

Annual Drinking Water Quality Report for 2024

Veolia Water New York, Inc. – Rockland

Public Water Supply ID (PWSID) # NY4303673

Issued May 2025

INTRODUCTION

Our goal is to provide you with drinking water that meets or surpasses all federal and state standards. That's why we're pleased to present your Annual Water Quality Report (AWQR) which details the results of the most recent water quality tests performed on your drinking water through the entire 2024 calendar year. We do not hold regular public meetings. If at any time you have questions about your water quality or delivery, please call us at 877.426.8969 or visit us on the web at <https://mywater.veolia.us/> (and enter your billing zip code address to access information specific to your service area). We want you to be informed about your water supply.

Veolia North America, a subsidiary of Veolia group, offers a full spectrum of water, waste, and energy management services, including water and wastewater treatment, commercial and hazardous waste collection and disposal, energy consulting and resource recovery. Headquartered in Boston, Massachusetts, Veolia North America has more than 10,000 employees working at more than 400 locations across the continent.

INFORMATION FOR NON-ENGLISH SPEAKING CUSTOMERS

This report contains important information about your drinking water. Have someone translate it for you.

Este informe contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, ó hable con alguien que lo entienda.

Rapò sa a gen enpòtan enfòmasyon sou dlo w ap bwè. Fè yon moun tradwi li pou ou.

דער באריכט ענטהאלט וויכטיגע אינפארמאציע בנוגע אייער קראן וואסער.

WHERE DOES OUR WATER COME FROM?

In general, 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 activities. Contaminants that may be present in source water include: microbial contaminants; inorganic contaminants; pesticides and herbicides; organic chemical contaminants; and radioactive contaminants. In order to ensure that tap water is safe to drink, the State and the EPA prescribe regulations which limit the amount of certain contaminants in water provided by public water systems. The State Health Department's and the Food and Drug Administration's (FDA) regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

In 2024, our water was derived from 60 drilled wells and from Lake DeForest and the Letchworth reservoirs. About 70 percent of our water supply is from various wells located throughout the county, and the remaining 30 percent is surface water supply from the Lake DeForest and Letchworth reservoirs. The treatment process differs depending upon whether the water is from our wells, Lake DeForest Water Treatment Plant or Letchworth Water Treatment Plant. The treatment processes are described in detail in the section below.

ABOUT THE TREATMENT PROCESS LAKE DEFOREST WATER TREATMENT PLANT

The Lake DeForest Treatment Plant uses ozone treatment, dissolved air flotation (DAF), and dual media filtration. Ozone improves water quality by eliminating unpleasant tastes and odors caused by algae and organic contaminants, reduces chemicals needed later in the treatment process, and disinfects. Powder activated carbon is to remove organic contaminants added prior to coagulation, while carbon dioxide, cationic polymer, and aluminum sulfate are added to enhance coagulation and flocculation prior to the DAF. Sodium hypochlorite is added prior to and after filtration, while polyphosphates and sodium hydroxide are added only after filtration. Sodium hypochlorite is added to protect against microbiological contamination and sodium hydroxide and polyphosphates are added to reduce corrosion of metal piping and plumbing.

LETCHEWORTH WATER TREATMENT PLANT

Water comes from any one of three reservoirs that are within the Palisades Interstate Park property. The treatment process employs conventional methods including chemical addition, mixing, flocculation, sedimentation, filtration, disinfection, and corrosion control. The process is similar to the process used at Lake DeForest with the exception of the ozone and DAF process.

SUPPLY FROM WELLS

All wells are treated with sodium hypochlorite for disinfection and polyphosphates for corrosion control. Certain wells receive additional treatment through granular activated carbon (GAC) filtration, aeration and/or ultraviolet disinfection. Wells that have been determined to be GWUDI (Groundwater Under Direct Influence of Surface Water) employ additional treatment steps including ultraviolet disinfection and filtration.

In 2024, the Rockland County system used 11 permanent GAC filtration treatment facilities and 1 temporary GAC filtration facility across various well sites to reduce certain per- and polyfluoroalkyl substances (PFAS) compounds from drinking water. Throughout the year, compliance sampling at treated sites consistently showed non-detectable levels of regulated PFAS. These treatment facilities met current State regulatory requirements and the GAC filtration has been identified by the U.S. Environmental Protection Agency (USEPA) as a proven and effective treatment technology for PFAS compounds.

SOURCE WATER ASSESSMENT PROGRAM

In 2004 the New York State Department of Health completed a source water assessment for this system based on available information. Possible and actual threats to this drinking water source were evaluated. The state source water assessment includes a susceptibility rating based on the risk posed by each potential source of contamination and how easily contaminants can move through the subsurface to the wells and to the surface water source. The susceptibility rating is an estimate of the potential for contamination of the source water. It does not mean that the water delivered to consumers is or will become contaminated. See the Table of Detected Contaminants for a list of the contaminants that have been detected. The source water assessments provide resource managers with additional information for protecting source waters into the future.

The source water assessment has rated the drilled wells as having a high susceptibility to microbials, nitrates and industrial solvents and a high susceptibility to other industrial contaminants. These ratings are due primarily to the close proximity of permitted discharge facilities (industrial/commercial facilities that discharge wastewater into the environment and are regulated by the state and/or federal government) to the wells and the associated industrial activity in the assessment area. In addition, some of the wells draw from fractured bedrock and the overlying soils do not provide adequate protection from potential contamination.

This assessment also found Lake DeForest to have an elevated susceptibility to contamination. Due to the amount of residential lands in the assessment area, there is an elevated potential for contamination from pesticides, sediments, DBP precursors, phosphorus and microbials. There is also noteworthy susceptibility to contamination from other sources including Chemical Bulk Storage (CBS) facilities and Hazardous Substances Emergency Events Surveillance (HSEES) facilities. Hydrologic characteristics (e.g., basin shape and flushing rates) generally make reservoirs highly sensitive to existing and new sources of phosphorus and microbial contamination.

While the source water assessment rates our wells and Lake DeForest as being susceptible to microbials, nitrates and other contaminants, please note that our water is disinfected and treated to ensure that the finished water delivered into your home meets New York State's drinking water standards.

The county and state health departments use this information to direct future source water protection activities. These may include water quality monitoring, resource management, planning and education programs. A copy of the assessment can be obtained by contacting NYSDOH at 518.402.7713 or the RCDOH at 845.364.2608.

SUSCEPTIBILITY RATING

Well Name	Well Number	Microbials	Nitrates	VOCs	Others
Spring Valley	1A	MH	H	H	H
Spring Valley	4	MH	H	H	H
Spring Valley	6	H	VH	H	H
Nanuet	13	MH	H	H	H
Tappan	16	MH	H	H	H
Spring Valley	17	MH	H	H	H
New Hempstead	18	MH	MH	MH	MH
Bardonia	19	H	H	H	H
Tappan	20	MH	MH	MH	MH
Germonds	21	MH	MH	MH	MH
Pearl River	22	MH	MH	NR	NR
New City	23	MH	H	H	MH
New Hempstead	24	H	H	H	H
Tallman	26	MH	H	H	H
River Road	27	MH	H	H	H
Viola	28	H	H	H	H
Lake Road	29A	MH	MH	H	H
Monsey	30	MH	MH	MH	MH
Monsey	31	MH	H	H	H
Wesel Road	32	MH	MH	MH	MH
Pomona	37	MH	MH	MH	MH
Pomona	38	MH	MH	MH	MH
Catamont	42A	NR	NR	NR	NR
Thiells	50	H	H	H	H
Thiells	51	H	H	H	H
Saddle River	53	NR	MH	MH	MH
Catamont	54A	NR	NR	NR	NR
Nottingham	55	MH	MH	MH	MH
Willow Tree	56	H	H	MH	MH
Norge	64	H	MH	MH	MH
Pascack Rd	65	H	VH	H	H
Elmwood	66	MH	H	H	H
Grandview	67	MH	MH	H	H
Cherry Lane	68	MH	MH	NR	NR
Pinebrook	69	MH	H	H	H
Birchwood	70	MH	MH	H	MH
Eckerson	71	H	H	MH	MH
Rustic Drive	72	MH	H	MH	MH
Lake Shore	73	MH	MH	MH	MH
Grandview	78	NR	NR	MH	MH
Westgate	79	H	H	H	H
Eckerson	82	MH	H	H	H

Grotke	83	H	H	MH	MH
Ramapo	85	VH	VH	VH	H
Ramapo	93	VH	VH	VH	H
Ramapo	94	VH	VH	VH	H
Ramapo	95	VH	VH	VH	H
Ramapo	96	VH	VH	VH	H
Ramapo	97	VH	VH	VH	H
Ramapo	98	VH	VH	VH	H
Ramapo	99	VH	VH	H	H
Ramapo	100	H	H	H	H
Viola	106	H	MH	MH	MH

Key: Medium (M), High (H), Very High Susceptibility (VH), Not Rated - Unlikely to Affect Source Water (NR)

FACTS AND FIGURES

We provide service to approximately 300,000 people in Rockland and parts of Orange County. In 2024, Veolia produced 10.2 billion gallons of water. We determined that 20.7% percent of the water we produced is non-revenue producing. This is water lost due to leaks, main breaks, under-registering meters, firefighting, hydrant flushing and theft of service.

The New York Public Service Commission sets water rates to cover the costs of providing service. In the Rockland County system, approximately 10.2 billion gallons of water was produced during 2024. The average residential customer uses approximately 6,700 gallons of water per month. In 2024, the average annual residential water bill for customers was \$1,149, or \$95.77 monthly (including surcharges). A typical dollar pays for system improvements, operations and maintenance, taxes, interest and debt, dividends and reinvestment and depreciation costs.

ARE THERE CONTAMINANTS IN OUR DRINKING WATER?

As the State regulations require, we routinely test your drinking water for numerous contaminants. These contaminants include: total coliform, orthophosphate, inorganic compounds, nitrate, nitrite, lead and copper, volatile organic compounds, total trihalomethanes, haloacetic acids, radiological, asbestos, and synthetic organic compounds. The table presented below depicts which compounds were detected in your drinking water. The State allows us to test for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old.

TAP WATER OR BOTTLED WATER?

It should be noted that all drinking water, including bottled drinking water, may be reasonably expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline 800.426.4791 or the RCDOH at 845.364.2608.

In order to ensure that tap water is safe to drink, the State and the EPA prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The State Health Department and the Food and Drug Administration (FDA) establish limits for contaminants in bottled water, which must provide the same protection for public health.

So, what is the bottom line? If bottled and tap water meet the standards, they are both safe to drink. However, your tap water costs about one penny per gallon, substantially less expensive than bottled water.

2024 TABLE OF DETECTED CONTAMINANTS – ROCKLAND (NY4303673)

Contaminant, Microbial	Unit Measurement	Violation Yes/No	Max Sample Date	Level Detected/Range	MCL/TT	MCLG	Likely Source of Contamination
Turbidity – Filtered Water ¹	NTU	No	08-09-2024	0.02 – 0.51	TT= ≤ 1.0 NTU, always	NA	Soil runoff
Turbidity – Filtered Water ¹	NTU	No	NA	99.9% ≤ 0.3 NTU	TT = 95% of samples ≤ 0.3 NTU each month	NA	Soil runoff
Turbidity – Distribution System ²	NTU	No	10-23-2024	0.07 – 0.90	5	NA	Soil runoff

¹ Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system. Our highest single turbidity measurement for the year occurred on 08-09-2024 (0.51 NTU). State regulations require that turbidity at the filtered effluent must always be less than or equal to 1.0 NTU. The regulations require that 95% of the turbidity samples collected have measurements below 0.3 NTU. The levels recorded were within the acceptable range allowed and did not constitute a treatment technique violation.

² Distribution Turbidity is a measure of the cloudiness of the water found in the distribution system. We monitor it because it is a good indicator of water quality. High turbidity can hinder the effectiveness of disinfectants. Our highest average monthly distribution turbidity measurement detected during the year was below the State’s maximum contaminant level (5 NTU).

Contaminant, Distribution Microbial	Unit Measurement	Violation Yes/No	Max Sample Date		Positive Samples	Number of Samples	MCL	MCLG	Likely Source of Contamination
Total Coliform	P/A ¹	No ²	02-22-2024 04-22-2024 05-30-2024 06-05-2024 06-17-2024 06-25-2024	07-30-2024 08-06-2024 08-09-2024 08-12-2024 08-14-2024	13	1873	TT ≤ 5% samples positive	0	Naturally present in the environment

¹ P/A – Presence/Absence

² In February, total coliforms were detected in 1 of the 156 monthly compliance samples collected in our system. In April, total coliforms were detected in 1 of the 156 monthly compliance samples collected at our system. In May, total coliforms were detected in 1 of the 158 samples collected, and one of the additional samples. In June, total coliforms were detected in 3 of the 161 monthly compliance samples collected at our system. In July, 1 total coliform was detected in 1 of the 155 monthly compliance samples collected in our system. In August, total coliforms were detected in 5 of the 169 samples collected in our system.

Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. Additional samples were subsequently collected in accordance with the NYS Revised Total Coliform Rule and total coliforms were not detected in those samples. Since total coliforms were detected in <5% of the samples collected during the month, the system did not trigger a Level 1 assessment. It should be noted that *Escherichia Coli (E. coli)*, associated with human and animal fecal waste, was not detected in any of the samples collected.

Contaminant, Inorganic	Unit Measurement	Violation Yes/No	Max Sample Date	Level Detected Average	Level Detected Range	MCL	MCLG	Likely Source of Contamination
Antimony	ug/L	No	11-15-2024	0.61	ND - 3.98	6	6	Discharge from petroleum refineries; fire retardants; ceramics; electronics; solder
Arsenic	ug/L	No	06-05-2024	1.07	ND - 6.37	10	NA	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
Barium	mg/L	No	12-12-2024	0.22	0.01 - 0.76	2.00	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Beryllium	ug/L	No	12-05-2024	0.01	ND - 0.27	4	4	Discharge from metal refineries and coal-burning factories; discharge from electrical, aerospace, and defense industries.
Bromate	ug/L	No	09-03-2024	0.2	ND - 1.7	10	NA	By-product of drinking water disinfection at treatment plants using Ozone.
Chloride	mg/L	No	12-05-2024	72	6 - 184	250	NA	Naturally occurring or indicative of road salt contamination.
Chromium	ug/L	No	11-15-2024	2.0	ND - 35.9	100	100	Discharge from steel and pulp mills; erosion of natural deposits
Cyanide	ug/L	No	08-16-2024	1	ND - 36	200	200	Discharge from steel/metal factories; discharge from plastic and fertilizer factories
Iron ¹	mg/L	No	12-05-2024	0.002	ND - 0.08	300	NA	Naturally occurring element.
Odor	TON	No	10-18-2024	1.6	ND - 3	3	N/A	Organic or inorganic pollutants originating from municipal and industrial waste discharges; natural sources.
Nitrate as Nitrogen	mg/L	No	05-20-2024	1.52	ND - 3.69	10	10	Runoff from fertilizer usage; leaching from septic tanks; sewage; erosion of natural deposits
Manganese ¹	mg/L	No	12-05-2024	0.001	ND - 0.07	300	NA	Naturally occurring; Indicative of landfill contamination.
Sulfate	mg/L	No	11-19-2024	16.5	ND - 63.3	250	N/A	Naturally occurring element
Zinc	mg/L	No	08-16-2024	0.002	ND - 0.08	5	NA	Naturally occurring element; Mining waste.

¹ Sequestering agent is used for treatment of iron and manganese in the system.

Contaminant, Lead & Copper	Unit Measurement	Violation Yes/No	Sample Period	90th Percentile (Range)	Number of Samples Above AL	AL	MCLG	Likely Source of Contamination
Copper	mg/L	No	Jan – Jun 2024	0.73 ¹ (0.03 - 2.13)	1 of 100	1.3	1.3	Corrosion of household plumbing systems; Erosion of natural deposits; leaching from wood preservatives.
		No	Jul – Dec 2024	0.53 ² (0.01 - 1.74)	1 of 104	1.3	1.3	
Lead	ug/L	No	Jan – Jun 2024	2.76 ¹ (ND - 45.3 ³)	1 of 100	15	0	Corrosion of household plumbing systems and service lines connecting building to water mains; erosion of natural deposits.
		No	Jul – Dec 2024	2.48 ² (ND - 7.19)	0 of 104	15	0	

¹ The level presented is the 90th percentile of the 100 sites tested. A percentile is a value on a scale of 100 that indicates the percent of measurements that are equal to or below it. In our system, between January and June, 89 sites were below the copper 90th percentile value of 0.73 mg/L and 11 sites were above the 90th percentile. The action level for copper was exceeded at one of the tested sites. Additionally, during this time, 89 sites were below the lead 90th percentile value of 2.76 ug/L and 11 sites were above the 90th percentile. The action level for lead was exceeded at one of the tested sites.

² In our system, between July and December, 92 sites were below the copper 90th percentile value of 0.53 mg/L and 12 sites were above the 90th percentile. The action level for copper was exceeded at one of the tested sites. Additionally, during this time, 92 sites were below the lead 90th percentile value of 2.48 ug/L and 12 sites were above the 90th percentile. The action level for lead was not exceeded at any of the tested sites.

³ Please note that a high value in the range of individual results does not result in a violation because New York State compliance is determined from the 90th percentile calculation.

Contaminant, Chlorine	Unit Measurement	Violation Yes/No	Max Sample Date	Level Detected Max RAA ¹	Level Detected Range	MCL	MCLG	Likely Source of Contamination
Chlorine Residual	mg/L	No	10-09-2024	0.92	0.05 - 2.05	4.0	NA	Water additive used to control microbes

¹ RAA represents the highest running annual average of quarterly results. The range of results represents the range of individual results from all sample locations.

Contaminant, Disinfection Byproducts ¹	Unit Measurement	Violation Yes/No	Max Sample Date	Level Detected Max LRAA ²	Level Detected Range	MCL	MCLG	Likely Source of Contamination
Total HAA5 (Haloacetic Acids)	ug/L	No	08-06-2024	33.2	2.4 - 67.9	60	NA	By-product of drinking water chlorination needed to kill harmful organisms.
Total THM (Trihalomethanes)	ug/L	No	11-05-2024	58.7	13.1 - 79.0	80	NA	By-product of drinking water chlorination needed to kill harmful organisms. TTHMs are formed when source water contains organic matter.

¹ Disinfection by-products form when organic matter in the untreated water reacts with chlorine added to disinfect the water during treatment.

² LRAA represents the highest running annual average of quarterly results. The range of results represents the range of individual results from the sample locations.

Contaminant, Radiological	Unit Measurement	Violation Yes/No	Max Sample Date	Level Detected Average	Level Detected Range	MCL	MCLG	Likely Source of Contamination
Gross Alpha	pCi/L	No	07-06-2020	1.7	ND - 9.6	15	0	Erosion of natural deposits
Radium 226, 228 Combined	pCi/L	No	12-03-2024	0.09	ND - 1.64	5	0	Erosion of natural deposits
Radium-226	pCi/L	No	12-03-2024	0.06	ND - 0.41	5	0	Erosion of natural deposits
Radium-228	pCi/L	No	12-03-2024	0.13	0.06 - 1.62	5	0	Erosion of natural deposits
Uranium ICAP/MS (ug/L)	ug/L	No	07-08-2020	1.4	ND - 5.4	30 ¹	0	Erosion of natural deposits

¹ The state considers 50 pCi/L to be the level of concern for beta particles.

Contaminant, Volatile Organic	Unit Measurement	Violation Yes/No	Max Sample Date	Level Detected Average	Level Detected Range	MCL	MCLG	Likely Source of Contamination
Acetone	mg/L	No	02-15-2024	0.4	ND - 24.4	50	NA	Occurs naturally and is used in production of paints, varnishes, plastics, adhesives, organic chemicals, and alcohol. Also used to clean and dry parts of precision equipment.
Tetrachloroethene	ug/L	No	10-23-2024	0.06	ND - 1.06	5	NA	Discharge from factories and dry cleaners; Waste sites; Spills.
Trichloroethene	ug/L	No	10-07-2024	0.03	ND - 0.55	5	0	Discharge from metal degreasing sites and other factories

Contaminant, Synthetic Organic	Unit Measurement	Violation Yes/No	Max Sample Date	Level Detected Average	Level Detected Range	MCL	MCLG	Likely Source of Contamination
Chlordane	ug/L	No	10-21-2024	0.01	ND - 0.19	2	NA	Residue of banned termiticide.

Contaminant, Synthetic Organic	Unit Measurement	Violation Yes/No	Max Sample Date	Quarterly Locational Average Range	Level Detected Range	MCL	MCLG	Likely Source of Contamination
1,4-Dioxane	ug/L	No	06-05-2024	ND - 0.47	ND - 0.47	1	NA	This compound may enter the environment through its use as a solvent and in textile processing, printing processes, and detergent preparations.
Perfluorooctanesulfonic acid (PFOS)	ng/L	Yes ¹	12-17-2024	ND - 16.8	ND - 29	10.0	NA	Released into the environment from widespread use in commercial and industrial applications.
Perfluorooctanoic acid (PFOA)	ng/L	Yes ¹	12-17-2024	ND - 13	ND - 14	10.0	NA	Released into the environment from widespread use in commercial and industrial applications.

¹ For more information regarding the PFOS and PFOA violations, please refer to the "What does this information mean?" section of this report. Additionally, please see detailed health information on PFOA and PFOS in the "Health effects" section of this report.

In addition to the contaminants listed above, for which Federal and/or State regulations limits have been established, and regular monitoring is required, we may also occasionally test for unregulated contaminants to determine occurrence data and provide input to regulatory agencies that are considering these contaminants for future regulations. This data is presented below.

Contaminant, Unregulated Synthetic Organic	Unit Measurement	Violation Yes/No	Max Sample Date	Quarterly Locational Average Range	Level Detected Range	MCL	MCLG	Likely Source of Contamination
1H,1H,2H,2H-Perfluorooctane sulfonic acid (6:2 FTS)	ng/L	No	02-28-2024	ND - 8.5	ND - 34	NA	NA	Released into the environment from widespread use in commercial and industrial applications
4,8-dioxa-3H-perfluorononanoic acid (ADONA)	ng/L	No	12-17-2024	ND - 1.75	ND - 3.5	NA	NA	Released into the environment from widespread use in commercial and industrial applications
Perfluorobutanesulfonic acid (PFBS)	ng/L	No	05-21-2024	ND - 5.3	ND - 8.1	NA	NA	Released into the environment from widespread use in commercial and industrial applications
Perfluorobutanoic acid (PFBA)	ng/L	No	07-16-2024	ND - 10	ND - 11	NA	NA	Released into the environment from widespread use in commercial and industrial applications
Perfluorodecanoic acid (PFDA)	ng/L	No	04-24-2024	ND - 0.98	ND - 0.98	NA	NA	Released into the environment from widespread use in commercial and industrial applications
Perfluorododecanoic acid (PFDoA)	ng/L	No	01-23-2024	ND - 0.88	ND - 0.88	NA	NA	Released into the environment from widespread use in commercial and industrial applications
Perfluoroheptanesulfonic acid (PFHpS)	ng/L	No	12-17-2024	ND - 0.83	ND - 0.83	NA	NA	Released into the environment from widespread use in commercial and industrial applications

Perfluoroheptanoic acid (PFHpA)	ng/L	No	07-16-2024	ND - 3.8	ND - 5.1	NA	NA	Released into the environment from widespread use in commercial and industrial applications
Perfluorohexanesulfonic acid (PFHxS)	ng/L	No	12-17-2024	ND - 2.6	ND - 2.9	NA	NA	Released into the environment from widespread use in commercial and industrial applications
Perfluorohexanoic acid (PFHxA)	ng/L	No	07-16-2024	ND - 9.4	ND - 14	NA	NA	Released into the environment from widespread use in commercial and industrial applications
Perfluorononanoic acid (PFNA)	ng/L	No	07-15-2024	ND - 15	ND - 15	NA	NA	Released into the environment from widespread use in commercial and industrial applications
Perfluoropentanoic acid (PFPeA)	ng/L	No	07-16-2024	ND - 14	ND - 15	NA	NA	Released into the environment from widespread use in commercial and industrial applications
Perfluoroundecanoic acid (PFUnA)	ng/L	No	08-27-2024	ND - 0.803	ND - 1.2	NA	NA	Released into the environment from widespread use in commercial and industrial applications
Contaminant, Unregulated Organic Other	Unit Measurement	Violation Yes/No	Max Sample Date	Level Detected Average	Level Detected Range	MCL	MCLG	Likely Source of Contamination
Geosmin	ng/L	No	08-15-2024	14	ND - 96	NA	NA	Naturally present in the environment
Methylisoborneol (MIB)	ng/L	No	07-09-2024	1.0	ND - 3.5	NA	NA	Naturally present in the environment

Secondary Standards: non-mandatory guidelines to assist public water systems in managing their drinking water for aesthetic considerations, such as taste, color, and odor. These contaminants are not considered to present a risk to human health.

Contaminant, Inorganic Secondary Standards & Additional	Unit Measurement	Violation Yes/No	Max Sample Date	Level Detected Average	Level Detected Range	SMCL	MCLG	Likely Source of Contamination
Alkalinity	mg/L	No	05-29-2024	168	8 - 319	NA	NA	Natural property of water
Alkalinity, Bicarbonate	mg/L	No	08-07-2024	211	121 - 454	NA	NA	Natural property of water
Aluminum	mg/L	No	01-25-2024	0.03	ND - 0.19	NA	NA	Naturally occurring element.
Calcium	mg/L	No	01-23-2024	66	2 - 108	NA	NA	Naturally occurring element
Conductivity	umho/cm	No	08-08-2024	700	38 - 1264	NA	NA	Natural property of water
Copper ¹	mg/L	No	12-12-2024	0.02	ND - 0.3	1.0	NA	Erosion of natural deposits.
Hardness	mg/L	No	10-10-2024	194	6 - 376	NA	NA	Naturally occurring element
Lead ²	ug/L	No	11-12-2024	0.41	ND - 8.38	AL = 15	0	Corrosion of sample tap fixtures; erosion of natural deposits
Magnesium	mg/L	No	09-26-2024	18.5	5.2 - 34.5	NA	NA	Erosion of natural deposits.
Nickel	mg/L	No	11-15-2024	0.002	ND - 0.037	NA	NA	Erosion of natural deposits.
Orthophosphate (as Total P)	mg/L	No	07-09-2024	0.07	ND - 0.46	NA	NA	Water additive for corrosion control
Orthophosphate (as PO ₄)	mg/L	No	07-09-2024	0.21	0.03 - 1.41	NA	NA	Water additive for corrosion control
Sodium	mg/L	No	11-14-2024	40	12 - 70	(See Health Effects) ³	NA	Naturally occurring; Road salt; Water softeners; Animal waste.
Total Dissolved Solids (TDS)	mg/L	Yes ⁴	12-18-2024	268	29 – 808	500	NA	Minerals and salts dissolved in the water

¹ The copper data presented in this table were from samples collected from the points of entry. This 1.0 mg/L secondary MCL is a non-enforceable guideline from the EPA. The 1.3 ppm action level presented in the “Contaminant, Lead & Copper” section of the table is an enforceable action level set by EPA and is measured from the customer’s tap.

² The lead data presented in this table were collected from point of entry sampling locations. The Secondary Standard for lead is regulated by a treatment technique (TT) that requires systems to control the corrosiveness of the water. The 15 ppb action level presented in the “Contaminant, Lead & Copper” section of the table is an enforceable action level set by the EPA and is measured from the customer’s tap.

³ Health note for sodium: Water containing more than 20 mg/L of sodium should not be used for drinking by people on severely restricted sodium diets. Water containing more than 270 mg/L of sodium should not be used for drinking by people on moderately restricted sodium diets.

⁴ The total dissolved solids SMCL is a guideline, not an enforceable standard.

UNREGULATED CONTAMINANT MONITORING RULE 5 DATA (UCMR5) – 2023 - 2024

In addition to the contaminants listed above, for which Federal and/or State regulations limits have been established, and regular monitoring is required, we may also occasionally test for unregulated contaminants to determine occurrence data and provide input to regulatory agencies that are considering these contaminants for future regulations. This data is presented below.

Contaminant	Unit Measurement	Violation Yes/No	Level Detected Max	Level Detected Range	EPA MCL ¹	EPA MCLG ¹	Likely Source of Contamination
Lithium	ug/L	No	19.1	ND – 19.1	NA	NA	Naturally occurring element
1H,1H,2H,2H-Perfluorooctane sulfonic acid (6:2 FTS)	ng/L	No	12.0	ND – 12.0	NA	NA	Released into the environment from widespread use in commercial and industrial applications
Perfluorobutanesulfonic acid (PFBS)	ng/L	No	5.0	ND – 5.0	NA	NA	Released into the environment from widespread use in commercial and industrial applications
Perfluorobutanoic acid (PFBA)	ng/L	No	6.8	ND – 6.8	NA	NA	Released into the environment from widespread use in commercial and industrial applications
Perfluoroheptanoic acid (PFHpA)	ng/L	No	5.6	ND – 5.6	NA	NA	Released into the environment from widespread use in commercial and industrial applications
Perfluorohexanesulfonic acid (PFHxS)	ng/L	No	6.2	ND – 6.2	10	10	Released into the environment from widespread use in commercial and industrial applications
Perfluorohexanoic acid (PFHxA)	ng/L	No	7.6	ND – 7.6	NA	NA	Released into the environment from widespread use in commercial and industrial applications
Perfluorononanoic acid (PFNA)	ng/L	No	5.4	ND – 5.4	10	10	Released into the environment from widespread use in commercial and industrial applications
Perfluorooctanesulfonic acid (PFOS)	ng/L	No	6.8	ND – 6.8	4.0	0	Released into the environment from widespread use in commercial and industrial applications
Perfluorooctanoic acid (PFOA)	ng/L	Yes ²	14.0	ND – 14.0	4.0	0	Released into the environment from widespread use in commercial and industrial applications
Perfluoropentanoic acid (PFPeA)	ng/L	No	10.0	ND – 10.0	NA	NA	Released into the environment from widespread use in commercial and industrial applications

¹ EPA MCLs or MCLGs for PFOA, PFOS, PFNA, PFHxS, and Gen-X contaminants were announced on April 10, 2024. As of May 1, 2025, public water systems must meet these standards by 2029. In 2024, the New York State MCLs for PFOS and PFOA remained at 10.0 ppt. Please note, no other PFAS contaminants other than PFOA and PFOS have state issued MCLs.

² All compliance sampling conducted for PFOA and PFOS is addressed in the “Contaminant, Synthetic Organic” section of this table. No additional locations exceeded the New York State MCL for PFOA under the UCMR5 sampling that were not already in violation. Please refer to the “What does this information mean” section of this report for more information about the violations. Please see the “Health Effects” section of this report for detailed health information on PFOA and PFOS. For more information about what we are doing to address PFOA and PFOS, please refer to the “System Improvements” section of this report.

DEFINITIONS:

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

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

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

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

Secondary Maximum Contaminant Level (SMCL): The highest level of non-mandatory guidelines to assist public water systems in managing their drinking water for aesthetic considerations, such as taste, color, and odor. These contaminants are not considered to present a risk to human health.

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

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

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

Not Analyzed or Not Applicable (NA): Analysis of the constituent is not required.

Non-detect (ND): Laboratory analysis indicates that the constituent is not present.

Milligrams per liter (mg/L): Corresponds to one part of liquid in one million parts of liquid (parts per million - ppm).

Micrograms per liter (ug/L): Corresponds to one part of liquid in one billion parts of liquid (parts per billion - ug/L).

Nanograms per liter (ng/L): Corresponds to one part of liquid to one trillion parts of liquid (parts per trillion - ppt).

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

Micromhos per centimeter (umho/cm): A measure of the ability of water to pass an electrical current.

WHAT DOES THIS INFORMATION MEAN?

While the majority of our test results were within regulatory limits, the table above shows that our system uncovered some source water problems in 2024. Please see below for further important information about your drinking water.

The PFOA levels at multiple wells exceeded the New York State maximum contaminant levels (MCLs) during the 1st, 3rd, and 4th Quarters of 2024. Additionally, the PFOS level at one well exceeded the New York State MCL during the 3rd Quarter of 2024. Because this system has multiple wells and surface water sources which do not exceed the New York State PFAS MCLs but also contribute to the distribution system before reaching customer homes, Veolia NY developed a conservative model to identify only the customers that may have received water from each of these wells during the quarters that exceeded the PFOA or PFOS New York State MCL. Public notifications for these violations were mailed to all customers identified using the above-mentioned model.

Veolia Water New York is working with the Rockland County Department of Health on a compliance schedule that includes steps to reduce levels of PFOA and PFOS. Each of these well sites where PFOA or PFOS exceeded the New York State MCL are in the process of being evaluated for treatment design. Quarterly PFAS treatment project progress reports and all PFOA and PFOS exceedance public notifications can be viewed at <https://nywq.veolianorthamerica.com>. Please see the Health Effects section below for detailed information on PFOA and PFOS.

HEALTH EFFECTS

PFOA

PFOA caused a range of health effects when studied in animals at high exposure levels. The most consistent findings were effects on the liver and immune system and impaired fetal growth and development. Studies of high-level exposures to PFOA in people provide evidence that some of the health effects seen in animals may also occur in humans. The United States Environmental Protection Agency considers PFOA as having suggestive evidence for causing cancer based on studies of lifetime exposure to high levels of PFOA in animals.

PFOS

PFOS caused a range of health effects when studied in animals at high exposure levels. The most consistent findings were effects on the liver and immune system and impaired fetal growth and development. Studies of high-level exposures to PFOS in people provide evidence that some of the health effects seen in animals may also occur in humans. The United States Environmental Protection Agency considers PFOS as having suggestive evidence for causing cancer based on studies of lifetime exposure to high levels of PFOS in animals.

Arsenic

Although our water was compliant with the MCL for arsenic, some of our results were greater than one-half of the MCL. Therefore, we are required to present the following information on arsenic in drinking water:

NYS and EPA have promulgated a drinking water arsenic standard of 10 parts per billion. While your drinking water meets the standard for arsenic, it does contain low levels of arsenic. The standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. EPA continues to research the health effect of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.

Lead

We are required to provide the following information on lead in drinking water:

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. Veolia Water New York, Inc. is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, please call us at 877.426.8969. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <https://www.epa.gov/safewater/lead>.

INFORMATION ON LEAD SERVICE LINE INVENTORY

A Lead Service Line (LSL) is defined as any portion of pipe that is made of lead which connects the water main to the building inlet. Veolia is responsible for pipes that carry water from the street to the curb or property line. Customers are responsible for the pipes and plumbing inside the property line. Veolia is responsible for maintaining an inventory of all service lines. In accordance with the federal Lead and Copper Rule Revisions (LCRR) our system has prepared a lead service line inventory and have made it publicly accessible by on our website: please visit <https://mywater.veolia.us/new-york/new-york-service-line-information> and then navigate to 'Access our Interactive Service Line Material Map', or scan the QR code found at the bottom of this report.

IS OUR WATER SYSTEM MEETING OTHER RULES THAT GOVERN OPERATIONS?

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not your drinking water meets health standards. According to the EPA's Ground Water Rule, public water systems must monitor fecal indicators from supplying groundwater sources when a routine distribution total coliform (TC) sample is positive for total coliform. On April 19, 2024, a routine TC sample was positive, and we did not collect all fecal indicator monitoring samples from the raw water supply. This was not recognized until after the monitoring period had ended and resulted in a monitoring violation. Of the raw water supply samples that were collected, all were absent of fecal indicators. Furthermore, subsequent monitoring samples that were collected outside of the monitoring period were also absent of any fecal indicators. No further action is required at this time.

DO I NEED TO TAKE SPECIAL PRECAUTIONS?

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

INFORMATION ON UNREGULATED CONTAMINANTS

In 2023 and in 2024, Veolia was required to perform monitoring for the EPA's Fifth Unregulated Contaminant Monitoring Regulation (UCMR5). The results from this monitoring are presented in the Table of Detected Contaminants above. Additional information about unregulated contaminants can be found at the following link, courtesy of American Water Works Association: <https://drinktap.org/Water-Info/Whats-in-My-Water/Unregulated-Contaminant-Monitoring-Rule-UCMR>.

CONSERVATION REBATE PROGRAM - SAVE WATER

Veolia encourages its customers to use water wisely. Veolia's Conserve program offers rebates to customers who replace existing fixtures with new water-saving devices and appliances. We currently offer a \$100 rebate on ENERGY STAR® certified washing machines and WaterSense labeled toilets, a \$15 rebate on WaterSense labeled showerheads and a \$50 rebate on WaterSense labeled irrigation controllers. Our program for commercial customers also includes WaterSense labeled urinals (\$100), pre-rinse spray valves (\$50) and free on-site water efficiency assessments. Upgrading to WaterSense and ENERGY STAR® devices can help you save water and energy while lowering your utility bills. For more details, please visit conserve.veolia.us/.

SYSTEM IMPROVEMENTS

At the end of 2023, Veolia completed the construction of the new Pre-Oxidation building to house ozone treatment at the Lake DeForest Treatment Plant. Online in January 2024, this facility provides ozone treatment for water sourced from the Lake Deforest Reservoir. Benefits observed since going online include enhanced water quality, removal of undesirable tastes and odors caused by algae and organic pollutants, decreased chemical consumption, and more effective disinfection.

In 2024, Veolia made progress on multiple fronts to meet the new standards for PFOA and PFOS in New York State. Veolia continued to work with State and Local agencies to finalize approvals for additional treatment facilities in Rockland County. Assessment, design, and construction of PFAS treatment facilities progressed at multiple sites in the Rockland County service area, including at Lake Deforest. Additionally, Veolia continued monitoring at all other sites in the Rockland County service area to evaluate the need for future treatment to meet New York State regulatory requirements.

During 2024, as part of our water main improvement projects, approximately 26,600 feet of new water main was installed in the Rockland County service area, replacing several undersized and aging mains to improve water quality and to enhance service to our customers. Veolia also made progress in its \$7M dollar project to construct a new two million gallon water tank along with the accompanying flow meter vault, and an instrumental and chemical dosing building. This project also includes the construction of retention ponds and bat boxes to encourage biodiversity in the area.

OTHER

With regard to the information contained in this report pertaining to Per- and Polyfluoroalkyl Substances (PFAS), the information contained in this statement is based on the Veolia group's understanding and know-how of the scientific, regulatory, and technical fields discussed herein as of the time of publication. Descriptions contained herein apply exclusively to those examples and/or to the general situations specifically referenced, and in no event should be considered to apply to specific scenarios without prior review and validation.

For more information, please call 1.877.426.8969
ANNUAL DRINKING WATER QUALITY REPORT FOR 2024
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QR Code to Lead Service
Line Inventory map on
Website