-advisories-pfoa-and-pfos>.

Community Utilities of Pennsylvania, Inc. is committed to providing safe, reliable, and cost-effective drinking water services to all of our customers.

Violations - Disinfectant / Disinfection By-Product

Violation Type	Violation Begin	Violation End	Violation Explanation
FAILURE TO MONITOR OR REPORT FOR THE CONTAMINANT SPECIFIED	12/31/2020	1/3/2021	<i>We failed to collect Haloacetic Acid and Trihalomethane samples on 01/03/2021 and therefore cannot be sure of the quality of our drinking water during that time. Samples were taken three days too early on 12/31/2020. All results of Haloacetic Acids and Trihalomethanes collected in 2020 were below the MCL.</i>

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2020 Water Quality Test Results - City of Bethlehem, PA

Inorganic Contaminant

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water	Range Low High	MCLG	MCL	Likely Source of Contamination
Fluoride (ppm)	2020	N	<0.50	N/A	4	4*	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories.
Iron (ppm)	2020	N	0.03	NA	NA	0.3	Naturally occurring element
Sodium (ppm)	2020	N	7.2	6.5 - 7.8	NA	NA	Naturally occurring element
Zinc (ppm)	2020	N	0.043	0.027 - 0.059	NA	5	Naturally occurring element
Sulfate (ppm)	2020	N	4	NA	NA	250	Naturally sources
Total Dissolved Solids (ppm)	2020	N	54	42 - 66	NA	500	Naturally sources, chemicals used in the water treatment process, and distribution piping.

The City of Bethlehem has been adding Fluoride to their drinking water since June 1971.

**EPA's MCL for fluoride is 4 ppm. However, Pennsylvania has set a lower MCL to better protect human health.*

Turbidity

Contaminant (units)	MCL Violation Y/N	Your Water	Lowest Monthly % of samples meeting TT	MCLG	MCL	Likely Source of Contamination
Turbidity (NTU)	No	0.051	100%	N/A	TT = 1 NTU	Soil runoff

***Turbidity** is a measure of the cloudiness of the water. The City of Bethlehem monitors it because it is a good indicator of the effectiveness of the filtration system.*

***NTU** (Nephelometric Turbidity Units) - A measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.*

***Treatment Technique (TT)** - A required process intended to reduce the level of a contaminant in drinking water. For turbidity this means any monthly sample greater than 1 NTU or 95% of the monthly samples are greater than or equal to 0.3 NTU.*

Unregulated Contaminant Monitoring*

Contaminant (units)	Reported Level	Range	Major Sources
Manganese	2.80 ug/L	2.25 - 3.98 ug/L	Naturally occurring element
Bromochloroacetic Acid	1.48 ug/L	0.47 - 2.13 ug/L	By-product of drinking water chlorination
Bromodichloroacetic Acid	1.72 ug/L	1.21 - 3.24 ug/L	By-product of drinking water chlorination
Dichloroacetic Acid	13.34 ug/L	1.35 - 27.2 ug/L	By-product of drinking water chlorination
Monochloroacetic Acid	2.84 ug/L	ND - 2.84 ug/L	By-product of drinking water chlorination
Trichloroacetic Acid	19.22 ug/L	5.76 - 29.3 ug/L	By-product of drinking water chlorination

**Unregulated Contaminant Monitoring helps the EPA to determine where certain contaminants occur and whether it needs to regulate those contaminants.*

Community Utilities of Pennsylvania, Inc. Westgate Water System

PWS ID: PA3480024

Annual Water Quality Report 2021

Message from Bryce Mendenhall, President

Dear Community Utilities of Pennsylvania, Inc. Customers, I am pleased to present your Annual Water Quality Report for 2021. Transparency, health, and safety are key priorities in our company's efforts to provide a high-quality, reliable water supply. Included in this report are details about where your water comes from, what it contains, and how it compares to regulatory standards.

We are proud to share this report which is based on water quality testing through December 2021. We continually strive to supply water that meets and/or exceeds all federal and state water quality regulations.

Our team is comprised of proud members of the community who are dedicated to providing safe, reliable and cost-effective service to you. This commitment includes acting with integrity, protecting the environment, and enhancing the local community.

Maintaining a safe and reliable water supply is hard work. Our devoted local team of water quality experts are working in the community every day, ensuring that our customers are our top priority, and providing the highest quality drinking water and service – now and well into the future.

Best regards,



Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien.

COVID-19 Response

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Information Concerning Lead in Water

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. Community Utilities of Pennsylvania, Inc. 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 www.epa.gov/safewater/lead.

Water that remains stationary within your home plumbing for extended periods of time can leach lead out of pipes joined with lead-containing solder as well as brass fixtures or galvanized pipes. Flushing fixtures has been found to be an effective means of reducing lead levels. The flushing process could take from 30 seconds to 2 minutes or longer until it becomes cold or reaches a steady temperature. Faucets, fittings, and valves, including those advertised as "lead-free," may contribute lead to drinking water. Consumers should be aware of this when choosing fixtures and take appropriate precautions. Visit the NSF Web site at www.nsf.org to learn more about lead-containing plumbing fixtures.

Drain Disposal Information

Sewer overflows and backups can cause health hazards, damage home interiors, and threaten the environment. A common cause is sewer pipes blocked by grease, which gets into the sewer from household drains. Grease sticks to the insides of pipes. Over time, the grease can build up and block the entire pipe. Help solve the grease problem by keeping this material out of the sewer system in the first place:

- Never pour grease down sink drains or into toilets. Scrape grease into a can or trash.
- Put strainers in sink drains to catch food scraps / solids for disposal.

Prescription Medication and Hazardous Waste

Household products such as paints, cleaners, oils, and pesticides, are considered to be household hazardous waste. Prescription and over-the-counter drugs poured down the sink or flushed down the toilet can pass through the wastewater treatment system and enter rivers and lakes (or leach into the ground and seep into groundwater in a septic system). Follow the directions for proper disposal procedures. **Do not flush hazardous waste or prescription and over-the-counter drugs down the toilet or drain.** They may flow downstream to serve as sources for community drinking water supplies. Many communities offer a variety of options for conveniently and safely managing these items. For more information, visit the EPA website at: www.epa.gov/hw/household-hazardous-waste-hhw.

The Safe Drinking Water Act was passed in 1974 due to congressional concerns about organic chemical contaminants in drinking water and the inefficient manner by which states supervised and monitored drinking water supplies. Congress' aim was to assure that all citizens served by public water systems would be provided high quality water. As a result, the EPA set enforceable standards for health-related drinking water contaminants. The Act also established programs to protect underground sources of drinking water from contamination.

Understanding This Report In order to help you understand this report, we want you to understand a few terms and abbreviations that are contained in it.

Action level (AL)	The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
Action level goal (ALG)	The level of a contaminant in drinking water below which there is no known or expected risk to health. ALG's allow for a margin of safety.
Avg	Regulatory compliance with some MCLs is based on running annual average of monthly samples.
EPA	Environmental Protection Agency.
Maximum Contaminant Level (MCL)	The highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCLG's as feasible using the best available treatment technology.
Maximum Contaminant Level Goal (MCLG)	The "goal" is the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLG's 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 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.
Not applicable (N/A)	Not applicable.
Not Detected (ND)	Analysis or test results indicate the constituent is not detectable at minimum reporting limit.
Parts per million (ppm) or Milligrams per liter (mg/l)	One part per million corresponds to one minute in two years or a single penny in \$10,000.
Parts per billion (ppb) or Micrograms per liter (ug/l)	One part per billion corresponds to one minute in 2,000 years or a single penny in \$10,000,000.
Picocuries per liter (pCi/L)	A measure of radioactivity in the water.
Treatment Technique (TT)	A treatment technique is a required process intended to reduce the level of a contaminant in drinking water.

Help Protect our Resources

Help put a stop to the more than **1 trillion gallons of water lost annually** nationwide due to household leaks. These easy to fix leaks waste the average family the amount of water used to fill a backyard swimming pool each year. Plumbing leaks can run up your family's water bill an extra 10 percent or more, but chasing down these water and money wasting culprits is as easy as 1—2—3. Simply check, twist, and replace your way to fewer leaks and more water savings:

- ⇒ **Check** for silent leaks in the toilet with a few drops of food coloring in the tank, and check your sprinkler system for winter damage.
- ⇒ **Twist** faucet valves; tighten pipe connections; and secure your hose to the spigot. For additional savings, twist a WaterSense labeled aerator onto each bathroom faucet to save water without noticing a difference in flow. They can save a household more than 500 gallons each year—equivalent to the amount water used to shower 180 times!
- ⇒ **Replace** old plumbing fixtures and irrigation controllers that are wasting water with WaterSense labeled models that are independently certified to use 20 percent less water and perform well.

For more information visit www.epa.gov/watersense

Monitoring Your Water

We routinely monitor for contaminants in your drinking water according to Federal and State laws. The tables below lists all the drinking water contaminants that were detected in the last round of sampling for each particular

contaminant group. The presence of contaminants does not necessarily indicate that water poses a health risk. **Unless otherwise noted, the data presented in the table is from testing done January 1 through December 31, 2021.** The EPA or the State requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, maybe more than one year old.

MCLs are set at very stringent levels. To understand the possible health effects described for many regulated contaminants, a person would have to drink 2 liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of having the described health effect.

If You Have Questions Or Want To Get Involved

Community Utilities of Pennsylvania, Inc. does not hold regular public meetings. If you have any questions about this report or your water utility, please contact customer service at 1-800-638-0262.

Violations

In 2021, Community Utilities of Pennsylvania, Inc. performed all required monitoring for contaminants and did not exceed any allowable levels of these contaminants. In addition, we received **no violations** from PADEP and was in compliance with applicable testing and reporting requirements.

Water Quality Test Results - Community Utilities of Pennsylvania, Inc. Westgate

Lead and Copper Contaminants

Contaminant (units)	Sample Date	Your Water	# of sites found above the AL	MCLG	MCL	Likely Source of Contamination
Copper (ppm) (90 th percentile)	2019	0.068	None	1.3	AL=1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (ppb) (90 th percentile)	2019	ND	None	0	AL=15	Corrosion of household plumbing systems, erosion of natural deposits

Disinfectant / Disinfection By-Product Contaminants

Contaminant (units)	Sample Date	MCL/ MRDL Violation Y/N	Your Water (AVG)	Range Low High	MCLG	MCL	Likely Source of Contamination
Chlorine (ppm)	2021	N	1.09	0.54 - 1.34	MRDLG = 4	MRDL = 4	Water additive used to control microbes
TTHM (ppb) [Total Trihalomethanes]	2021	N	32.5	25.9 - 38.1	N/A	80	By-product of drinking water chlorination
HAA5 (ppb) [Total Haloacetic Acids]	2021	N	23.8	17 - 35.8	N/A	60	By-product of drinking water disinfection

PFAS Testing

Community Utilities of Pennsylvania, Inc. continues efforts to conduct statewide drinking water testing for Per- and Polyfluoroalkyl Substances (PFAS). These man-made compounds are used in the manufacturing of products resistant to water, grease or stains including firefighting foams, cleaners, cosmetics, paints, adhesives and insecticides. PFAS can migrate into the soil, water, and air and is likely present in the blood of humans and animals all over the world. The Environmental Protection Agency (EPA) has established a health advisory level at 70 parts per trillion.

For the latest PFAS results, visit our website at www.uiwater.com/pennsylvania and click Water Quality Reports.

For more information visit <https://www.epa.gov/ground-water-and-drinking-water/drinking-water-health-advisories-pfoa-and-pfos>.

Community Utilities of Pennsylvania, Inc. is committed to providing safe, reliable, and cost-effective drinking water services to all of our customers.

Violations

In 2021, Community Utilities of Pennsylvania, Inc. performed all required monitoring for contaminants and did not exceed any allowable levels of these contaminants. In addition, we received no violations from Pennsylvania Department of Environmental Protection and was in compliance with applicable testing and reporting requirements.

**Visit us online at www.uiwater.com/pennsylvania to view the Water Quality Reports.
Also visit our website for water conservation tips and other educational material.**

To access your utility account anytime, anywhere, please register for our customer portal & download MyUtilityConnect at <https://connect.myutility.us/connect/>



2021 Water Quality Test Results - City of Bethlehem, PA

Inorganic Contaminant

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water	Range Low High	MCLG	MCL	Likely Source of Contamination
Fluoride (ppm)	2021	N	<0.50	N/A	4	4*	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories.
Iron (ppm)	2021	N	0.03	NA	NA	0.3	Naturally occurring element
Sodium (ppm)	2021	N	7.9	6.7 - 9.8	NA	NA	Naturally occurring element
Zinc (ppm)	2021	N	0.038	0.029 - 0.053	NA	5	Naturally occurring element
Sulfate (ppm)	2021	N	4.15	4.07 - 4.21	NA	250	Naturally sources
Total Dissolved Solids (ppm)	2021	N	30	26 - 36	NA	500	Naturally sources, chemicals used in the water treatment process, and distribution piping.

The City of Bethlehem has been adding Fluoride to their drinking water since June 1971.

**EPA's MCL for fluoride is 4 ppm. However, Pennsylvania has set a lower MCL to better protect human health.*

Turbidity

Contaminant (units)	MCL Violation Y/N	Your Water	Lowest Monthly % of samples meeting TT	MCLG	MCL	Likely Source of Contamination
Turbidity (NTU)	No	0.047	100%	N/A	TT = 1 NTU	Soil runoff

Turbidity is a measure of the cloudiness of the water. The City of Bethlehem monitors it because it is a good indicator of the effectiveness of the filtration system.

NTU (Nephelometric Turbidity Units) - A measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

Treatment Technique (TT) - A required process intended to reduce the level of a contaminant in drinking water. For turbidity this means any monthly sample greater than 1 NTU or 95% of the monthly samples are greater than or equal to 0.3 NTU.

Unregulated Contaminant Monitoring*

Contaminant (units)	Reported Level	Range	Major Sources
Manganese	2.80 ug/L	2.25 - 3.98 ug/L	Naturally occurring element
Bromochloroacetic Acid	1.48 ug/L	0.47 - 2.13 ug/L	By-product of drinking water chlorination
Bromodichloroacetic Acid	1.72 ug/L	1.21 - 3.24 ug/L	By-product of drinking water chlorination
Dichloroacetic Acid	13.34 ug/L	1.35 - 27.2 ug/L	By-product of drinking water chlorination
Monochloroacetic Acid	2.84 ug/L	ND - 2.84 ug/L	By-product of drinking water chlorination
Trichloroacetic Acid	19.22 ug/L	5.76 - 29.3 ug/L	By-product of drinking water chlorination

**Unregulated Contaminant Monitoring helps the EPA to determine where certain contaminants occur and whether it needs to regulate those contaminants.*

Community Utilities of Pennsylvania, Inc. Westgate Water System

PWS ID: PA3480024

Annual Water Quality Report 2022

Message from Dana Hill, President

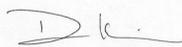
Dear Community Utilities of Pennsylvania, Inc. Customers,

I am pleased to present your Annual Water Quality Report for 2022. Transparency, health, and safety are key priorities in our company's efforts to provide a high-quality, reliable water supply. Included in this report are details about where your water comes from, what it contains, and how it compares to regulatory standards.

We are proud to share this report which is based on water quality testing through December 2022. We continually strive to supply water that meets and/or exceeds all federal and state water quality regulations at your tap.

Treating and maintaining a safe and reliable water supply is not only hard work, but it is rewarding. Our team of local water experts are proudly dedicated to providing safe, reliable, and cost-effective service every day. This commitment includes acting with integrity, protecting the environment, and enhancing the local community.

Best regards,



Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien

COVID-19 Response

According to the Centers for Disease Control and Prevention (CDC) and the US Environmental Protection Agency (EPA), the virus that causes COVID-19 has not been detected in drinking water. Conventional water treatment methods that use disinfection, such as those provided by Community Utilities of Pennsylvania, Inc., should remove or inactivate the virus that causes COVID-19 as they do for other pathogens.

Based on current evidence, the risk to water supplies remains low. Customers can continue using and drinking tap water as usual.

The EPA also encourages the public to help keep household plumbing and our nation's water infrastructure operating properly by only flushing toilet paper. **Disinfecting or other sanitary wipes, including those labeled as "flushable" and other non-toilet paper items, should NOT be flushed in toilet.**

For more information, visit the CDC at <https://stacks.cdc.gov/view/cdc/85879> and EPA at <https://www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater>

Source of Drinking Water

Our water is purchased water from City of Bethlehem.

Source Water Assessment

A Source Water Assessment of the Tunkhannock Creek Intake, which supplies surface water to the Bethlehem Filtration Plant, was completed in 2001 by Spotts, Stevens and McCoy, Inc. for the PA DEP. The Assessment has found that the Tunkhannock Intake is potentially most susceptible to road deicing materials, accidental spills along roads and leaks in underground storage tanks. Overall, the Tunkhannock Creek Watershed has high risk of significant contamination. In the event that monitoring of either the raw or finished water identifies or detects any of these contaminants then additional required health effects information will be included in this report noting these detections and attempting to identify the potential source(s) of the contamination.

Complete reports were distributed to the City of Bethlehem's Water Bureau, local municipalities, county planning agencies and PA DEP offices. Copies of the complete report are available from the PA DEP Northeast Regional Office, Records Management Section at (570) 826-5472. A summary report of the Assessment is available on the PA DEP website at www.dep.state.pa.us/dep/deputate/watermgt/wc/Subjects/SrceProt/SourceAssessment/default.htm.

A Source Water Assessment of the Wild Creek Watershed was conducted. Copies of the final July, 2004 Report are available from the PA DEP Regional Office, Records Management Section. The final assessment found that the Wild Creek Watershed is potentially most susceptible to individual point source activities including above ground storage tanks and underground petroleum storage tanks and to non-point source activities including fuel oil storage tanks, household cleaning supplies, highway spills, highway salt applications, lawn care supplies, on-lot sewage disposal, petroleum pipelines, swimming pools, wells (abandoned or active) and bore holes (abandoned or active). Overall, because of all the potential threats identified near the water supply, the adoption of a source water protection plan was recommended. More information is available at <http://www.bethlehem-pa.gov>. call customer service at 1-800-638-0262 if you have questions.

We ask that all our customers help us protect our water sources which are the heart of our community, our way of life and our children's future.

EPA Wants You To Know

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- A. **Microbial contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- B. **Inorganic contaminants**, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- C. **Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- D. **Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.
- E. **Radioactive contaminants**, which can be naturally occurring or be the result of oil and gas production and mining activities.

What measures are in place to ensure water is safe to drink?

In order to ensure that tap water is safe to drink, the EPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. The 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 the 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 at 1-800-426-4791.

Special notice from EPA for the elderly, infants, cancer patients and people with HIV/AIDS or other immune system problems

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. USEPA/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 (1-800-426-4791).

Information Concerning Lead in Water

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. Community Utilities of Pennsylvania, Inc. 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 www.epa.gov/safewater/lead.

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MCLs are set at very stringent levels. To understand the possible health effects described for many regulated contaminants, a person would have to drink 2 liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of having the described health effect.

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Violations

In 2022, Community Utilities of Pennsylvania, Inc. performed all required monitoring for contaminants and did not exceed any allowable levels of these contaminants. In addition, we received **no violations** from PADEP and was in compliance with applicable testing and reporting requirements.

Water Quality Test Results - Community Utilities of Pennsylvania, Inc. Westgate

Lead and Copper Contaminants

Contaminant (units)	Sample Date	Your Water	# of sites found above the AL	MCLG	MCL	Likely Source of Contamination
Copper (ppm) (90 th percentile)	2022	0.048	None	1.3	AL=1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (ppb) (90 th percentile)	2022	ND	None	0.003	AL=15	Corrosion of household plumbing systems, erosion of natural deposits

Disinfectant / Disinfection By-Product Contaminants

Contaminant (units)	Sample Date	MCL/ MRDL Violation Y/N	Your Water (AVG)	Range Low High	MCLG	MCL	Likely Source of Contamination
Chlorine (ppm)	2022	N	0.94	0.38 - 1.76	MRDLG = 4	MRDL = 4	Water additive used to control microbes
TTHM (ppb) [Total Trihalomethanes]	2022	N	34.2	27.5 - 37.5	N/A	80	By-product of drinking water chlorination
HAA5 (ppb) [Total Haloacetic Acids]	2022	N	24.5	20.8 - 29.1	N/A	60	By-product of drinking water disinfection

PFAS Testing

Community Utilities of Pennsylvania, Inc. continues efforts to conduct statewide drinking water testing for Per- and Polyfluoroalkyl Substances (PFAS). These man-made compounds are used in the manufacturing of products resistant to water, grease or stains including firefighting foams, cleaners, cosmetics, paints, adhesives and insecticides. PFAS can migrate into the soil, water, and air and is likely present in the blood of humans and animals all over the world. The Environmental Protection Agency (EPA) has established health advisory levels for GenX, PFBS, PFOA, and PFOS, and has proposed enforceable limits. We are reviewing the proposed MCLs to evaluate the impact on our operations and on the communities we serve. **Our focus will remain, as always, on supplying our customers with safe and reliable water.**

For the latest PFAS results, visit our website at www.uiwater.com/pennsylvania and click Water Quality Reports under Water Safety. For more information visit <https://www.epa.gov/pfas>.

Community Utilities of Pennsylvania, Inc. is committed to providing safe, reliable, and cost-effective drinking water services to all our customers.

Violations

Please see the following violations that Community Utilities of Pennsylvania, Inc. received in 2022:

Groundwater Rule

Violation Type	Violation Begin	Violation End	Violation Explanation
FAILURE TO MONITOR OR REPORT FOR THE CONTAMINANT SPECIFIED	04/05/2022	05/05/2022	PA DEP requires HAA5 samples be taken around 4/05/2022. The contract laboratory failed to analyze/report the results within the required timeframe. The sample was recollected 05/05/2022 and processed successfully. Results were below MCL.

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**To access your utility account anytime, anywhere, please register for our customer portal & download
My Utility Account at <https://account.myutility.us>**



2022 Water Quality Test Results - City of Bethlehem, PA

Inorganic Contaminant

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water	Range Low High	MCLG	MCL	Likely Source of Contamination
Fluoride (ppm)	2022	N	<0.50	N/A	4	4*	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories.
Iron (ppm)	2022	N	0.03	NA	NA	0.3	Naturally occurring element
Sodium (ppm)	2022	N	7.7	7.1 - 8.5	NA	NA	Naturally occurring element
Zinc (ppm)	2022	N	0.042	0.028 - 0.052	NA	5	Naturally occurring element
Sulfate (ppm)	2022	N	4.21	4.03 - 4.42	NA	250	Naturally sources
Total Dissolved Solids (ppm)	2022	N	64	27 - 113	NA	500	Naturally sources, chemicals used in the water treatment process, and distribution piping.

The City of Bethlehem has been adding Fluoride to their drinking water since June 1971.

**EPA's MCL for fluoride is 4 ppm. However, Pennsylvania has set an MCL of 2 ppm to better protect human health.*

Turbidity

Contaminant (units)	MCL Violation Y/N	Your Water	Lowest Monthly % of samples meeting TT	MCLG	MCL	Likely Source of Contamination
Turbidity (NTU)	No	0.148	100%	N/A	TT = 1 NTU	Soil runoff

Turbidity is a measure of the cloudiness of the water. The City of Bethlehem monitors it because it is a good indicator of the effectiveness of the filtration system.

NTU (Nephelometric Turbidity Units) - A measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

Treatment Technique (TT) - A required process intended to reduce the level of a contaminant in drinking water. For turbidity this means any monthly sample greater than 1 NTU or 95% of the monthly samples are greater than or equal to 0.3 NTU.

Unregulated Contaminant Monitoring*

Contaminant (units)	Reported Level	Range	Major Sources
Manganese	2.80 ug/L	2.25 - 3.98 ug/L	Naturally occurring element
Bromochloroacetic Acid	1.48 ug/L	0.47 - 2.13 ug/L	By-product of drinking water chlorination
Bromodichloroacetic Acid	1.72 ug/L	1.21 - 3.24 ug/L	By-product of drinking water chlorination
Dichloroacetic Acid	13.34 ug/L	1.35 - 27.2 ug/L	By-product of drinking water chlorination
Monochloroacetic Acid	2.84 ug/L	ND - 2.84 ug/L	By-product of drinking water chlorination
Trichloroacetic Acid	19.22 ug/L	5.76 - 29.3 ug/L	By-product of drinking water chlorination

**Unregulated Contaminant Monitoring helps the EPA to determine where certain contaminants occur and whether it needs to regulate those contaminants.*

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document upon the parties, listed below, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a party).

BY FIRST CLASS MAIL

Gloria Holloway
109 Noble Lane
East Stroudsburg, PA 18301

/s/ Whitney E. Snyder _____

Whitney E. Snyder
Erich W. Struble

Dated this 31st day of March, 2025