

ISSUED JUNE 2011



WATER QUALITY

INFORMATION

CONSUMER CONFIDENCE REPORT
UNITED WATER DELAWARE
UNITED WATER BETHEL



DEAR CUSTOMER:



United Water provides clean, safe and reliable drinking water to our customers and our top priority is meeting or exceeding all federal and local standards. These standards are set by the United States Environmental Protection Agency (EPA) and by the state in which you reside. United Water regularly tests the water to be sure that it meets drinking water standards. The test results are on file with the State of Delaware Office of Drinking Water (ODW) and with the Pennsylvania Department of Environmental Protection (PADEP). These are the agencies that monitor and regulate drinking water quality in your state. The EPA, ODW and PADEP require water suppliers to mail a Consumer Confidence Report (CCR), also known as a Water Quality Report, to customers on an annual basis. This CCR provides information on where the water comes from, what it contains, and whether it meets drinking water standards.

If you have a specific concern or question regarding water quality, you may contact our Water Quality Specialist at 302.252.3004. For other questions or more information about United Water, please call our Customer Service Center. United Water Delaware customers call 302.633.5900 and United Water Bethel customers call 610.497.8886. Additional information about drinking water can also be obtained by calling the EPA's Safe Drinking Water Hotline at 800.426.4791.

Sincerely,

Susan Skomorucha

Susan Skomorucha
General Manager
United Water Delaware

WHO WE ARE

United Water is one of the nation's leading environmental companies, providing water and wastewater services to approximately 7 million people in the United States. In addition to owning and operating 20 water utilities, the company operates more than 200 municipal and industrial water and wastewater systems through innovative public-private partnerships and contract agreements.

United Water Delaware provides an average of 15.3 million gallons of water per day to customers in the New Castle County area.

UNITED WATER
DELAWARE

FACT

EMPLOYEES:
60



VALUE OF WATER



=



LESS THAN 1 CENT

At less than one penny per gallon, tap water is safe, convenient and an exceptional value.

ABOUT YOUR WATER

In 2010, United Water Delaware's top priority continued to be our consistent efforts to meet or exceed all federal and local drinking water quality standards. We also provided great value to our customers by delivering clean, safe, reliable drinking water for much lower cost than surrounding area water utilities. Whether you compare in Delaware or nearby Pennsylvania, United Water is a leader in quality and value. Business efficiency is a core value at United Water.

"We've been able to keep our rates lower as a result of effectively managing operating and maintenance expenses," said United Water Delaware General Manager Susan Skomorucha, "It reflects the hard work and dedication to customer service, quality and value on the part of all our employees at United Water Delaware."

EPA Safe Drinking Water Hotline: 800.426.4791

VIOLATIONS

United Water received a violation in March 2010 for failure to conduct routine filter turbidity monitoring. United Water issued public notice for this violation via bill insert from April-June 2010.

OUR HISTORY

United Water Delaware is celebrating over 75 years of connecting communities with clean, safe, reliable and affordable drinking water. United Water Delaware was first founded as the Wilmington Suburban Water Company in 1933. As the local population grew, so did the company. In under a decade, several small water systems were melded into the fold - Delaware Water Supply, Arden Water, New Castle County Water and the Delaware Water Corporation. In 1948, another milestone was reached in an historic merger with General Waterworks Corporation. In 1994, we became United Water Delaware, proudly reflecting the relationship with parent company, United Water Resources, and its sister companies throughout the nation. Today, our customers benefit from our being a part of SUEZ ENVIRONNEMENT, the only worldwide company dedicated exclusively to the environment. United Water has access to the global resources, advanced water quality capabilities and the world class research that are the hallmarks of SUEZ ENVIRONNEMENT.



UNITED WATER DELAWARE

FACT

CUSTOMERS SERVED:
110,000

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.

UNITED WATER DELAWARE
FACT
 MILES OF MAINS:
532

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 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.



SOURCE WATER ASSESSMENT

The Division of Public Health, in conjunction with the Department of Natural Resources and Environmental Control, has conducted source water assessments for nearly all community water systems in the State of Delaware. The Source Water Assessment (SWAP) for United Water's sources for the Stanton and Christiana treatment plants, located at the confluence of the Red and White Clay creeks and at Smalleys Pond on the Christiana River, was completed in 2002.

The assessments indicate that the sources are considered highly vulnerable to substances entering the untreated water supplies. It is important to note that all surface water systems are considered highly vulnerable since they are open to the atmosphere. The

water sources are most vulnerable to contamination from wastewater or stormwater discharges, including NPDES discharges, spray irrigation sites, large septic systems, agriculture, industry and transportation corridors. If you would like to obtain a copy of this report, contact our Customer Service Center at 302.633.5900. This source water assessment is also available on the internet at http://www.wr.udel.edu/swaphome/Publications/fa_surfacewater.html/.

Final source water assessments have also been completed for our United Water Bethel customers. These customers receive water purchased from Chester Water Authority. To receive copies of the report, please contact the Chester Water Authority at 800-217-7880.

UNITED WATER
DELAWARE

FACT

SIZE OF WATERSHED:

565
SQUARE MILES

DRINKING WATER QUALITY TABLE 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.

NTU: Nephelometric Turbidity Unit.

ppb Parts per billion: The equivalent of one second in 32 years.

ppm Parts per million: The equivalent of one second in 12 days.

pCi/L Picocuries per liter: The equivalent of one second in 32 million years.

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

Secondary Standards: Federal drinking water measurements for substances that do not have an impact on health. These reflect aesthetic qualities such as taste, odor and appearance. Secondary standards are recommendations, not mandates.

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

UWDE: United Water Delaware

CWA: Chester Water Authority

ODW: Office of Drinking Water

PA DEP: Pennsylvania Department of Environmental Protection



DRINKING WATER QUALITY TABLE

The water quality table shows how the quality of your drinking water in 2010 compared to the standards set by the

USEPA, Delaware Office of Drinking Water (DE ODW) and the Pennsylvania Department of Environmental Protection (PA DEP).

PRIMARY STANDARDS DIRECTLY RELATED TO THE SAFETY OF DRINKING WATER

Turbidity	MCL	MCLG	Highest Result	Range of Results	Violation	Likely Source
Stanton Plant (NTU) ¹	TT	NA	0.19	0.03 - 0.19	No	Soil runoff
<p>¹ TT requires no single measurement greater than 1 NTU. In 2010, 100% of turbidity readings were below the treatment technique "TT" requirement of 0.3 NTU 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.</p>						
Total Coliforms	MCL	MCLG	Highest Result	Range of Results	Violation	Likely Source
Total Coliforms	No more than 5% of monthly samples can be positive	0	2	2	No	Naturally occurring
Inorganic Substances	MCL	MCLG	Highest Result	Range Low - High	Violation	Likely Source
Barium (ppm)	2	2	0.05	NA	No	Discharge of drilling wastes, discharge from metal refineries, erosion of natural deposits
Chromium (ppb)	100	100	3.1	NA	No	Discharge from steel and pulp mills, erosion of natural deposits
Nitrate (UWDE) (ppm)	10	10	3.8	NA	No	Runoff from fertilizer use, leaching from septic tanks, sewage, erosion of natural deposits
Nitrate (CWA) (ppm)*	10	10	8.8	3.0 - 8.8	No	Runoff from fertilizer use, leaching from septic tanks, sewage, erosion of natural deposits
Fluoride (UWDE) (ppm)	2	0.8 - 1.2	1.2	0.8 - 1.2	No	Water additive to promote strong teeth
Fluoride (CWA) (ppm)	2	2	1.1	0.5 - 1.1	No	Water additive to promote strong teeth
*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 advice from your health care provider.						
Lead and Copper (UWDE) 2008	Action Level	MCLG	90th Percentile	Samples Above AL	Violation	Likely Source
Copper (ppm)	1.3	1.3	0.3	0	No	Household plumbing
Lead and Copper (UW Bethel)	Action Level	MCLG	90th Percentile	Samples Above AL	Violation	Likely Source
Copper (ppm)	1.3	1.3	0.35	0	No	Household plumbing
Lead (ppb)*	15	0	4.8	1	No	Household plumbing
*One sample result was detected above the action level of 15 ppb. See LEAD section in this report for more information on how to minimize your exposure to lead.						
Radionuclides	MCL	MCLG	Highest Result	Range of Results	Violation	Likely Source
UWDE						
Alpha emitters (pCi/L)	15	0	0.21	NA	No	Erosion of natural deposits
Beta/photon emitters (pCi/L) (2009)	50 ¹	0	3.9	NA	No	Decay of natural and man-made deposits
Combined Radium	5	0	0.42	0.40 - 0.42	No	Erosion of natural deposits
¹ EPA considers 50 pCi/L to be the level of concern for beta emitters. The MCL for Beta/photon emitters is 4 mrem/yr.						
Synthetic Organic Chemicals	MCL	MCLG	Highest Result	Range of Results	Violation	Likely Source
Di(2-ethylhexyl) phthalate (ppb)	6	0	0.07	NA	No	Discharge from rubber and chemical factories.

PRIMARY STANDARDS DIRECTLY RELATED TO THE SAFETY OF DRINKING WATER

Disinfection Residuals	MRDL*	MRDLG	Result	Range of Results	Violation	Likely Source
UWDE Distribution System Total chlorine residual (ppm)	4	4	1.5	1.0 - 1.5	No	Water additive used to control microbes
UW Bethel Distribution System Total chlorine residual (ppm)	4	4	1.9	1.4 - 1.9	No	Water additive used to control microbes
Stanton Plant Total chlorine residual (ppm)	4	4	1.8	1.8 - 2.0	No	Water additive used to control microbes
* The Delaware Office of Drinking Water requires a minimum distribution chlorine residual of 0.3 ppm.						
Disinfection Byproducts	MCL	MCLG	Result	Range of Results	Violation	Likely Source
UW Bethel						
Total Trihalomethanes (ppb)	80	NA	49	18 - 81	No	Byproduct of chlorination
Haloacetic Acids (ppb)	60	NA	32	17 - 67	No	Byproduct of chlorination
UWDE						
Total Trihalomethanes (ppb)	80	NA	29	6 - 76	No	Byproduct of chlorination
Haloacetic Acids (ppb)	60	NA	24	7 - 52	No	Byproduct of chlorination
	MCL	MCLG	% Removal Required	% Removal Achieved	Violation	Likely Source
Total Organic Carbon (ppm)	TT	NA	0 - 45	0 - 65	No**	Naturally occurring
** TOC removal compliance is calculated as an annual average removal ratio.						

SECONDARY STANDARDS RELATED TO THE AESTHETIC QUALITY OF DRINKING WATER

Substance	MCL/ Guideline*	Highest Result	Range of Results	Violation	Likely Source
Alkalinity ppm	NA	135	28 - 135	No	Naturally occurring
Aluminum ppb (CWA)	200	20	10 - 20	No	Treatment process
Chloride ppm	250	290	2 - 290	No*	Naturally occurring
pH units	6.5 - 8.5	8.1	7.0 - 8.1	No	Treatment Process
Sodium ppm	NA	42	16 - 42	No	Naturally occurring
Sodium ppm (CWA)	NA	13	NA	No	Naturally occurring
Sulfate ppm (CWA)	250	40	NA	No	Naturally occurring
Total hardness ppm	NA	174	50 - 174	No	Naturally occurring
Total dissolved solids ppm	500	308	204 - 308	No	Naturally occurring
*MCL compliance with Secondary Standards per ODW is based on monitoring period average for each substance for UWDE. Therefore, there was no violation. PA DEP does not apply MCLs to Secondary Standards, but provides guidelines for these parameters.					

NON-REGULATED SUBSTANCES

	MCL	MCLG	Highest Result	Range of Results	Likely Source
Bromochloroacetic acid (ppb)	NA	NA	8.6	1.7 - 8.6	Byproduct of chlorination
Nickel (ppb)	NA	NA	3.6	NA	Erosion of natural deposits

The US EPA finalized a new regulation in 2006 called the Stage 2 Disinfectants-Disinfection Byproducts Rule (Stage 2). This rule requires our public water systems to perform additional sampling throughout our distribution systems for total trihalomethanes and haloacetic acids. This sampling is known as the Initial Distribution System Evaluation or IDSE. The monitoring period for this IDSE took place in 2007 and 2008. The results of this study were used to determine new compliance sampling locations for the Stage 2 Rule. The range of results of the samples collected in 2008 for our systems are shown below.

UWDE IDSE

Total Trihalomethanes (ppb): 5 - 123

Haloacetic Acids (ppb): 10 - 64

Bethel IDSE

Total Trihalomethanes (ppb): 17 - 75

Haloacetic Acids (ppb): 33 - 60

LEAD INFORMATION

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 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 at (800) 426 4791 or at <http://www.epa.gov/safewater/lead>.

CRYPTOSPORIDIUM INFORMATION

Cryptosporidium is a microbial pathogen found in rivers and streams throughout the United States. We monitored our source water for Cryptosporidium from 2006-2008. Over the course of sampling we detected cryptosporidium in eight out of forty eight samples from our source waters. Cryptosporidium was found in only one source water sample collected in 2008. Current test methods do not allow us to determine if the organisms are dead or if they are capable of causing disease. Our treatment processes include filtration that will remove Cryptosporidium, but this does not guarantee that 100 percent of the organisms will be removed.

Cryptosporidium must be ingested to cause disease, and it may be spread by means other than drinking water. Ingestion of Cryptosporidium may cause an abdominal infection with symptoms including nausea, diarrhea and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However, immuno-compromised individuals are at greater risk of developing life-threatening illness. We encourage immuno-compromised individuals to consult their doctor regarding appropriate precautions to take to avoid infection.



UNITED WATER
DELAWARE

FACT

SQUARE MILES SERVED:
55



WHERE DOES YOUR WATER COME FROM?

United Water Delaware supplies water from the White and Red Clay Creeks along with the Christina River. Water purchased from Chester Water Authority provides most of the water for our Pennsylvania customers and a small portion to our Delaware customers near the PA state line. United Water Delaware has a total treatment capacity of 36 million gallons.



UNITED WATER
BETHEL

FACT

CUSTOMERS SERVED:
7000



CUSTOMER SAFETY AND EMPLOYEE IDENTIFICATION

You will recognize United Water employees by their photo identification badge they wear on their blue uniforms. The badge includes a color picture of the employee along with their name, and the date the card was issued. We encourage you to ask to check ID badges to verify that the person with whom you

are dealing is an official employee of United Water. Always feel free to contact us at 302.633.5900 (Delaware) or 610.497.8886 (Bethel) to confirm that we have sent an employee to your home or neighborhood.



TO SERVE YOU BETTER

United Water is committed to serving our customers the highest quality product and continuously improving the services that we provide. Delivering safe, reliable and affordable drinking water that meets or exceeds safe drinking water standards, providing excellent customer service and having a safe environment in which our employees work are all of vital importance to us. Here are highlights from our 2010 projects.

- Ensuring sufficient water supplies to meet demands during future dry times, United Water Delaware's \$6 million Aquifer Storage Recovery project was honored with the a prestigious award from the Water Resources Association of the Delaware River Basin in 2010. This innovative "underground reservoir" water storage project makes 75 million gallons of drinking water available to meet local needs during dry times. It can be expanded to store up to 225 million gallons.
- In 2010, United Water Delaware invested more than \$700 thousand dollars to improve water system quality and delivery system reliability by replacing portions of our more than 532 miles of water mains (pipes), hydrants, valves and other important components.
- \$640 thousand is being invested to ensure the useful life is extended at two of United Water Delaware's elevated water storage tanks. United Water's half million gallon Arden water tower in the North System and our half million gallon Cherokee Woods tank in our South System both received extensive internal and external refurbishment and upgrades to ensure safe and reliable service to surrounding communities.

- In 2010, United Water Delaware was recognized as the first major drinking water provider in the region to develop a detailed Watershed Control Plan as a means of meeting or exceeding more stringent federal water quality regulations. This holistic approach to water quality enhancement reaches outside the treatment plant and provides added benefits to the watershed. It is among the approaches made available within the Environmental Protection Agency's toolkit of options developed to meet requirements of what is called the Long Term 2 Enhanced Surface Water Treatment Rule.
- United Water Delaware invested \$90 thousand in 2010 to continue an initiative that significantly improves our abilities to perform leak detection, complete important maintenance and respond to emergency needs. Right of way clearing work focusing on 50 miles of our oldest and largest mains has produced benefits in 2009 and 2010, with more anticipated in the third year of this project.
- United Water Delaware Field Service and Transmission and Distribution Department employees delivered helpful water conservation information to hundreds of customers in 2010. This valuable information was added to the reverse side of a variety of notices that are routinely hung by hand on customers' doors throughout the year to inform them of issues impacting their water service.



**United Water Delaware
United Water Bethel**

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Wilmington, DE 19804

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**THIS REPORT
CONTAINS IMPORTANT
INFORMATION ABOUT
YOUR DRINKING WATER.**

**ESTE INFORME CONTIENE
INFORMACIÓN MUY
IMPORTANTE SOBRE
SU AGUA POTABLE.
TRADÚZCALO Ó HABLE
CON ALGUIEN QUE LO
ENTIENDA BIEN.**

PWSID Delaware #0000564
PWSID Bethel #1230012

In keeping with our commitment
to the environment, this newsletter
was printed on recycled paper.

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.

**WATER
QUALITY
INFORMATION**

