WATER QUALITY INFORMATION

CONSUMER CONFIDENCE REPORT

suez environnement

United Water

ISSUED
MAY 2014

UNITED WATER PENNSYLVANIA / MECHANICSBURG SYSTEM

Dear Customer,

Water quality represents a vital aspect of the service provided to you by United Water Pennsylvania. It is central to all that we do as your water supplier.

We are committed to providing our customers with water that meets or surpasses all applicable drinking water standards set by the United States Environmental Protection Agency (EPA) and Pennsylvania Department of Environmental Protection (PADEP). Our water quality personnel strive to provide each customer with high quality water and dependable service, 365 days a year.

As part of this commitment, we test the water sent to your connection regularly to be sure that it meets the standards. These test results are on file with the PADEP, the state agency that monitors and regulates drinking water.

Please review this report and feel free to give us a call at 717.564.3662 or toll-free at 888.299.8972 if you have questions about your water or service. If you have specific questions about water as it relates to your personal health, we recommend that you contact your health care provider.

During 2013, United Water Pennsylvania invested several million dollars to replace aging infrastructure throughout our eight county service territory. The infrastructure replacement projects focus on older water mains that are either undersized or have reached their useful life. Specific engineering criteria is utilized to determine prioritization. Most of these projects involved installation of larger diameter water mains. The projects were also conducted in cooperation with local government officials so that roadway disruptions were minimal.

We appreciate the opportunity to serve you with reliable water service.

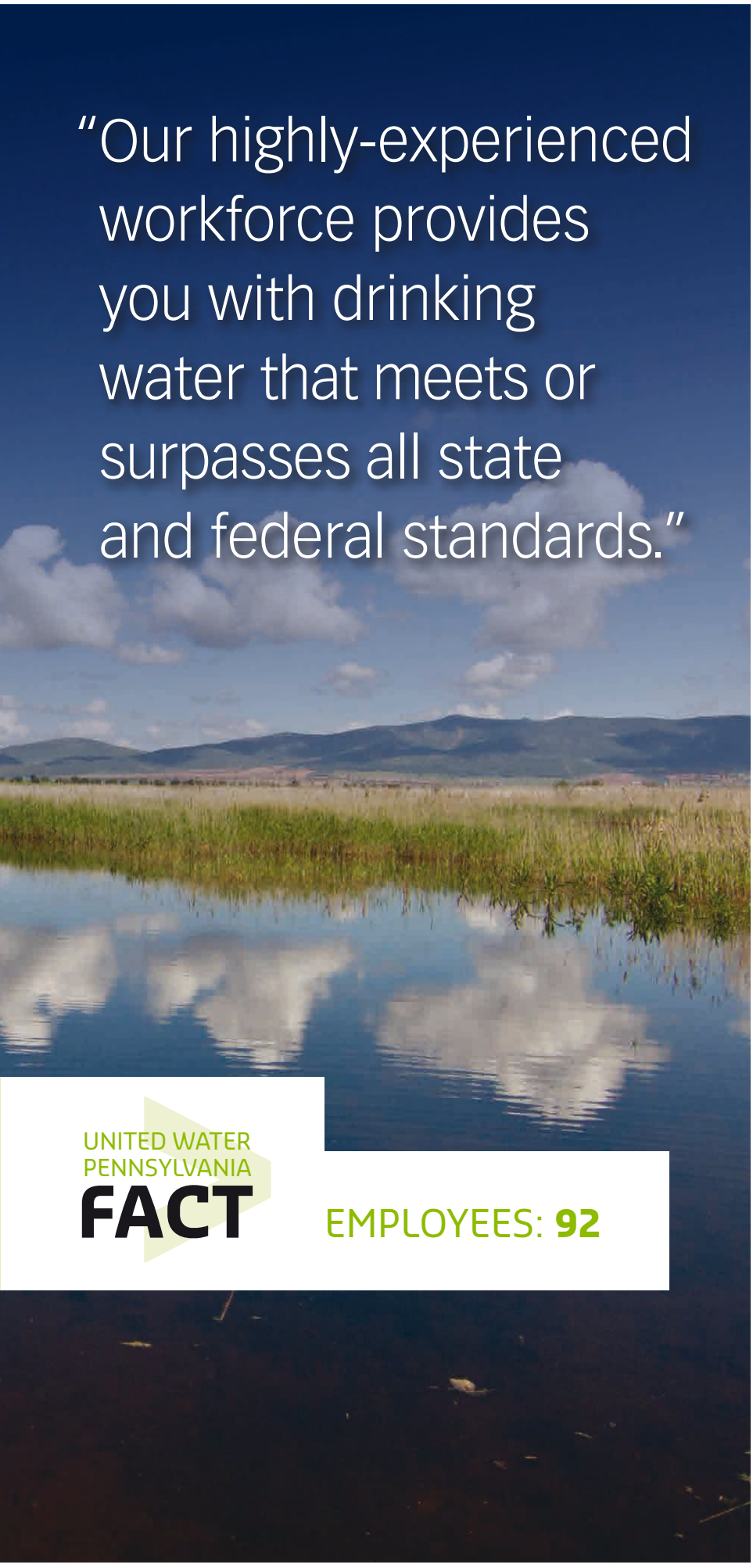
Sincerely,

John D. Hollenbach
Vice President & General Manager

Who We Are

United Water is one of the nation's leading environmental companies, providing water and wastewater services to over 5.3 million people in the United States. In addition to owning and operating 16 water and wastewater utilities, United Water operates 84 municipal and industrial water and wastewater systems through innovative public-private partnerships and contract agreements. Founded in 1869, United Water is a subsidiary of SUEZ ENVIRONNEMENT.

United Water Pennsylvania provides an average of 20 million gallons of water per day to residential, commercial and industrial customers.



UNITED WATER PENNSYLVANIA
FACT

EMPLOYEES: **92**

About Your Water Supply

United Water Pennsylvania owns and operates two water treatment plants in the Mechanicsburg area. The Richard C. Rabold Water Treatment Plant draws source water from the Yellow Breeches Creek, a surface supply with a 200-square-mile watershed. Source groundwater, drawn from a 115-foot well in the Borough of Mechanicsburg, provides the supply for our Market Street Water Treatment Plant.

Infrastructure replacement projects are ongoing throughout this service area, including installation of new water mains, valves and other equipment.

About the Treatment Process

United Water Pennsylvania treats approximately 2.8 million gallons of water per day to serve the Mechanicsburg area. Those south of the Cumberland Parkway receive water treated at the Rabold Plant while customers north of the Cumberland Parkway receive water treated at both the Rabold and Market Street plants. Fluoride is added to the treated water by municipal edict to help prevent tooth decay.

To further ensure the safety of your water, we monitor it before, during and after the treatment process at a state-certified analytical laboratory. At United Water Pennsylvania, our highly-experienced workforce provides you with drinking water that meets or surpasses all state and federal standards.

EPA Safe Drinking Water Hotline: 800.426.4791

Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. United Water Pennsylvania is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at http://www.epa.gov/safewater/lead.

Substances Expected in Drinking Water

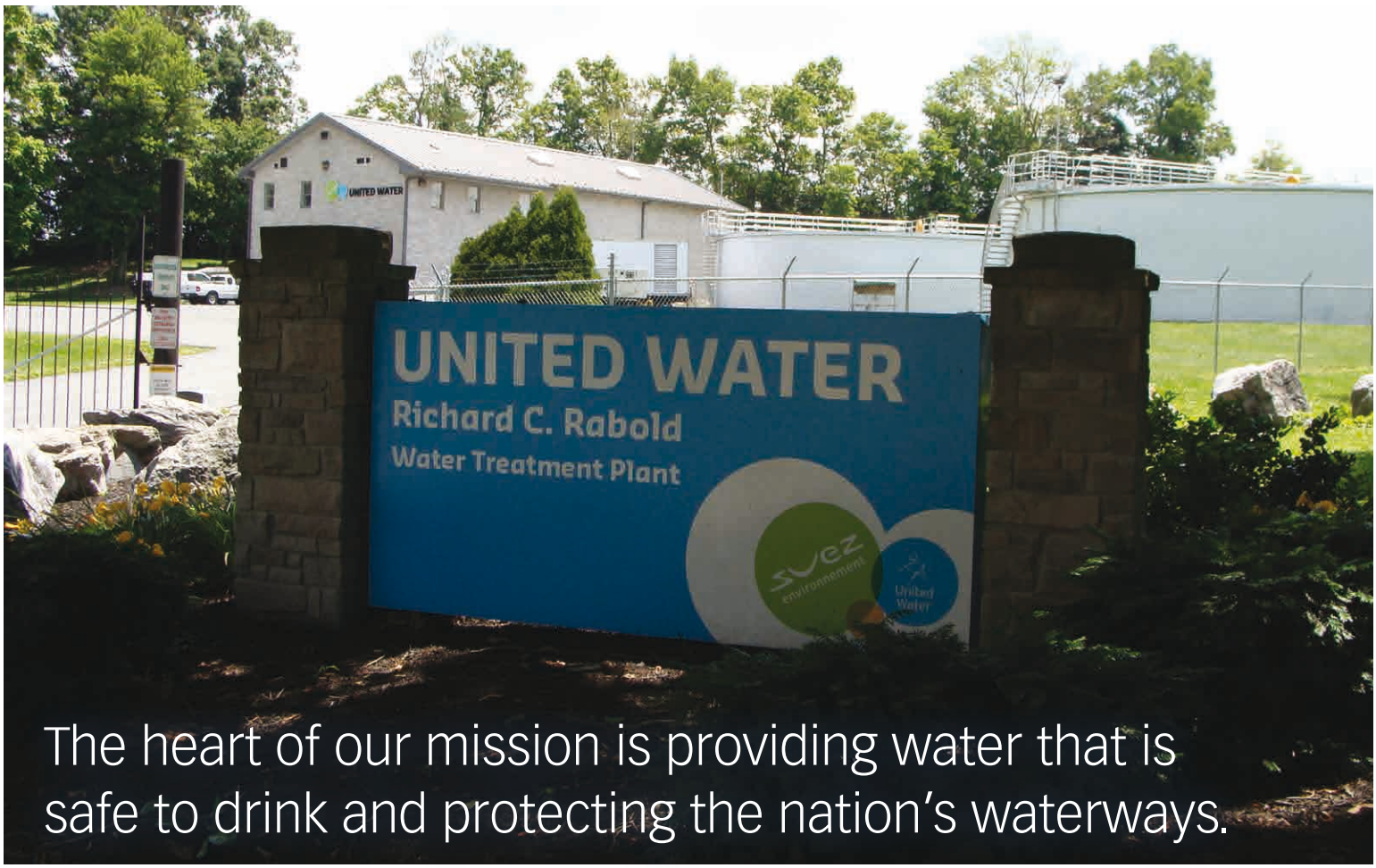
Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA Safe Drinking Water Hotline at 800.426.4791.

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:

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

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration regulations establish limits for contaminants in bottled water which must provide the same protection for public health. So what's the bottom line? Both bottled and tap water meet the federal standards, however, your tap water is substantially less expensive.



The heart of our mission is providing water that is safe to drink and protecting the nation's waterways.

Source Water Protection

The Pennsylvania Department of Environmental Protection (PADEP) completed a Source Water Assessment for United Water's Mechanicsburg well in 2003. The assessment pertains to the groundwater basin that provides water to the Mechanicsburg well.

The Source Water Assessment for Mechanicsburg's well indicated that the source sensitivity to contamination of the well is high because volatile organic compounds have been detected in the groundwater in this area. The water source is most vulnerable to potential contamination from the following: auto repair shops, construction, furniture refinishing, gas stations and manufacturing. This report is available at www.depweb.state.pa.us, keyword: source water. Copies of the complete report are available for review at PADEP Southcentral Regional Office, Records Management Unit at 717.705.4732.

Water Conservation

We encourage our customers to use water wisely – even when supplies are abundant. If you don't conserve, you're pouring water – and money – down the drain. The average American consumes an average of between 40 and 100 gallons of water per day by drinking water, showering and flushing. You can reduce your water consumption by up to 25 percent by taking just a few simple steps. To learn more about how you can conserve water and reduce your water bill, visit our website at www.unitedwater.com/uwpa or give us a call at 717.564.3662 (Harrisburg/Mechanicsburg calling area) or 888.299.8972 (outside the Harrisburg/ Mechanicsburg calling area).

Register for eBilling

By choosing paperless eBilling, you will help protect and preserve our natural resources. Your eBill will be sent directly to your email inbox. It has the added benefit of allowing you to pay the bill directly from your bank account, free of charge. To register for eBilling, visit unitedwater.com or call the customer service number listed on your bill.

Drinking Water Quality

This water quality table shows how your drinking water compared to the standards set by the USEPA and the PADEP in 2013. Please note that yearly testing on all substances is not required. Therefore, for such substances, we have indicated the most recent year of required testing.

We tested for more than 120 substances in the water and detected only those indicated in the Drinking Water Quality Table. Some of the information is technical in nature so we have provided you with definitions to help you better understand the information contained in this report.

Primary Standards

Directly related to the safety of drinking water.

Turbidity	MCLG	MCL	Result Rabold WTP	Result Market St.	Range of Results	Violation	Likely Source
Turbidity ≤1 NTU	NA	TT*	0.21	0.39	0.01 - 0.39	No	Soil erosion
Turbidity ≤0.3 NTU	NA	TT**	100	98.9	98.9 - 100	No	Soil erosion

* Treatment Technique requires no single measurement greater than 1 NTU, highest measurement reported.
** Treatment Technique requires at least 95% of monthly samples to be less than or equal to 0.3 NTU, lowest monthly percent reported.
Turbidity is a measure of the clarity or cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system.

Inorganic Chemicals	MCLG	MCL	Highest Result Rabold WTP	Highest Result Market St.	Range of Results	Violation	Likely Source
Barium ppm (2012, 2013)	2	2	0.04	0.08	0.04 - 0.08	No	Erosion of natural deposits
Fluoride ppm	2	2	1.4	2.0	0.20 - 2.0	No	Treatment process
Nickel ppb (2012)	NE	NE	ND	1.4	ND - 1.4	No	Corrosion from bronze and brass plumbing fixtures
Nitrate ppm*	10	10	2.1	4.9	2.1 - 4.9	No	Natural mineral and agricultural activity
Selenium ppb (2012)	50	50	ND	1.5	ND - 1.5	No	Discharge from petroleum and metal refineries; Erosion of natural deposits; Discharge from mines

* See Nitrate section for more information.

Lead and Copper	MCLG	AL	90th Percentile	Samples >AL	Violation	Likely Source
Copper ppm	1.3	1.3	0.3	0	No	Household plumbing
Lead ppb	0	15	2.0	0	No	Household plumbing

Volatile Organic Chemicals	MCLG	MCL	Highest Result	Range of Results	Violation	Likely Source
Tetrachloroethylene ppb	0	5	0.7	ND - 0.7	No	Discharge from factories or drycleaners

Disinfection Byproducts	MCLG	MCL	Result	Range of Results	Violation	Likely Source
Haloacetic Acids ppb	NA	60	23	ND - 46	No	Treatment process
Total Trihalomethanes ppb	NA	80	24	ND - 49	No	Treatment process
Total organic carbon removal*	NA	TT	1.0	NA	No	Naturally occurring

* Source water total organic carbon is less than or equal to 2.0 ppm; therefore no removal is required. Alternative Compliance Criteria (ACC) was used to determine removal compliance.

Radionuclides	MCLG	MCL	Highest Result	Range of Results	Violation	Likely Source
Combined Uranium ug/L (2011)	0	30	2.1	1.5 - 2.1	No	Erosion of natural deposits

Entry Point Disinfection Residuals	Minimum Disinfectant Residual	Lowest Level Detected	Range of Detections	Violation	Source Of Contamination
Chlorine ppm EP 101	0.2	0.02	0.02 - 3.9	No*	Water additive used to control microbes
Chlorine ppm EP 102	0.2	0.8	0.8 - 2.9	No	Water additive used to control microbes

* EP 101 chlorine residual <0.2 mg/L for less than 4 hours, therefore no violation.

Distribution Disinfection Residuals	MRDLG	MRDL	Highest Result	Range of Results	Violation	Likely Source
Chlorine ppm	4	4	1.4	1.0 - 1.4	No	Water additive used to control microbes

Definitions

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

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectant to control microbial contamination.

NA: Not applicable.

ND: Not detected.

NE: Not established.

NTU: Nephelometric Turbidity Unit.

ppb Parts Per Billion (or ug/L): The equivalent of one second in 32 years.

ppm Parts Per Million: The equivalent of one second in 12 days.

Primary Standards: Federal drinking water regulations for substances that are health-related. Water suppliers must meet all primary drinking water standards.

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

>: This means "greater than."

<: This means "less than."

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

Health Note

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons, such as persons with cancer who are undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infections by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline at 800.426.4791.

Nitrate

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.

Important Information

Please pass this information along to those who speak Spanish, Portuguese, Korean, Gujarti or Arabic:

- Este informe contiene información muy importante sobre su agua potable. Tradúzcalo ó hable con alguien que lo entienda bien.
- Este reporte contem informáções importantes sobre a sua água de beber. Traduza-o ou fale com alguém que o compreenda.
- 아래의 보고는 귀하 께서 드시는 식수에 대한 중요한 정보가 포함되어 있습니다. 번역을 하시든지 아니면 이 보고를 알고 이해하시는 분과 의논 하시기를 바랍니다.
- આ અહેવાલ માં તમારા પીવાના પાણી વિષે અગત્ય ની જાણકારી આપવા માં આવી છે. એનો અનુવાદ કરો અથવા જેને સમજવા પડતી હોય તેની સાથે વાત કરો
- المعلومات فى هذا التقرير تحتوى على معلومات مهمة عن مياة الشرب التى تشربها. من فضلك اذا لم تفهم هذة المعلومات اطلب من يترجمها لك.

United Water Pennsylvania
Mechanicsburg System
4211 East Park Circle,
Harrisburg, PA 17111
unitedwater.com

This report contains important information about your drinking water.