



Meadowview / Elkton West Water Quality Report for 2016

ARTESIAN WATER MARYLAND • 664 CHURCHMANS ROAD • NEWARK, DELAWARE 19702

PWSID# MD0070015

SPRING 2017

Superior Water Quality

We are pleased to present our annual *Water Quality Report* for 2016. Each spring this report is published in accordance with the requirements of the United States Environmental Protection Agency (EPA) and the Maryland Department of the Environment (MDE). The Water Quality Report describes 2016 results from our monitoring and testing data and valuable information relating to the quality of our water supply.

Artesian is committed to providing reliable and high quality water to our customers. Artesian crews work around-the-clock to monitor water quality and supply. Our treatment includes disinfection, various filtration processes, pH adjustment, and corrosion control as needed to ensure our systems are meeting all state and federal regulation. In addition to our treatment, we routinely monitor for Organics, Inorganics, Metals, Disinfection By-Products, Lead and Copper, and Radionuclides to make certain our water quality is exceeding standards.

Since 1905, Artesian has provided safe drinking water and excellent customer service to the people on the Delmarva Peninsula. We are proud to report that our water again fully complies with national and state drinking water standards.

We encourage you to take the time to review the report. If you have any questions about this report or the quality of your tap water, call us at (443) 245-7777 or (800) 332-5114. Our Customer Service Representatives and our Water Quality Department are ready to assist you.

This report is also available on our website at www.artesianwater.com.

As always, it is our pleasure to serve you.

MEADOWVIEW/ ELKTON WEST WATER QUALITY REPORT

Information concerning
public water systems of
Artesian Water

MD0070015



www.epa.gov/watersense/

A Safe Water Source

Meadowview / Elkton West public water system is supplied with water from two (2) wells located in Cecil County and water purchased from Artesian Water Company's (Delaware) system. The two wells located in Cecil County are ground water wells located in the Patuxent formation and use the natural filtering capability of the aquifer to remove harmful bacteria and other substances from the water. The treatment plant at Meadowview / Elkton West uses the best available technology to ensure that we are providing water that meets or exceeds all Environmental Protection Agency (EPA) and the Maryland Department of the Environment (MDE) water quality parameters. Regular testing also helps us ensure high quality. The water purchased from Artesian Water Company's (Delaware) system is primarily ground water and supplemented by surface water.

The water quality report for the Artesian Water Company (Delaware) system can be viewed at www.artesianwater.com/WQR/AWC2016.pdf which will be available online beginning July 1, 2017.

We also maintain an emergency interconnection from Suez Delaware (formerly United Water Delaware) which operates a surface-water treatment plant in Stanton, Delaware. Suez Water's supply comes from the White Clay and Red Clay Creeks. You can view Suez Water's water quality report for 2016 which will be available online beginning July 1, 2017 at: www.mysuezwater.com/DECCR2016

This purchased water meets all State and Federal regulations, and is used to augment our supply. Further evaluation of the state's water supply is made available by the Maryland Department of the Environment (MDE), through a program designed to assess the susceptibility of public water sources to contamination. MDE's source water assessment plan has been completed and approved by the EPA. Copies can be obtained by contacting Artesian's Water Quality Department at (443) 245-7777 or you can view copies online at the MDE's Source Water Assessment Reports website at:

www.mde.state.md.us/programs/Water/Water_Supply/Source_Water_Assessment_Program/Pages/Programs/WaterPrograms/water_supply/sourcewaterassessment/index.aspx



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PUBLIC WATER SYSTEM I.D. MD0070015

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of contaminants in water provided by public water systems. The table below lists all of the drinking water contaminants that we detected. Although many more contaminants were tested, only those substances listed below were found in your water. All sources of drinking water contain some naturally occurring contaminants. At low levels, these substances are generally not harmful in our drinking water. Removing all contaminants would be extremely expensive, and in most cases, would not provide increased protection of public health. A few naturally occurring minerals may actually improve the taste of drinking water and have nutritional value at low levels. Unless otherwise noted, the data presented in this table is from testing done in the calendar year of the report. The EPA or the State requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not vary significantly from year to year, or the system is not considered vulnerable to this type of contamination. As such, some of our data, though representative, may be more than one year old. In this table you will find terms and abbreviations that might not be familiar to you. To help you better understand these terms, we have provided the definitions below the table.

	Unit of Measure	Highest Level Allowed (MCL)	Ideal Goal (MCLG)	Average Level Detected	Range of Level Detected	Sample Date	Violation?	Likely Source of Contamination
Inorganic Contaminants								
Barium	ppm	2	2 ⁴	0.108	0.108	2015	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits.
Nickel	ppb	100	100 ⁴	0.006	0.006	2015	No	Erosion of natural deposits.
Nitrate ¹	ppm	10	10 ⁴	7.32	6.52 – 8.06	2016	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.
Selenium	ppb	50	50 ⁴	0.004	0.002 – 0.005	2014	No	Discharge from petroleum and metal refineries; Erosion of natural deposits; Discharge from mines.

Radiological Contaminants

Gross Alpha	pCi/l	15	0	7.17	5.90 – 8.60	2016	No	Erosion of natural deposits.
Gross Beta	pCi/l	50 ⁵	0	4.25	4.00 – 4.50	2014	No	Decay of natural and man-made deposits.
Radium, combined	pCi/l	5	0	4.99	1.30 – 8.20 ⁶	2016	Yes See Note A	Erosion of natural deposits.

Disinfection/Disinfection By-Products

Chlorine (free)	ppm	4 (MRDL)	4 (MRDLG) ³	1.30	ND – 4.30	2016	No	Water additive used to control microbes.
Haloacetic Acid, total	ppb	60		0.95	ND – 1.35	2016	No	By-product of drinking water chlorination.
Dichloroacetic Acid	ppb	n/r		1.23	ND – 2.70	2016	n/a	
Trihalomethanes, total	ppb	80		7.64	2.08 – 10.85	2016	No	By-product of drinking water chlorination.
Bromodichloromethane	ppb	n/r		1.92	ND – 4.50	2016	n/a	
Chloroform	ppb	n/r		3.19	ND – 7.20	2016	n/a	
Dibromochloromethane	ppb	n/r		0.99	ND – 2.40	2016	n/a	

Unregulated Contaminants

Alkalinity, total	ppm	n/r		29	9 – 40	2015	n/a	
Conductivity	umhos	n/r		162	72 – 252	2015	n/a	
Hardness, Calcium	ppm	n/r		23	18 – 29	2015	n/a	
Phosphate, total	ppm	n/r		1.74	1.17 – 2.28	2015	n/a	Naturally occurring.
Sodium	ppm	n/r		49.85	49.85	2015	n/a	



Meadowview / Elkton West Water Quality Report for 2016

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	Unit of Measure	Highest Level Allowed (SMCL)	Average Level Detected	Range of Level Detected	Sample Date	Violation?	Likely Source of Contamination
Secondary Contaminants							
Chloride	ppm	250	90	90	2016	n/a	
Iron	ppm	0.3	0.01	ND – 0.07	2016	n/a	Short-term fluctuations related to iron removal treatment.
pH, Field	0 - 14 scale	6.5 – 8.5	7.45	6.71 – 9.64	2016	n/a	Short-term fluctuations related to pH adjustments in the system.

	Unit of Measure	Action Level (AL)	Ideal Goal (MCLG)	90th Percentile	No. of Sites Over AL	Sample Date	Violation?	Likely Source of Contamination
Lead & Copper²								
90th Percentile Lead	ppb	15	0	<2	0	2014	No	Erosion of natural deposits; Leaching from wood preservatives; Corrosion of household plumbing systems.
90th Percentile Copper	ppm	1.3	1.3 ⁴	0.371	0	2014	No	Erosion of natural deposits; Leaching from wood preservatives; Corrosion of household plumbing systems.

Unit Descriptions

- ppm — Parts per million, or milligrams per liter (mg/L)
- ppb — Parts per billion, or micrograms per liter (µg/L)
- pCi/L — PicoCuries per liter (a measure of radioactivity)
- umhos — Measurement of conductivity
- n/a — Not applicable
- ND — Not detected
- n/r — Monitoring not required, but recommended

Notes

- Nitrate [measured as Nitrogen] - 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.
- Under the Lead and Copper Rule, we sample for these contaminants once every 3 years.
- The U.S. Environmental Protection Agency sets the MRDLG for chlorine residual at 4 parts per million (ppm). Artesian Water strives to meet a range between 0.5 ppm and 3 ppm.
- Although EPA sets the "goal" at the same level as the maximum contaminant level for these contaminants, Artesian Water strives to maintain levels lower than the MCL.
- EPA considers 50 pCi/L to be the level of concern for Beta particles.

Note A Meadowview/Elkton West Water System Combined Radium Notice

What happened and what is being done?

The standard set by the U.S. Environmental Protection Agency for combined radium in potable water is an annual average that does not exceed 5.0 pCi/L. In 2016, Fletchwood plant test results indicated an annual average for combined radium of 5.7 pCi/L. Although this is not an emergency, as our customers, you have the right to know what happened and what we are doing to correct this situation. Artesian uses a third party laboratory that is certified by the State of Maryland to test for combined radium, and which is the same laboratory that was used by the State in the past. In 2016, the Maryland Department of Health and Mental Hygiene analyzed samples in its own laboratory that detected elevated levels of combined radium compared to the results of the third party state certified laboratory, even when the samples were taken at the same time. Although the samples from the state certified laboratory used by Artesian never exceeded the standard for combined radium, out of an abundance of caution, Artesian removed the Fletchwood well from service in December 2016.

Water for the Meadowview/Elkton West Public Water System is also provided by the Sycamore well and interconnections with Artesian Water Delaware and SUEZ Water. Since being taken out of service, the Fletchwood well has been run weekly, at a minimum rate, for monitoring and testing purposes only. Since January 2017 all test results for combined radium have been within acceptable limits. Upon confirmation that the combined radium results remain under the regulatory standard, the Fletchwood wells will return to regular use and the level of combined radium will continue to be monitored.

What does this mean?

This is not an immediate risk. If it had been, you would have been notified immediately. However, certain minerals are radioactive and may emit a form of radiation known as alpha radiation. Some people who drink water containing combined radium in excess of the MCL over many years may have an increased risk of getting cancer.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

Important Drinking Water Definitions

MCLG — MAXIMUM CONTAMINANT LEVEL GOAL: 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.

MCL — MAXIMUM CONTAMINANT LEVEL: 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.

AL — ACTION LEVEL : The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

MRDLG — MAXIMUM RESIDUAL DISINFECTANT LEVEL GOAL: 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.

MRDL — MAXIMUM RESIDUAL DISINFECTANT LEVEL: 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.

SMCL — SECONDARY MAXIMUM CONTAMINANT LEVEL: Non-enforceable guideline which is not directly related to public health, commonly associated with cosmetic or aesthetics within the water.

Expected Substances 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 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 (1-800-426-4791).

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.

If You Have A Special Health Concern

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 from their health care providers. EPA/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).

Lead In Drinking 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. Artesian 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.

Radon

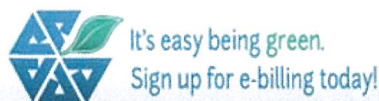
Radon is a radioactive gas that is found in nearly all soils. It typically moves up through the ground to the air and into homes through the foundation. Drinking water from a ground water source can also add radon to the home air.

Community Outreach and Education

People often want to learn more about their water, so Artesian is happy to provide speakers — free of charge — to community organizations, schools and other groups. Our staff of experienced employees can speak about topics such as conservation, water supply and treatment, and related subjects. We also offer our Water Conservation and Education Program to local schools! Visit our website for more information at www.artesianwater.com.

e-Billing

We offer a free e-billing service so you can view, print and pay your water bills online. Currently over 21,000 customers have enrolled in e-billing. If you have not enrolled yet, you can by visiting our website at: <http://www.artesianwater.com/e-billing> or contacting our Customer Service Department.



If you have any questions about the contents of this report, please call Artesian at (443) 245-7777, toll free at 1 (800) 332-5114 or email at custserv@artesianwater.com. Our Customer Service Representatives and Water Quality Department are ready to assist you. More information about Artesian is available at our website: www.artesianwater.com.

Landlords, apartment managers, businesses, schools, etc. should share this information with others who might not receive this information directly. Consider posting the information in a public place or advise others that the report is available by contacting Artesian by phone or online at www.artesianwater.com.

Artesian Water Company
664 Churchmans Road
Newark, DE 19702





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This purchased water meets all State and Federal regulations, and is used to augment our supply. Further evaluation of the state's water supply is made available by the Maryland Department of the Environment (MDE), through a program designed to assess the susceptibility of public water sources to contamination. MDE's source water assessment plan has been completed and approved by the EPA. Copies can be obtained by contacting Artesian's Water Quality Department at (443) 245-7777 or you can view copies online at the MDE's Source Water Assessment Reports website at:

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	Unit of Measure	Highest Level Allowed (MCL)	Ideal Goal (MCLG)	Average Level Detected	Range of Level Detected	Sample Date	Violation?	Likely Source of Contamination
Inorganic Contaminants								
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Nickel	ppb	100	100 ⁴	0.006	0.006	2015	No	Erosion of natural deposits.
Nitrate ¹	ppm	10	10 ⁴	7.32	6.52 – 8.06	2016	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.
Selenium	ppb	50	50 ⁴	0.004	0.002 – 0.005	2014	No	Discharge from petroleum and metal refineries; Erosion of natural deposits; Discharge from mines.

Radiological Contaminants

Gross Alpha	pCi/l	15	0	7.17	5.90 – 8.60	2016	No	Erosion of natural deposits.
Gross Beta	pCi/l	50 ⁵	0	4.25	4.00 – 4.50	2014	No	Decay of natural and man-made deposits.
Radium, combined	pCi/l	5	0	4.99	1.30 – 8.20 ⁶	2016	Yes See Note A	Erosion of natural deposits.

Disinfection/Disinfection By-Products

Chlorine (free)	ppm	4 (MRDL)	4 (MRDLG) ³	1.30	ND – 4.30	2016	No	Water additive used to control microbes.
Haloacetic Acid, total	ppb	60		0.95	ND – 1.35	2016	No	By-product of drinking water chlorination.
Dichloroacetic Acid	ppb	n/r		1.23	ND – 2.70	2016	n/a	
Trihalomethanes, total	ppb	80		7.64	2.08 – 10.85	2016	No	By-product of drinking water chlorination.
Bromodichloromethane	ppb	n/r		1.92	ND – 4.50	2016	n/a	
Chloroform	ppb	n/r		3.19	ND – 7.20	2016	n/a	
Dibromochloromethane	ppb	n/r		0.99	ND – 2.40	2016	n/a	

Unregulated Contaminants

Alkalinity, total	ppm	n/r		29	9 – 40	2015	n/a	
Conductivity	umhos	n/r		162	72 – 252	2015	n/a	
Hardness, Calcium	ppm	n/r		23	18 – 29	2015	n/a	
Phosphate, total	ppm	n/r		1.74	1.17 – 2.28	2015	n/a	Naturally occurring.
Sodium	ppm	n/r		49.85	49.85	2015	n/a	



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Iron	ppm	0.3	0.01	ND – 0.07	2016	n/a	Short-term fluctuations related to iron removal treatment.
pH, Field	0 - 14 scale	6.5 – 8.5	7.45	6.71 – 9.64	2016	n/a	Short-term fluctuations related to pH adjustments in the system.

	Unit of Measure	Action Level (AL)	Ideal Goal (MCLG)	90th Percentile	No. of Sites Over AL	Sample Date	Violation?	Likely Source of Contamination
Lead & Copper²								
90th Percentile Lead	ppb	15	0	<2	0	2014	No	Erosion of natural deposits; Leaching from wood preservatives; Corrosion of household plumbing systems.
90th Percentile Copper	ppm	1.3	1.3 ⁴	0.371	0	2014	No	Erosion of natural deposits; Leaching from wood preservatives; Corrosion of household plumbing systems.

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- umhos — Measurement of conductivity
- n/a — Not applicable
- ND — Not detected
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Notes

- Nitrate [measured as Nitrogen] - 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.
- Under the Lead and Copper Rule, we sample for these contaminants once every 3 years.
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- Although EPA sets the "goal" at the same level as the maximum contaminant level for these contaminants, Artesian Water strives to maintain levels lower than the MCL.
- EPA considers 50 pCi/L to be the level of concern for Beta particles.

Note A Meadowview/Elkton West Water System Combined Radium Notice

What happened and what is being done?

The standard set by the U.S. Environmental Protection Agency for combined radium in potable water is an annual average that does not exceed 5.0 pCi/L. In 2016, Fletchwood plant test results indicated an annual average for combined radium of 5.7 pCi/L. Although this is not an emergency, as our customers, you have the right to know what happened and what we are doing to correct this situation. Artesian uses a third party laboratory that is certified by the State of Maryland to test for combined radium, and which is the same laboratory that was used by the State in the past. In 2016, the Maryland Department of Health and Mental Hygiene analyzed samples in its own laboratory that detected elevated levels of combined radium compared to the results of the third party state certified laboratory, even when the samples were taken at the same time. Although the samples from the state certified laboratory used by Artesian never exceeded the standard for combined radium, out of an abundance of caution, Artesian removed the Fletchwood well from service in December 2016. Water for the Meadowview/Elkton West Public Water System is also provided by the Sycamore well and interconnections with Artesian Water Delaware and SUEZ Water. Since being taken out of service, the Fletchwood well has been run weekly, at a minimum rate, for monitoring and testing purposes only. Since January 2017 all test results for combined radium have been within acceptable limits. Upon confirmation that the combined radium results remain under the regulatory standard, the Fletchwood wells will return to regular use and the level of combined radium will continue to be monitored.

What does this mean?

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Important Drinking Water Definitions

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- MCL — MAXIMUM CONTAMINANT LEVEL:** 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.
- AL — ACTION LEVEL :** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
- MRDLG — MAXIMUM RESIDUAL DISINFECTANT LEVEL GOAL:** 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.
- MRDL — MAXIMUM RESIDUAL DISINFECTANT LEVEL:** 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.
- SMCL — SECONDARY MAXIMUM CONTAMINANT LEVEL:** Non-enforceable guideline which is not directly related to public health, commonly associated with cosmetic or aesthetics within the water.

Expected Substances 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 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 (1-800-426-4791).

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.

If You Have A Special Health Concern

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 from their health care providers. EPA/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).

Lead In Drinking 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. Artesian 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.

Radon

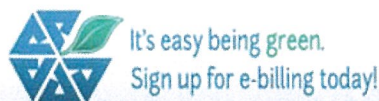
Radon is a radioactive gas that is found in nearly all soils. It typically moves up through the ground to the air and into homes through the foundation. Drinking water from a ground water source can also add radon to the home air.

Community Outreach and Education

People often want to learn more about their water, so Artesian is happy to provide speakers — free of charge — to community organizations, schools and other groups. Our staff of experienced employees can speak about topics such as conservation, water supply and treatment, and related subjects. We also offer our Water Conservation and Education Program to local schools! Visit our website for more information at www.artesianwater.com.

e-Billing

We offer a free e-billing service so you can view, print and pay your water bills online. Currently over 21,000 customers have enrolled in e-billing. If you have not enrolled yet, you can by visiting our website at: <http://www.artesianwater.com/e-billing> or contacting our Customer Service Department.



If you have any questions about the contents of this report, please call Artesian at (443) 245-7777, toll free at 1 (800) 332-5114 or email at custserv@artesianwater.com. Our Customer Service Representatives and Water Quality Department are ready to assist you. More information about Artesian is available at our website: www.artesianwater.com.

Landlords, apartment managers, businesses, schools, etc. should share this information with others who might not receive this information directly. Consider posting the information in a public place or advise others that the report is available by contacting Artesian by phone or online at www.artesianwater.com.

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