

## Annual Water Quality Report 2024

### Message from Nate Spriggs, President

Dear Provinces Utilities, Inc. Customers,

I am pleased to present your Annual Water Quality Report for 2024. We strive to do our part in delivering vital, safe and reliable water services that empower our communities to flourish. Included in this report are details about where your water comes from, what it contains, and how it compares to regulatory standards.

**We are proud to share this report which is based on water quality testing through December 2024. We continually strive to supply water that meets and/or exceeds all federal and state water quality regulations at your tap.**

Providing a safe and reliable water supply is hard work, but it is satisfying. Our team of local water experts are proudly dedicated to providing safe, reliable, and cost-effective service every day. This commitment includes acting with integrity, protecting the environment, and enhancing the local community.

Best regards,



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

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

### Source of Drinking Water

Our three wells draw from the Patuxent aquifer in Anne Arundel County. An aquifer is a geological formation that contains water.

### Source Water Assessment

The Maryland Department of the Environment (MDE) has completed a draft source water assessment for the water systems using confined aquifers in Anne Arundel County. This assessment was based on existing data, geologic reports, sanitary surveys, field inspection and monitoring data.

It was determined that the Provinces Utilities, Inc. water supply is not susceptible to contaminants originating at the land surface due to the protected nature of confined aquifers. The water supply is susceptible to naturally occurring cadmium and iron, both of which are being removed from the raw water through treatment. If you would like to review the report or have any other questions or concerns regarding it please call our office at (844) 310-6660. The Source Water Assessment can be obtained at: [https://mde.maryland.gov/programs/Water/water\\_supply/Source\\_Water\\_Assessment\\_Program/Pages/by\\_county.aspx](https://mde.maryland.gov/programs/Water/water_supply/Source_Water_Assessment_Program/Pages/by_county.aspx)

### Help Protect our Resources

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

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

For more information visit [www.epa.gov/watersense](http://www.epa.gov/watersense).

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

## EPA Wants You To Know

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

**Contaminants that may be present in source water include:**

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

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

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

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791.

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

**Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).**

## Information Concerning Lead in Water

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.

Provinces Utilities, Inc. is responsible for providing high quality drinking water and removing lead pipes, but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water. If you are concerned about lead in your water and wish to have your water tested, contact Provinces Utilities, Inc. at (844) 310-6660. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <http://www.epa.gov/safewater/lead>.

We have been working to identify service line materials throughout the water system and prepared an inventory of all service lines in our water system. An initial Service Line Inventory was submitted to the Maryland Department of the Environment on 10/16/24. As a result, the Service Line Inventory requirement was fulfilled. To request access to this inventory or request to review the complete lead tap sampling data, email us at: [lead.lines@nexuswg.com](mailto:lead.lines@nexuswg.com).

## Drain Disposal Information

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

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

## Prescription Medication and Hazardous Waste

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

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

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

Action level (AL)	The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
Action level goal (ALG)	The level of a contaminant in drinking water below which there is no known or expected risk to health. ALG's allow for a margin of safety.
Compliance Level (CL)	Is the value used to determine compliance with MCL or TT. The CL for contaminants can be a maximum test value, an average, or meeting a condition for a certain percentage of the time.
EPA	Environmental Protection Agency.
Intestinal Parasites	Microorganisms like Cryptosporidium and Giardia lamblia can cause gastrointestinal illness (e.g., diarrhea, vomiting, cramps). In 2004, two samples of untreated river water showed the presence of Giardia lamblia and Cryptosporidium. None were found in the treated drinking water.
Maximum Contaminant Level (MCL)	The highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCLG's as feasible using the best available treatment technology.
Maximum Contaminant Level Goal (MCLG)	The "goal" is the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLG's allow for a margin of safety.
Maximum Residual Disinfectant Level (MRDL)	The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
Maximum Residual Disinfectant Level Goal (MRDLG)	The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
Not applicable (N/A)	Not applicable.
Not Detected (ND)	Analysis or test results indicate the constituent is not detectable at minimum reporting limit.
Parts per million (ppm) or Milligrams per liter (mg/l)	One part per million corresponds to one minute in two years or a single penny in \$10,000.
Parts per billion (ppb) or Micrograms per liter (ug/l)	One part per billion corresponds to one minute in 2,000 years or a single penny in \$10,000,000.
Picocuries per liter (pCi/L)	A measure of radioactivity in the water.
Running Annual Average (RAA)	Calculated running annual average of all contaminant levels detected.
Standard units (S.U.)	Is a measurement of that particular regulated contaminant
Treatment Technique (TT)	A treatment technique is a required process intended to reduce the level of a contaminant in drinking water.

**Monitoring Your Water**

We routinely monitor for contaminants in your drinking water according to Federal and State laws. The tables below lists all the drinking water contaminants that were detected in the last round of sampling for each particular contaminant group. The presence of contaminants does not necessarily indicate that water poses a health risk. **Unless otherwise noted, the data presented in the table is from testing done January 1 through December 31, 2024.** The EPA or the State requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, maybe more than one year old.

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

**If You Have Questions Or Want To Get Involved**

Provinces Utilities, Inc. does not currently hold regular public meetings. Should the Utility hold a public meeting, you will be notified through the mail or public notice. Please call customer service at (844) 310-6660 if you have any questions.

**Visit us online at [www.myutility.us/MD](http://www.myutility.us/MD) to view the Water Quality Reports. Also visit our website for water conservation tips and other educational material.**

**Violations**

In 2024, Provinces Utilities, Inc. performed all required monitoring for contaminants and did not exceed any allowable levels of these contaminants. In addition, we received **no violations** from MDE and PDE and were in compliance with applicable testing and reporting requirements.

## Water Quality Test Results

### Lead and Copper

Contaminant (units)	Sample Date	MCL Violation Y/N	90th Percentile	# of exceeding sites	Range Low High	MCLG	MCL	Likely Source of Contamination
Copper (ppm)	2023	N	0.579	0	0.1710-0.788	1.3	AL= 1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (ppb)	2023	N	<5.0	0	<5.0-<5.0	0	AL=15	Corrosion of household plumbing systems; Erosion on natural deposits

### Radiological Contaminants

Contaminant (units)	Sample Date	MCL Violation Y/N	Highest Level Detected	Range of Levels Detected	MCLG	MCL	Likely Source of Contamination
Beta/photon emitters (pCi/L)	2023	N	11.3	11.3 - 11.3	0	50*	Decay of natural and man-made deposits
Combined radium 226/228 (pCi/L)	2023	N	4.9	4.9 - 4.9	0	5	Erosion of natural deposits
Gross Alpha Excluding Radon and Uranium (pCi/L)	2023	N	6.4	6.4 - 6.4	0	15	Erosion of natural deposits

\*EPA considers 50 pCi/L to be the level of concern for beta particles.

### Inorganic Contaminants

Contaminant (units)	Date	Violation	Highest Level Detected	Range of Levels Detected	MCLG	MCL	Likely Source of Contamination
Cadmium (ppb)	2022	N	1	0 - 1	5	5	Corrosion of galvanized pipes; Erosion of natural deposits; runoff from waste batteries and paints.
Fluoride (ppm)	2022	N	0.62	0.62 - 0.62	4	4.0	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Nickel (ppm)	2022	N	0.025	0.025 -	0.1	0.1	

### Disinfectants & Disinfection By-Product Contaminants

Contaminant (units)	Date	MCL/ MRDL Violation Y/N	Highest Level Detected	Range Low High	MCLG	MCL	Likely Source of Contamination
Chlorine (ppm)	2024	N	1.14	0.11 - 1.14	MRDLG = 4	MRDL = 4	Water additive used to control microbes
TTHM Total Trihalomethanes (ppb)	2024	N	3	2.3 - 2.7	N/A	80	By-product of drinking water disinfection.

### PFAS Testing - Maryland Department of the Environment (MDE)

PFAS – short for per- and polyfluoroalkyl substances – refers to a large group of more than 4,000 human-made chemicals that have been used since the 1940s in a range of products, including stain- and water-resistant fabrics and carpeting, cleaning products, paints, cookware, food packaging and fire-fighting foams. These uses of PFAS have led to PFAS entering our environment, where they have been measured by several states in soil, surface water, groundwater, and seafood. Some PFAS can last a long time in the environment and in the human body and can accumulate in the food chain.

The Maryland Department of the Environment (MDE) conducted a PFAS monitoring program for Community Water Systems from 2020 to 2022. The results are available on MDE's website: <https://mde.maryland.gov/PublicHealth/Pages/PFAS-Landing-Page.aspx>.

The Environmental Protection Agency (EPA) proposed regulations for 6 PFAS compounds in drinking water in March 2023. The MCLs for PFOA and PFOS are proposed to be 4.0 parts per trillion (ppt). The proposal for HFPO-DA (GenX), PFBS, PFNA and PFHxS is to use a Hazard Index of 1.0 (unitless) to determine if the combined levels of these PFAS pose a risk and require action.

The 5<sup>th</sup> Unregulated Contaminant Monitoring Rule (UCMR5) began testing for 29 PFAS compounds and lithium in 2023, and testing will run through 2025. The UCMR5 should test all community water systems with populations of at least 3300 people. Three randomly selected systems in Maryland with populations less than 3300 people will also be tested under the UCMR5. Detections greater than the minimum reporting levels for each constituent should be reported in the CCR.

## PFAS Testing

Provinces Utilities, Inc. continues efforts to conduct statewide drinking water testing for Per- and Polyfluoroalkyl Substances (PFAS). These man-made compounds are used in the manufacturing of products resistant to water, grease or stains including firefighting foams, cleaners, cosmetics, paints, adhesives and insecticides. PFAS can migrate into the soil, water, and air and is likely present in the blood of humans and animals all over the world. On April 10, 2024, the EPA approved new sampling requirements and drinking water limits for six PFAS including PFOA, PFOS, PFNA, PFHxS, PFBS, and GenX Chemicals. We are completing PFAS sampling ahead of the 2027 initial monitoring deadline and will take appropriate action to meet new regulations as needed.

**Our focus will remain, as always, on supplying our customers with quality, reliable water service.**

For the latest PFAS results, visit our website at [www.myutility.us/MD](http://www.myutility.us/MD) and click Water Quality Reports under Water Safety. For more information visit <https://www.epa.gov/pfas>.

## **Availability of Monitoring Data for Unregulated Contaminants for Maryland Water Service—Provinces Utilities, Inc.**

Our water system has sampled for a series of contaminants as required by EPA's 5th Unregulated Contaminant Monitoring Rule (UCMR5). Unregulated contaminants are those for which USEPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulations are warranted. As our customers, you have a right to know that this data is available. If you are interested in examining the results or would like more information, please contact our customer service at (844) 310-6660 or by mailing to:

Maryland Water Service-Provinces Utilities, Inc.  
P.O. Box 379  
Dunkirk, MD 20754

If you would like more information on the USEPA's Unregulated Contaminants Monitoring Rule (UCMR), please call the Safe Drinking Water Hotline at (800) 426-4791 or visit [www.epa.gov/dwucmr](http://www.epa.gov/dwucmr).

No detections were found during UCMR5 testing performed during 1/1/2024-3/31/2024.

PWS ID: MD0020029  
PWS Name: THE PROVINCES