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November 19, 2025

**VIA ELECTRONIC FILING**

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Hon. David Jones, Chairman  
c/o Ectory Lawless, Docket Manager  
Tennessee Public Utility Commission  
502 Deaderick Street, 4th Floor  
Nashville, TN 37243  
[TPUC.DocketRoom@tn.gov](mailto:TPUC.DocketRoom@tn.gov)

**RE: *Tennessee-American Water Company's PFAS (Per- And Poly-Fluoroalkyl Substances) Litigation Universal Surcredit Tariff ("Plus Tariff"), TPUC Docket No. 25-00086***

Dear Chairman Jones:

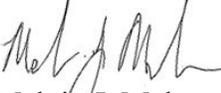
Attached for filing please find *Tennessee-American Water Company's Response to Consumer Advocate's First Discovery Request* in the above-captioned matter.

Please note that the Responses to DR 1-1, 1-8 and Exhibit, and 1-13 contain **CONFIDENTIAL** information and are being submitted **UNDER SEAL** as **CONFIDENTIAL and PROPRIETARY**. Both a public version and a nonpublic, **CONFIDENTIAL** version of Responses to DR 1-1, 1-8 and Exhibit, and 1-13 are attached.

As required, copies will follow. Should you have any questions concerning this filing or require additional information, please do not hesitate to contact me.

Very truly yours,

BUTLER SNOW LLP



Melvin J. Malone

clw

Attachments

cc: Bob Lane, Tennessee-American Water  
Shilina B. Brown, Consumer Advocate Division  
Karen H. Stachowski, Consumer Advocate Division

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BUTLER SNOW LLP

**BEFORE THE TENNESSEE PUBLIC UTILITY COMMISSION  
NASHVILLE, TENNESSEE**

<b>IN RE:</b>	)	
	)	
<b>TENNESSEE-AMERICAN WATER</b>	)	
<b>COMPANY’S PFAS (PER- AND POLY-</b>	)	
<b>FLUOROALKYL SUBSTANCES)</b>	)	<b>DOCKET NO. 25-00086</b>
<b>LITIGATION UNIVERSAL</b>	)	
<b>SURCREDIT TARIFF (“PLUS</b>	)	
<b>TARIFF”)</b>	)	

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**TENNESSEE-AMERICAN WATER COMPANY’S RESPONSE  
TO CONSUMER ADVOCATE’S FIRST DISCOVERY REQUEST**

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Tennessee-American Water Company (“TAWC”), by and through counsel, hereby submits its Response to First Discovery Request propounded by the Consumer Advocate Division of the Attorney General’s Office (“Consumer Advocate”).

**GENERAL OBJECTIONS**

1. TAWC objects to all requests that seek information protected by the attorney-client privilege, the work-product doctrine and/or any other applicable privilege or restriction on disclosure.
2. TAWC objects to the definitions and instructions accompanying the requests to the extent the definitions and instructions contradict, are inconsistent with, or impose any obligations beyond those required by applicable provisions of the Tennessee Rules of Civil Procedure or the rules, regulations, or orders of the Tennessee Public Utility Commission (“TPUC” or “Authority”).
3. The specific responses set forth below are based on information now available to TAWC, and TAWC reserves the right at any time to revise, correct, add to or clarify the objections or responses and supplement the information produced.

4. TAWC objects to each request to the extent that it is unreasonably cumulative or duplicative, speculative, unduly burdensome, irrelevant or seeks information obtainable from some other source that is more convenient, less burdensome or less expensive.

5. TAWC objects to each request to the extent it seeks information outside TAWC's custody or control.

6. TAWC's decision, now or in the future, to provide information or documents notwithstanding the objectionable nature of any of the definitions or instructions, or the requests themselves, should not be construed as: (a) a stipulation that the material is relevant or admissible, (b) a waiver of TAWC's General Objections or the objections asserted in response to specific discovery requests, or (c) an agreement that requests for similar information will be treated in a similar manner.

7. TAWC objects to those requests that seek the identification of "any" or "all" documents or witnesses (or similar language) related to a particular subject matter on the grounds that they are overbroad and unduly burdensome and exceed the scope of permissible discovery.

8. TAWC objects to those requests that constitute a "fishing expedition," seeking information that is not relevant or reasonably calculated to lead to the discovery of admissible evidence and is not limited to this matter.

9. TAWC does not waive any previously submitted objections to the Consumer Advocate's discovery requests.

# PUBLIC VERSION

TENNESSEE AMERICAN WATER COMPANY  
DOCKET NO. 25-00086  
FIRST DISCOVERY REQUEST OF THE  
CONSUMER ADVOCATE DIVISION

**Responsible Witness:** Jon Sparkman

**Question 1-1:** PFAS Compliance. Refer to the *Letter & Tariff Page*, Letter, p. 1. Provide an explanation of the estimated expenses that TAWC may incur in the following:

- a. To comply with the United States Environmental Protection Agency's PFAS drinking water regulations;
- b. To comply with the United States Environmental Protection Agency's PFAS drinking water limits by the specified date of 2029;
- c. Detail the type or nature of the expenses in (a) and (b) above, (legal, management, capital, etc.); and
- d. If (c) above require action by the Company, provide an dollar estimate of these expenses in (c) above, if necessary.

**CONFIDENTIAL RESPONSE:**

a. TAWC is currently evaluating alternatives for potential actions to comply with the EPA's PFAS drinking water regulations. [REDACTED]

The primary costs of the above alternatives are capital costs associated with the initial construction of the selected alternative, which range from \$60-\$510 million. Additional expenses associated with these alternatives have not been estimated at this time.

- b. See Response 1-1a.

c. Due to the fact that TAWC is still evaluating alternatives to comply with the EPA's PFAS regulations, the Company does not have a complete list or estimate of all expenses required to achieve compliance. [REDACTED]

d. See Response 1-1a.

**TENNESSEE AMERICAN WATER COMPANY  
DOCKET NO. 25-00086  
FIRST DISCOVERY REQUEST OF THE  
CONSUMER ADVOCATE DIVISION**

**Responsible Witness:** Robert Lane

**Question 1-2:** PFAS Compliance. Refer to the *Letter & Tariff Page*, Letter, p. 1. Will American Water incur expenses at the corporate level because of the United States Environmental Protection Agency's PFAS drinking water regulations? If so, respond to the following:

- a. Detail the nature of these expenses (legal, management, capital, etc.);
- b. Provide an estimate of these expenses; and
- c. Will any of these expenses be allocated to, or recovered from, subsidiaries, including TAWC?

**RESPONSE:**

American Water will not incur expenses because of U.S. EPA PFAS drinking water regulations.

American Water Service Company employees do support TAWC's water quality, legal, and engineering functions and would charge TAWC accordingly. TAWC does not currently have an estimate of these expenses.

**TENNESSEE AMERICAN WATER COMPANY  
DOCKET NO. 25-00086  
FIRST DISCOVERY REQUEST OF THE  
CONSUMER ADVOCATE DIVISION**

**Responsible Witness:** Robert Lane

**Question 1-3:** Settlement Funds. Refer to the *Letter & Tariff Page*, Letter, p. 2. Detail the estimated amount of settlement funds from each PFAS Manufacturer that is a party in the MDL Settlement described in the Letter.

**RESPONSE:**

Settlements with four manufacturers have been approved in the MDL: 1) 3M; 2) DuPont; 3) Tyco; and 4) BASF.

At this time, TAWC's estimated net recovery for the 3M settlement is approximately \$7.4 million (through 2033). At this time, TAWC's estimated net recovery for the DuPont settlement is approximately \$765,000. TAWC cannot estimate the net recovery for the Tyco and BASF settlements at this time, as the settlement administrator has not yet released an adjusted base score pursuant to the allocation procedures for those settlements.

**TENNESSEE AMERICAN WATER COMPANY  
DOCKET NO. 25-00086  
FIRST DISCOVERY REQUEST OF THE  
CONSUMER ADVOCATE DIVISION**

**Responsible Witness:** Robert Lane

**Question 1-4:** PFAS Accounting. Provide the details of the exact timing of the PFAS Settlement Proceeds that TAWC has already received. Specifically, identify the date of each individual receipt of Settlement Proceeds from each PFAS Manufacturer.<sup>1</sup>

**RESPONSE:**

TAWC objects to this request to the extent the CAD is seeking the “exact” timing on the grounds that the request is ambiguous and unduly burdensome. Subject to and without waiving this objection, TAWC responds as follows: TAWC’s law firm received two distributions into its escrow account from the settlement administrator for the 3M settlement. The first distribution was made on or about June 5, 2025. The second distribution was made on or about August 22, 2025. TAWC’s law firm received a distribution into its escrow account from the settlement administrator for the DuPont settlement, which was made on or about October 17, 2025. TAWC has not received any disbursement from its law firm. The funds are in TAWC’s law firm’s escrow account and will accrue interest until transferred to TAWC.

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<sup>1</sup>Please note this is an ongoing discovery request.

**TENNESSEE AMERICAN WATER COMPANY  
DOCKET NO. 25-00086  
FIRST DISCOVERY REQUEST OF THE  
CONSUMER ADVOCATE DIVISION**

**Responsible Witness:** Robert Lane

**Question 1-5:** PFAS Accounting. Provide a copy of the Company's monthly trial balance showing the accounts and balances where TAWC has recorded the PFAS Settlement Proceeds, as well as any PFAS Remediation Liabilities.

**RESPONSE:**

Currently, there are no amounts recorded in TAWC's trial balance for the PFAS settlement proceeds. The PFAS settlement proceeds are held by TAWC's external legal counsel in an escrow account, where the funds are earning interest. This amount is currently recorded on American Water's Parent Company books as a debit to account 16410000 – Other Special Deposits, with a corresponding credit to the regulatory liability account 25638000 – PFAS Proceeds. Upon approval by the Tennessee Public Utility Commission, the TAWC funds plus accrued interest will be wired to TAWC (debit to cash and credit to regulatory liability account) from the escrow account. Customer credits will then be issued from TAWC. As of 10/31/2025, \$4,405,378 is held in the escrow account on behalf of TAWC.

**TENNESSEE AMERICAN WATER COMPANY  
DOCKET NO. 25-00086  
FIRST DISCOVERY REQUEST OF THE  
CONSUMER ADVOCATE DIVISION**

**Responsible Witness:** Robert Lane

**Question 1-6:** PFAS Accounting. Provide a copy of the Company's monthly trial balance showing the accounts and balances where TAWC has recorded interest accrued on PFAS Settlement Proceeds.

**RESPONSE:**

Please refer to the response to CAD DR 1-5. All funds, including interest accrued, are recorded on the books of American Water's Parent Company until final approval/guidance is provided by the Commission. The funds are held in Escrow for each Operating Company until approval is received to credit the Customer's account.

The amount is currently recorded on American Water's Parent Company books as a debit to account 16410000 – Other Special Deposits, with a corresponding credit to the regulatory liability account 25638000 – PFAS Proceeds.

**TENNESSEE AMERICAN WATER COMPANY  
DOCKET NO. 25-00086  
FIRST DISCOVERY REQUEST OF THE  
CONSUMER ADVOCATE DIVISION**

**Responsible Witness:** Robert Lane

**Question 1-7:** PFAS Accounting. Provide an estimate of the PFAS Settlement Proceeds by PFAS Manufacturer/vendor that TAWC expects to receive from each. Further:

- a. If a settlement provides a formula for the determination of settlement funds for individual states/utilities, provide the formula being used and how it applies to TAWC; and
- b. If a settlement has not been reached, provide the estimate of the harm alleged by TAWC for each of the PFAS Manufacturers in litigation. Provide an explanation of the estimate of harm to TAWC.

**RESPONSE:**

- a. See response to CAD DR 1-3. The settlement administrator determines the amounts to be distributed to TAWC in accordance with allocation procedures contained in the specific settlement agreements filed with the MDL Court. The allocation procedures for the 3M, DuPont, Tyco, and BASF settlements can be found under the "Settlements" tab of the MDL settlement website, available at <https://www.pfaswatersettlement.com/>.
- b. TAWC does not have an estimate of the harm alleged for each PFAS manufacturers in litigation in which a settlement has not been reached, as no such estimate was set forth as an allegation. Further, at this time TAWC does not have an estimate of potential recovery relating to the remaining manufacturers, which have not yet reached a settlement in the MDL. For an explanation of the harm to TAWC in circumstances in which a settlement has not been reached, please see the responses to CAD's discovery requests in this proceeding, including CAD DRs 1-1 and 1-9.

# **PUBLIC VERSION**

**TENNESSEE AMERICAN WATER COMPANY  
DOCKET NO. 25-00086  
FIRST DISCOVERY REQUEST OF THE  
CONSUMER ADVOCATE DIVISION**

**Responsible Witness:** Jon Sparkman

**Question 1-8:** PFAS Remediation Liability. Identify and provide a copy of all testing that has been done for monitoring levels of PFAS.

**CONFIDENTIAL RESPONSE:**

TAWC objects to this request to the extent the CAD is seeking a copy of “all” testing on the grounds that such a request is unduly broad, cumulative, unduly burdensome and not relevant to the proposed PLUS Tariff. A request for a copy of “all” testing, not limited in any manner, including time period or scope, is unduly broad, cumulative, and unduly burdensome. Moreover, as the proposed PLUS Tariff, which is the subject of this proceeding, concerns timely refunds of settlement proceeds to the Company’s customers, copies of “all” testing is not relevant to this matter. Subject to and without waiving its objections, the Company responds as follows:

Since 2019, TAWC has been monitoring PFAS compounds at our service areas, including watershed/source water locations. Since 2020, PFAS results have been provided in the Annual Water Quality Reports for each water service area: Chattanooga, Jasper Highlands, Sequatchie Valley, and Suck Creek. A copy of those Consumer Confidence Reports that contain PFAS testing results are being produced along with this response.





2020 Annual  
**WATER QUALITY  
REPORT**

**Citico Water Treatment Plant**  
PWS ID: 0000107



**QUALITY. ONE MORE WAY  
WE KEEP LIFE FLOWING.**



**TENNESSEE  
AMERICAN WATER**

**WE KEEP LIFE FLOWING™**



## A message from Tennessee American Water's President



**Grant A. Evitts**

President, Tennessee  
American Water

Dear Tennessee American Water Customer,

Having access to safe, reliable water service is something that can be easily taken for granted. At Tennessee American Water, it's our top priority.

I am pleased to share with you our 2020 Consumer Confidence Report, which is a testament to the hard work and dedication of our employees. As you read through this annual water quality information, you will see that we continue to supply high quality drinking water service to keep your life flowing.

We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. In fact, we test for about 100 regulated contaminants as required by state and federal drinking water standards.

**QUALITY:** We take water quality so seriously that our water treatment plant has been nationally recognized for over 20 years with Directors Awards from the U.S. Environmental Protection Agency's (EPA) Partnership for Safe Water program for surpassing federal and state drinking water standards. We remain committed to protecting our sources of drinking water. We utilize advanced technology and detection methods that are paving the way for source water protection across the country.

**SERVICE:** Last year, we invested over \$28 million to upgrade our water treatment and pipeline systems in the communities we serve. These investments allowed us to improve water quality, water pressure and service reliability for our customers.

**VALUE:** While costs to provide water service continue to increase across the country, our investments help us provide high quality water service that remains an exceptional value for such an essential service.

We hope our commitment to you and our passion for water shines through in this report detailing the source and quality of your drinking water in 2020. We will continue to work to keep your life flowing – today, tomorrow and for future generations.

Proud to be your local water service provider,

A handwritten signature in blue ink that reads "Grant A. Evitts". The signature is fluid and cursive.

Grant A. Evitts  
Tennessee American Water

**This report contains important information about your drinking water. Translate it or speak with someone who understands it at (866) 736-6420, Monday-Friday, 7 a.m. to 7 p.m.**



### **ATTENTION: Landlords and Apartment Owners**

**Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.**

# What is a Consumer Confidence Report (CCR)



Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

Tennessee American Water is committed to delivering high quality drinking water service. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

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## Mark of Excellence



### EVERY STEP OF THE WAY.

Our team monitors and tests your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. **In fact, American Water performs over one million tests annually for about 100 regulated contaminants, nationwide.**



### EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. We are recognized as an industry leader in water quality and work cooperatively with the EPA so that drinking water standards and new regulations produce benefits for customers and public water suppliers. American Water has earned awards from the EPA's Partnership for Safe Water as well as awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.



### WATER QUALITY. DOWN TO A SCIENCE.

Our team also has access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. American Water scientists refine testing procedures, innovate new methods, and set new standards for detecting potentially new contaminants—even before regulations are in place.



### MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as Tennessee American Water is investing in research and testing, we also understand the importance of investing in the infrastructure that provides high-quality water service to you. Last year alone, **we invested more than \$28 million to improve our water treatment and pipeline systems.**

## NOT JUST MEETING DRINKING WATER STANDARDS— SURPASSING THEM.

The EPA regulates about 100 potential contaminants and sets stringent standards for each one. **Tennessee American Water takes water quality so seriously that:**

**Tennessee American Water's Citico Plant is a volunteer participant in the US Environmental Protection Agency's Partnership for Safe Water, a national program designed to achieve operational excellence in water treatment. In 2020 Tennessee American Water was awarded the "20-Year Directors Award". The Partnership for Safe Water program, administered by the EPA and other water related organization, honors water utilities for achieving operation excellence by voluntarily optimizing their treatment facility operations and adopting more stringent performance goals than those required.**



# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

The Tennessee American Water Citico Water Treatment Plant located in Chattanooga, Tennessee, draws surface water from the Tennessee River. Our goal is to protect our water from contamination, and we are working with the state to determine the vulnerability of our water source to potential contamination. The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the untreated water sources serving this water system. The SWAP Report assesses the susceptibility of untreated water sources to potential contamination.

To ensure safe drinking water, all public water systems treat and routinely test their water. Water sources have been rated as reasonably susceptible (high), moderately susceptible (moderate) or slightly susceptible (low) based on geologic factors and human activities in the vicinity of the water source. Tennessee American Water source is rated as reasonably susceptible to potential contamination.

An explanation of Tennessee's SWAP, the Source Water Assessment summaries, susceptibility scorings and the overall TDEC report to EPA can be viewed online at: <https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html> or contact TDEC EAC at 1-888-891-8332 (1-888-891-TDEC) to obtain copies of specific assessments. Tennessee American Water can also be contacted at 1-866-736-6420 to obtain a copy of the source water assessment specifically for our company.



## QUICK FACTS ABOUT THE CHATTANOOGA SYSTEM

### Communities served -

**In TN:** Chattanooga, East Ridge, Elder Mountain, Lookout Mountain, Red Bank, Signal Mountain (wholesale customer)

**In GA:** Catoosa Utility District Authority (wholesale), Lookout Mountain, Ft. Oglethorpe (wholesale), Rossville

**Water source:**  
Tennessee River

**Average amount of water supplied to customers on a daily basis:**  
33 million gallons per day

**Disinfection treatment:**  
surface water supplies are disinfected with chlorine to maintain water quality in the distribution system.



# What are the Sources of Contaminants?

To provide tap water that is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. 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 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 (800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, aquifers and/or groundwater. 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.

**SPECIAL HEALTH INFORMATION**

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/Centers for Disease Control and Prevention (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 (800-426-4791).

## CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

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



# Protecting Your Drinking Water Supply

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect our shared water resources. This includes utilities, businesses, residents, government agencies and organizations. Everyone who lives, works, and plays in the area has a role and stake in clean water supplies.

## WHAT CAN YOU DO?

Quality drinking water starts upstream. Everyone can help maintain and improve drinking water supplies through the following actions:

- Properly dispose of pharmaceuticals, household chemicals, oils and paints. Materials can impact water ways if poured down the drain, flushed down the toilet, or dumped on the ground.
- Check for leaks from automobiles and heating fuel tanks. Clean up any spills using an absorbent material like cat litter. Sweep up the material and put it in a sealed bag. Check with the local refuse facility for proper disposal.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.

**Report any spills, illegal dumping or suspicious activity to the Tennessee Department of Environment & Conservation:** 1-888-891-8332 or [Ask.TDEC@tn.gov](mailto:Ask.TDEC@tn.gov)

## FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at [tennesseeamwater.com](http://tennesseeamwater.com) or contact the regional Source Water Protection Lead, Kitty Vaughn at 423-771-4749.

## WHAT ARE WE DOING?

Our priority is to provide reliable, quality drinking water service for customers. The source of supply is an important part of that mission. We work to understand and reduce potential risks to your drinking water supply. In addition to the Source Water Protection Plan we have developed under the Tennessee Source Water Assessment Program (SWAP), we work with organizations to support their work in protecting our water sources. We believe that everyone plays a role and by partnering with environmental organizations, we help spread awareness of ways individuals can make a positive impact. Examples of the types of activities we support include river, stream and creek clean ups, “skip the straw” awareness to reduce microplastics, bank stabilization and prevention of run-off, and benefits of gardening with native plants.

**Here are a few of the efforts underway to protect our shared water resources:**



**Community Involvement:** We have a proactive public outreach program to help spread the word and get people involved. This includes school education, contests, and other community activities.



**Environmental Grant Program:** Each year, we fund projects that improve water resources in our local communities.



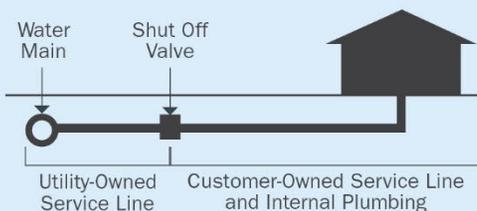
**Pharmaceutical Collection:** We partner with local law enforcement & drug abuse prevention organizations to sponsor Drug Take Back events in our community. These events as well as local permanent lock boxes offer residents a way to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies. Learn more [here](#).



# About Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. American 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 or at <http://www.epa.gov/safewater/lead>.

## UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



Please note: This diagram is a generic representation. Variations may apply.

## The most common source of lead in tap water is from the customer's plumbing and their service line.

Our water mains are not made of lead; however, the water service line that carries the water from the water main in the street to your home could be. Homeowners' service lines may be made of lead, copper, galvanized steel or plastic. You can assess your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve.

### MINIMIZING YOUR POTENTIAL EXPOSURE

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

### CHECK YOUR PLUMBING AND SERVICE LINE

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at 423-771-4749



**1. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than six hours, flush the tap with cold water for 30 seconds to two minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.



**2. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.



**3. Routinely remove and clean all faucet aerators.**



**4. Look for the "Lead Free" label** when replacing or installing plumbing fixtures.



**5. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.



**6. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.

# Important Information About **Drinking Water**

## **CRYPTOSPORIDIUM**

Cryptosporidium is a microbial pathogen found in surface water throughout the U.S. Although filtration removes Cryptosporidium, the most commonly-used filtration methods cannot guarantee 100 percent removal. Ingestion of Cryptosporidium may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However, immunocompromised people, infants and small children, and the elderly are at greater risk of developing life-threatening illness. We encourage immunocompromised individuals to consult their doctor regarding appropriate precautions to take to avoid infection. Cryptosporidium must be ingested to cause disease, and it may be spread through means other than drinking water.

## **FLUORIDE**

Fluoride is a naturally occurring substance. It can be present in drinking water from two sources:

1. **By nature** when groundwater comes into contact with fluoride-containing minerals naturally present in the earth; or
2. **By a water purveyor** through addition of fluoride to the water they are providing in the distribution system.

The Citico System has naturally-occurring fluoride in the source water. Beginning July 19, 2011, the fluoride levels at Citico treatment plant was adjusted to achieve an optimal fluoride level of 0.7 parts per million (ppm) and a control range of 0.6 ppm to 0.9 ppm to comply with the state's Water Fluoridation Standards. The naturally-occurring fluoride levels in the Citico source water is close to optimal levels (approximately 0.1 ppm) and with Citico's fluoride addition, the fluoride levels in the entire system are consistent year-round.

If you have any questions on fluoride, please call Tennessee American Water's Customer Service Center at (866) 736-6420.





## UNREGULATED CONTAMINANT MONITORING RULE (UCMR)

The EPA created the Unregulated Contaminants Monitoring Rule (UCMR) to assist them in determining the occurrence of unregulated contaminants in drinking water and whether new regulations are warranted. The first Unregulated Contaminants Monitoring Rule (UCMR1) testing was completed in 2003 for a list of contaminants specified by the EPA.

Unregulated contaminants are those for which the EPA has not established drinking water standards. UCMR2 testing was conducted between November 2008 and August 2009, and UCMR3 assessment monitoring was conducted between January 2013 and December 2016. The fourth list of contaminants to monitor as part of the UCMR was published by the EPA in December 2016. UCMR4 testing began in 2018 and continued into 2020. The results from the UCMR monitoring are reported directly to the EPA. The results of this monitoring are incorporated in the data tables in this report as appropriate. For more information, contact our Customer Service Center at 1-866-736-6420.

## PFOA/PFOS Monitoring

PFAS refers to per- and polyfluoroalkyl substances, a class of synthetic chemicals, manufactured for industrial applications and commercial household products such as: non-stick cookware; waterproof and stain resistant fabrics and carpets; firefighting foam and cleaning products. The properties that make these chemicals useful in so many of our every-day products also resist breaking down and therefore persist in the environment. Exposure may be from food, food packaging, consumer products, house dust, indoor and outdoor air, drinking water and at workplaces where PFAS are made or used.

Tennessee American Water is currently performing voluntary sampling to better understand certain occurrence of PFAS levels in drinking water sources. This testing allows us to understand how our water compares against the non-enforceable Health Advisory Level set by USEPA of 70 nanograms per liter or parts per trillion for a combination of two PFAS compounds, PFOA and PFOS. Testing also allows Tennessee American Water to be better prepared if the USEPA or state environmental regulator develop a drinking water standard for those PFAS for which we have USEPA approved testing methods.

The science and regulation of PFAS and other contaminants is always evolving, and Tennessee American Water strives to be a leader in research and development. PFAS contamination is one of the most rapidly changing areas in the drinking water field. We have invested in our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critically important to addressing this issue.

This is one of the most rapidly changing landscapes in drinking water contamination. We have invested time and effort on our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence, fate and transport in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critical for addressing this issue.

**Lauren Weinrich**  
Principal Scientist,  
Water Research and Development



## Water Quality Results

### **WATER QUALITY STATEMENT**

We are pleased to report that during calendar year 2020, the results of testing of your drinking water complied with all state and federal drinking water requirements.

For your information, we have compiled a list in the table below showing the testing of your drinking water during 2020. The Tennessee Department of Environment and Conservation (TDEC) allows us to monitor for some contaminants less than once per year because the concentration of the contaminants does not change frequently. Some of our data, though representative, are more than one year old.

# Definition of Terms

These are terms that may appear in your report.

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

**Level 1 Assessment:** A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

**Level 2 Assessment:** A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

**LRAA:** Locational Running Annual Average

**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. See also Secondary Maximum Contaminant Level (SMCL).

**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 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.

**MFL:** Million fibers per liter.

**micromhos per centimeter ( $\mu\text{mhos/cm}$ ):** A measure of electrical conductance.

**NA:** Not applicable

**ND:** Not detected

**Nephelometric Turbidity Units (NTU):** Measurement of the clarity, or turbidity, of the water.

**pH:** A measurement of acidity, 7.0 being neutral.

**picocuries per liter (pCi/L):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

**parts per billion (ppb):** One part substance per billion parts water, or micrograms per liter.

**parts per million (ppm):** One part substance per million parts water, or milligrams per liter.

**parts per trillion (ppt):** One part substance per trillion parts water, or nanograms per liter.

**Secondary Maximum Contaminant Level (SMCL):** Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**TON:** Threshold Odor Number

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

**%:** Percent

## MEASUREMENTS

### Parts Per Million



1 drop  
in a 10 gallon fish tank

### Parts Per Billion



1 drop  
in a 10,000 gallon swimming pool

### Parts Per Trillion



1 drop  
in 35 junior size Olympic pools

# Water Quality Results

Tennessee American Water conducts extensive monitoring to determine if your water meets all water quality standards. The detections of our monitoring are reported in the following tables. While most monitoring was conducted in 2020, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see the “Definition of Terms” on the previous page. Some unregulated substances are measured, but maximum contaminant levels have not been established by the government. These contaminants are shown for your information.

**NOTE: Regulated contaminants not listed in this table were not found in the treated water supply.**

## LEAD AND COPPER MONITORING PROGRAM - At least 50 tap water samples collected at customers' taps every 3 years

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90 <sup>th</sup> Percentile	No. of Homes Sampled	Homes Above Action Level	Typical Source
Lead (ppb)	2019	Yes	0	15	1	51	0	Corrosion of household plumbing systems.
Copper (ppm)	2019	Yes	1.3	1.3	0.108	51	0	Corrosion of household plumbing systems.

## REVISED TOTAL COLIFORM RULE - At least 120 samples collected each month in the distribution system

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Percentage <b>OR</b> Highest No. of Samples	Typical Source
E. Coli	2020	Yes	0	TT = No confirmed samples	0	Human and animal fecal waste.

NOTE: System is in compliance for E.Coli MCL unless it has E.coli positive repeat sample for total coliform positive routine sample, total coliform positive repeat sample for an E.coli positive routine sample, system fails to collect all required repeat samples following an E. Coli positive routine sample , or system fails to test repeat total coliform positive samples for E.Coli.

## DISINFECTION BYPRODUCTS - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Total Trihalomethanes (TTHMs) (ppb)	2020	Yes	NA	80	51.7 (max LRAA)	32.4 to 71.7	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2020	Yes	NA	60	27.7 (max LRAA)	12.5 to 32.9	By-product of drinking water disinfection.

NOTE: Compliance is based on the running annual average at each location. The Highest Compliance Result reflects the highest average at any location and the Range Detected reflects all samples from this year used to calculate the running annual average. Some people who drink water containing trihalomethanes in excess of the MCL over many years could have problems with their liver, kidneys, or central nervous systems and may have an increased risk of getting cancer.

### DISINFECTANTS - Collected in the Distribution System and at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Chlorine (ppm) (Distribution System)	2020	Yes	MRDLG = 4	4	1.52 <sup>1</sup>	0.62 to 2.19	Water additive used to control microbes.
Chlorine (ppm) (Entry point)	2020	Yes	MRDLG=4	4	0.91 <sup>2</sup>	0.91 to 2.23	Water additive used to control microbes.

1 - Data represents the highest quarterly annual running average of chlorine residuals measured in distribution system of compliance samples.

2 - Data represents the lowest residual entering the distribution system from our surface water treatment plant.

### TREATMENT BYPRODUCTS PRECURSOR REMOVAL - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Range of % Removal Required	Range of Removal Achieved	Number of Quarters out of compliance	Typical Source
Total Organic Carbon (ppm)	2020	Yes	NA	TT: ≥ 25%-35% removal	24.8% to 41.9%	0	Naturally present in the environment.

The treatment technique requirement for Total Organic Carbon was met 100% of the time in 2020. Alternative Compliance criteria value used in place of calculated value in some quarters since source or treated water TOC was less than 2.0 mg/L.

### REGULATED SUBSTANCES - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Alpha emitters (pCi/L)	2020	Yes	0	15	<2.72	NA	Erosion of natural deposits.
Beta/photon emitters (pCi/L)	2020	Yes	0	50	<2.04	NA	Decay of natural and man-made deposits.

The MCL for Beta/photon emitters is written as 4 mrem/year. EPA considers 50 pCi/L as the level of concern for beta emitters.

**TURBIDITY - Collected at the Treatment Plant**

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Amount Detected	Range Detected	Typical Source
Turbidity <sup>1</sup> (NTU)	2020	Yes	0	TT: Single result>1NTU	0.14	0.03 to 0.14	Soil runoff.
	2020	Yes	NA	TT: At least 95% of samples <0.3 NTU	100%	NA	Soil runoff.

**REGULATED SUBSTANCES**

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Compliance Result	Range Detected	Typical Source
Fluoride (ppm) (Distribution)	2020	Yes	4	4	0.71	0.69 to 0.75	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Nitrate (ppm) (Entry point)	2020	Yes	10	10	0.44	0.21 to 0.44	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.

**OTHER SUBSTANCES OF INTEREST - Collected at the Treatment Plant**

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Limit	Average Compliance Result	Range Detected	Comments
Iron <sup>2</sup> (ppm)	2020	NA	NA	NA	<0.10	<0.10	Secondary standard limit = 0.3 mg/L
Manganese <sup>2</sup> (ppm)	2020	NA	NA	NA	<0.010	<0.010	Secondary standard limit = 0.05 mg/L
Sodium <sup>3</sup> (ppm)	2020	NA	NA	NA	7.2	6.3 to 8.0	Erosion of natural deposits; used in water treatment
Alkalinity (ppm)	2020	NA	NA	NA	61	41 to 74	
Hardness (ppm)	2020	NA	NA	NA	72	52 to 84	Naturally occurring
Hardness (grains/gal)	2020	NA	NA	NA	4.2	3.0 to 4.9	Naturally occurring
pH	2020	NA	NA	NA	7.3	7.2 to 7.5	
Temp <sup>4</sup> (Celsius)	2020	NA	NA	NA	19.6	9.0 to 30.2	
Zinc(ppm)	2020	NA	NA	NA	0.17	0.14 to 0.20	

1 - Turbidity is a measure of the cloudiness of the water. Turbidity is monitored because it is a good indicator of the effectiveness of the filtration system. During 2020, 100% of all samples taken to measure turbidity met water quality standard of less than 0.3 NTU.

2 - Substances with Secondary MCLs do not have MCLGs and are not legally enforceable; these limits are primarily established to address aesthetic concerns.

3 - For healthy individuals, the sodium intake from water is not important because a much greater intake of sodium takes place from salt in the diet. However, sodium levels above the recommended upper limit may be of concern to individuals on a sodium restricted diet.

4-Temp. is the temperature of the source water

## UNREGULATED CONTAMINANT MONITORING

Unregulated contaminants are those for which the EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist the EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is necessary. Every five years, the EPA issues a new list of no more than 30 unregulated contaminants to be monitored. For additional information call the Safe Drinking Water Hotline at (800) 426- 4791.

ADDITIONAL WATER QUALITY PARAMETERS OF INTEREST					
Parameter	Units	Years	Average Result	Range Detected	Typical Source
Bromochloroacetic Acid	ppb	2018, 2019	2.1	0.8 to 3.4	By-product of drinking water disinfection
Bromodichloroacetic acid	ppb	2018, 2019	2.8	1.5 to 4.1	By-product of drinking water disinfection
Chlorodibromoacetic acid	ppb	2018, 2019	0.08	<0.3 to 0.4	By-product of drinking water disinfection
Dibromoacetic Acid	ppb	2018, 2019	0.05	<0.3 to 0.47	By-product of drinking water disinfection
Dichloroacetic Acid	ppb	2018, 2019	8.9	3.6 to 15	By-product of drinking water disinfection
Monobromoacetic Acid	ppb	2018, 2019	0.04	<0.3 to 0.32	By-product of drinking water disinfection
Total Haloacetic Acids	ppb	2018, 2019	23	11 to 38	By-product of drinking water disinfection
Total Haloacetic Acids - Br	ppb	2018, 2019	5.1	2.7 to 7.9	By-product of drinking water disinfection
Total Haloacetic Acids-UCMR4	ppb	2018, 2019	28	13 to 45	By-product of drinking water disinfection
Trichloroacetic Acid	ppb	2018, 2019	13.5	7.1 to 23.0	By-product of drinking water disinfection
Manganese	ppb	2018, 2019	0.6	<0.4 to 1.5	Naturally-occurring elemental metal; largely used in aluminum alloy production. Essential dietary element.

Manganese test was performed on effluent water leaving the treatment plant and has a Secondary MCL of 50 ppb.

Haloacetic acids test were performed on water in the distribution system.

## PER- AND POLYFLUOROALKYL SUBSTANCES

UNREGULATED PERFLUORINATED COMPOUNDS					
Parameter	Units	Average Result	Range Detected	Typical Source	
Perfluorooctanoic Acid (PFOA)	ppt	2.9	2.9	Used for its emulsifier and surfactant properties in or as fluoropolymers (such as Teflon), fire fighting foams, cleaners, cosmetics, lubricants, paints, polishes, adhesives and photographic films	
Perfluorooctane Sulfonate (PFOS)	ppt	3.3	3.3	Manmade chemical; used in products for stain, grease, heat and water resistance	



## About Us

With a history dating back to 1886, **American Water Works Company, Inc.** (NYSE: AWK) is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 7,000 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to 15 million people in 46 states. American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing.

**Tennessee American Water**, a subsidiary of American Water, is the largest investor-owned water utility in the state, providing high-quality and reliable water service to approximately 380,000 residents in Tennessee and northern Georgia. For more information, visit [tennesseeamwater.com](http://tennesseeamwater.com) and follow us on Twitter, Facebook, Instagram and YouTube.



## TENNESSEE AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**  
14 communities in three TN counties (Hamilton, Marion & Sequatchie), two GA counties (Walker & Catoosa) and including Sale for Resale Customers (Signal Mountain, TN; Ft. Oglethorpe, GA; Catoosa Utility District Authority, GA)
- **PEOPLE SERVED**  
Approximately 380,000 residents in Tennessee and northern Georgia (88% residential, 11% commercial/Industrial, 1% public entities such as schools, hospitals, government facilities)
- **EMPLOYEES**  
110
- **TREATMENT FACILITIES**  
Two surface water treatment plants and one groundwater source
- **MILES OF PIPELINE & OTHER DISTRIBUTION FACILITIES**
  - Miles of pipe: 1,443 miles
  - Hydrants: 5,723
  - Valves: 19,609
- **Storage and transmission**
  - Boosters: 33
  - Tanks: 38

# How to Contact Us

If you have any questions about this report, your drinking water, or service, please contact Tennessee American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-866-736-6420.



## WATER INFORMATION SOURCES

Tennessee American Water  
[www.tennesseeamwater.com](http://www.tennesseeamwater.com)

Tennessee Department of Environment and Conservation(TDEC):  
[www.tn.gov/environment](http://www.tn.gov/environment)

United States Environmental Protection Agency (USEPA):  
[www.epa.gov/safewater](http://www.epa.gov/safewater)

Safe Drinking Water Hotline: (800) 426-4791

Centers for Disease Control and Prevention: [www.cdc.gov](http://www.cdc.gov)

American Water Works Association: [www.awwa.org](http://www.awwa.org)

Water Quality Association: [www.wqa.org](http://www.wqa.org)

National Library of Medicine/National Institute of Health:  
[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

**This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.**

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-866-736-6420** र हमें काल करें।

**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-866-736-6420.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.



2021 Annual  
**WATER QUALITY  
REPORT**

**Citico Water Treatment Plant**  
PWS ID: 0000107

**QUALITY. ONE MORE WAY  
WE KEEP LIFE FLOWING.**



**TENNESSEE  
AMERICAN WATER**

**WE KEEP LIFE FLOWING®**

# What is a Consumer Confidence Report (CCR)

Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

We are committed to delivering high quality drinking water service. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

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**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

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Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.

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## A message from **Tennessee American Water's President**



**Grant A. Evitts**

President, Tennessee  
American Water

Dear Tennessee American Water Customer,

Having access to safe, reliable water service is something that can be easily taken for granted. At Tennessee American Water, it's our top priority.

I am pleased to share with you our 2021 Consumer Confidence Report, which is a testament to the hard work and dedication of our employees. As you read through this annual water quality information, you will see that we continue to supply high quality drinking water service to keep your life flowing.

We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. In fact, we test for about 100 regulated contaminants as required by state and federal drinking water standards.

**QUALITY:** We take water quality so seriously that our water treatment plant has been nationally recognized for over 21 years with Directors Awards from the U.S. Environmental Protection Agency's (EPA) Partnership for Safe Water program for surpassing federal and state drinking water standards. We remain committed to protecting our sources of drinking water. We utilize advanced technology and detection methods that are paving the way for source water protection across the country.

**SERVICE:** Over the last 10 years, we invested over \$197 million to upgrade our water treatment and pipeline systems in the communities we serve. These investments allowed us to improve water quality, water pressure and service reliability for our customers.

**VALUE:** While costs to provide water service continue to increase across the country, our investments help us provide high quality water service that remains an exceptional value for such an essential service.

We hope our commitment to you and our passion for water shines through in this report detailing the source and quality of your drinking water in 2021. We will continue to work to keep your life flowing – today, tomorrow and for future generations.

Proud to be your local water service provider,

A handwritten signature in blue ink that reads "Grant A. Evitts". The signature is fluid and cursive.

Grant A. Evitts  
Tennessee American Water

**This report contains important information about your drinking water. Translate it or speak with someone who understands it at (866) 736-6420, Monday-Friday, 7 a.m. to 7 p.m.**



### **ATTENTION: Landlords and Apartment Owners**

**Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.**

## Mark of Excellence



### EVERY STEP OF THE WAY.

Our team monitors and tests your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. **In fact, American Water performs over one million tests annually for about 100 regulated contaminants, nationwide.**



### EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. We are recognized as an industry leader in water quality and work cooperatively with the EPA so that drinking water standards and new regulations produce benefits for customers and public water suppliers. American Water has earned awards from the EPA's Partnership for Safe Water as well as awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.



### WATER QUALITY. DOWN TO A SCIENCE.

Our team also has access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. American Water scientists refine testing procedures, innovate new methods, and set new standards for detecting potentially new contaminants—even before regulations are in place.



### MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as Tennessee American Water is investing in research and testing, we also understand the importance of investing in the infrastructure that provides high-quality water service to you. Last year alone, **we invested \$24 million to improve our water treatment and pipeline systems.**

## NOT JUST MEETING DRINKING WATER STANDARDS— SURPASSING THEM.

The EPA regulates about 100 potential contaminants and sets stringent standards for each one. **Tennessee American Water takes water quality so seriously that:**

**Tennessee American Water's Citico Plant is a volunteer participant in the US Environmental Protection Agency's Partnership for Safe Water, a national program designed to achieve operational excellence in water treatment for the past 21 years. In 2020 Tennessee American Water was awarded the "20-Year Directors Award". The Partnership for Safe Water program, administered by the EPA and other water related organizations, honors water utilities for achieving operation excellence by voluntarily optimizing their treatment facility operations and adopting more stringent performance goals than those required.**



# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

The Tennessee American Water Citico Water Treatment Plant located in Chattanooga, Tennessee, draws surface water from the Tennessee River. Our goal is to protect our water from contamination, and we are working with the state to determine the vulnerability of our water source to potential contamination. Learn more about local waterways at <https://mywaterway.epa.gov/>. The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the untreated water sources serving this water system. The SWAP Report assesses the susceptibility of untreated water sources to potential contamination.

To ensure safe drinking water, all public water systems treat and routinely test their water. Water sources have been rated as reasonably susceptible (high), moderately susceptible (moderate) or slightly susceptible (low) based on geologic factors and human activities in the vicinity of the water source. Tennessee American Water source is rated as reasonably susceptible to potential contamination.

An explanation of Tennessee's SWAP, the Source Water Assessment summaries, susceptibility scorings and the overall TDEC report to EPA can be viewed online at: <https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html> or contact TDEC EAC at 1-888-891-8332 (1-888-891-TDEC) to obtain copies of specific assessments. Tennessee American Water can also be contacted at 1-866-736-6420 to obtain a copy of the source water assessment specifically for our company.



## QUICK FACTS ABOUT THE CHATTANOOGA SYSTEM

### Communities served -

**In TN:** Chattanooga, East Ridge, Elder Mountain, Lookout Mountain, Red Bank, Signal Mountain (wholesale customer)

**In GA:** Catoosa Utility District Authority (wholesale), Lookout Mountain, Ft. Oglethorpe (wholesale), Rossville

### Water source:

Tennessee River

**Average amount of water supplied to customers on a daily basis:**  
**40** million gallons per day

### Disinfection treatment:

surface water supplies are disinfected with chlorine to maintain water quality in the distribution system.



# What are the Sources of Contaminants?

To provide tap water that is safe to drink, EPA and the Tennessee Department of Environment and Conservation prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. 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 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 (800-426-4791)..

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, aquifers and/or groundwater. 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.

**SPECIAL HEALTH INFORMATION**

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/Centers for Disease Control and Prevention (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 (800-426-4791).

## CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

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



# Protecting Your Drinking Water Supply

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect our shared water resources. This includes utilities, businesses, residents, government agencies and organizations. Everyone who lives, works, and plays in the area has a role and stake in clean water supplies.

## WHAT CAN YOU DO?

Quality drinking water starts upstream. Everyone can help maintain and improve drinking water supplies through the following actions:

- Properly dispose of pharmaceuticals, household chemicals, oils and paints. Materials can impact water ways if poured down the drain, flushed down the toilet, or dumped on the ground.
- Check for leaks from automobiles and heating fuel tanks. Clean up any spills using an absorbent material like cat litter. Sweep up the material and put it in a sealed bag. Check with the local refuse facility for proper disposal.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.

**Report any spills, illegal dumping or suspicious activity to the Tennessee Department of Environment & Conservation:** 1-888-891-8332 or [Ask.TDEC@tn.gov](mailto:Ask.TDEC@tn.gov)

## FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at [tennesseeamwater.com](http://tennesseeamwater.com) or contact the regional Source Water Protection Lead, Lori Stenzel at 423-771-4749.

## WHAT ARE WE DOING?

Our priority is to provide reliable, quality drinking water service for customers. The source of supply is an important part of that mission. We work to understand and reduce potential risks to your drinking water supply. In addition to the Source Water Protection Plan we have developed under the Tennessee Source Water Assessment Program (SWAP), we work with organizations to support their work in protecting our water sources. We believe that everyone plays a role and by partnering with environmental organizations, we help spread awareness of ways individuals can make a positive impact. Examples of the types of activities we support include river, stream and creek clean ups, “skip the straw” awareness to reduce microplastics, bank stabilization and prevention of run-off, and benefits of gardening with native plants.

**Here are a few of the efforts underway to protect our shared water resources:**



**Community Involvement:** We have a proactive public outreach program to help spread the word and get people involved. This includes school education, contests, and other community activities.



**Environmental Grant Program:** Each year, we fund projects that improve water resources in our local communities.



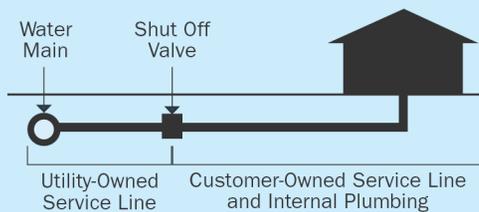
**Pharmaceutical Collection:** We partner with local law enforcement & drug abuse prevention organizations to sponsor Drug Take Back events in our community. These events as well as local permanent lock boxes offer residents a way to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies. Learn more [here](#).



# About Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. American 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 or at <http://www.epa.gov/safewater/lead>.

## UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



Please note: This diagram is a generic representation. Variations may apply.

## The most common source of lead in tap water is from the customer's plumbing and their service line.

Our water mains are not made of lead; however, the water service line that carries the water from the water main in the street to your home could be. Homeowners' service lines may be made of lead, copper, galvanized steel or plastic. You can assess your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve.

### MINIMIZING YOUR POTENTIAL EXPOSURE

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

### CHECK YOUR PLUMBING AND SERVICE LINE

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at **423-771-4749**.



**1. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than six hours, flush the tap with cold water for 30 seconds to two minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.



**2. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.



**3. Routinely remove and clean all faucet aerators.**



**4. Look for the "Lead Free" label** when replacing or installing plumbing fixtures.



**5. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.



**6. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.

# Important Information About **Drinking Water**

## **CRYPTOSPORIDIUM**

Cryptosporidium is a microbial pathogen found in surface water throughout the U.S. Although filtration removes Cryptosporidium, the most commonly-used filtration methods cannot guarantee 100 percent removal. Ingestion of Cryptosporidium may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However, immunocompromised people, infants and small children, and the elderly are at greater risk of developing life-threatening illness. We encourage immunocompromised individuals to consult their doctor regarding appropriate precautions to take to avoid infection. Cryptosporidium must be ingested to cause disease, and it may be spread through means other than drinking water. For more information on Cryptosporidium, contact the Safe Drinking Water Hotline (800-426-4791).

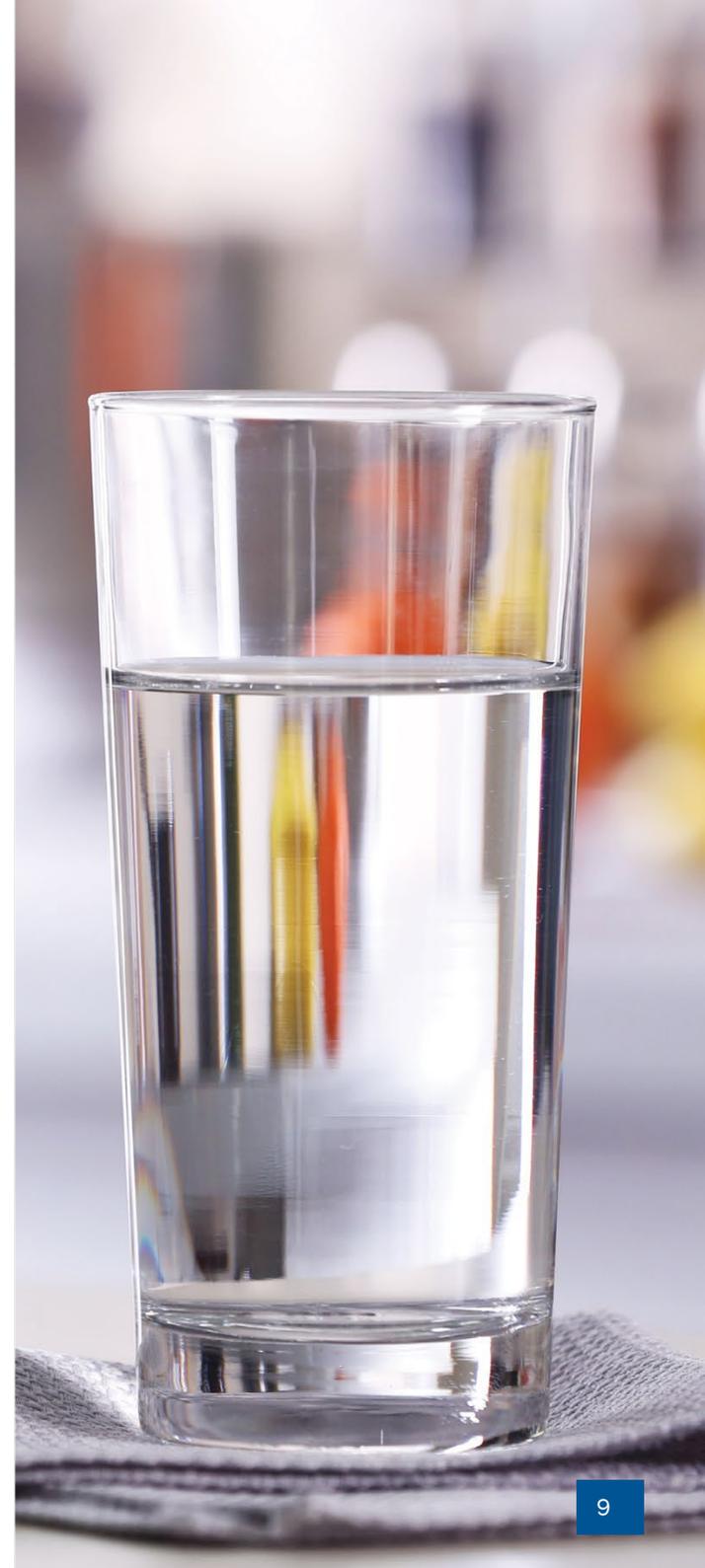
## **FLUORIDE**

Fluoride is a naturally occurring substance. It can be present in drinking water from two sources:

1. **By nature** when groundwater comes into contact with fluoride-containing minerals naturally present in the earth; or
2. **By a water purveyor** through addition of fluoride to the water they are providing in the distribution system.

The Citico System has naturally-occurring fluoride in the source water. Beginning July 19, 2011, the fluoride levels at Citico treatment plant was adjusted to achieve an optimal fluoride level of 0.7 parts per million (ppm) and a control range of 0.6 ppm to 0.9 ppm to comply with the state's Water Fluoridation Standards. The naturally-occurring fluoride levels in the Citico source water is close to optimal levels (approximately 0.1 ppm) and with Citico's fluoride addition, the fluoride levels in the entire system are consistent year-round.

If you have any questions on fluoride, please call Tennessee American Water's Customer Service Center at (866) 736-6420.





## UNREGULATED CONTAMINANT MONITORING RULE (UCMR)

The EPA created the Unregulated Contaminants Monitoring Rule (UCMR) to assist them in determining the occurrence of unregulated contaminants in drinking water and whether new regulations are warranted. The first Unregulated Contaminants Monitoring Rule (UCMR1) testing was completed in 2003 for a list of contaminants specified by the EPA.

Unregulated contaminants are those for which the EPA has not established drinking water standards. UCMR2 testing was conducted between November 2008 and August 2009, and UCMR3 assessment monitoring was conducted between January 2013 and December 2016. The fourth list of contaminants to monitor as part of the UCMR was published by the EPA in December 2016. UCMR4 testing began in 2018 and continued into 2020. The results from the UCMR monitoring are reported directly to the EPA. The results of this monitoring are incorporated in the data tables in this report as appropriate. For more information, contact our Customer Service Center at 1-866-736-6420.

## PFOA/PFOS Monitoring

PFAS refers to per- and polyfluoroalkyl substances, a class of synthetic chemicals, manufactured for industrial applications and commercial household products such as: non-stick cookware; waterproof and stain resistant fabrics and carpets; firefighting foam and cleaning products. The properties that make these chemicals useful in so many of our everyday products also resist breaking down and therefore persist in the environment. Exposure may be from food, food packaging, consumer products, house dust, indoor and outdoor air, drinking water and at workplaces where PFAS are made or used.

Tennessee American Water is currently performing voluntary sampling to better understand certain occurrence of PFAS levels in drinking water sources. This testing allows us to understand how our water compares against the non-enforceable Health Advisory Level set by USEPA of 70 nanograms per liter or parts per trillion for a combination of two PFAS compounds, PFOA and PFOS. Testing also allows Tennessee American Water to be better prepared if the USEPA or state environmental regulator develop a drinking water standard for those PFAS for which we have USEPA approved testing methods.

The science and regulation of PFAS and other contaminants is always evolving, and Tennessee American Water strives to be a leader in research and development. PFAS contamination is one of the most rapidly changing areas in the drinking water field. We have invested in our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critically important to addressing this issue.

This is one of the most rapidly changing landscapes in drinking water contamination. We have invested time and effort on our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence, fate and transport in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critical for addressing this issue.

**Lauren Weinrich**  
Principal Scientist,  
Water Research and Development



# Water Quality Results

## WATER QUALITY STATEMENT

We are pleased to report that during calendar year 2021, the results of testing of your drinking water complied with all state and federal drinking water requirements.

For your information, we have compiled a list in the table below showing the testing of your drinking water during 2021. The Tennessee Department of Environment and Conservation (TDEC) allows us to monitor for some contaminants less than once per year because the concentration of the contaminants does not change frequently. Some of our data, though representative, are more than one year old.

## EVER WONDER WHY OR WHAT ABOUT DRINKING WATER?

Below are links to YouTube videos and the topics they address. The videos are short - around 1 minute long with subtitles. Click on the links to learn more!

**Taste and Smell of Water Explained:**

<https://youtu.be/a4uaaxTOWoE>

**Sulfur Smell Explained:**

[https://youtu.be/DX0EYWnB\\_ek](https://youtu.be/DX0EYWnB_ek)

**Chlorine in Drinking Water:**

<https://youtu.be/QUaldDT7nEg>

**Cloudy Water Explained:**

<https://youtu.be/uYkCcW9RE4c>

**Residue from Water Explained:**

[https://youtu.be/x7\\_pwehvgmA](https://youtu.be/x7_pwehvgmA)

**Toilet Leaks:**

<https://youtu.be/OzlrOfYgzY>

**Lead in Drinking Water:**

<https://youtu.be/xNihqfuyhaA>

**Fluoride in Drinking Water:**

<https://youtu.be/g-03JCe9AjY>

**Discolored Water Explained:**

<https://youtu.be/W21NUWP9oa8>

**What are PFAS?:**

[https://youtu.be/vWoOtHOVb\\_c](https://youtu.be/vWoOtHOVb_c)

## CONTACT INFORMATION

This CCR was prepared by TNAW Water Quality Team. If you have questions about this report, you want additional information about your drinking water, or want to know how to participate in local activities that may help protect the quality of your drinking water, please contact: Lori Stenzel, Manager, Water Quality & Environmental Compliance, email: [lori.stenzel@amwater.com](mailto:lori.stenzel@amwater.com) or phone: (423) 771-4705.



# Definition of Terms

These are terms that may appear in your report.

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

**Level 1 Assessment:** A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

**Level 2 Assessment:** A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

**LRAA:** Locational Running Annual Average

**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. See also Secondary Maximum Contaminant Level (SMCL).

**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 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.

**MFL:** Million fibers per liter.

**micromhos per centimeter ( $\mu\text{mhos/cm}$ ):** A measure of electrical conductance.

**NA:** Not applicable

**ND:** Not detected

**Nephelometric Turbidity Units (NTU):** Measurement of the clarity, or turbidity, of the water.

**pH:** A measurement of acidity, 7.0 being neutral.

**picocuries per liter (pCi/L):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

**parts per billion (ppb):** One part substance per billion parts water, or micrograms per liter.

**parts per million (ppm):** One part substance per million parts water, or milligrams per liter.

**parts per trillion (ppt):** One part substance per trillion parts water, or nanograms per liter.

**Secondary Maximum Contaminant Level (SMCL):** Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**TON:** Threshold Odor Number

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

**%:** Percent

## MEASUREMENTS

### Parts Per Million



in a 10 gallon fish tank

### Parts Per Billion



in a 10,000 gallon swimming pool

### Parts Per Trillion



in 35 junior size Olympic pools

# Water Quality Results

Tennessee American Water conducts extensive monitoring to determine if your water meets all water quality standards. The detections of our monitoring are reported in the following tables. While most monitoring was conducted in 2021, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see the “Definition of Terms” on the previous page. Some unregulated substances are measured, but maximum contaminant levels have not been established by the government. These contaminants are shown for your information.

**NOTE: Regulated contaminants not listed in this table were not found in the treated water supply.**

## LEAD AND COPPER MONITORING PROGRAM - At least 50 tap water samples collected at customers' taps every 3 years

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90 <sup>th</sup> Percentile	No. of Homes Sampled	Homes Above Action Level	Typical Source
Lead (ppb)	2019	Yes	0	15	1	51	0	Corrosion of household plumbing systems.
Copper (ppm)	2019	Yes	1.3	1.3	0.108	51	0	Corrosion of household plumbing systems.

## DISINFECTION BYPRODUCTS - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest LRAA	Range Detected	Typical Source
Total Trihalomethanes (TTHMs) (ppb)	2021	Yes	NA	80	59.9 (max LRAA)	22.4 to 83.8	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2021	Yes	NA	60	30.9 (max LRAA)	10.3 to 38.0	By-product of drinking water disinfection.

NOTE: Compliance is based on the running annual average at each location (LRAA). The Highest LRAA reflects the highest average at any location and the Range Detected reflects all samples from this year used to calculate the running annual average. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.

### DISINFECTANTS - Collected in the Distribution System and at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Chlorine (ppm) (Distribution System)	2021	Yes	MRDLG = 4	4	1.50 <sup>1</sup>	0.51 to 2.35	Water additive used to control microbes.
Chlorine (ppm) (Entry point)	2021	Yes	MRDLG=4	4	1.46 <sup>2</sup>	1.46 to 2.24	Water additive used to control microbes.

1-Data represents the highest quarterly running annual average of chlorine residuals measured in distribution system of compliance samples. 2

2-Data represents the lowest residual entering the distribution system from our surface water treatment plant.

### TREATMENT BYPRODUCTS PRECURSOR REMOVAL - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Range of % Removal Required	Range of Removal Achieved	Number of Quarters out of compliance	Typical Source
Total Organic Carbon (ppm)	2021	Yes	NA	TT: ≥ 25%-35% removal	22.1% to 41.9%	0	Naturally present in the environment.

The treatment technique requirement for Total Organic Carbon was met 100% of the time in 2021. Alternative Compliance criteria value used in place of calculated value in some quarters since source or treated water TOC was less than 2.0 mg/L.

### TURBIDITY - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Amount Detected	Range Detected	Typical Source
Turbidity <sup>1</sup> (NTU)	2021	Yes	0	TT: Single result >1NTU	0.13	0.02 to 0.13	Soil runoff.
	2021	Yes	NA	TT: At least 95% of samples <0.3 NTU	100%	NA	Soil runoff.

1-Turbidity is a measure of the cloudiness of the water. Turbidity is monitored because it is a good indicator of the effectiveness of the filtration system. During 2021, 100% of all samples taken to measure turbidity met water quality standard of less than 0.3 NTU. Turbidity in excess of 5 NTUs is just noticeable to the average person.

## REGULATED SUBSTANCES

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Compliance Result	Range Detected	Typical Source
Fluoride (ppm) (Distribution)	2021	Yes	4	4	0.71	0.67 to 0.76	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Nitrate (ppm) (Entry point)	2021	Yes	10	10	0.34	0.10 to 0.34	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.

## OTHER SUBSTANCES OF INTEREST - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Limit	Average Compliance Result	Range Detected	Comments
Iron <sup>1</sup> (ppm)	2021	NA	NA	NA	<0.10	<0.10	Secondary standard limit = 0.3 mg/L
Manganese <sup>1</sup> (ppm)	2021	NA	NA	NA	<0.010	<0.010	Secondary standard limit = 0.05 mg/L
Sodium <sup>2</sup> (ppm)	2021	NA	NA	NA	8.1	7.5 to 8.7	Erosion of natural deposits; used in water treatment
Alkalinity (ppm)	2021	NA	NA	NA	62	43 to 77	
Hardness (ppm)	2021	NA	NA	NA	72	54 to 88	Naturally occurring
Hardness (grains/gal)	2021	NA	NA	NA	4.2	3.2 to 5.1	Naturally occurring
pH <sup>1</sup>	2021	NA	NA	NA	7.3	7.1 to 7.6	
Temp <sup>3</sup> (Celsius)	2021	NA	NA	NA	20.5	10.0 to 29.4	
Zinc (ppm)	2021	NA	NA	NA	0.18	0.15 to 0.20	

1-Substances with Secondary MCLs do not have MCLGs and are not legally enforceable; these limits are primarily established to address aesthetic concerns.

2-For healthy individuals, the sodium intake from water is not important because a much greater intake of sodium takes place from salt in the diet. However, sodium levels above the recommended upper limit may be of concern to individuals on a sodium restricted diet.

3-Temp. is the temperature of the effluent water

## UNREGULATED CONTAMINANT MONITORING

Unregulated contaminants are those for which the EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist the EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is necessary. Every five years, the EPA issues a new list of no more than 30 unregulated contaminants to be monitored. For additional information call the Safe Drinking Water Hotline at (800) 426- 4791.

ADDITIONAL WATER QUALITY PARAMETERS OF INTEREST					
Parameter	Units	Years	Average Result	Range Detected	Typical Source
Bromochloroacetic Acid	ppb	2018, 2019	2.1	0.8 to 3.4	By-product of drinking water disinfection
Bromodichloroacetic acid	ppb	2018, 2019	2.8	1.5 to 4.1	By-product of drinking water disinfection
Chlorodibromoacetic acid	ppb	2018, 2019	0.08	<0.3 to 0.4	By-product of drinking water disinfection
Dibromoacetic Acid	ppb	2018, 2019	0.05	<0.3 to 0.47	By-product of drinking water disinfection
Dichloroacetic Acid	ppb	2018, 2019	8.9	3.6 to 15	By-product of drinking water disinfection
Monobromoacetic Acid	ppb	2018, 2019	0.04	<0.3 to 0.32	By-product of drinking water disinfection
Total Haloacetic Acids	ppb	2018, 2019	23	11 to 38	By-product of drinking water disinfection
Total Haloacetic Acids - Br	ppb	2018, 2019	5.1	2.7 to 7.9	By-product of drinking water disinfection
Total Haloacetic Acids-UCMR4	ppb	2018, 2019	28	13 to 45	By-product of drinking water disinfection
Trichloroacetic Acid	ppb	2018, 2019	13.5	7.1 to 23.0	By-product of drinking water disinfection
Manganese	ppb	2018, 2019	0.6	<0.4 to 1.5	Naturally-occurring elemental metal; largely used in aluminum alloy production. Essential dietary element.

Haloacetic acids test were performed on water in the distribution system.

Manganese test was performed on effluent water leaving the treatment plant and has a Secondary MCL of 50 ppb.

## PER- AND POLYFLUOROALKYL SUBSTANCES

UNREGULATED PERFLUORINATED COMPOUNDS					
Parameter	Units	Year	Average Result	Range Detected	Typical Source
Perfluorooctanoic Acid (PFOA)	ppt	2021	3.3	3.3	Manufactured chemical(s); used in household goods for stain, grease, heat and water resistance
Perfluorooctanesulfonic Acid (PFOS)	ppt	2021	3.2	3.2	
Perfluorobutanesulfonic Acid (PFBS)	ppt	2021	10.7	10.7	
Perfluorobutanoic Acid (PFBA)	ppt	2021	6.7	6.7	

Unregulated perfluorinated compounds (a class of synthetic chemicals) voluntary sampling was conducted to better understand certain occurrences of PFAS levels in drinking water sources. The non-enforceable Health Advisory Level set by USEPA is 70 nanograms per liter or parts per trillion for a combination of two PFAS compounds, PFOA and PFOS.



## About Us

With a history dating back to 1886, **American Water Works Company, Inc.** (NYSE: AWK) is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 7,000 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to 15 million people in 46 states. American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing.

**Tennessee American Water**, a subsidiary of American Water, is the largest investor-owned water utility in the state, providing high-quality and reliable water service to approximately 380,000 residents in Tennessee and northern Georgia. For more information, visit [tennesseeamwater.com](http://tennesseeamwater.com) and follow us on Twitter, Facebook, Instagram and YouTube.



## TENNESSEE AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**  
14 communities in three TN counties (Hamilton, Marion & Sequatchie), two GA counties (Walker & Catoosa) and including Sale for Resale Customers (Signal Mountain, TN; Ft. Oglethorpe, GA; Catoosa Utility District Authority, GA)
- **PEOPLE SERVED**  
Approximately 380,000 residents in Tennessee and northern Georgia (88% residential, 11% commercial/Industrial, 1% public entities such as schools, hospitals, government facilities)
- **EMPLOYEES**  
110
- **TREATMENT FACILITIES**  
Two surface water treatment plants and one groundwater source
- **MILES OF PIPELINE & OTHER DISTRIBUTION FACILITIES**
  - Miles of pipe: 1,443 miles
  - Hydrants: 5,723
  - Valves: 19,609
- **Storage and transmission**
  - Boosters: 33
  - Tanks: 38

# How to Contact Us

If you have any questions about this report, your drinking water, or service, please contact Tennessee American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-866-736-6420.



## WATER INFORMATION SOURCES

Tennessee American Water  
[www.tennesseeamwater.com](http://www.tennesseeamwater.com)

Tennessee Department of Environment and Conservation(TDEC):  
[www.tn.gov/environment](http://www.tn.gov/environment)

United States Environmental Protection Agency (USEPA):  
[www.epa.gov/safewater](http://www.epa.gov/safewater)

Safe Drinking Water Hotline: (800) 426-4791

Centers for Disease Control and Prevention: [www.cdc.gov](http://www.cdc.gov)

American Water Works Association: [www.awwa.org](http://www.awwa.org)

Water Quality Association: [www.wqa.org](http://www.wqa.org)

National Library of Medicine/National Institute of Health:  
[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

**This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.**

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-866-736-6420** र हमें काल करें।

**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-866-736-6420.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.



2022 Annual  
**WATER QUALITY  
REPORT**

**Citico Water Treatment Plant**  
PWS ID: 0000107

**QUALITY. ONE MORE WAY  
WE KEEP LIFE FLOWING.**



**TENNESSEE  
AMERICAN WATER**

**WE KEEP LIFE FLOWING®**

# What is a Consumer Confidence Report (CCR)

Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

We are committed to delivering high quality drinking water service. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

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Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-866-736-6420.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.

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## A message from **Tennessee American Water's President**



**Grant A. Evitts**

President, Tennessee  
American Water

Dear Tennessee American Water Customer,

Having access to safe, reliable water service is something that can be easily taken for granted. At Tennessee American Water, it's our top priority.

I am pleased to share with you our 2022 Consumer Confidence Report, which is a testament to the hard work and dedication of our employees.

As you read through this annual water quality information, you will see that we continue to supply high quality drinking water service to keep your life flowing. We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. In fact, we test for about 100 regulated contaminants as required by state and federal drinking water standards.

**QUALITY:** We take water quality so seriously that our water treatment plant has been nationally recognized for over 22 years with Directors Awards from the U.S. Environmental Protection Agency's (EPA) Partnership for Safe Water program for surpassing federal and state drinking water standards. We remain committed to protecting our sources of drinking water. We utilize advanced technology and detection methods that are paving the way for source water protection across the country.

**SERVICE:** In 2022, we invested over \$27 million to upgrade our water treatment and pipeline systems in the communities we serve. These investments allow us to improve water quality, water pressure, fireflow capacity and service reliability for our customers.

**VALUE:** While costs to provide water service continue to increase across the country, our investments help us provide high quality water service that remains an exceptional value for such an essential service. We hope our commitment to you and our passion for water shines through in this report detailing the source and quality of your drinking water in 2022. We will continue to work to keep your life flowing – today, tomorrow and for future generations.

Proud to be your local water service provider,

A handwritten signature in blue ink that reads "Grant A. Evitts". The signature is fluid and cursive.

Grant A. Evitts  
Tennessee American Water

**This report contains important information about your drinking water. Translate it or speak with someone who understands it at (866) 736-6420, Monday-Friday, 7 a.m. to 7 p.m.**



### **ATTENTION: Landlords and Apartment Owners**

**Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.**

## Mark of Excellence



### EVERY STEP OF THE WAY.

Our team monitors and tests your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. **In fact, American Water performs over one million tests annually for about 100 regulated contaminants, nationwide.**



### EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. We are recognized as an industry leader in water quality and work cooperatively with the EPA so that drinking water standards and new regulations produce benefits for customers and public water suppliers. American Water has earned awards from the EPA's Partnership for Safe Water as well as awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.



### WATER QUALITY. DOWN TO A SCIENCE.

Our team also has access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. American Water scientists refine testing procedures, innovate new methods, and set new standards for detecting potentially new contaminants—even before regulations are in place.



### MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as Tennessee American Water is investing in research and testing, we also understand the importance of investing in the infrastructure that provides high-quality water service to you. Last year alone, **we invested over \$27 million to improve our water treatment and pipeline systems.**

## NOT JUST MEETING DRINKING WATER STANDARDS— SURPASSING THEM.

The EPA regulates about 100 potential contaminants and sets stringent standards for each one. **Tennessee American Water takes water quality so seriously that:**

**Tennessee American Water's Citico Plant is a volunteer participant in the US Environmental Protection Agency's Partnership for Safe Water, a national program designed to achieve operational excellence in water treatment for the past 22 years. In 2020 Tennessee American Water was awarded the "20-Year Directors Award". The Partnership for Safe Water program, administered by the EPA and other water related organizations, honors water utilities for achieving operation excellence by voluntarily optimizing their treatment facility operations and adopting more stringent performance goals than those required.**





# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

The Tennessee American Water Citico Water Treatment Plant located in Chattanooga, Tennessee, draws surface water from the Tennessee River. Our goal is to protect our water from contamination, and we are working with the state to determine the vulnerability of our water source to potential contamination. Learn more about local waterways at <https://mywaterway.epa.gov/>. The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the untreated water sources serving this water system. The SWAP Report assesses the susceptibility of untreated water sources to potential contamination.

To ensure safe drinking water, all public water systems treat and routinely test their water. Water sources have been rated as reasonably susceptible (high), moderately susceptible (moderate) or slightly susceptible (low) based on geologic factors and human activities in the vicinity of the water source. Tennessee American Water source is rated as reasonably susceptible to potential contamination.

An explanation of Tennessee's SWAP, the Source Water Assessment summaries, susceptibility scorings and the overall TDEC report to EPA can be viewed online at: <https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html> or contact TDEC at 1-888-891-8332 (1-888-891-TDEC) to obtain copies of specific assessments. Tennessee American Water can also be contacted at 1-866-736-6420 to obtain a copy of the source water assessment specifically for our company.



## QUICK FACTS ABOUT THE CHATTANOOGA SYSTEM

### Communities served -

**In TN:** Chattanooga, East Ridge, Elder Mountain, Lookout Mountain, Red Bank, Signal Mountain (wholesale customer)

**In GA:** Catoosa Utility District Authority (wholesale), Lookout Mountain, Ft. Oglethorpe (wholesale), Rossville, Walker County (wholesale)

### Water source:

Tennessee River

**Average amount of water supplied to customers on a daily basis: 40 million gallons per day**

### Disinfection treatment:

surface water supplies are disinfected with chlorine to maintain water quality in the distribution system.



## What are the Sources of Contaminants?

To provide tap water that is safe to drink, EPA and the Tennessee Department of Environment and Conservation prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. 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 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 (800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, aquifers and/or groundwater. 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.

### SPECIAL HEALTH INFORMATION

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/Centers for Disease Control and Prevention (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 (800-426-4791).

### CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

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



# Protecting Your Drinking Water Supply

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect our shared water resources. This includes utilities, businesses, residents, government agencies and organizations. Everyone who lives, works, and plays in the area has a role and stake in clean water supplies.

## WHAT CAN YOU DO?

Quality drinking water starts upstream. Everyone can help maintain and improve drinking water supplies through the following actions:

- Properly dispose of pharmaceuticals, household chemicals, oils and paints. Materials can impact water ways if poured down the drain, flushed down the toilet, or dumped on the ground.
- Check for leaks from automobiles and heating fuel tanks. Clean up any spills using an absorbent material like cat litter. Sweep up the material and put it in a sealed bag. Check with the local refuse facility for proper disposal.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.

**Report any spills, illegal dumping or suspicious activity to the Tennessee Department of Environment & Conservation:** 1-888-891-8332 or [Ask.TDEC@tn.gov](mailto:Ask.TDEC@tn.gov)

## FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at [tennesseeamwater.com](http://tennesseeamwater.com) or contact the regional Source Water Protection Lead, Thalika Hollingsworth at 423-771-4751.

## WHAT ARE WE DOING?

Our priority is to provide reliable, quality drinking water service for customers. The source of supply is an important part of that mission. We work to understand and reduce potential risks to your drinking water supply. In addition to the Source Water Protection Plan we have developed under the Tennessee Source Water Assessment Program (SWAP), we work with organizations to support their work in protecting our water sources. We believe that everyone plays a role and by partnering with environmental organizations, we help spread awareness of ways individuals can make a positive impact. Examples of the types of activities we support include river, stream and creek clean ups, “skip the straw” awareness to reduce microplastics, bank stabilization and prevention of run-off, and benefits of gardening with native plants.

**Here are a few of the efforts underway to protect our shared water resources:**



**Community Involvement:** We have a proactive public outreach program to help spread the word and get people involved. This includes school education, contests, and other community activities.



**Environmental Grant Program:** Each year, we fund projects that improve water resources in our local communities.



**Pharmaceutical Collection:** We partner with local law enforcement & drug abuse prevention organizations to sponsor Drug Take Back events in our community. These events as well as local permanent lock boxes offer residents a way to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies. Learn more [here](#).



# About Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. American 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 or at <http://www.epa.gov/safewater/lead>.

## UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



Please note: This diagram is a generic representation. Variations may apply.

## The most common source of lead in tap water is from the customer's plumbing and their service line.

The utility-owned water mains are not made of lead; however, the water service line that carries the water from the water main in the street to your home could be. Homeowners' service lines may be made of lead, copper, galvanized steel or plastic. You can assess your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve.

### MINIMIZING YOUR POTENTIAL EXPOSURE

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

### CHECK YOUR PLUMBING AND SERVICE LINE

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at 423-771-4749.



**1. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than six hours, flush the tap with cold water for 30 seconds to two minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.



**2. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.



**3. Routinely remove and clean all faucet aerators.**



**4. Look for the "Lead Free" label** when replacing or installing plumbing fixtures.



**5. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.



**6. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.

# Determining Your Service Line Material

Homeowners' service lines are most commonly made of lead, copper, galvanized steel or plastic. Homes built before 1930 are more likely to have lead plumbing systems.

## There are different ways that you can determine if you have a lead service line.

- You can access your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve and identify the pipe material using the chart on the right.
- A licensed and insured plumber can inspect your pipes and plumbing.
- Lead test kits can be purchased at local hardware and home improvement stores. These kits are used to test paint, but can also be used to test pipe – not the water inside. Look for an EPA recognized kit. Wash your hands after inspecting plumbing and pipes.

## TYPES OF PIPE

	<ul style="list-style-type: none"> <li>Galvanized: A dull, silver-gray color. Use a magnet - strong magnets will typically cling to galvanized pipes.</li> </ul>
	<ul style="list-style-type: none"> <li>Copper: The color of a copper penny.</li> </ul>
	<ul style="list-style-type: none"> <li>Plastic: Usually white, rigid pipe that is jointed to water supply piping with a clamp. Note: It can be other colors, including blue and black.</li> </ul>
	<ul style="list-style-type: none"> <li>Lead: A dull, silver-gray color that is easily scratched with a coin. Use a magnet - strong magnets will <u>not</u> cling to lead pipes.</li> </ul>

## YOUR SERVICE LINE MATERIAL

Please note if your service lines contain lead, it does not mean you cannot use water as you normally do. Tennessee American Water continues to meet all state and federal water quality regulations stipulated in the Lead and Copper Rule (<https://www.epa.gov/dwreginfo/lead-and-copper-rule>). We also have a corrosion control program that mitigates interactions between pipe material and distributed water. Our most recent lead and copper program was completed in 2022. All homes with service lines containing lead from our state-approved sampling sites did not exceed the action level for lead. If you're wanting to have your water tested, here's a list of state-approved laboratories for drinking water analyses:

[https://www.tn.gov/content/dam/tn/environment/water/drinking-water-unit/wr\\_wq\\_dw\\_approved-commercial-labs.pdf](https://www.tn.gov/content/dam/tn/environment/water/drinking-water-unit/wr_wq_dw_approved-commercial-labs.pdf)

Plastic	Galvanized	Copper	Lead
			
<p><b>Color:</b> May be white, black, blue or grey. May have identification on sidewall indicating type of plastic</p> <p><b>Scratch test:</b> Not needed</p> <p><b>Magnet:</b> Will <b>NOT</b> stick</p> <p><b>Coin tap:</b> Non-tinny, sharp noise</p>	<p><b>Color:</b> Dull gray</p> <p><b>Scratch test:</b> Dull silver</p> <p><b>Magnet:</b> <b>WILL</b> stick</p> <p><b>Coin tap:</b> Tinny noise</p> <p><b>Note:</b> Galvanized, will have threaded joints</p>	<p><b>Color:</b> Copper/bronze</p> <p><b>Scratch test:</b> Shiny copper</p> <p><b>Magnet:</b> Will <b>NOT</b> stick</p> <p><b>Coin tap:</b> Tinny noise</p>	<p><b>Color:</b> Dull gray</p> <p><b>Scratch test:</b> Bright silvery, easily scratched</p> <p><b>Magnet:</b> Will <b>NOT</b> stick</p> <p><b>Coin tap:</b> Dull noise</p> <p><b>Note:</b> Look for a lead bulb; Not always rigid, look for a bend</p>

**We Need Your Help!**

If you know what type your service line material is coming into your house from the street, please email [tawleadinginquiries@amwater.com](mailto:tawleadinginquiries@amwater.com) and also include a picture for validation.

# Important Information About **Drinking Water**

## **CRYPTOSPORIDIUM**

Cryptosporidium is a microbial pathogen found in surface water throughout the U.S. Although filtration removes Cryptosporidium, the most commonly-used filtration methods cannot guarantee 100 percent removal. Ingestion of Cryptosporidium may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However, immunocompromised people, infants and small children, and the elderly are at greater risk of developing life-threatening illness. We encourage immunocompromised individuals to consult their doctor regarding appropriate precautions to take to avoid infection. Cryptosporidium must be ingested to cause disease, and it may be spread through means other than drinking water. For more information on Cryptosporidium, contact the Safe Drinking Water Hotline (800-426-4791).

## **FLUORIDE**

Fluoride is a naturally occurring substance. It can be present in drinking water from two sources:

1. **By nature** when groundwater comes into contact with fluoride-containing minerals naturally present in the earth; or
2. **By a water purveyor** through addition of fluoride to the water they are providing in the distribution system.

The Citico System has naturally-occurring fluoride in the source water. The fluoride levels at Citico treatment plant was adjusted to achieve an optimal fluoride level of 0.7 parts per million (ppm) and a control range of 0.6

ppm to 0.9 ppm to comply with the state's Water Fluoridation Standards. The naturally-occurring fluoride levels in the Citico source water is close to optimal levels (approximately 0.1 ppm) and with Citico's fluoride addition, the fluoride levels in the entire system are consistent year-round.

If you have any questions on fluoride, please call Tennessee American Water's Customer Service Center at (866) 736-6420.

## **UNREGULATED CONTAMINANT MONITORING RULE (UCMR)**

The EPA created the Unregulated Contaminants Monitoring Rule (UCMR) to assist them in determining the occurrence of unregulated contaminants in drinking water and whether new regulations are warranted. The first Unregulated Contaminants Monitoring Rule (UCMR1) testing was completed in 2003 for a list of contaminants specified by the EPA. Unregulated contaminants are those for which the EPA has not established drinking water standards. UCMR2 testing was conducted between November 2008 and August 2009, and UCMR3 assessment monitoring was conducted between January 2013 and December 2016. The fourth list of contaminants to monitor as part of the UCMR was published by the EPA in December 2016. UCMR4 testing began in 2018 and continued into 2020. The results from the UCMR monitoring are reported directly to the EPA. The results of this monitoring are incorporated in the data tables in this report as appropriate. For more information, contact our Customer Service Center at 1-866-736-6420.



# Important Information About Drinking Water



## PFAS

Per- and polyfluoroalkyl substances (PFAS) are manufactured chemicals used in many household products including nonstick cookware (e.g., Teflon™), stain repellants (e.g., Scotchgard™), and waterproofing (e.g., GORE-TEX™). They are also used in industrial applications such as in firefighting foams and electronics production. There are thousands of PFAS chemicals, and they persist in the environment. Two well-known PFAS chemicals are perfluorooctanoic acid (PFOA) and perfluorooctane sulfonic acid (PFOS). These were phased out of production in the United States and replaced by hexafluoropropylene oxide-dimer acid (commonly known as GenX), perfluorobutane sulfonic acid (PFBS) and others.

Tennessee American Water has performed voluntary sampling to better understand occurrence of certain PFAS in drinking water sources. This sampling allows us to understand how our water compares against the non-enforceable Health Advisory Level set by U.S. EPA. Sampling also allows Tennessee American Water to be better prepared as U.S. EPA and Tennessee Department of Environment and Conservation are currently developing drinking water standards for PFOA and PFOS. Additionally, in 2024, Tennessee American Water - Citico will be checking our drinking water for 29 PFAS chemicals through our participation in the U.S. EPA Unregulated Contaminant Monitoring Rule program, or UCMR. Through the UCMR program, water systems collect data on a group of contaminants that are currently not regulated in drinking water at the federal level. U.S. EPA uses this information when deciding if it needs to create new drinking water limits.

The science and regulation of PFAS and other contaminants is always evolving, and Tennessee American Water strives to be a leader in research and development. PFAS contamination is one of the most rapidly changing areas in the drinking water field. We have invested in our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critically important to addressing this issue.



American Water has a history of leading research to understand contaminants that can make their way through the environment. Our dedicated scientists work with leaders in the water community to develop methods to detect, sample, measure and address these contaminants. Because investment in research is critical to address PFAS, American Water actively assesses treatment technologies that can effectively remove PFAS from drinking water.

**Lauren A. Weinrich, Ph.D.**  
Principal Scientist



# Water Quality Results

## WATER QUALITY STATEMENT

We are pleased to report that during calendar year 2022, the results of testing of your drinking water complied with all state and federal drinking water requirements.

For your information, we have compiled a list in the table below showing the testing of your drinking water during 2022. The Tennessee Department of Environment and Conservation (TDEC) allows us to monitor for some contaminants less than once per year because the concentration of the contaminants does not change frequently. Some of our data, though representative, are more than one year old.

## EVER WONDER WHY OR WHAT ABOUT DRINKING WATER?

Below are links to YouTube videos and the topics they address. The videos are short - around 1 minute long with subtitles. Click on the links to learn more!

**Taste and Smell of Water Explained:**

**Sulfur Smell Explained:**

**Chlorine in Drinking Water:**

**Cloudy Water Explained:**

**Residue from Water Explained:**

**Toilet Leaks:**

**Lead in Drinking Water:**

**Fluoride in Drinking Water:**

**Discolored Water Explained:**

**What are PFAS?:**

<https://youtu.be/a4uaaxTOWoE>

[https://youtu.be/DX0EYWnB\\_ek](https://youtu.be/DX0EYWnB_ek)

<https://youtu.be/QUaldDT7nEg>

<https://youtu.be/uYkCcW9RE4c>

[https://youtu.be/x7\\_pwehvgmA](https://youtu.be/x7_pwehvgmA)

<https://youtu.be/OzlrOfYgzY>

<https://youtu.be/xNihqfuyhaA>

<https://youtu.be/g-03JCe9AjY>

<https://youtu.be/W21NUWP9oa8>

[https://youtu.be/vWoOtHOVb\\_c](https://youtu.be/vWoOtHOVb_c)

## CONTACT INFORMATION

This CCR was prepared by TNAW Water Quality Team. If you have questions about this report, you want additional information about your drinking water, or want to know how to participate in local activities that may help protect the quality of your drinking water, please contact: Lori Stenzel, Manager, Water Quality & Environmental Compliance, email: [lori.stenzel@amwater.com](mailto:lori.stenzel@amwater.com) or phone: (423) 771-4705.



# Definition of Terms

These are terms that may appear in your report.

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

**Level 1 Assessment:** A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

**Level 2 Assessment:** A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

**LRAA:** Locational Running Annual Average

**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. See also Secondary Maximum Contaminant Level (SMCL).

**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 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.

**MFL:** Million fibers per liter.

**micromhos per centimeter ( $\mu\text{mhos/cm}$ ):** A measure of electrical conductance.

**NA:** Not applicable

**ND:** Not detected

**Nephelometric Turbidity Units (NTU):** Measurement of the clarity, or turbidity, of the water.

**pH:** A measurement of acidity, 7.0 being neutral.

**picocuries per liter (pCi/L):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

**parts per billion (ppb):** One part substance per billion parts water, or micrograms per liter.

**parts per million (ppm):** One part substance per million parts water, or milligrams per liter.

**parts per trillion (ppt):** One part substance per trillion parts water, or nanograms per liter.

**Secondary Maximum Contaminant Level (SMCL):** Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**TON:** Threshold Odor Number

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

**%:** Percent

## MEASUREMENTS

### Parts Per Million



in a 10 gallon fish tank

### Parts Per Billion



in a 10,000 gallon swimming pool

### Parts Per Trillion



in 35 junior size Olympic pools

# Water Quality Results

Tennessee American Water conducts extensive monitoring to determine if your water meets all water quality standards. The detections of our monitoring are reported in the following tables. While most monitoring was conducted in 2022, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see the “Definition of Terms” on the previous page. Some unregulated substances are measured, but maximum contaminant levels have not been established by the government. These contaminants are shown for your information.

**NOTE: Regulated contaminants not listed in this table were not found in the treated water supply.**

## LEAD AND COPPER MONITORING PROGRAM - At least 50 tap water samples collected at customers' taps every 3 years

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90 <sup>th</sup> Percentile	Range	No. of Homes Sampled	Homes Above Action Level	Typical Source
Lead (ppb)	2022	Yes	0	15	2	<1 - 8	50	0	Corrosion of household plumbing systems.
Copper (ppm)	2022	Yes	1.3	1.3	0.072	<0.025 - 0.098	50	0	Corrosion of household plumbing systems.

## DISINFECTION BYPRODUCTS - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Level Detected (Max LRAA)	Range Detected	Typical Source
Total Trihalomethanes (TTHMs) (ppb)	2022	Yes	NA	80	62.1	24.9 - 60.0	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2022	Yes	NA	60	30.5	11.9 - 35.9	By-product of drinking water disinfection.

NOTE: Compliance is based on the running annual average at each location (LRAA). The Highest LRAA reflects the highest average at any location and the Range Detected reflects all samples from this year used to calculate the running annual average. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.

### DISINFECTANTS - Collected in the Distribution System and at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Compliance Result	Range Detected	Typical Source
Chlorine (ppm) (Distribution System)	2022	Yes	MRDLG = 4	4	1.52 <sup>1</sup>	0.61 - 2.16	Water additive used to control microbes.
Chlorine (ppm) (Entry point)	2022	Yes	MRDLG=4	4	1.58 <sup>2</sup>	1.58 - 2.25	Water additive used to control microbes.

1-Data represents the highest quarterly running annual average of chlorine residuals measured in distribution system of compliance samples.

2-Data represents the lowest residual entering the distribution system from our surface water treatment plant.

### TREATMENT BYPRODUCTS PRECURSOR REMOVAL - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Range of % Removal Required	Range of Removal Achieved	Number of Quarters out of compliance	Typical Source
Total Organic Carbon (ppm)	2022	Yes	NA	TT: $\geq$ 25%-45% removal	25% to 67%	0	Naturally present in the environment.

The treatment technique requirement for Total Organic Carbon was met 100% of the time in 2022. Alternative Compliance criteria value used in place of calculated value in some quarters since source or treated water TOC was less than 2.0 mg/L.

### TURBIDITY - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Amount Detected	Range Detected	Typical Source
Turbidity <sup>1</sup> (NTU)	2022	Yes	0	TT: Single result >1NTU	0.28	0.02 - 0.28	Soil runoff.
	2022	Yes	NA	TT: At least 95% of samples <0.3 NTU	100%	NA	Soil runoff.

1-Turbidity is a measure of the cloudiness of the water. Turbidity is monitored because it is a good indicator of the effectiveness of the filtration system. During 2022, 100% of all samples taken to measure turbidity met water quality standard of less than 0.3 NTU. Turbidity in excess of 5 NTUs is just noticeable to the average person.

## REGULATED SUBSTANCES

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Compliance Result	Range Detected	Typical Source
Fluoride <sup>1</sup> (ppm) (Distribution)	2022	Yes	4	4	0.68	0.65 - 0.70	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Nitrate <sup>2</sup> (ppm) (Entry point)	2022	Yes	10	10	0.27	0.19 - 0.27	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.

1-Fluoride compliance result is the average of quarterly distribution samples.

2-Nitrate compliance result is the highest result achieved in 2022 at the entry point.

## OTHER SUBSTANCES OF INTEREST - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Limit	Average Amount Detected	Range Detected	Comments
Iron <sup>1</sup> (ppm)	2022	NA	NA	NA	<0.10	<0.10	Secondary standard limit = 0.3 mg/L
Manganese <sup>1</sup> (ppm)	2022	NA	NA	NA	<0.010	<0.010	Secondary standard limit = 0.05 mg/L
Sodium <sup>2</sup> (ppm)	2022	NA	NA	NA	8.5	8.1 - 8.8	Erosion of natural deposits; used in water treatment
Chloride <sup>1</sup> (ppm)	2022	NA	NA	NA	11.6	11.4 - 11.7	Secondary standard limit = 250 mg/L
Hardness (ppm)	2022	NA	NA	NA	75	60 - 92	Soft 0 - 60 mg/L Moderately Hard 61 - 120 Hard 121 - 180 Very Hard greater than 180
Hardness (grains/gal)	2022	NA	NA	NA	4.4	3.5 - 5.4	Naturally occurring
pH <sup>1</sup>	2022	NA	NA	NA	7.3	7.1 - 7.5	Secondary standard limit = 6.5 - 8.5
Temp <sup>3</sup> (Celsius)	2022	NA	NA	NA	20.9	10.0 - 29.5	
Total Dissolved Solids <sup>1</sup> (ppm)	2022	NA	NA	NA	65	54 - 76	Secondary standard limit = 500 mg/L
Zinc <sup>1</sup> (ppm)	2022	NA	NA	NA	0.19	0.14 0.24	Secondary standard limit = 5.0 mg/L

1-Substances with Secondary MCLs do not have MCLGs and are not legally enforceable; these limits are primarily established to address aesthetic concerns.

2-For healthy individuals, the sodium intake from water is not important because a much greater intake of sodium takes place from salt in the diet. However, sodium levels above the recommended upper limit may be of concern to individuals on a sodium restricted diet.

3-Temp. is the temperature of the effluent water

## UNREGULATED CONTAMINANT MONITORING

Unregulated contaminants are those for which the EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist the EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is necessary. Every five years, the EPA issues a new list of no more than 30 unregulated contaminants to be monitored. For additional information call the Safe Drinking Water Hotline at (800) 426-4791.

ADDITIONAL WATER QUALITY PARAMETERS OF INTEREST					
Parameter	Units	Years	Average Result	Range Detected	Typical Source
Bromochloroacetic Acid	ppb	2018, 2019	2.1	0.8 - 3.4	By-product of drinking water disinfection
Bromodichloroacetic acid	ppb	2018, 2019	2.8	1.5 - 4.1	By-product of drinking water disinfection
Chlorodibromoacetic acid	ppb	2018, 2019	0.08	<0.3 - 0.4	By-product of drinking water disinfection
Dibromoacetic Acid	ppb	2018, 2019	0.05	<0.3 - 0.47	By-product of drinking water disinfection
Dichloroacetic Acid	ppb	2018, 2019	8.9	3.6 - 15	By-product of drinking water disinfection
Monobromoacetic Acid	ppb	2018, 2019	0.04	<0.3 - 0.32	By-product of drinking water disinfection
Total Haloacetic Acids	ppb	2018, 2019	23	11 - 38	By-product of drinking water disinfection
Total Haloacetic Acids - Br	ppb	2018, 2019	5.1	2.7 - 7.9	By-product of drinking water disinfection
Total Haloacetic Acids-UCMR4	ppb	2018, 2019	28	13 - 45	By-product of drinking water disinfection
Trichloroacetic Acid	ppb	2018, 2019	13.5	7.1 - 23.0	By-product of drinking water disinfection
Manganese	ppb	2018, 2019	0.6	<0.4 - 1.5	Naturally-occurring elemental metal; largely used in aluminum alloy production. Essential dietary element.

Haloacetic acids test were performed on water in the distribution system.

Manganese test was performed on effluent water leaving the treatment plant and has a Secondary MCL of 50 ppb.

## PFAS

Tennessee American Water has performed voluntary sampling to better understand the occurrence of certain PFAS in drinking water sources. This sampling allows us to understand how our water compares against the non-enforceable Health Advisory Level set by U.S. EPA. Sampling also allows Tennessee American Water to be better prepared as U.S. EPA and Tennessee Department of Environment and Conservation are currently developing drinking water standards for PFOA and PFOS.

UNREGULATED PFAS CHEMICALS					
Parameter	Year Sampled	Units	Highest Result	Range Detected	Typical Source
Perfluorooctanoic acid (PFOA)	2022	ppt	5.9	ND - 5.9	Manufactured chemical(s); used in household goods for stain, grease, heat and water resistance.
Perfluorooctane sulfonic acid (PFOS)	2022	ppt	9.5	2.3 - 9.5	
Hexafluoropropylene oxide-dimer acid GenX	2022	ppt	ND	ND	
Perflurorbutane sulfonic acid (PFBS)	2022	ppt	44.1	3.1 - 44.1	
Perflurorbutanoic acid (PFBA)	2022	ppt	13.6	3.0 - 13.6	
Perfluorodecanoic acid (PFDA)	2022	ppt	ND	ND	
Perfluoroheptanoic Acid (PFHpA)	2022	ppt	2.4	ND - 2.4	
Perfluorohexanoic Acid (PFHxA)	2022	ppt	3.9	ND - 3.9	
Perfluoropentanoic Acid (PFPeA)	2022	ppt	4.9	ND - 4.9	

PFAS are currently not regulated in Tennessee. In 2022, U.S. EPA set health advisory levels for four PFAS chemicals – PFOA (0.004 part per trillion (ppt), PFOS (0.02 ppt), GenX (10 ppt), and PFBS (2,000 ppt). Based on current analytical methods, however, the health advisory levels for PFOA and PFOS are below the level of both detection (determining whether or not a substance is present) and quantitation (the ability to reliably determine how much of a substance is present). This means that it is possible for PFOA or PFOS to be present in drinking water at levels that exceed health advisories even if testing indicates no level of these chemicals. U.S. EPA is currently developing drinking water regulations for PFOA or PFOS that take these challenges into consideration and Tennessee American Water will take appropriate actions to meet any new regulations. Finally, PFAS chemicals are unique, therefore, two PFAS chemicals at the same level typically do not present the same risk. Therefore, you should not compare the results for one PFAS chemical against the results of another. For more information on PFAS, please visit: <https://www.amwater.com/resources/pdf/american-water-PFAS.pdf>



## Six Simple Steps to Save Water



### Fix any leaking faucets.

One drop every 2 seconds from a leaky faucet wastes 2 gallons of water every day. That's water — and money — down the drain.



### Don't let faucets run when brushing, shaving, or washing the dishes.

Just turning off the water while you brush can save 200 gallons a month.



**Run washing machines and dishwashers only when they are full**, or select the properly-sized wash cycle for the current laundry load.



**Install water-saving shower heads and faucet aerators** in the bathroom and kitchen (available at most home improvement stores and some supermarkets).



**Don't wash your car at home.** A car wash uses much less water and often recycles it, too.



### Turn off automatic lawn and garden sprinklers

when it's raining outside and at the end of the growing season.

Every Drop Counts





## About Us

With a history dating back to 1886, **American Water Works Company, Inc.** (NYSE: AWK) is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 7,000 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to 15 million people in 46 states. American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing.

**Tennessee American Water**, a subsidiary of American Water, is the largest investor-owned water utility in the state, providing high-quality and reliable water service to approximately 380,000 residents in Tennessee and northern Georgia. For more information, visit [tennesseeamwater.com](http://tennesseeamwater.com) and follow us on Twitter, Facebook, Instagram and YouTube.



## TENNESSEE AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**  
14 communities in three TN counties (Hamilton, Marion & Sequatchie), two GA counties (Walker & Catoosa) and including Sale for Resale Customers (Signal Mountain, TN; Ft. Oglethorpe, GA; Catoosa Utility District Authority, GA; Walker County Water Authority)
- **PEOPLE SERVED**  
Approximately 380,000 residents in Tennessee and northern Georgia (88% residential, 11% commercial/Industrial, 1% public entities such as schools, hospitals, government facilities)
- **EMPLOYEES**  
110
- **TREATMENT FACILITIES**  
Two surface water treatment plants and one groundwater source
- **MILES OF PIPELINE & OTHER DISTRIBUTION FACILITIES**
  - Miles of pipe: 1,443 miles
  - Hydrants: 5,723
  - Valves: 19,609
- **Storage and transmission**
  - Boosters: 33
  - Tanks: 38

# How to Contact Us

If you have any questions about this report, your drinking water, or service, please contact Tennessee American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-866-736-6420.



## WATER INFORMATION SOURCES

Tennessee American Water  
[www.tennesseeamwater.com](http://www.tennesseeamwater.com)

Tennessee Department of Environment and Conservation(TDEC):  
[www.tn.gov/environment](http://www.tn.gov/environment)

United States Environmental Protection Agency (USEPA):  
[www.epa.gov/safewater](http://www.epa.gov/safewater)

Safe Drinking Water Hotline: (800) 426-4791

Centers for Disease Control and Prevention: [www.cdc.gov](http://www.cdc.gov)

American Water Works Association: [www.awwa.org](http://www.awwa.org)

Water Quality Association: [www.wqa.org](http://www.wqa.org)

National Library of Medicine/National Institute of Health:  
[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

**This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.**

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-866-736-6420** र हमें काल करें।

**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-866-736-6420.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.



2023 Annual  
**WATER QUALITY  
REPORT**

**Citico Water Treatment Plant**  
PWS ID: 0000107

**QUALITY. ONE MORE WAY  
WE KEEP LIFE FLOWING.**



**TENNESSEE  
AMERICAN WATER**

**WE KEEP LIFE FLOWING®**

# What is a Consumer Confidence Report (CCR)

Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

We are committed to delivering high quality drinking water service. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

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**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

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Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.

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## A message from Tennessee American Water's President



**Grant A. Evitts**

President, Tennessee  
American Water

Dear Tennessee American Water Customer,

Having access to safe, reliable water service is something that can be easily taken for granted. At Tennessee American Water, it's our top priority.

I am pleased to share with you our 2023 Consumer Confidence Report, which is a testament to the hard work and dedication of our employees.

As you read through this annual water quality information, you will see that we continue to supply high quality drinking water service to keep your life flowing. We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. In fact, we test for about 100 regulated contaminants as required by state and federal drinking water standards.

**QUALITY:** We take water quality so seriously that our water treatment plant has been nationally recognized for over 23 years with Directors Awards from the U.S. Environmental Protection Agency's (EPA) Partnership for Safe Water program for surpassing federal and state drinking water standards. We remain committed to protecting our sources of drinking water. We utilize advanced technology and detection methods that are paving the way for source water protection across the country.

**SERVICE:** In 2023, we invested over \$35 million to upgrade our water treatment and pipeline systems in the communities we serve. These investments allow us to improve water quality, water pressure, fireflow capacity and service reliability for our customers.

**VALUE:** While costs to provide water service continue to increase across the country, our investments help us provide high quality water service that remains an exceptional value for such an essential service. We hope our commitment to you and our passion for water shines through in this report detailing the source and quality of your drinking water in 2023. We will continue to work to keep your life flowing – today, tomorrow and for future generations.

Proud to be your local water service provider,

A handwritten signature of Grant A. Evitts in blue ink. The signature is written in a cursive style and is positioned above the printed name.

Grant A. Evitts  
Tennessee American Water

**This report contains important information about your drinking water. Translate it or speak with someone who understands it at (866) 736-6420, Monday-Friday, 7 a.m. to 7 p.m.**



### **ATTENTION: Landlords and Apartment Owners**

**Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.**



## Mark of Excellence



### EVERY STEP OF THE WAY.

Our team monitors and tests your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. **In fact, American Water performs over one million tests annually for about 100 regulated contaminants, nationwide.**



### EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. We are recognized as an industry leader in water quality and work cooperatively with the EPA so that drinking water standards and new regulations produce benefits for customers and public water suppliers. American Water has earned awards from the EPA's Partnership for Safe Water as well as awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.



### WATER QUALITY. DOWN TO A SCIENCE.

Our team also has access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. American Water scientists refine testing procedures, innovate new methods, and set new standards for detecting potentially new contaminants—even before regulations are in place.



### MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as Tennessee American Water is investing in research and testing, we also understand the importance of investing in the infrastructure that provides high-quality water service to you. Last year alone, **we invested over \$35 million to improve our water treatment and pipeline systems.**

## NOT JUST MEETING DRINKING WATER STANDARDS— SURPASSING THEM.

The EPA regulates about 100 potential contaminants and sets stringent standards for each one. **Tennessee American Water takes water quality so seriously that:**

**Tennessee American Water's Citico's (Chattanooga) Plant has been nationally recognized with the Directors Award from the EPA's (Environmental Protection Agency) Partnership for Safe Water program for our long-term commitment to optimizing operations, achieving outstanding performance, and protecting public health and environment. We have achieved this award for the past 23 years.**





# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

The Tennessee American Water Citico Water Treatment Plant located in Chattanooga, Tennessee, draws surface water from the Tennessee River. Our goal is to protect our water from contamination, and we are working with the state to determine the vulnerability of our water source to potential contamination. Learn more about local waterways at <https://mywaterway.epa.gov/>. The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the untreated water sources serving this water system. The SWAP Report assesses the susceptibility of untreated water sources to potential contamination.

To ensure safe drinking water, all public water systems treat and routinely test their water. Water sources have been rated as reasonably susceptible (high), moderately susceptible (moderate) or slightly susceptible (low) based on geologic factors and human activities in the vicinity of the water source. Tennessee American Water source is rated as reasonably susceptible to potential contamination.

An explanation of Tennessee's SWAP, the Source Water Assessment summaries, susceptibility scorings and the overall TDEC report to EPA can be viewed online at: <https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html> or contact TDEC at 1-888-891-8332 (1-888-891-TDEC) to obtain copies of specific assessments. Tennessee American Water can also be contacted at 1-866-736-6420 to obtain a copy of the source water assessment specifically for our company.



## QUICK FACTS ABOUT THE CHATTANOOGA SYSTEM

### Communities served -

**In TN:** Chattanooga, East Ridge, Elder Mountain, Lookout Mountain, Red Bank, Signal Mountain (wholesale customer)

**In GA:** Catoosa Utility District Authority (wholesale), Lookout Mountain, Ft. Oglethorpe (wholesale), Rossville, Walker County (wholesale)

### Water source:

Tennessee River

**Average amount of water supplied to customers on a daily basis: 40 million gallons per day**

### Disinfection treatment:

surface water supplies are disinfected with chlorine to maintain water quality in the distribution system.



# What are the Sources of Contaminants?

To provide tap water that is safe to drink, EPA and the Tennessee Department of Environment and Conservation prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. 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 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 (800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, aquifers and/or groundwater. 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.

## SPECIAL HEALTH INFORMATION

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/Centers for Disease Control and Prevention (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 (800-426-4791).

## CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

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



# Protecting Your Drinking Water Supply

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect our shared water resources. This includes utilities, businesses, residents, government agencies and organizations. Everyone who lives, works, and plays in the area has a role and stake in clean water supplies.

## WHAT CAN YOU DO?

Quality drinking water starts upstream. Everyone can help maintain and improve drinking water supplies through the following actions:

- Properly dispose of pharmaceuticals, household chemicals, oils and paints. Materials can impact water ways if poured down the drain, flushed down the toilet, or dumped on the ground.
- Check for leaks from automobiles and heating fuel tanks. Clean up any spills using an absorbent material like cat litter. Sweep up the material and put it in a sealed bag. Check with the local refuse facility for proper disposal.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.

**Report any spills, illegal dumping or suspicious activity to the Tennessee Department of Environment & Conservation:** 1-888-891-8332 or [Ask.TDEC@tn.gov](mailto:Ask.TDEC@tn.gov)

## FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at [tennesseeamwater.com](http://tennesseeamwater.com) or contact the regional Source Water Protection Lead, Thalika Hollingsworth at [thalika.saintil@amwater.com](mailto:thalika.saintil@amwater.com)

## WHAT ARE WE DOING?

Our priority is to provide reliable, quality drinking water service for customers. The source of supply is an important part of that mission. We work to understand and reduce potential risks to your drinking water supply. In addition to the Source Water Protection Plan we have developed under the Tennessee Source Water Assessment Program (SWAP), we work with organizations to support their work in protecting our water sources. We believe that everyone plays a role and by partnering with environmental organizations, we help spread awareness of ways individuals can make a positive impact. Examples of the types of activities we support include river, stream and creek clean ups, “skip the straw” awareness to reduce microplastics, bank stabilization and prevention of run-off, and benefits of gardening with native plants.

**Here are a few of the efforts underway to protect our shared water resources:**



**Community Involvement:** We have a proactive public outreach program to help spread the word and get people involved. This includes school education, contests, and other community activities.



**Environmental Grant Program:** Each year, we fund projects that improve water resources in our local communities.



**Pharmaceutical Collection:** We partner with local law enforcement & drug abuse prevention organizations to sponsor Drug Take Back events in our community. These events as well as local permanent lock boxes offer residents a way to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies. Learn more [here](http://tn.gov/opioids/education-and-prevention/prevention/safe-disposal-of-unwanted-medication.html) (tn.gov/opioids/education-and-prevention/prevention/safe-disposal-of-unwanted-medication.html).



# About Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. American 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 or at <http://www.epa.gov/safewater/lead>.

## UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



Please note: This diagram is a generic representation. Variations may apply.

## The most common source of lead in tap water is from the customer's plumbing and their service line.

The utility-owned water mains are not made of lead; however, the water service line that carries the water from the water main in the street to your home could be. Homeowners' service lines may be made of lead, copper, galvanized steel or plastic. You can assess your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve.

### MINIMIZING YOUR POTENTIAL EXPOSURE

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

### CHECK YOUR PLUMBING AND SERVICE LINE

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at [tawleadinquiries@amwater.com](mailto:tawleadinquiries@amwater.com)



**1. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than six hours, flush the tap with cold water for 30 seconds to two minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.



**2. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.



**3. Routinely remove and clean all faucet aerators.**



**4. Look for the "Lead Free" label** when replacing or installing plumbing fixtures.



**5. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.



**6. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.

# Determining Your Service Line Material

Homeowners' service lines are most commonly made of lead, copper, galvanized steel or plastic. Homes built before 1930 are more likely to have lead plumbing systems.

## There are different ways that you can determine if you have a lead service line.

- You can access your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve and identify the pipe material using the chart on the right.
- A licensed and insured plumber can inspect your pipes and plumbing.
- Lead test kits can be purchased at local hardware and home improvement stores. These kits are used to test paint, but can also be used to test pipe – not the water inside. Look for an EPA recognized kit. Wash your hands after inspecting plumbing and pipes.

## TYPES OF PIPE

	<ul style="list-style-type: none"> <li>Galvanized: A dull, silver-gray color. Use a magnet - strong magnets will typically cling to galvanized pipes.</li> </ul>
	<ul style="list-style-type: none"> <li>Copper: The color of a copper penny.</li> </ul>
	<ul style="list-style-type: none"> <li>Plastic: Usually white, rigid pipe that is jointed to water supply piping with a clamp. Note: It can be other colors, including blue and black.</li> </ul>
	<ul style="list-style-type: none"> <li>Lead: A dull, silver-gray color that is easily scratched with a coin. Use a magnet - strong magnets will <u>not</u> cling to lead pipes.</li> </ul>

## YOUR SERVICE LINE MATERIAL

Please note if your service lines contain lead, it does not mean you cannot use water as you normally do. Tennessee American Water continues to meet all state and federal water quality regulations stipulated in the Lead and Copper Rule (<https://www.epa.gov/dwreginfo/lead-and-copper-rule>). We also have a corrosion control program that mitigates interactions between pipe material and distributed water. Our most recent lead and copper program was completed in 2022. All homes with service lines containing lead from our state-approved sampling sites did not exceed the action level for lead. If you're wanting to have your water tested, here's a list of state-approved laboratories for drinking water analyses:

[https://www.tn.gov/content/dam/tn/environment/water/drinking-water-unit/wr\\_wq\\_dw\\_approved-commercial-labs.pdf](https://www.tn.gov/content/dam/tn/environment/water/drinking-water-unit/wr_wq_dw_approved-commercial-labs.pdf)

Plastic	Galvanized	Copper	Lead
			
<p><b>Color:</b> May be white, black, blue or grey. May have identification on sidewall indicating type of plastic</p> <p><b>Scratch test:</b> Not needed</p> <p><b>Magnet:</b> Will <b>NOT</b> stick</p> <p><b>Coin tap:</b> Non-tinny, sharp noise</p>	<p><b>Color:</b> Dull gray</p> <p><b>Scratch test:</b> Dull silver</p> <p><b>Magnet:</b> <b>WILL</b> stick</p> <p><b>Coin tap:</b> Tinny noise</p> <p><b>Note:</b> Galvanized, will have threaded joints</p>	<p><b>Color:</b> Copper/bronze</p> <p><b>Scratch test:</b> Shiny copper</p> <p><b>Magnet:</b> Will <b>NOT</b> stick</p> <p><b>Coin tap:</b> Tinny noise</p>	<p><b>Color:</b> Dull gray</p> <p><b>Scratch test:</b> Bright silvery, easily scratched</p> <p><b>Magnet:</b> Will <b>NOT</b> stick</p> <p><b>Coin tap:</b> Dull noise</p> <p><b>Note:</b> Look for a lead bulb; Not always rigid, look for a bend</p>

**We Need Your Help!**

If you know what type your service line material is coming into your house from the street, please email [tawleadinginquiries@amwater.com](mailto:tawleadinginquiries@amwater.com) and also include a picture for validation. For more information visit: <https://www.amwater.com/tnaw/Water-Information/Water-Quality/Lead-and-Drinking-Water/>

# Important Information About **Drinking Water**

## **CRYPTOSPORIDIUM**

Cryptosporidium is a microbial pathogen found in surface water throughout the U.S. Although filtration removes Cryptosporidium, the most commonly-used filtration methods cannot guarantee 100 percent removal. Ingestion of Cryptosporidium may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However, immunocompromised people, infants and small children, and the elderly are at greater risk of developing life-threatening illness. We encourage immunocompromised individuals to consult their doctor regarding appropriate precautions to take to avoid infection. Cryptosporidium must be ingested to cause disease, and it may be spread through means other than drinking water. For more information on Cryptosporidium, contact the Safe Drinking Water Hotline (800-426-4791).

## **FLUORIDE**

Fluoride is a naturally occurring substance. It can be present in drinking water from two sources:

1. **By nature** when groundwater comes into contact with fluoride-containing minerals naturally present in the earth; or
2. **By a water purveyor** through addition of fluoride to the water they are providing in the distribution system.

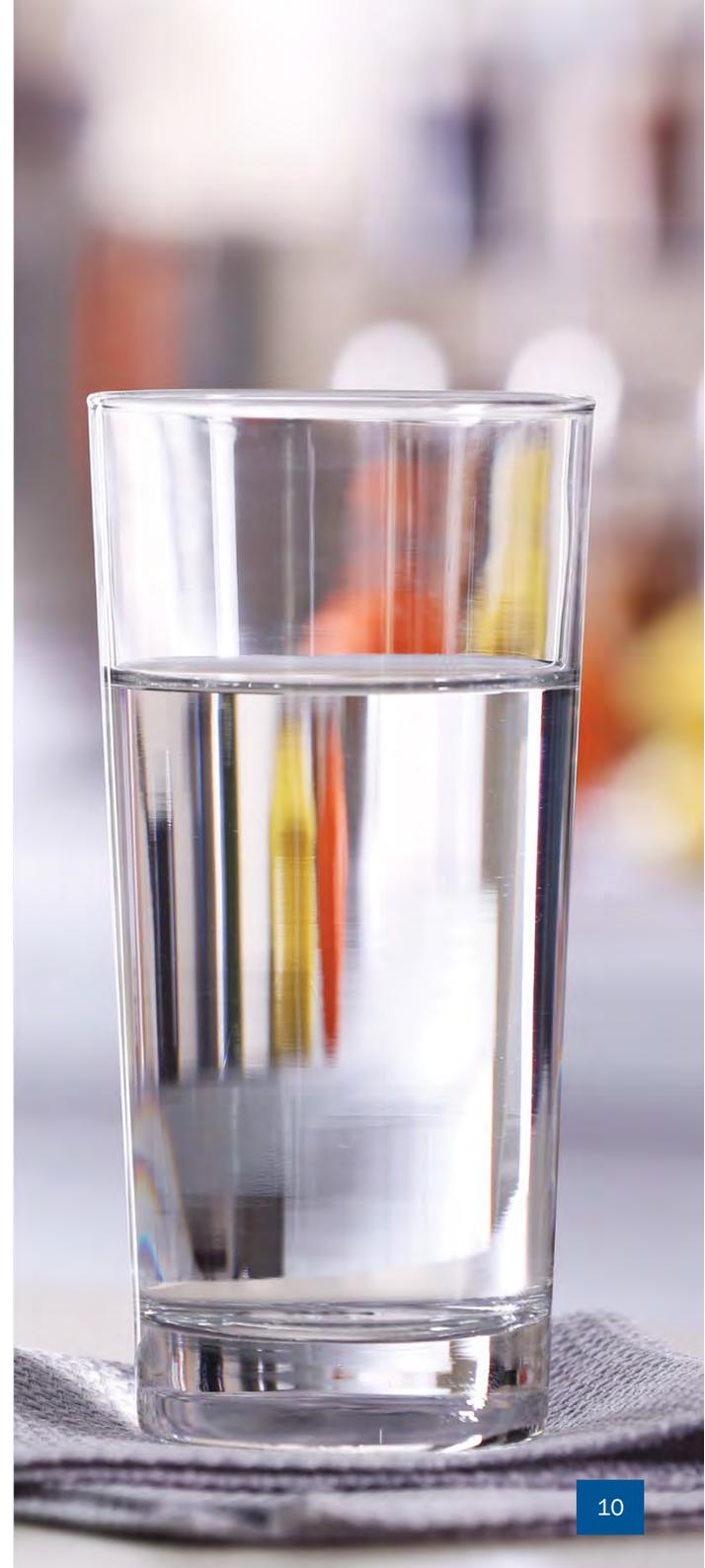
The Citico System has naturally-occurring fluoride in the source water. The fluoride levels at Citico treatment plant was adjusted to achieve an optimal fluoride level of 0.7 parts per million (ppm) and a control range of 0.6

ppm to 0.9 ppm to comply with the state's Water Fluoridation Standards. The naturally-occurring fluoride levels in the Citico source water is close to optimal levels (approximately 0.1 ppm) and with Citico's fluoride addition, the fluoride levels in the entire system are consistent year-round.

If you have any questions on fluoride, please call Tennessee American Water's Customer Service Center at (866) 736-6420.

## **UNREGULATED CONTAMINANT MONITORING RULE (UCMR)**

The EPA created the Unregulated Contaminants Monitoring Rule (UCMR) to assist them in determining the occurrence of unregulated contaminants in drinking water and whether new regulations are warranted. The first Unregulated Contaminants Monitoring Rule (UCMR1) testing was completed in 2003 for a list of contaminants specified by the EPA. Unregulated contaminants are those for which the EPA has not established drinking water standards. UCMR2 testing was conducted between November 2008 and August 2009, and UCMR3 assessment monitoring was conducted between January 2013 and December 2016. The fourth list of contaminants to monitor as part of the UCMR was published by the EPA in December 2016. UCMR4 testing began in 2018 and continued into 2020. The results from the UCMR monitoring are reported directly to the EPA. The results of this monitoring are incorporated in the data tables in this report as appropriate. For more information, contact our Customer Service Center at 1-866-736-6420.



# Important Information About **Drinking Water**



## **PFAS**

Per- and polyfluoroalkyl substances (PFAS) are manufactured chemicals used in many household products including nonstick cookware (e.g., Teflon™), stain repellants (e.g., Scotchgard™), and waterproofing (e.g., GORE-TEX™). They are also used in industrial applications such as in firefighting foams and electronics production. There are thousands of PFAS chemicals, and they persist in the environment. Two well-known PFAS chemicals are perfluorooctanoic acid (PFOA) and perfluorooctane sulfonic acid (PFOS). These were phased out of production in the United States and replaced by hexafluoropropylene oxide-dimer acid (commonly known as GenX), perfluorobutane sulfonic acid (PFBS) and others.

Tennessee American Water has performed voluntary sampling to better understand occurrence of certain PFAS in drinking water sources. This sampling allows us to be better prepared as U.S. EPA is currently developing drinking water standards for six PFAS chemicals - PFOA (4 ppt), PFOS (4 ppt), and GenX, PFBS, PFNA, and PFHxS as a group using a Hazard Index of 1. For more information on the proposed PFAS drinking water standards, please visit <https://www.epa.gov/pfas>. Additionally, in 2024, Tennessee American Water Citico plant will be testing our drinking water for 29 PFAS chemicals through our participation in the U.S. EPA Unregulated Contaminant Monitoring Rule program or UCMR. Through the UCMR program, water systems collect data on a group of contaminants that are currently not regulated in drinking water at the federal law. U.S. EPA uses this information when deciding if it needs to create new water limits.

The science and regulation of PFAS and other contaminants is always evolving, and Tennessee American Water strives to be a leader in research and development. PFAS contamination is one of the most rapidly changing areas in the drinking water field. We have invested in our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critically important to addressing this issue.



American Water has a history of leading research to understand contaminants that can make their way through the environment. Our dedicated scientists work with leaders in the water community to develop methods to detect, sample, measure and address these contaminants. Because investment in research is critical to address PFAS, American Water actively assesses treatment technologies that can effectively remove PFAS from drinking water.

**Lauren A. Weinrich, Ph.D.**  
Principal Scientist



# Water Quality Results

## WATER QUALITY STATEMENT

We are pleased to report that during calendar year 2023, the results of testing of your drinking water complied with all state and federal drinking water requirements.

For your information, we have compiled a list in the table below showing the testing of your drinking water during 2023. The Tennessee Department of Environment and Conservation (TDEC) allows us to monitor for some contaminants less than once per year because the concentration of the contaminants does not change frequently. Some of our data, though representative, are more than one year old.

## EVER WONDER WHY OR WHAT ABOUT DRINKING WATER?

Below are links to YouTube videos and the topics they address. The videos are short - around 1 minute long with subtitles. Click on the links to learn more!

**Taste and Smell of Water Explained:**

<https://youtu.be/a4uaaxTOWoE>

**Sulfur Smell Explained:**

[https://youtu.be/DX0EYWnB\\_ek](https://youtu.be/DX0EYWnB_ek)

**Chlorine in Drinking Water:**

<https://youtu.be/QUaldDT7nEg>

**Cloudy Water Explained:**

<https://youtu.be/uYkCcW9RE4c>

**Residue from Water Explained:**

[https://youtu.be/x7\\_pwehvgmA](https://youtu.be/x7_pwehvgmA)

**Toilet Leaks:**

<https://youtu.be/OzlrOfYgzY>

**Lead in Drinking Water:**

<https://youtu.be/xNihqfuyhaA>

**Fluoride in Drinking Water:**

<https://youtu.be/g-03JCe9AjY>

**Discolored Water Explained:**

<https://youtu.be/W21NUWP9oa8>

**What are PFAS?:**

[https://youtu.be/vWoOtHOVb\\_c](https://youtu.be/vWoOtHOVb_c)

## CONTACT INFORMATION

This CCR was prepared by TNAW Water Quality Team. If you have questions about this report, you want additional information about your drinking water, or want to know how to participate in local activities that may help protect the quality of your drinking water, please contact: Lori Stenzel, Manager, Water Quality & Environmental Compliance, email: [lori.stenzel@amwater.com](mailto:lori.stenzel@amwater.com)



# Definition of Terms

These are terms that may appear in your report.

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

**Level 1 Assessment:** A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

**Level 2 Assessment:** A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

**LRAA:** Locational Running Annual Average

**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. See also Secondary Maximum Contaminant Level (SMCL).

**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 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.

**MFL:** Million fibers per liter.

**micromhos per centimeter ( $\mu\text{mhos/cm}$ ):** A measure of electrical conductance.

**NA:** Not applicable

**ND:** Not detected

**Nephelometric Turbidity Units (NTU):** Measurement of the clarity, or turbidity, of the water.

**pH:** A measurement of acidity, 7.0 being neutral.

**picocuries per liter (pCi/L):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

**parts per billion (ppb):** One part substance per billion parts water, or micrograms per liter.

**parts per million (ppm):** One part substance per million parts water, or milligrams per liter.

**parts per trillion (ppt):** One part substance per trillion parts water, or nanograms per liter.

**Secondary Maximum Contaminant Level (SMCL):** Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**TON:** Threshold Odor Number

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

**%:** Percent

## MEASUREMENTS

### Parts Per Million



in a 10 gallon fish tank

### Parts Per Billion



in a 10,000 gallon swimming pool

### Parts Per Trillion



in 35 junior size Olympic pools

# Water Quality Results

Tennessee American Water conducts extensive monitoring to determine if your water meets all water quality standards. The detections of our monitoring are reported in the following tables. While most monitoring was conducted in 2023, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see the “Definition of Terms” on the previous page. Some unregulated substances are measured, but maximum contaminant levels have not been established by the government. These contaminants are shown for your information.

**NOTE: Regulated contaminants not listed in this table were not found in the treated water supply.**

## LEAD AND COPPER MONITORING PROGRAM - At least 50 tap water samples collected at customers' taps every 3 years

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90 <sup>th</sup> Percentile	Range	No. of Homes Sampled	Homes Above Action Level	Typical Source
Lead (ppb)	2022	Yes	0	15	2	<1 - 8	50	0	Corrosion of household plumbing systems.
Copper (ppm)	2022	Yes	1.3	1.3	0.072	<0.025 - 0.098	50	0	Corrosion of household plumbing systems.

## DISINFECTION BYPRODUCTS - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Level Detected (Max LRAA)	Range Detected	Typical Source
Total Trihalomethanes (TTHMs) (ppb)	2023	Yes	NA	80	50.8	23.0 - 67.9	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2023	Yes	NA	60	28.9	11.8 - 38.3	By-product of drinking water disinfection.

NOTE: Compliance is based on the running annual average at each location (LRAA). The Highest LRAA reflects the highest average at any location and the Range Detected reflects all samples from this year used to calculate the running annual average. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.

**DISINFECTANTS - Collected in the Distribution System and at the Treatment Plant**

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Compliance Result	Range Detected	Typical Source
Chlorine (ppm) (Distribution System)	2023	Yes	MRDLG = 4	4	1.60 <sup>1</sup>	0.54 - 2.18	Water additive used to control microbes.
Chlorine (ppm) (Entry point)	2023	Yes	MRDLG=4	4	1.49 <sup>2</sup>	1.49 - 2.29	Water additive used to control microbes.

1-Data represents the highest quarterly running annual average of chlorine residuals measured in distribution system of compliance samples.

2-Data represents the lowest residual entering the distribution system from our surface water treatment plant.

**TREATMENT BYPRODUCTS PRECURSOR REMOVAL - Collected at the Treatment Plant**

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Range of % Removal Required	Range of Removal Achieved	Number of Quarters out of compliance	Typical Source
Total Organic Carbon (ppm)	2023	Yes	NA	TT= 25% removal	29.2% to 39.5%	0	Naturally present in the environment.

The treatment technique requirement for Total Organic Carbon was met 100% of the time in 2023.

**TURBIDITY - Collected at the Treatment Plant**

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Amount Detected	Range Detected	Typical Source
Turbidity <sup>1</sup> (NTU)	2023	Yes	0	TT: Single result >1NTU	0.14	0.02 - 0.14	Soil runoff.
	2023	Yes	NA	TT: At least 95% of samples <0.3 NTU	100%	NA	Soil runoff.

1-Turbidity is a measure of the cloudiness of the water. Turbidity is monitored because it is a good indicator of the effectiveness of the filtration system. During 2023, 100% of all samples taken to measure turbidity met water quality standard of less than 0.3 NTU. Turbidity in excess of 5 NTUs is just noticeable to the average person.

### REGULATED SUBSTANCES - Collected in the Distribution System and at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Compliance Result	Range Detected	Typical Source
Fluoride <sup>1</sup> (ppm) (Distribution)	2023	Yes	4	4	0.71	0.68 - 0.75	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Nitrate <sup>2</sup> (ppm) (Entry point)	2023	Yes	10	10	0.46	0.18 - 0.46	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.

1-Fluoride compliance result is the average of quarterly distribution samples.

2-Nitrate compliance result is the highest result achieved in 2023 at the entry point.

### OTHER SUBSTANCES OF INTEREST - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Limit	Average Amount Detected	Range Detected	Comments
Iron <sup>1</sup> (ppm)	2023	NA	NA	NA	<0.10	<0.10	Secondary standard limit = 0.3 mg/L
Manganese <sup>1</sup> (ppm)	2023	NA	NA	NA	<0.010	<0.010	Secondary standard limit = 0.05 mg/L
Sodium <sup>2</sup> (ppm)	2023	NA	NA	NA	7.95	7.8 - 8.1	Erosion of natural deposits; used in water treatment
Chloride <sup>1</sup> (ppm)	2023	NA	NA	NA	11.1	10.8 - 11.3	Secondary standard limit = 250 mg/L
Hardness (ppm)	2023	NA	NA	NA	78	68 - 101	Soft 0 - 60 mg/L Moderately Hard 61 - 120 Hard 121 - 180 Very Hard greater than 180
Hardness (grains/gal)	2023	NA	NA	NA	4.5	4.0 - 5.9	Naturally occurring
pH <sup>1</sup>	2023	NA	NA	NA	7.3	7.1 - 7.6	Secondary standard limit = 6.5 - 8.5
Temp <sup>3</sup> (Celsius)	2023	NA	NA	NA	21.0	11.8 - 29.3	
Total Dissolved Solids <sup>1</sup> (ppm)	2023	NA	NA	NA	64.5	59 - 70	Secondary standard limit = 500 mg/L
Zinc <sup>1</sup> (ppm)	2023	NA	NA	NA	0.17	0.14 - 0.19	Secondary standard limit = 5.0 mg/L

1-Substances with Secondary MCLs do not have MCLGs and are not legally enforceable; these limits are primarily established to address aesthetic concerns.

2-For healthy individuals, the sodium intake from water is not important because a much greater intake of sodium takes place from salt in the diet. However, sodium levels above the recommended upper limit may be of concern to individuals on a sodium restricted diet.

3-Temp. is the temperature of the effluent water

## PFAS

Tennessee American Water has performed voluntary sampling to better understand the occurrence of certain PFAS in drinking water sources. This sampling allows us to understand how our water compares against the non-enforceable Health Advisory Level set by U.S. EPA. Sampling also allows Tennessee American Water to be better prepared as U.S. EPA and Tennessee Department of Environment and Conservation are currently developing drinking water standards for PFOA and PFOS.

UNREGULATED PFAS CHEMICALS					
Parameter	Year Sampled	Units	Average Detected	Range Detected	Typical Source
Perfluorooctanoic acid (PFOA)	2023	ppt	3.45	3 - 3.9	Manufactured chemical(s); used in household goods for stain, grease, heat and water resistance.
Perfluorooctane sulfonic acid (PFOS)	2023	ppt	4.7	4.3 - 5.1	
Hexafluoropropylene oxide-dimer acid GenX	2023	ppt	ND	ND	
Perflurorbutane sulfonic acid (PFBS)	2023	ppt	18.3	16.4 - 20.2	
Perflurorbutanoic acid (PFBA)	2023	ppt	5.55	5.5 - 5.6	
Perfluorodecanoic acid (PFDA)	2023	ppt	ND	ND	
Perfluoroheptanoic Acid (PFHpA)	2023	ppt	ND	ND	
Perfluorohexanoic Acid (PFHxA)	2023	ppt	2.6	2.6	
Perfluoropentanoic Acid (PFPeA)	2023	ppt	2.55	2 - 3.1	

PFAS are not regulated in Tennessee. In 2023, U.S. EPA proposed drinking water standards for six PFAS chemicals – PFOA 4 ppt, PFOS 4 ppt, and GenX, PFBS, PFNA, and PFHxS as a group using a Hazard Index of 1. For more information on the proposed PFAS drinking water standards, please visit <https://www.epa.gov/pfas>.

PFAS chemicals are unique, so two PFAS chemicals at the same level typically do not present the same risk. Therefore, you should not compare the results for one PFAS chemical against the results of another.



Every Drop  
Counts

## Six Simple Steps to Save Water



### Fix any leaking faucets.

One drop every 2 seconds from a leaky faucet wastes 2 gallons of water every day. That's water — and money — down the drain.



**Don't let faucets run when brushing, shaving, or washing the dishes.** Just turning off the water while you brush can save 200 gallons a month.



**Run washing machines and dishwashers only when they are full,** or select the properly-sized wash cycle for the current laundry load.



**Install water-saving shower heads and faucet aerators** in the bathroom and kitchen (available at most home improvement stores and some supermarkets).



**Don't wash your car at home.** A car wash uses much less water and often recycles it, too.



**Turn off automatic lawn and garden sprinklers** when it's raining outside and at the end of the growing season.



## About Us

**American Water (NYSE: AWK)** is the largest regulated water and wastewater utility company in the United States. With a history dating back to 1886, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to more than 14 million people with regulated operations in 14 states and on 18 military installations. American Water's 6,500 talented professionals leverage their significant expertise and the company's national size and scale to achieve excellent outcomes for the benefit of customers, employees, investors and other stakeholders.

**Tennessee American Water**, a subsidiary of American Water, is the largest investor-owned water utility in the state, providing high-quality and reliable water services to approximately 420,000 people in Tennessee and north Georgia. For more information, visit [tennesseeamwater.com](http://tennesseeamwater.com) and follow us on X, Facebook, Instagram and YouTube.



## TENNESSEE AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**  
14 communities in three TN counties (Hamilton, Marion & Sequatchie), two GA counties (Walker & Catoosa) and including Sale for Resale Customers (Signal Mountain, TN; Ft. Oglethorpe, GA; Catoosa Utility District Authority, GA; Walker Utility District Authority.
- **PEOPLE SERVED**  
Approximately 420,000 residents in Tennessee and northern Georgia (88% residential, 11% commercial/Industrial, 1% public entities such as schools, hospitals, government facilities)
- **EMPLOYEES**  
110
- **TREATMENT FACILITIES**  
Two surface water treatment plants and one groundwater source
- **MILES OF PIPELINE & OTHER DISTRIBUTION FACILITIES**
  - Miles of pipe: 1,443 miles
  - Hydrants: 5,723
  - Valves: 19,609
- **Storage and transmission**
  - Boosters: 33
  - Tanks: 38

# How to Contact Us

If you have any questions about this report, your drinking water, or service, please contact Tennessee American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-866-736-6420.



## WATER INFORMATION SOURCES

Tennessee American Water  
[www.tennesseeamwater.com](http://www.tennesseeamwater.com)

Tennessee Department of Environment and Conservation(TDEC):  
[www.tn.gov/environment](http://www.tn.gov/environment)

United States Environmental Protection Agency (USEPA):  
[www.epa.gov/safewater](http://www.epa.gov/safewater)

Safe Drinking Water Hotline: (800) 426-4791

Centers for Disease Control and Prevention: [www.cdc.gov](http://www.cdc.gov)

American Water Works Association: [www.awwa.org](http://www.awwa.org)

Water Quality Association: [www.wqa.org](http://www.wqa.org)

National Library of Medicine/National Institute of Health:  
[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

**This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.**

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-866-736-6420** र हमें काल करें।

**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-866-736-6420.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.



2024 Annual  
**WATER QUALITY  
REPORT**

**Citico Water Treatment Plant**  
PWS ID: 0000107

**QUALITY. ONE MORE WAY  
WE KEEP LIFE FLOWING.**



**TENNESSEE  
AMERICAN WATER**

**WE KEEP LIFE FLOWING®**

# What is a Consumer Confidence Report (CCR)

Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

We are committed to delivering high quality drinking water service. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

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## A message from Tennessee American Water's President

Dear Tennessee American Water Customer,

Having access to safe, reliable water service is something that can be easily taken for granted. At Tennessee American Water, it's our top priority.

I am pleased to share with you our 2024 Consumer Confidence Report, which is a testament to the hard work and dedication of our employees.

As you read through this annual water quality information, you will see that we continue to supply high quality drinking water service to keep your life flowing. We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. In fact, we test for about 100 regulated contaminants as required by state and federal drinking water standards.

**QUALITY:** We take water quality so seriously that our water treatment plant has been nationally recognized for over 24 years with Directors Awards from the U.S. Environmental Protection Agency's (EPA) Partnership for Safe Water program for surpassing federal and state drinking water standards. We remain committed to protecting our sources of drinking water. We utilize advanced technology and detection methods that are paving the way for source water protection across the country.

**SERVICE:** In 2024, we invested over \$37 million to upgrade our water treatment and pipeline systems in the communities we serve. These investments allow us to improve water quality, water pressure, fireflow capacity and service reliability for our customers.

**VALUE:** While costs to provide water service continue to increase across the country, our investments help us provide high quality water service that remains an exceptional value for such an essential service. We hope our commitment to you and our passion for water shines through in this report detailing the source and quality of your drinking water in 2024. We will continue to work to keep your life flowing – today, tomorrow and for future generations.

Proud to be your local water service provider,



Grant A. Evitts  
Tennessee American Water

**This report contains important information about your drinking water. Translate it or speak with someone who understands it at (866) 736-6420, Monday-Friday, 7 a.m. to 7 p.m.**



### **ATTENTION: Landlords and Apartment Owners**

**Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.**

## Mark of Excellence



### EVERY STEP OF THE WAY.

Our team monitors and tests your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. **In fact, American Water performs over one million tests annually for more than 90 regulated contaminants, nationwide.**



### EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. American Water is recognized as an industry leader in water quality and works cooperatively with the EPA so that drinking water standards and new regulations produce benefits for customers and public water suppliers. American Water has earned awards from the EPA's Partnership for Safe Water as well as awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.



### WATER QUALITY. DOWN TO A SCIENCE.

Our team also has access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. American Water scientists refine testing procedures, innovate new methods, and set new standards for detecting potentially new contaminants—even before regulations are in place.



### MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as Tennessee American Water is investing in research and testing, we also understand the importance of investing in the infrastructure that provides high-quality water service to you. Last year alone, **we invested more than \$37 million to improve our water and pipeline systems.**

## NOT JUST MEETING DRINKING WATER STANDARDS— SURPASSING THEM.

The EPA regulates more than 90 potential contaminants and sets stringent standards for each one.

**Tennessee American Water takes water quality so seriously that:**

- **Tennessee American Water's Citico (Chattanooga) Plant has been nationally recognized with the Directors Award from EPA's (Environmental Protection Agency) Partnership for Safe Water program** for our long-term commitment to optimizing operations, achieving outstanding performance, and protecting public health and the environment.
- **We have achieved this award for the past 24 years.**





# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

The Tennessee American Water Citico Water Treatment Plant located in Chattanooga, Tennessee, draws surface water from the Tennessee River. Our goal is to protect our water from contamination, and we are working with the state to determine the vulnerability of our water source to potential contamination. Learn more about local waterways at <https://mywaterway.epa.gov/>. The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the untreated water sources serving this water system. The SWAP Report assesses the susceptibility of untreated water sources to potential contamination.

To ensure safe drinking water, all public water systems treat and routinely test their water. Water sources have been rated as reasonably susceptible (high), moderately susceptible (moderate) or slightly susceptible (low) based on geologic factors and human activities in the vicinity of the water source. Tennessee American Water source is rated as reasonably susceptible to potential contamination.

An explanation of Tennessee's SWAP, the Source Water Assessment summaries, susceptibility scorings and the overall TDEC report to EPA can be viewed online at: <https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html> or contact TDEC at 1-888-891-8332 (1-888-891-TDEC) to obtain copies of specific assessments. Tennessee American Water can also be contacted at 1-866-736-6420 to obtain a copy of the source water assessment specifically for our company.



## QUICK FACTS ABOUT THE CHATTANOOGA SYSTEM

### Communities served -

**In TN:** Chattanooga, East Ridge, Elder Mountain, Lookout Mountain, Red Bank, Signal Mountain (wholesale customer)

**In GA:** Catoosa Utility District Authority (wholesale), Lookout Mountain, Ft. Oglethorpe (wholesale), Rossville, Walker County (wholesale)

### Water source:

Tennessee River

**Average amount of water supplied to customers on a daily basis:** 40 million gallons per day

### Disinfection treatment:

surface water supplies are disinfected with chlorine to maintain water quality in the distribution system.



# What are the Sources of Contaminants?

To provide tap water that is safe to drink, EPA and the Tennessee Department of Environment and Conservation prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. 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 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 (800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, aquifers and/or groundwater. 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.

**SPECIAL HEALTH INFORMATION**

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/Centers for Disease Control and Prevention (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 (800-426-4791).

## CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

<b>Microbial Contaminants</b>	such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
<b>Inorganic Contaminants</b>	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.
<b>Pesticides and Herbicides</b>	which may come from a variety of sources, such as agriculture, urban storm water runoff, and residential uses.
<b>Organic Chemical Contaminants</b>	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.
<b>Radioactive Contaminants</b>	which can be naturally occurring or be the result of oil and gas production and mining activities.



# Protecting Your Drinking Water Supply

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect our shared water resources. This includes utilities, businesses, residents, government agencies and organizations. Everyone who lives, works, and plays in the area has a role and stake in clean water supplies.

## WHAT CAN YOU DO?

Quality drinking water starts upstream. Everyone can help maintain and improve drinking water supplies through the following actions:

- Properly dispose of pharmaceuticals, household chemicals, oils and paints. Materials can impact waterways if poured down the drain, flushed down the toilet, or dumped on the ground.
- Check for leaks from automobiles and heating fuel tanks. Clean up any spills using an absorbent material like cat litter. Sweep up the material and put it in a sealed bag. Check with the local refuse facility for proper disposal.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.

**Report any spills, illegal dumping or suspicious activity to [insert regulatory agency] here:** 1-888-891-8332 or [Ask.TDEC@tn.gov](mailto:Ask.TDEC@tn.gov).

## FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at [tennesseeamwater.com](http://tennesseeamwater.com) or contact the regional Source Water Protection Lead, Thalika Hollingsworth at [thalika.saintil@amwater.com](mailto:thalika.saintil@amwater.com).

## WHAT ARE WE DOING?

Our priority is to provide reliable, quality drinking water service for customers. The source of supply is an important part of that mission. We work to understand and reduce potential risks to your drinking water supply. In addition to the Source Water Protection Plan we have developed under the Tennessee Source Water Assessment Program (SWAP), we work with organizations to support their work in protecting our water sources. We believe that everyone plays a role and by partnering with environmental organizations. We help spread awareness of ways individuals can make a positive impact. Examples of the types of activities we support include river, stream and creek clean ups, bank stabilization and prevention of run-off, and benefits of gardening with native plants.

**Here are a few of the efforts underway to protect our shared water resources:**



**Community Involvement:** We have a proactive public outreach program to help spread the word and get people involved. This includes school education, contests, and other community activities.



**Environmental Grant Program:** Each year, we fund projects that improve water resources in our local communities.



**Pharmaceutical Collection:** We partner with local law enforcement & drug abuse prevention organizations to sponsor Drug Take Back events in our community. These events as well as local permanent lock boxes offer residents a way to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies. Learn more [click here](https://www.tn.gov/environment/sustainability/programs/pharmaceuticals-takeback.html) (<https://www.tn.gov/environment/sustainability/programs/pharmaceuticals-takeback.html>).

# About Lead

Lead can cause serious health effects in people of all ages, especially for pregnant women, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts associated with service lines and home plumbing. Tennessee American Water is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in 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, 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, contact Tennessee American Water at [tawleadinquiries@amwater.com](mailto:tawleadinquiries@amwater.com) or Customer Service at 1-866-736-6420. 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>. Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

## The most common source of lead in tap water is from the customer's plumbing and their service line.

The utility-owned water mains are not made of lead; however, the water service line that carries the water from the water main in the street to your home could be. Homeowners' service lines may be made of lead, copper, galvanized steel or plastic. You can assess your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve.

### REDUCING YOUR POTENTIAL EXPOSURE

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

### CHECK YOUR PLUMBING AND SERVICE LINE

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at 1-866-736-6420 or [tawleadinquiries@amwater.com](mailto:tawleadinquiries@amwater.com).



**1. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than six hours, flush the tap with cold water for 30 seconds to two minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.



**2. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.



**3. Routinely remove and clean all faucet aerators.**



**4. Look for the "Lead Free" label** when replacing or installing plumbing fixtures.



**5. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.



**6. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.

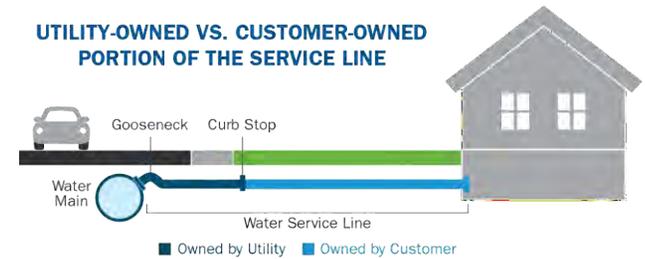
# Determining Your Service Line Material

Homeowners' service lines are most commonly made of lead, copper, galvanized steel or plastic. Homes built before 1930 are more likely to have lead plumbing systems.

## There are different ways that you can determine if you have a lead service line.

- You can access your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve and identify the pipe material using the chart on the right.
- A licensed and insured plumber can inspect your pipes and plumbing.
- Lead test kits can be purchased at local hardware and home improvement stores. These kits are used to test paint, but can also be used to test pipe – not the water inside. Look for an EPA recognized kit. Wash your hands after inspecting plumbing and pipes.

## UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



Please note: This diagram is a generic representation. Variations may apply.

## TYPES OF PIPE

	<ul style="list-style-type: none"> <li>Galvanized: A dull, silver-gray color. Use a magnet - strong magnets will typically cling to galvanized pipes.</li> </ul>
	<ul style="list-style-type: none"> <li>Copper: The color of a copper penny.</li> </ul>
	<ul style="list-style-type: none"> <li>Plastic: Usually white, rigid pipe that is jointed to water supply piping with a clamp. Note: It can be other colors, including blue and black.</li> </ul>
	<ul style="list-style-type: none"> <li>Lead: A dull, silver-gray color that is easily scratched with a coin. Use a magnet - strong magnets will <u>not</u> cling to lead pipes.</li> </ul>

## YOUR SERVICE LINE MATERIAL

Tennessee American Water, providing safe, reliable water service is our top priority. The Lead and Copper Rule Revisions finalized in 2021 require that all water providers share with customers the material of the utility-owned and customer-owned service lines that provide water to their property.

To support this initiative, Tennessee American Water created an interactive map to help our customers learn or identify their service line material and the next steps they can take to support this initiative. To access the online inventory map, please visit [tennesseeamwater.com/leadfacts](https://tennesseeamwater.com/leadfacts).

Please note: if your service lines contain lead, it does not mean you cannot use water as you normally do. Tennessee American Water tests for lead in drinking water and our water meets state and federal water quality regulations, including those set for lead (<https://www.epa.gov/dwreginfo/lead-and-copper-rule>).

We also have a corrosion control program that mitigates interactions between pipe material and distributed water. Our most recent lead and copper program was completed in 2022. All homes with service lines containing lead from our state-approved sampling sites did not exceed the action level for lead. If you want to have your water tested, below is a link to state-approved laboratories for drinking water analyses: [https://www.tn.gov/content/dam/tn/environment/water/drinking-water-unit/wr\\_wq\\_dw\\_approved-commercial-labs.pdf](https://www.tn.gov/content/dam/tn/environment/water/drinking-water-unit/wr_wq_dw_approved-commercial-labs.pdf)

If you know what type your service line material is coming into your house from the street, please email [tawleadinginquiries@amwater.com](mailto:tawleadinginquiries@amwater.com) and include a picture for validation.

For more information visit: <https://www.amwater.com/tnaw/Water-Information/Water-Quality/Lead-and-Drinking-Water/>



**WE NEED YOU**  
to check your home's water service line for lead or galvanized steel



LEARN HOW at [tennesseeamwater.com/leadfacts](https://tennesseeamwater.com/leadfacts)

# Important Information About **Drinking Water**

## **CRYPTOSPORIDIUM**

Cryptosporidium is a microbial pathogen found in surface water throughout the U.S. Although filtration removes Cryptosporidium, the most commonly-used filtration methods cannot guarantee 100 percent removal. Ingestion of Cryptosporidium may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However, immunocompromised people, infants and small children, and the elderly are at greater risk of developing life-threatening illness. We encourage immunocompromised individuals to consult their doctor regarding appropriate precautions to take to avoid infection. Cryptosporidium must be ingested to cause disease, and it may be spread through means other than drinking water. For more information on Cryptosporidium, contact the Safe Drinking Water Hotline (800-426-4791).

## **FLUORIDE**

Fluoride is a naturally occurring substance. It can be present in drinking water from two sources:

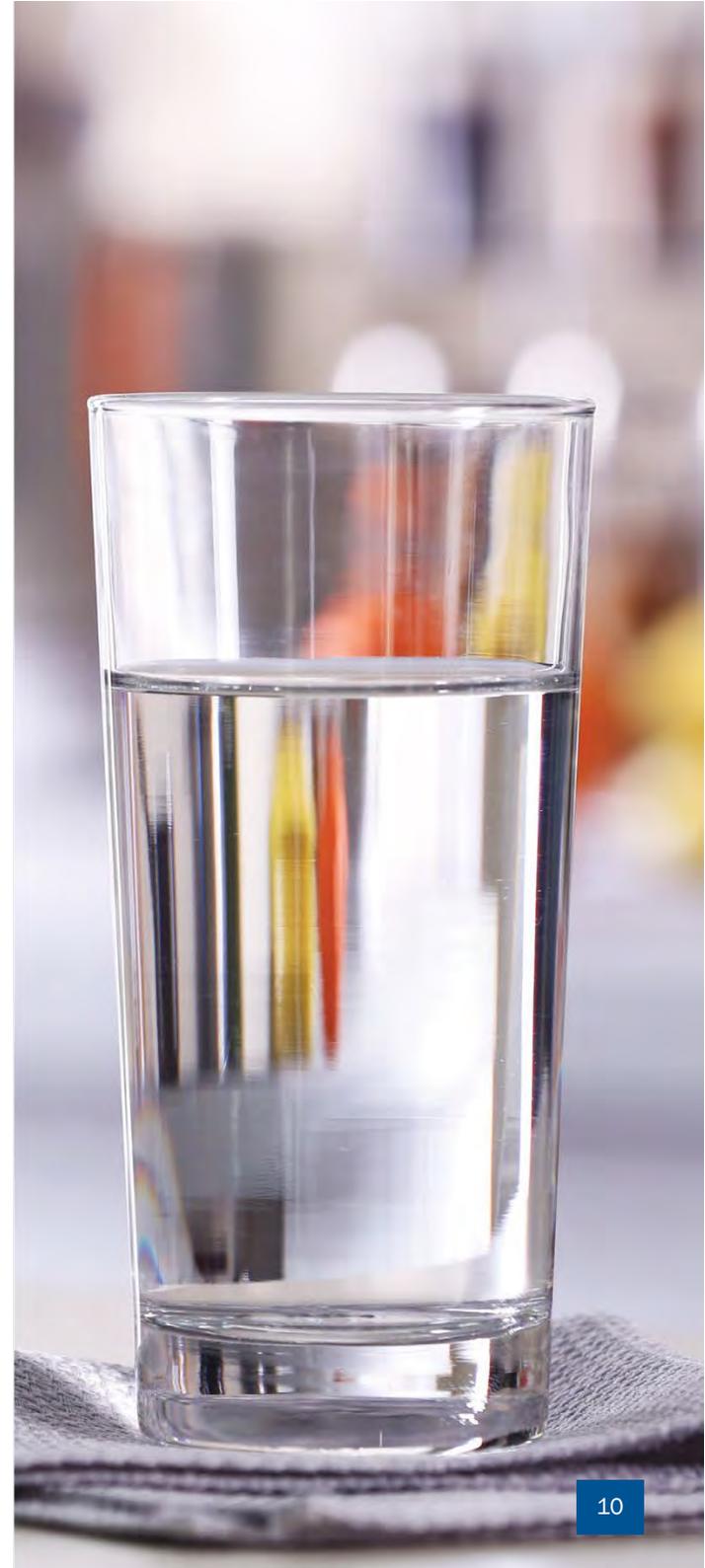
1. **By nature** when groundwater comes into contact with fluoride-containing minerals naturally present in the earth; or
2. **By a water purveyor** through addition of fluoride to the water they are providing in the distribution system.

The Citico System has naturally-occurring fluoride in the source water. The fluoride levels at Citico treatment plant was adjusted to achieve an optimal fluoride level of 0.7 parts per million (ppm) and a control range of 0.6 ppm to 0.8 ppm to

comply with the state's Water Fluoridation Standards. The naturally-occurring fluoride levels in the Citico source water is close to optimal levels (approximately 0.1 ppm) and with Citico's fluoride addition, the fluoride levels in the entire system are consistent year-round. If you have any questions on fluoride, please call Tennessee American Water's Customer Service Center at (866) 736-6420.

## **UNREGULATED CONTAMINANT MONITORING RULE (UCMR)**

The EPA created the Unregulated Contaminants Monitoring Rule (UCMR) to assist them in determining the occurrence of unregulated contaminants in drinking water and whether new regulations are warranted. The first Unregulated Contaminants Monitoring Rule (UCMR1) testing was completed in 2003 for a list of contaminants specified by the EPA. Unregulated contaminants are those for which the EPA has not established drinking water standards. UCMR2 testing was conducted between November 2008 and August 2009, and UCMR3 assessment monitoring was conducted between January 2013 and December 2016. The fourth list of contaminants to monitor as part of the UCMR was published by the EPA in December 2016. UCMR4 testing began in 2018 and continued into 2020. UCMR5 testing began 2023 and continues into 2025. The results from the UCMR monitoring are reported directly to the EPA. The results of this monitoring are incorporated in the data tables in this report as appropriate. For more information, contact our Customer Service Center at 1-866-736-6420.



# Important Information About **Drinking Water**

## **PFAS**

Per- and polyfluoroalkyl substances (PFAS) are manufactured chemicals used in many household products including nonstick cookware (e.g., Teflon™), stain repellants (e.g., Scotchgard™), and waterproofing (e.g., GORE-TEX™). They are also used in industrial applications such as in firefighting foams and electronics production. There are thousands of PFAS chemicals, and they persist in the environment. Two well-known PFAS chemicals are perfluorooctanoic acid (PFOA) and perfluorooctane sulfonic acid (PFOS). These were phased out of production in the United States and replaced by hexafluoropropylene oxide-dimer acid (commonly known as GenX), perfluorobutane sulfonic acid (PFBS) and others.

Tennessee American Water has performed voluntary sampling to better understand occurrence of certain PFAS in drinking water sources. This sampling allows us to be better prepared as U.S. EPA has finalized drinking water standards for six PFAS chemicals. For more information on the PFAS drinking water standards, please visit <https://www.epa.gov/sdwa/and-polyfluoroalkyl-substances-pfas>. Additionally, in 2024, Tennessee American Water's Citico plant tested the drinking water for 29 PFAS chemicals through our participation in the U.S. EPA Unregulated Contaminant Monitoring Rule program, or UCMR. Through the UCMR program, water systems collect data on a group of contaminants that are currently not regulated in drinking water at the federal level. U.S. EPA uses this information when deciding if it needs to create new drinking water limits. If you are interested in examining the results, please contact Customer Service at 1-866-736-6420.

The science and regulation of PFAS and other contaminants is always evolving, and Tennessee American Water strives to be a leader in research and development. PFAS contamination is one of the most rapidly changing areas in the drinking water field. We have invested in our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critically important to addressing this issue.



Our scientists and engineers are experts in addressing this important issue and have a long history of researching and addressing contaminants of concern in our water. We continue to focus on water quality and treatment technologies and processes that can effectively remove PFAS from drinking water.

**Lauren Weinrich, Ph.D.**  
Principal Scientist,  
Water Research and Development



# Water Quality Results

## WATER QUALITY STATEMENT

We are pleased to report that during calendar year 2024, the results of testing of your drinking water complied with all state and federal drinking water requirements.

For your information, we have compiled a list in the table below showing the testing of your drinking water during 2024. The Tennessee Department of Environment and Conservation (TDEC) allows us to monitor for some contaminants less than once per year because the concentration of the contaminants does not change frequently. Some of our data, though representative, are more than one year old.

## EVER WONDER WHY OR WHAT ABOUT DRINKING WATER?

Below are links to YouTube videos and the topics they address. The videos are short - around 1 minute long with subtitles. Click on the links to learn more!

**Taste and Smell of Water Explained:**

<https://youtu.be/a4uaaxTOWoE>

**Sulfur Smell Explained:**

[https://youtu.be/DX0EYWnB\\_ek](https://youtu.be/DX0EYWnB_ek)

**Chlorine in Drinking Water:**

<https://youtu.be/QUaldDT7nEg>

**Cloudy Water Explained:**

<https://youtu.be/uYkCcW9RE4c>

**Residue from Water Explained:**

[https://youtu.be/x7\\_pwehvgmA](https://youtu.be/x7_pwehvgmA)

**Toilet Leaks:**

<https://youtu.be/OzlrOfYgzY>

**Lead in Drinking Water:**

<https://youtu.be/xNihqfuyhaA>

**Fluoride in Drinking Water:**

<https://youtu.be/g-03JCe9AjY>

**Discolored Water Explained:**

<https://youtu.be/W21NUWP9oa8>

**What are PFAS?:**

[https://youtu.be/vWo0tHOVb\\_c](https://youtu.be/vWo0tHOVb_c)

## CONTACT INFORMATION

This CCR was prepared by our Water Quality Team. If you have questions about this report, want additional information about your drinking water, or want to know how to participate in local activities that may help protect the quality of your drinking water, please contact: Lori Stenzel, Manager, Water Quality & Environmental Compliance, email: [lori.stenzel@amwater.com](mailto:lori.stenzel@amwater.com)



# Definition of Terms

These are terms that may appear in your report.

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

**Level 1 Assessment:** A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

**Level 2 Assessment:** A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

**LRAA:** Locational Running Annual Average

**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. See also Secondary Maximum Contaminant Level (SMCL).

**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 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.

**MFL:** Million fibers per liter.

**micromhos per centimeter ( $\mu\text{mhos/cm}$ ):** A measure of electrical conductance.

**NA:** Not applicable

**ND:** Not detected

**Nephelometric Turbidity Units (NTU):** Measurement of the clarity, or turbidity, of the water.

**pH:** A measurement of acidity, 7.0 being neutral.

**picocuries per liter (pCi/L):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

**parts per billion (ppb):** One part substance per billion parts water, or micrograms per liter.

**parts per million (ppm):** One part substance per million parts water, or milligrams per liter.

**parts per trillion (ppt):** One part substance per trillion parts water, or nanograms per liter.

**Secondary Maximum Contaminant Level (SMCL):** Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**TON:** Threshold Odor Number

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

**%:** Percent

## MEASUREMENTS

### Parts Per Million



in a 10 gallon fish tank

### Parts Per Billion



in a 10,000 gallon swimming pool

### Parts Per Trillion



in 35 junior size Olympic pools

# Water Quality Results

Tennessee American Water conducts extensive monitoring to determine if your water meets all water quality standards. The detections of our monitoring are reported in the following tables. While most monitoring was conducted in 2024, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see the “Definition of Terms” on the previous page. Some unregulated substances are measured, but maximum contaminant levels have not been established by the government. These contaminants are shown for your information.

**NOTE:** Regulated contaminants not listed in this table were not found in the treated water supply.

## LEAD AND COPPER MONITORING PROGRAM - At least 50 tap water samples collected at customers' taps every 3 years

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90 <sup>th</sup> Percentile	Range	No. of Premises Sampled	Premises Above Action Level	Typical Source
Lead (ppb)	2022	Yes	0	15	2	<1 - 8	50	0	Corrosion of household plumbing systems.
Copper (ppm)	2022	Yes	1.3	1.3	0.072	<0.025 - 0.098	50	0	Corrosion of household plumbing systems.

## DISINFECTION BYPRODUCTS - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest LRAA	Range Detected	Typical Source
Total Trihalomethanes (TTHMs) (ppb)	2024	Yes	NA	80	48.1	20.6 to 62.9	By-product of drinking water disinfection.
Haloacetic Acids (HAA5s) (ppb)	2024	Yes	NA	60	28.8	9.7 to 29.3	By-product of drinking water disinfection.

NOTE: Compliance is based on the running annual average at each location (LRAA). The Highest LRAA reflects the highest average at any location and the Range Detected reflects all samples used to calculate the running annual averages. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of cancer.

**DISINFECTANTS - Collected in the Distribution System and at the Treatment Plant**

Substance (with units)	Year Sampled	Compliance Achieved	MRDLG	MRDL	MCL	Compliance Result	Range Detected	Typical Source
Distribution System Chlorine Residual (ppm) <sup>1</sup>	2024	Yes	4	4	4	1.66 <sup>1</sup>	0.64 to 2.19	Water additive used to control microbes.
Entry Point Chlorine Residual (ppm) <sup>2</sup>	2024	Yes	4	4	4	0.87 <sup>2</sup>	0.87 to 2.19	Water additive used to control microbes.

<sup>1</sup> Data represents the highest quarterly running annual average of chlorine residuals measured in the distribution system of compliance samples.

<sup>2</sup> Data represents the lowest chlorine residual entering the distribution system from our surface water treatment plant.

**TREATMENT BYPRODUCTS PRECURSOR REMOVAL - Collected at the Treatment Plant**

Substance	Year Sampled	Compliance Achieved	MCLG	MCL	Range of % Removal Required	Range of % Removal Achieved	Number of Quarters Out of Compliance	Typical Source
Total Organic Carbon (TOC)	2024	Yes	NA	TT	25% Removal	35.6% to 42.9%	0	Naturally present in the environment.

The treatment technique requirement for Total Organic Carbon was met 100% of the time in 2024.

**TURBIDITY - Continuous Monitoring at the Treatment Plant**

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Amount Detected	Range Detected	Typical Source
Turbidity (NTU)	2024	Yes	0	TT: Single result >1 NTU	0.12	0.03 – 0.12	Soil runoff.
	2024	Yes	NA	TT: At least 95% of samples ≤0.3 NTU	100%	NA	Soil runoff.

Turbidity is a measure of the cloudiness of the water. Turbidity is monitored because it is a good indicator of the effectiveness of the filtration system. During 2024, 100% of all samples taken to measure turbidity met water quality standard of less than 0.3 NTU. Turbidity in excess of 5 NTUs is just noticeable to the average person.

REGULATED SUBSTANCES – Collected at the Treatment Plant							
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Nitrate <sup>1</sup> (ppm) (Entry Point)	2024	Yes	10	10	0.32	0.15 to 0.32	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.
Combined Radium (pCi/L)	2024	Yes	0	5	1.63	0.58 – 1.05	Erosion of natural deposits.
Radium-226 (pCi/L)	2024	Yes	0	NA	0.58	0.58	Erosion of natural deposits.
Radium-228 (pCi/L)	2024	Yes	0	NA	1.05	1.05	Erosion of natural deposits.

<sup>1</sup> Nitrate compliance result is the highest result achieved in 2024 at the entry point to the distribution system.

REGULATED SUBSTANCES – Collected in the Distribution System							
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Compliance Result	Range Detected	Typical Source
Fluoride <sup>1</sup> (ppm)	2024	Yes	4	4	0.73	0.70 to 0.75	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories.

<sup>1</sup> Fluoride compliance result is the average of quarterly distribution samples.

**OTHER SUBSTANCES OF INTEREST - Collected at the Treatment Plant**

Substance (with units)	Year Sampled	SMCL <sup>1</sup>	Average Amount Detected	Range Detected	Comments
Aluminum (ppm)	2024	0.2	0.04	0.03 – 0.05	Secondary Standard Limit
Calcium (ppm)	2024	NA	23	21 - 25	Hardness compound
Chloride (ppm)	2024	250	12	11.7 - 12.2	Secondary Standard Limit
Iron (ppm)	2024	0.3	<0.10	<0.10	Secondary Standard Limit
Magnesium (ppm)	2024	NA	5.5	5 - 6	Hardness compound
Manganese (ppm)	2024	0.05	<0.01	<0.01	Secondary Standard Limit
Ortho Phosphate (PO <sub>4</sub> ) (ppm)	2024	NA	1.69	1.59 – 1.78	Corrosion Control Compound
pH	2024	6.5 – 8.5	7.3	7.2 – 7.4	pH is a measure of the acid/base properties of water
Sodium <sup>2</sup> (ppm)	2024	NA	8.3	7.5 - 9.1	Erosion from naturally occurring deposits: Used in water softener regeneration.
Sulfate (ppm)	2024	250	8.4	6.9 – 9.9	Secondary Standard Limit
Total Dissolved Solids (ppm)	2024	500	71	52 - 90	Secondary Standard Limit
Total Hardness (as CaCO <sub>3</sub> ) (ppm)	2024	NA	74.6	68 - 83	Soft 0 - 60 mg/L Moderately Hard 61 - 120 Hard 121 - 180 Very Hard greater than 180
Total Hardness (grains per gallon)	2024	NA	4.4	4.0 – 4.8	Naturally occurring.
Zinc (ppm)	2024	5.0	0.16	0.12 – 0.20	Secondary Standard Limit

<sup>1</sup>Substances with Secondary MCLs do not have MCLGs and are not legally enforceable; these limits are primarily established to address aesthetic concerns.

<sup>2</sup> For healthy individuals the sodium intake from water is not important because a much greater intake of sodium takes place from salt in the diet. However, sodium levels above the recommended upper limit may be of concern to individuals on a sodium restricted diet.

## UNREGULATED CONTAMINANT MONITORING RULE

Unregulated contaminants are those for which the EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist the EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is necessary. Every five years, the EPA issues a new list of no more than 30 unregulated contaminants to be monitored. If you are interested in examining the results, please contact Customer Service at 866-736-6420. The table below provides information on the unregulated contaminants that were detected in the water system under the current round of monitoring.

UNREGULATED CHEMICALS					
Parameter	Year Sampled	Average Amount Detected	Range Low-High	U.S. EPA MCL (effective 2029)	Typical Source
Perfluorooctanoic acid (PFOA) (ppt)	2024	ND	ND to ND	4.0	Discharge from manufacturing and industrial chemical facilities, use of certain consumer products, occupational exposures, and certain firefighting activities.
Perfluorooctanesulfonic acid (PFOS) (ppt)	2024	ND	ND to ND	4.0	
Hexafluoropropylene oxide dimer acid (HFPO-DA) (GenX chemicals) <sup>1</sup> (ppt)	2024	ND	ND to ND	10	
Perfluorohexane sulfonic acid (PFHxS) <sup>1</sup> (ppt)	2024	ND	ND to ND	10	
Perfluorononanoic acid (PFNA) <sup>1</sup> (ppt)	2024	ND	ND to ND	10	
Perfluorobutanesulfonic acid (PFBS) <sup>1</sup> (ppt)	2024	6.8	3.9 to 9.5	N/A	
Hazard Index <sup>1</sup>	2024	NA	NA	1	
Perfluorobutanoic acid (PFBA) (ppt)	2024	6.4	5.0 to 8.5	N/A	

<sup>1</sup>Hazard Index or HI. The Hazard Index is an approach that determines the health concerns associated with mixtures of certain PFAS in finished drinking water. Low levels of multiple PFAS that individually would not likely result in adverse health effects may pose health concerns when combined in a mixture. The Hazard Index MCL represents the maximum level for mixtures of two or more of the following: PFHxS, PFNA, HFPO-DA, and/or PFBS allowed in water delivered by a public water system. A Hazard Index greater than 1 requires a system to take action.

Tennessee American Water's Citico plant tested the drinking water for 29 PFAS chemicals through our participation in the U.S. EPA Unregulated Contaminant Monitoring Rule program, or UCMR5 during 2024.

For more information on the U.S. EPA's PFAS drinking water standards, including the Hazard Index, please visit <https://www.epa.gov/sdwa/and-polyfluoroalkyl-substances-pfas>

PFAS chemicals are unique, so two PFAS chemicals at the same level typically do not present the same risk. Therefore, you should not compare the results for one PFAS chemical against the results of another.



## Every Drop Counts

# Six Simple Steps to Save Water



### Fix any leaking faucets.

One drop every 2 seconds from a leaky faucet wastes 2 gallons of water every day. That's water — and money — down the drain.



**Don't let faucets run when brushing, shaving, or washing the dishes.** Just turning off the water while you brush can save 200 gallons a month.



**Run washing machines and dishwashers only when they are full,** or select the properly-sized wash cycle for the current laundry load.



**Install water-saving shower heads and faucet aerators** in the bathroom and kitchen (available at most home improvement stores and some supermarkets).



**Don't wash your car at home.** A car wash uses much less water and often recycles it, too.



**Turn off automatic lawn and garden sprinklers** when it's raining outside and at the end of the growing season.



## About Us

**American Water (NYSE: AWK)** is the largest regulated water and wastewater utility company in the United States. With a history dating back to 1886, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to approximately 14 million people with regulated operations in 14 states and on 18 military installations. American Water's 6,700 talented professionals leverage their significant expertise and the company's national size and scale to achieve excellent outcomes for the benefit of customers, employees, investors and other stakeholders.

**Tennessee American Water**, a subsidiary of American Water, is the largest regulated water utility in the state, providing high-quality and reliable water services to approximately 406,000 people in Tennessee and north Georgia. For more information, visit [tennesseeamwater.com](http://tennesseeamwater.com) and follow us on Facebook, X, Instagram and YouTube.



## TENNESSEE AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**  
14 communities in three TN counties (Hamilton, Marion & Sequatchie), two GA counties (Walker & Catoosa) and including Sale for Resale Customers (Signal Mountain, TN; Ft. Oglethorpe, GA; Catoosa Utility District Authority, GA; Walker County Water & Sewerage Authority, GA.)
- **PEOPLE SERVED**  
Approximately 406,000 residents in Tennessee and northern Georgia (86% residential, 10% commercial/Industrial, 4% public entities such as schools, hospitals, government facilities)
- **EMPLOYEES**  
106
- **TREATMENT FACILITIES**  
Two surface water treatment plants and one groundwater source
- **MILES OF PIPELINE & OTHER DISTRIBUTION FACILITIES**
  - Miles of pipe: 1,471 miles
  - Hydrants: 5,851
  - Valves: 19,914
- **Storage and transmission**
  - Boosters: 33
  - Tanks: 38

# How to Contact Us

If you have any questions about this report, your drinking water, or service, please contact Tennessee American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-866-736-6420.



## WATER INFORMATION SOURCES

**Tennessee American Water**  
[www.tennesseeamwater.com](http://www.tennesseeamwater.com)

**Tennessee Department of Environment and Conservation(TDEC):**  
[www.tn.gov/environment](http://www.tn.gov/environment)

**United States Environmental Protection Agency (USEPA):**  
[www.epa.gov/safewater](http://www.epa.gov/safewater)

**Safe Drinking Water Hotline:** (800) 426-4791

**Centers for Disease Control and Prevention:** [www.cdc.gov](http://www.cdc.gov)

**American Water Works Association:** [www.awwa.org](http://www.awwa.org)

**Water Quality Association:** [www.wqa.org](http://www.wqa.org)

**National Library of Medicine/National Institute of Health:**  
[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

**This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.**

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-866-736-6420** र हमें काल करें।

**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-866-736-6420.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.



2020 Annual  
**WATER QUALITY  
REPORT**

**Jasper Highlands**  
PWS ID: 0008286



**QUALITY. ONE MORE WAY  
WE KEEP LIFE FLOWING.**



**TENNESSEE  
AMERICAN WATER**

**WE KEEP LIFE FLOWING™**



## A message from Tennessee American Water's President



**Grant A. Evitts**

President, Tennessee  
American Water

Dear Tennessee American Water Customer,

Having access to safe, reliable water service is something that can be easily taken for granted. At Tennessee American Water, it's our top priority.

I am pleased to share with you our 2020 Consumer Confidence Report, which is a testament to the hard work and dedication of our employees. As you read through this annual water quality information, you will see that we continue to supply high quality drinking water service to keep your life flowing.

We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. In fact, we test for about 100 regulated contaminants as required by state and federal drinking water standards.

**QUALITY:** Our employees take water quality seriously because we know our customers rely on the essential water services we provide. We remain committed to protecting our sources of drinking water. We utilize advanced technology and detection methods that are paving the way for source water protection across the country.

**SERVICE:** Last year, we invested over \$28 million to upgrade our water and treatment and pipeline systems in the communities we serve. These investments allowed us to improve water quality, water pressure and service reliability for our customers.

**VALUE:** While costs to provide water service continue to increase across the country, our investments help us provide high quality water service that remains an exceptional value for such an essential service.

We hope our commitment to you and our passion for water shines through in this report detailing the source and quality of your drinking water in 2020. We will continue to work to keep your life flowing – today, tomorrow and for future generations.

Proud to be your local water service provider,

A handwritten signature in blue ink that reads "Grant A. Evitts". The signature is fluid and cursive.

Grant A. Evitts  
Tennessee American Water

**This report contains important information about your drinking water. Translate it or speak with someone who understands it at (866) 736-6420, Monday-Friday, 7 a.m. to 7 p.m.**



### **ATTENTION: Landlords and Apartment Owners**

**Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.**

# What is a Consumer Confidence Report (CCR)

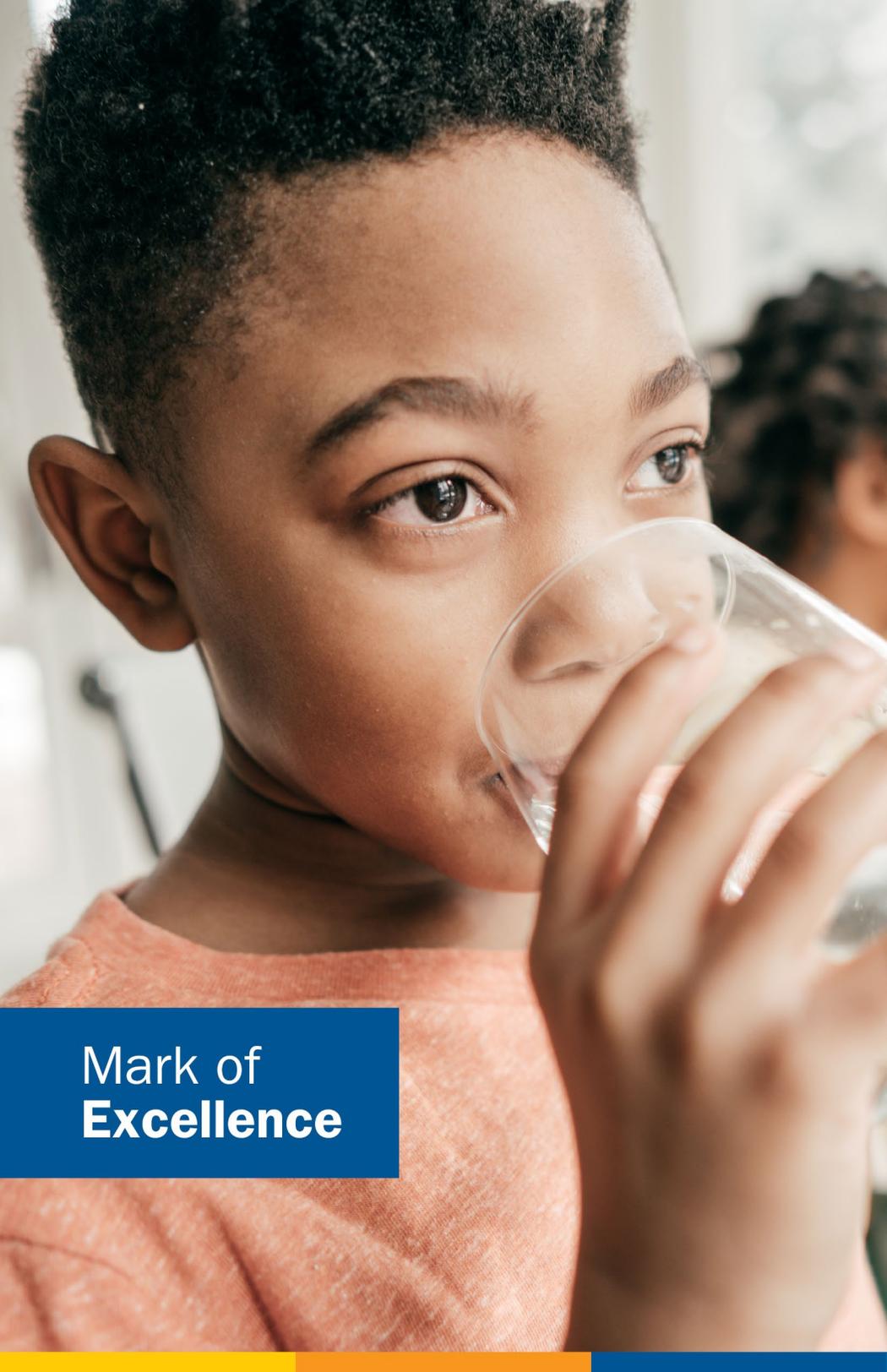


Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

Tennessee American Water is committed to delivering high quality drinking water service. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

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Mark of  
Excellence



### EVERY STEP OF THE WAY.

We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. **In fact, American Water performs over one million tests annually for about 100 regulated contaminants, nationwide.**



### EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. We are recognized as an industry leader in water quality and work cooperatively with the EPA so that drinking water standards and new regulations produce benefits for customers and public water suppliers. American Water has earned awards from the EPA's Partnership for Safe Water as well as awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.



### WATER QUALITY. DOWN TO A SCIENCE.

We also have access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. Here, American Water scientists refine testing procedures, innovate new methods, and look for ways to detect potentially new contaminants—even before regulations are in place.



### MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as Tennessee American Water is investing in research and testing, we also understand the importance of investing in the infrastructure that provides high-quality water service to you. Last year alone, **we invested more than \$28 million to improve our water treatment and pipeline systems.**



# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

Water is purchased from The South Pittsburg Water Treatment Plant located in South Pittsburg, Tennessee. The treatment plant draws surface water from the Tennessee River. Their goal is to protect their water from contamination, and they are working with the state to determine the vulnerability of their water source to potential contamination. The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the untreated water sources serving this water system. The SWAP Report assesses the susceptibility of untreated water sources to potential contamination.

Water sources have been rated as reasonably susceptible (high), moderately susceptible (moderate) or slightly susceptible (low) based on geologic factors and human activities in the vicinity of the water source. Tennessee American Water source is rated as reasonably susceptible to potential contamination.

An explanation of Tennessee's SWAP, the Source Water Assessment summaries, susceptibility scorings and the overall TDEC report to EPA can be viewed online at: <https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html> or contact TDEC EAC at 1-888-891-8332 (1-888-891-TDEC) to obtain copies of specific assessments. Tennessee American Water can also be contacted at 1-866-736-6420 to obtain a copy of the source water assessment specifically for our company.



## QUICK FACTS ABOUT THE JASPER HIGHLANDS SYSTEM

### Communities served:

Jasper Highlands

### Water source:

Tennessee River – purchased water from City of South Pittsburg, TN

### Average amount of water supplied to customers on a daily basis:

0.022 million gallons per day

### Disinfection treatment:

surface water supplies disinfect with chlorine to maintain water quality in the distribution system



# What are the Sources of Contaminants?

To provide tap water that is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. 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 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 (800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, aquifers and/or groundwater. 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.

## SPECIAL HEALTH INFORMATION

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/Centers for Disease Control and Prevention (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 (800-426-4791).

### CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

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



# Protecting Your Drinking Water Supply

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect our shared water resources. This includes utilities, businesses, residents, government agencies and organizations. Everyone who lives, works, and plays in the area has a role and stake in clean water supplies.

## WHAT CAN YOU DO?

Quality drinking water starts upstream. Everyone can help maintain and improve drinking water supplies through the following actions:

- Properly dispose of pharmaceuticals, household chemicals, oils and paints. Materials can impact water ways if poured down the drain, flushed down the toilet, or dumped on the ground.
- Check for leaks from automobiles and heating fuel tanks. Clean up any spills using an absorbent material like cat litter. Sweep up the material and put it in a sealed bag. Check with the local refuse facility for proper disposal.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.

**Report any spills, illegal dumping or suspicious activity to the Tennessee Department of Environment & Conservation:** 1-888-891-8332 or [Ask.TDEC@tn.gov](mailto:Ask.TDEC@tn.gov)

## FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at [tennesseeamwater.com](http://tennesseeamwater.com) or contact the regional Source Water Protection Lead, Michael Griffith at 423-658-3110.

## WHAT ARE WE DOING?

Our priority is to provide reliable, quality drinking water service for customers. The source of supply is an important part of that mission. We work to understand and reduce potential risks to your drinking water supply along with partnering with organizations to support their work in protecting our water sources. We believe that everyone plays a role and by partnering with environmental organizations, we help spread awareness of ways individuals can make a positive impact. Examples of the types of activities we support include river, stream and creek clean ups, “skip the straw” awareness to reduce microplastics, bank stabilization and prevention of run-off, and benefits of gardening with native plants.

**Here are a few of the efforts underway to protect our shared water resources:**



**Community Involvement:** We have a proactive public outreach program to help spread the word and get people involved. This includes school education, contests, and other community activities.



**Environmental Grant Program:** Each year, we fund projects that improve water resources in our local communities.



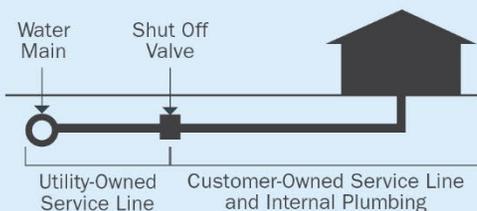
**Pharmaceutical Collection:** We partner with local law enforcement & drug abuse prevention organizations to sponsor Drug Take Back events in our community. These events as well as local permanent lock boxes offer residents a way to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies. Learn more [here](#).



# About Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. American 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 or at <http://www.epa.gov/safewater/lead>.

## UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



Please note: This diagram is a generic representation. Variations may apply.

## The most common source of lead in tap water is from the customer's plumbing and their service line.

Our water mains are not made of lead; however, the water service line that carries the water from the water main in the street to your home could be. Homeowners' service lines may be made of lead, copper, galvanized steel or plastic. You can assess your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve.

### MINIMIZING YOUR POTENTIAL EXPOSURE

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

### CHECK YOUR PLUMBING AND SERVICE LINE

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at 423-771-4749



**1. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than six hours, flush the tap with cold water for 30 seconds to two minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.



**2. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.



**3. Routinely remove and clean all faucet aerators.**



**4. Look for the "Lead Free" label** when replacing or installing plumbing fixtures.



**5. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.



**6. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.

# Important Information About **Drinking Water**

## **PFOA/PFOS Monitoring**

PFAS refers to per- and polyfluoroalkyl substances, a class of synthetic chemicals, manufactured for industrial applications and commercial household products such as: non-stick cookware; waterproof and stain resistant fabrics and carpets; firefighting foam and cleaning products. The properties that make these chemicals useful in so many of our every-day products also resist breaking down and therefore persist in the environment. Exposure may be from food, food packaging, consumer products, house dust, indoor and outdoor air, drinking water and at workplaces where PFAS are made or used.

Tennessee American Water is currently performing voluntary sampling to better understand certain occurrence of PFAS levels in drinking water sources. This testing allows us to understand how our water compares against the non-enforceable Health Advisory Level set by USEPA of 70 nanograms per liter or parts per trillion for a combination of two PFAS compounds, PFOA and PFOS. Testing also allows Tennessee American Water to be better prepared if the USEPA or state environmental regulator develop a drinking water standard for those PFAS for which we have USEPA approved testing methods.

The science and regulation of PFAS and other contaminants is always evolving, and Tennessee American Water strives to be a leader in research and development. PFAS contamination is one of the most rapidly changing areas in the drinking water field. We have invested in our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critically important to addressing this issue.

## **FLUORIDE**

Fluoride is a naturally occurring substance. It can be present in drinking water from two sources:

1. **By nature** when groundwater comes into contact with fluoride-containing minerals naturally present in the earth; or
2. **By a water purveyor** through addition of fluoride to the water they are providing in the distribution system.

The South Pittsburg System has naturally-occurring fluoride in the source water. Beginning July 2011, the fluoride levels at the South Pittsburg treatment plant were adjusted to achieve an optimal fluoride level of 0.7 parts per million (ppm) and a control range of 0.6 ppm to 0.9 ppm to comply with the state's Water Fluoridation Standards. The naturally-occurring fluoride levels in the South Pittsburg's source water is close to optimal levels (approximately 0.1 ppm) and with South Pittsburg's fluoride addition, the fluoride levels in the entire system are consistent year-round.

If you have any questions on fluoride, please call Tennessee American Water's Customer Service Center at (866) 736-6420.





## **CRYPTOSPORIDIUM**

Cryptosporidium is a microbial pathogen found in surface water throughout the U.S. Although filtration removes Cryptosporidium, the most commonly-used filtration methods cannot guarantee 100 percent removal. Ingestion of Cryptosporidium may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However, immuno-compromised people, infants and small children, and the elderly 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. Cryptosporidium must be ingested to cause disease, and it may be spread through means other than drinking water.

## **NITRATES**

Nitrate in drinking water at levels above 10 mg/L is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in serious illness. Symptoms include shortness of breath and blueness of the skin. Nitrate levels above 10 mg/L may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. Nitrate levels may rise quickly for short periods of time because of rainfall or agriculture activity. If you are caring for an infant or are pregnant, you should ask for advice from your health care provider.



## Water Quality Results

### **WATER QUALITY STATEMENT**

We are pleased to report that during calendar year 2020, the results of testing of your drinking water complied with all state and federal drinking water requirements.

For your information, we have compiled a list in the table below showing the testing of your drinking water during 2020. The Tennessee Department of Environment & Conservation allows us to monitor for some contaminants less than once per year because the concentration of the contaminants does not change frequently. Some of our data, though representative, are more than one year old.

# Definition of Terms

These are terms that may appear in your report.

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

**Level 1 Assessment:** A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

**Level 2 Assessment:** A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

**LRAA:** Locational Running Annual Average

**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. See also Secondary Maximum Contaminant Level (SMCL).

**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 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.

**MFL:** Million fibers per liter.

**micromhos per centimeter ( $\mu\text{mhos/cm}$ ):** A measure of electrical conductance.

**NA:** Not applicable

**ND:** Not detected

**Nephelometric Turbidity Units (NTU):** Measurement of the clarity, or turbidity, of the water.

**pH:** A measurement of acidity, 7.0 being neutral.

**picocuries per liter (pCi/L):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

**parts per billion (ppb):** One part substance per billion parts water, or micrograms per liter.

**parts per million (ppm):** One part substance per million parts water, or milligrams per liter.

**parts per trillion (ppt):** One part substance per trillion parts water, or nanograms per liter.

**Secondary Maximum Contaminant Level (SMCL):** Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**TON:** Threshold Odor Number

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

**%:** Percent

## MEASUREMENTS

### Parts Per Million



1 drop  
in a 10 gallon fish tank

### Parts Per Billion



1 drop  
in a 10,000 gallon swimming pool

### Parts Per Trillion



1 drop  
in 35 junior size Olympic pools

# Water Quality Results

Tennessee American Water conducts extensive monitoring to determine if your water meets all water quality standards. The detections of our monitoring are reported in the following tables. While most monitoring was conducted in 2020, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see the “Definition of Terms” on the previous page.

**NOTE: Regulated contaminants not listed in these tables were not found in the treated water supply.**

LEAD AND COPPER MONITORING PROGRAM - At least 5 tap water samples collected at customers' taps every 3 years								
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90 <sup>th</sup> Percentile	No. of Homes Sampled	Homes Above Action Level	Typical Source
Lead(ppb)	2020	Yes	0	15	0.3	5	0	Corrosion of household plumbing systems.
Copper (ppm)	2020	Yes	1.3	1.3	0.061	5	0	Corrosion of household plumbing systems.

REVISED TOTAL COLIFORM RULE - At least 1 sample collected each month in the distribution system						
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Percentage <b>OR</b> Highest No. of Samples	Typical Source
E. Coli	2020	Yes	0	TT = No confirmed samples	0	Human and animal fecal waste.

NOTE: System is in compliance for E.Coli MCL unless it has E.coli positive repeat sample for total coliform positive routine sample, total coliform positive repeat sample for an E.coli positive routine sample, system fails to collect all required repeat samples following an E. Coli positive routine sample , or system fails to test repeat total coliform positive samples for E.Coli.

DISINFECTANTS - Collected in the Distribution System							
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Chlorine (ppm) (Distribution System)	2020	Yes	MRDLG = 4	4	1.11 <sup>1</sup>	0.4 to 1.3	Water additive used to control microbes.

1 - Data represents the highest quarterly annual running average of chlorine residuals measured in distribution system of compliance samples.

DISINFECTION BYPRODUCTS - Collected in the Distribution System							
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Compliance Result	Range Detected	Typical Source
Total Trihalomethanes (TTHMs) (ppb)	2020	Yes	NA	80	53.3 (max LRAA)	34.5 to 72	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2020	Yes	NA	60	0.031 (max LRAA)	0.015 to 0.046	By-product of drinking water disinfection.

NOTE: Compliance is based on the running annual average at each location. The Highest Compliance Result reflects the highest average at any location and the Range Detected reflects all samples from this year used to calculate the running annual average. Some people who drink water containing trihalomethanes in excess of the MCL over many years could have problems with their liver, kidneys, or central nervous systems and may have an increased risk of getting cancer.

The charts below are the 2020 water quality information from South Pittsburg Board of Water Works. This information is being provided due to Jasper Highlands obtaining water for their customers from South Pittsburg.

## South Pittsburg Board of Water Works : 2020 WATER QUALITY DATA (PWS ID #0000651 )

REGULATED SUBSTANCES - Collected at the Treatment Plant							
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Level Detected	Range Detected	Typical Source
Turbidity <sup>1</sup> (NTU)	2020	Yes	NA	TT	0.14 Avg		Soil runoff.
Sodium (ppm)	2020	Yes	NA	NA	1.92		Erosion of natural deposits; used in water treatment.
Total Organic Carbon <sup>2</sup> (ppm)	2020	Yes	NA	TT	1.35 Avg	0.5 to 4.0	Naturally present in the environment

1 - Turbidity is a measure of the cloudiness of the water. Turbidity is monitored because it is a good indicator of the effectiveness of the filtration system. During 2020, 100% of all samples taken to measure turbidity met water quality standard of less than 0.3 NTU.

2- The treatment technique for Total Organic Carbon was met in 2020.

REGULATED SUBSTANCES - Collected in Distribution							
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Level Detected	Range Detected	Typical Source
Chlorine <sup>1</sup> (ppm)	2020	Yes	MRDLG = 4	MRDL = 4	1.21 Avg	0.2 to 4.0	Water additive used to control microbes.
Total Trihalomethanes (TTHMs) <sup>2</sup> (ppb)	2020	Yes	NA	80	41 Avg	23 to 89	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) <sup>2</sup> (ppb)	2020	Yes	NA	60	18 Avg	17 to 60	By-product of drinking water disinfection.
Lead <sup>3</sup> (ppb)	2020	Yes	AL = 15	0	90 <sup>th</sup> %=0.5		Corrosion of household plumbing systems.
Copper <sup>3</sup> (ppm)	2020	Yes	AL = 1.3	1.3	90 <sup>th</sup> %=0.15		Corrosion of household plumbing systems.
Fluoride (ppm)	2020	Yes	4	4	0.66 Avg	0.1 to 2.0	Erosion of natural deposits

1 - Chlorine levels as measured in the South Pittsburg Water Works distribution system.

2- Some people who drink water containing trihalomethanes in excess of the MCL over many years could have problems with their liver, kidneys, or central nervous systems and may have an increased risk of getting cancer.

3- During the most recent round of Lead and Copper testing 1 of the 20 households sampled exceeded the action level.



## About Us

With a history dating back to 1886, **American Water Works Company, Inc.** (NYSE: AWK) is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 7,000 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to 15 million people in 46 states. American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing.

**Tennessee American Water**, a subsidiary of American Water, is the largest investor-owned water utility in the state, providing high-quality and reliable water service to approximately 380,000 residents in Tennessee and northern Georgia. For more information, visit [tennesseeamwater.com](http://tennesseeamwater.com) and follow us on Twitter, Facebook, Instagram and YouTube.



## TENNESSEE AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**  
14 communities in three TN counties (Hamilton, Marion & Sequatchie), two GA counties (Walker & Catoosa) and including Sale for Resale Customers (Signal Mountain, TN; Ft. Oglethorpe, GA; Catoosa Utility District Authority, GA)
- **PEOPLE SERVED**  
Approximately 380,000 residents in Tennessee and northern Georgia (88% residential, 11% commercial/Industrial, 1% public entities such as schools, hospitals, government facilities)
- **EMPLOYEES**  
110
- **TREATMENT FACILITIES**  
Two surface water treatment plants and one groundwater source
- **MILES OF PIPELINE & OTHER DISTRIBUTION FACILITIES**
  - Miles of pipe: 1,443 miles
  - Hydrants: 5,723
  - Valves: 19,609
- **Storage and transmission**
  - Boosters: 33
  - Tanks: 38

# How to Contact Us

If you have any questions about this report, your drinking water, or service, please contact Tennessee American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-866-736-6420.



## WATER INFORMATION SOURCES

Tennessee American Water  
[www.tennesseamwater.com](http://www.tennesseamwater.com)

Tennessee Department of Environment and Conservation (TDEC):  
[www.tn.gov/environment](http://www.tn.gov/environment)

United States Environmental Protection Agency (USEPA):  
[www.epa.gov/safewater](http://www.epa.gov/safewater)

Safe Drinking Water Hotline: (800) 426-4791

Centers for Disease Control and Prevention: [www.cdc.gov](http://www.cdc.gov)

American Water Works Association: [www.awwa.org](http://www.awwa.org)

Water Quality Association: [www.wqa.org](http://www.wqa.org)

National Library of Medicine/National Institute of Health:  
[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

**This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.**

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-866-736-6420** र हमें काल करें।

**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-866-736-6420.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.



2021 Annual  
**WATER QUALITY  
REPORT**

**Jasper Highlands**  
PWS ID: 0008286

**QUALITY. ONE MORE WAY  
WE KEEP LIFE FLOWING.**



**TENNESSEE  
AMERICAN WATER**

**WE KEEP LIFE FLOWING®**

# What is a Consumer Confidence Report (CCR)

Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

We are committed to delivering high quality drinking water service. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-866-736-6420** र हमें काल करें।

**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-866-736-6420.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.

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## A message from **Tennessee American Water's President**



**Grant A. Evitts**

President, Tennessee  
American Water

Dear Tennessee American Water Customer,

Having access to safe, reliable water service is something that can be easily taken for granted. At Tennessee American Water, it's our top priority.

I am pleased to share with you our 2021 Consumer Confidence Report, which is a testament to the hard work and dedication of our employees. As you read through this annual water quality information, you will see that we continue to supply high quality drinking water service to keep your life flowing.

We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. In fact, we test for about 100 regulated contaminants as required by state and federal drinking water standards.

**QUALITY:** Our employees take water quality seriously because we know our customers rely on the essential water services we provide. We remain committed to protecting our sources of drinking water. We utilize advanced technology and detection methods that are paving the way for source water protection across the country.

**SERVICE:** Over the last 10 years, we invested over \$197 million to upgrade our water and treatment and pipeline systems in the communities we serve. These investments allowed us to improve water quality, water pressure and service reliability for our customers.

**VALUE:** While costs to provide water service continue to increase across the country, our investments help us provide high quality water service that remains an exceptional value for such an essential service.

We hope our commitment to you and our passion for water shines through in this report detailing the source and quality of your drinking water in 2021. We will continue to work to keep your life flowing – today, tomorrow and for future generations.

Proud to be your local water service provider,

A handwritten signature in blue ink that reads "Grant A. Evitts". The signature is fluid and cursive.

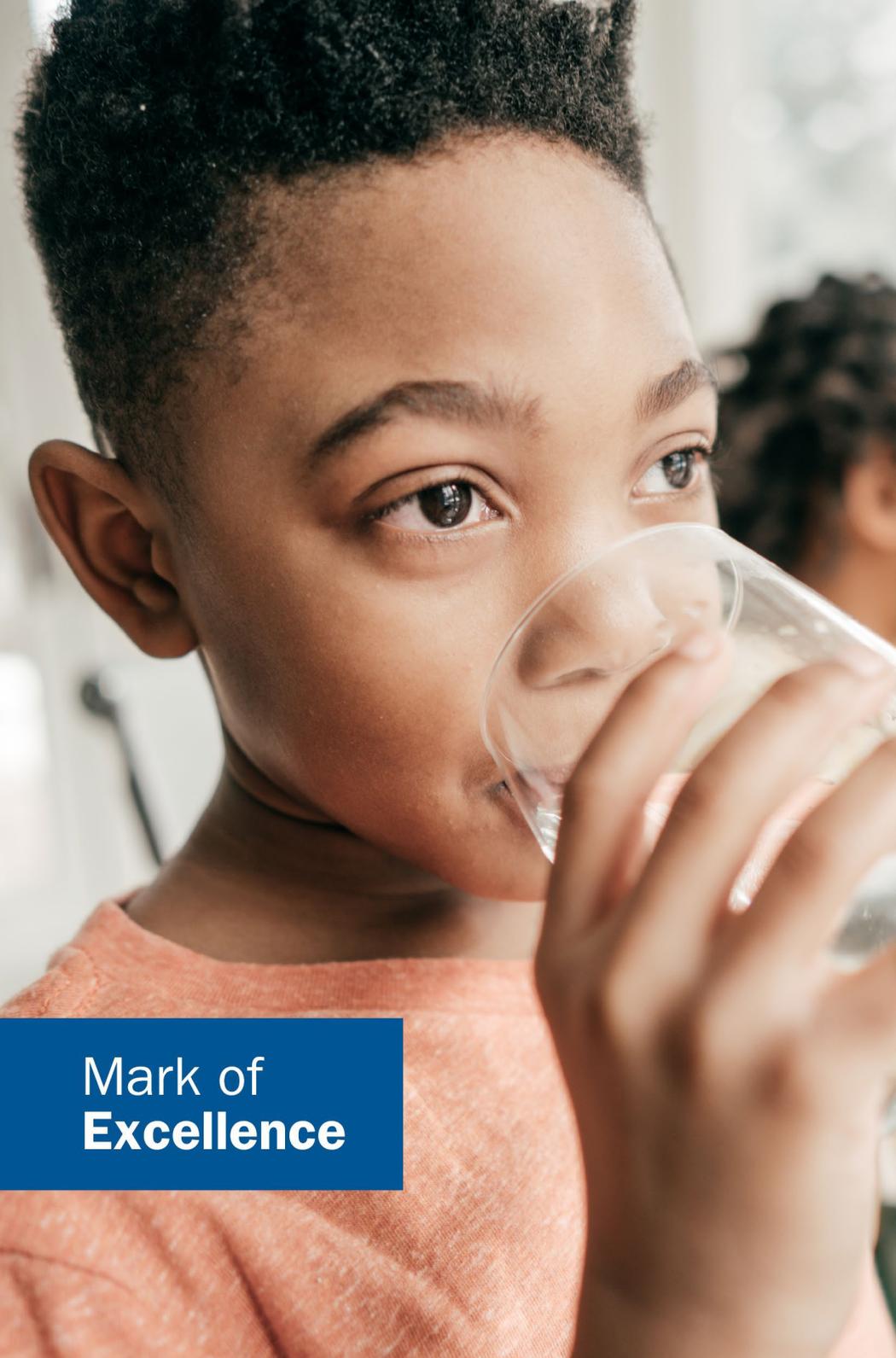
Grant A. Evitts  
Tennessee American Water

**This report contains important information about your drinking water. Translate it or speak with someone who understands it at (866) 736-6420, Monday-Friday, 7 a.m. to 7 p.m.**



### **ATTENTION: Landlords and Apartment Owners**

**Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.**



Mark of  
Excellence



### EVERY STEP OF THE WAY.

We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. **In fact, American Water performs over one million tests annually for about 100 regulated contaminants, nationwide.**



### EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. We are recognized as an industry leader in water quality and work cooperatively with the EPA so that drinking water standards and new regulations produce benefits for customers and public water suppliers. American Water has earned awards from the EPA's Partnership for Safe Water as well as awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.



### WATER QUALITY. DOWN TO A SCIENCE.

We also have access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. Here, American Water scientists refine testing procedures, innovate new methods, and look for ways to detect potentially new contaminants—even before regulations are in place.



### MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as Tennessee American Water is investing in research and testing, we also understand the importance of investing in the infrastructure that provides high-quality water service to you. Last year alone, **we invested \$24 million to improve our water treatment and pipeline systems.**



# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

Water is purchased from The South Pittsburg Water Treatment Plant located in South Pittsburg, Tennessee. The treatment plant draws surface water from the Tennessee River. Their goal is to protect their water from contamination, and they are working with the state to determine the vulnerability of their water source to potential contamination. Learn more about local waterways

at <https://mywaterway.epa.gov/>. The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the untreated water sources serving this water system. The SWAP Report assesses the susceptibility of untreated water sources to potential contamination.

Water sources have been rated as reasonably susceptible (high), moderately susceptible (moderate) or slightly susceptible (low) to potential contamination based on geologic factors and human activities in the vicinity of the water source. The South Pittsburgh Water Works water source is rated as reasonably susceptible.

An explanation of Tennessee's SWAP, the Source Water Assessment summaries, susceptibility scorings and the overall TDEC report to EPA can be viewed online at: <https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html> or contact TDEC EAC at 1-888-891-8332 (1-888-891-TDEC) to obtain copies of specific assessments. Tennessee American Water can also be contacted at 1-866-736-6420 to obtain a copy of the source water assessment specifically for our company.



## QUICK FACTS ABOUT THE JASPER HIGHLANDS SYSTEM

**Communities served:**  
Jasper Highlands

**Water source:**  
Tennessee River – purchased water from City of South Pittsburg, TN

**Average amount of water supplied to customers on a daily basis:**  
0.077 million gallons per day

**Disinfection treatment:**  
surface water supplies disinfect with chlorine to maintain water quality in the distribution system



# What are the Sources of Contaminants?

To provide tap water that is safe to drink, EPA and the Tennessee Department of Environment and Conservation prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. 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 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 (800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, aquifers and/or groundwater. 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.

**SPECIAL HEALTH INFORMATION**

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/Centers for Disease Control and Prevention (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 (800-426-4791).

## CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

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



# Protecting Your Drinking Water Supply

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect our shared water resources. This includes utilities, businesses, residents, government agencies and organizations. Everyone who lives, works, and plays in the area has a role and stake in clean water supplies.

## WHAT CAN YOU DO?

Quality drinking water starts upstream. Everyone can help maintain and improve drinking water supplies through the following actions:

- Properly dispose of pharmaceuticals, household chemicals, oils and paints. Materials can impact water ways if poured down the drain, flushed down the toilet, or dumped on the ground.
- Check for leaks from automobiles and heating fuel tanks. Clean up any spills using an absorbent material like cat litter. Sweep up the material and put it in a sealed bag. Check with the local refuse facility for proper disposal.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.

**Report any spills, illegal dumping or suspicious activity to the Tennessee Department of Environment & Conservation:** 1-888-891-8332 or [Ask.TDEC@tn.gov](mailto:Ask.TDEC@tn.gov)

## FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at [tennesseeamwater.com](http://tennesseeamwater.com) or contact the regional Source Water Protection Lead, Michael Griffith at 423-658-3110.

## WHAT ARE WE DOING?

Our priority is to provide reliable, quality drinking water service for customers. The source of supply is an important part of that mission. We work to understand and reduce potential risks to your drinking water supply along with partnering with organizations to support their work in protecting our water sources. We believe that everyone plays a role and by partnering with environmental organizations, we help spread awareness of ways individuals can make a positive impact. Examples of the types of activities we support include river, stream and creek clean ups, “skip the straw” awareness to reduce microplastics, bank stabilization and prevention of run-off, and benefits of gardening with native plants.

**Here are a few of the efforts underway to protect our shared water resources:**



**Community Involvement:** We have a proactive public outreach program to help spread the word and get people involved. This includes school education, contests, and other community activities.



**Environmental Grant Program:** Each year, we fund projects that improve water resources in our local communities.



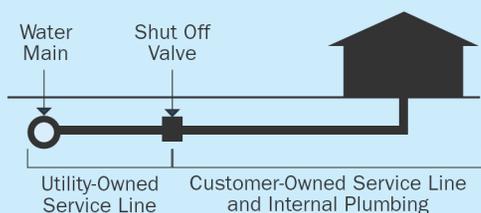
**Pharmaceutical Collection:** We partner with local law enforcement & drug abuse prevention organizations to sponsor Drug Take Back events in our community. These events as well as local permanent lock boxes offer residents a way to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies. Learn more [here](#).



# About Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. American 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 or at <http://www.epa.gov/safewater/lead>.

## UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



Please note: This diagram is a generic representation. Variations may apply.

## The most common source of lead in tap water is from the customer's plumbing and their service line.

Our water mains are not made of lead; however, the water service line that carries the water from the water main in the street to your home could be. Homeowners' service lines may be made of lead, copper, galvanized steel or plastic. You can assess your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve.

### MINIMIZING YOUR POTENTIAL EXPOSURE

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

### CHECK YOUR PLUMBING AND SERVICE LINE

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at **423-771-4749**.



**1. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than six hours, flush the tap with cold water for 30 seconds to two minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.



**2. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.



**3. Routinely remove and clean all faucet aerators.**



**4. Look for the "Lead Free" label** when replacing or installing plumbing fixtures.



**5. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.



**6. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.

# Important Information About **Drinking Water**

## **PFOA/PFOS Monitoring**

PFAS refers to per- and polyfluoroalkyl substances, a class of synthetic chemicals, manufactured for industrial applications and commercial household products such as: non-stick cookware; waterproof and stain resistant fabrics and carpets; firefighting foam and cleaning products. The properties that make these chemicals useful in so many of our every-day products also resist breaking down and therefore persist in the environment. Exposure may be from food, food packaging, consumer products, house dust, indoor and outdoor air, drinking water and at workplaces where PFAS are made or used.

Tennessee American Water is currently performing voluntary sampling to better understand certain occurrence of PFAS levels in drinking water sources. This testing allows us to understand how our water compares against the non-enforceable Health Advisory Level set by USEPA of 70 nanograms per liter or parts per trillion for a combination of two PFAS compounds, PFOA and PFOS. Testing also allows Tennessee American Water to be better prepared if the USEPA or state environmental regulator develop a drinking water standard for those PFAS for which we have USEPA approved testing methods.

The science and regulation of PFAS and other contaminants is always evolving, and Tennessee American Water strives to be a leader in research and development. PFAS contamination is one of the most rapidly changing areas in the drinking water field. We have invested in our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critically important to addressing this issue.

## **FLUORIDE**

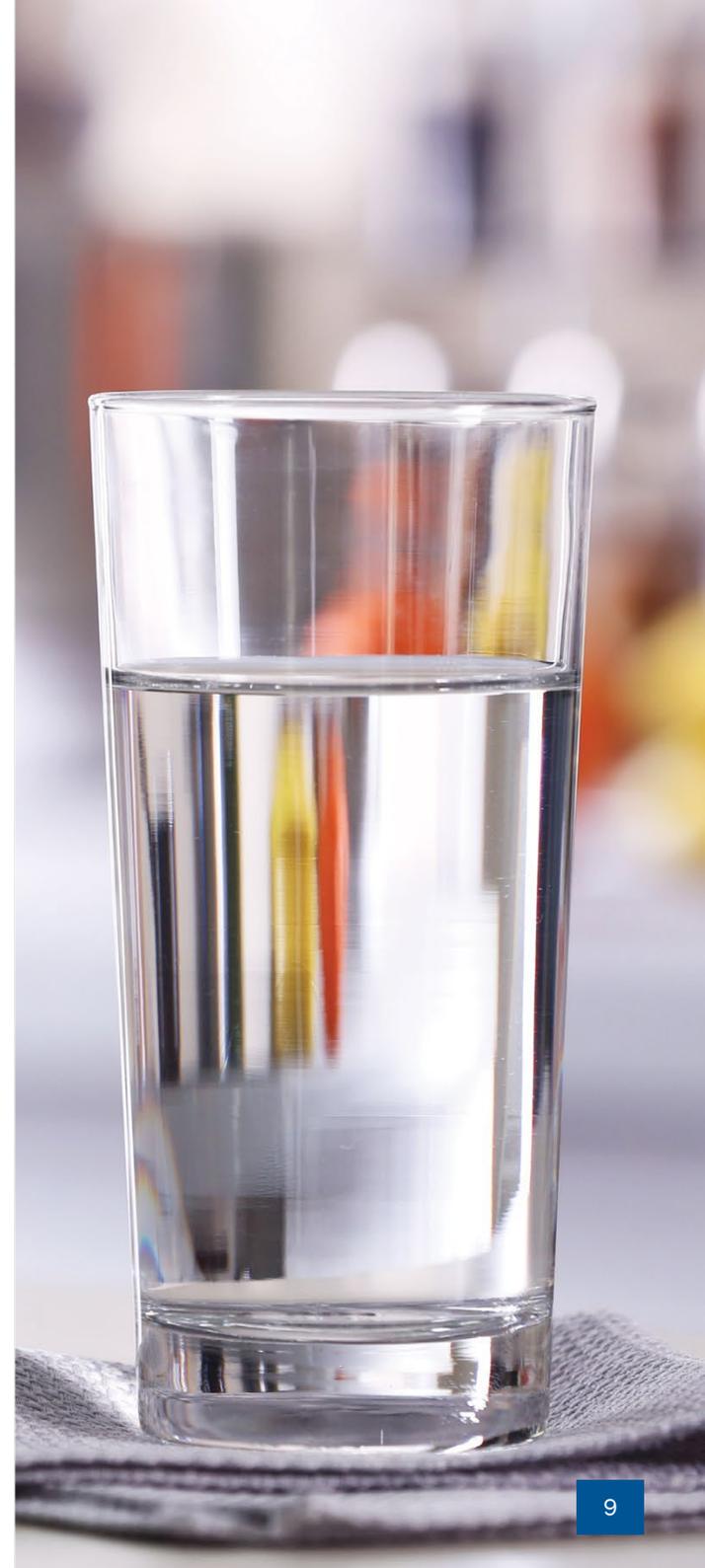
Fluoride is a naturally occurring substance. It can be present in drinking water from two sources:

1. **By nature** when groundwater comes into contact with fluoride-containing minerals naturally present in the earth; or
2. **By a water purveyor** through addition of fluoride to the water they are providing in the distribution system.

If you have any questions on fluoride, please call Tennessee American Water's Customer Service Center at (866) 736-6420.

This is one of the most rapidly changing landscapes in drinking water contamination. We have invested time and effort on our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence, fate and transport in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critical for addressing this issue.

**Lauren Weinrich**  
Principal Scientist,  
Water Research and Development





# Water Quality Results

## WATER QUALITY STATEMENT

We are pleased to report that during calendar year 2021, the results of testing of your drinking water complied with all state and federal drinking water requirements.

For your information, we have compiled a list in the table below showing the testing of your drinking water during 2021. The Tennessee Department of Environment and Conservation (TDEC) allows us to monitor for some contaminants less than once per year because the concentration of the contaminants does not change frequently. Some of our data, though representative, are more than one year old.

## EVER WONDER WHY OR WHAT ABOUT DRINKING WATER?

Below are links to YouTube videos and the topics they address. The videos are short - around 1 minute long with subtitles. Click on the links to learn more!

Taste and Smell of Water Explained:	<a href="https://youtu.be/a4uaaxTOWoE">https://youtu.be/a4uaaxTOWoE</a>
Sulfur Smell Explained:	<a href="https://youtu.be/DXOEYWnB_ek">https://youtu.be/DXOEYWnB_ek</a>
Chlorine in Drinking Water:	<a href="https://youtu.be/QUaldDT7nEg">https://youtu.be/QUaldDT7nEg</a>
Cloudy Water Explained:	<a href="https://youtu.be/uYkCcW9RE4c">https://youtu.be/uYkCcW9RE4c</a>
Residue from Water Explained:	<a href="https://youtu.be/x7_pwehvgmA">https://youtu.be/x7_pwehvgmA</a>
Toilet Leaks:	<a href="https://youtu.be/OzlrOfYgzY">https://youtu.be/OzlrOfYgzY</a>
Lead in Drinking Water:	<a href="https://youtu.be/xNihqfuyhaA">https://youtu.be/xNihqfuyhaA</a>
Fluoride in Drinking Water:	<a href="https://youtu.be/g-03JCe9AjY">https://youtu.be/g-03JCe9AjY</a>
Discolored Water Explained:	<a href="https://youtu.be/W21NUWP9oa8">https://youtu.be/W21NUWP9oa8</a>
What are PFAS?:	<a href="https://youtu.be/vWoOtHOVb_c">https://youtu.be/vWoOtHOVb_c</a>

## CONTACT INFORMATION

This CCR was prepared by TNAW Water Quality Team. If you have questions about this report, you want additional information about your drinking water, or want to know how to participate in local activities that may help protect the quality of your drinking water, please contact: Lori Stenzel, Manager, Water Quality & Environmental Compliance, email: [lori.stenzel@amwater.com](mailto:lori.stenzel@amwater.com) or phone: (423) 771-4705.

# Definition of Terms

These are terms that may appear in your report.

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

**Level 1 Assessment:** A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

**Level 2 Assessment:** A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

**LRAA:** Locational Running Annual Average

**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. See also Secondary Maximum Contaminant Level (SMCL).

**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 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.

**MFL:** Million fibers per liter.

**micromhos per centimeter ( $\mu\text{mhos/cm}$ ):** A measure of electrical conductance.

**NA:** Not applicable

**ND:** Not detected

**Nephelometric Turbidity Units (NTU):** Measurement of the clarity, or turbidity, of the water.

**pH:** A measurement of acidity, 7.0 being neutral.

**picocuries per liter (pCi/L):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

**parts per billion (ppb):** One part substance per billion parts water, or micrograms per liter.

**parts per million (ppm):** One part substance per million parts water, or milligrams per liter.

**parts per trillion (ppt):** One part substance per trillion parts water, or nanograms per liter.

**Secondary Maximum Contaminant Level (SMCL):** Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**TON:** Threshold Odor Number

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

**%:** Percent

## MEASUREMENTS

### Parts Per Million



in a 10 gallon fish tank

### Parts Per Billion



in a 10,000 gallon swimming pool

### Parts Per Trillion



in 35 junior size Olympic pools

# Water Quality Results

Tennessee American Water conducts extensive monitoring to determine if your water meets all water quality standards. The detections of our monitoring are reported in the following tables. While most monitoring was conducted in 2021, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see the “Definition of Terms” on the previous page.

**NOTE: Regulated contaminants not listed in these tables were not found in the treated water supply.**

## LEAD AND COPPER MONITORING PROGRAM - At least 5 tap water samples collected at customers' taps every 3 years

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90 <sup>th</sup> Percentile	No. of Homes Sampled	Homes Above Action Level	Typical Source
Lead(ppb)	2020	Yes	0	15	0.3	5	0	Corrosion of household plumbing systems.
Copper (ppm)	2020	Yes	1.3	1.3	0.061	5	0	Corrosion of household plumbing systems.

## DISINFECTANTS - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Chlorine (ppm) (Distribution System)	2021	Yes	MRDLG = 4	4	1.10 <sup>1</sup>	0.60 to 1.70	Water additive used to control microbes.

1 - Data represents the highest quarterly running annual average of chlorine residuals measured in distribution system of compliance samples.

## DISINFECTION BYPRODUCTS - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Total Trihalomethanes (TTHMs) (ppb)	2021	Yes	NA	80	59.8	59.8	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2021	Yes	NA	60	40.4	40.4	By-product of drinking water disinfection.

NOTE: For annual sampling, the Highest Compliance Result reflects the highest amount detected. The Range Detected reflects the individual sample collected from the reporting year. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems and may have an increased risk of getting cancer.

## PER- AND POLYFLUOROALKYL SUBSTANCES

UNREGULATED PERFLUORINATED COMPOUNDS					
Parameter	Units	Year	Average Result	Range Detected	Typical Source
Perfluorooctanoic Acid (PFOA)	ppt	2021	ND	ND	Manufactured chemical(s); used in household goods for stain, grease, heat and water resistance
Perfluorooctanesulfonic Acid (PFOS)	ppt	2021	1.4	1.4	
Perfluorobutanesulfonic Acid (PFBS)	ppt	2021	2.4	2.4	
Perfluorobutanoic Acid (PFBA)	ppt	2021	4.4	4.4	

Unregulated perfluorinated compounds (a class of synthetic chemicals) voluntary sampling was conducted to better understand certain occurrences of PFAS levels in drinking water sources. The non-enforceable Health Advisory Level set by USEPA is 70 nanograms per liter or parts per trillion for a combination of two PFAS compounds, PFOA and PFOS.

The charts below are the 2021 water quality information from South Pittsburg Board of Water Works. This information is being provided due to Jasper Highlands obtaining water for their customers from South Pittsburg.

## South Pittsburg Board of Water Works : 2021 WATER QUALITY DATA (PWS ID #0000651)

REGULATED SUBSTANCES - Collected at the Treatment Plant							
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Level Detected	Range Detected	Typical Source
Turbidity <sup>1</sup> (NTU)	2021	Yes	0.3	TT (95% <0.3 NTU)	0.19		Soil runoff.
Sodium (ppm)	2021	Yes	NA	NA	3.55		Erosion of natural deposits; used in water treatment.
Total Organic Carbon <sup>2</sup> (ppm)	2021	Yes	TT	TT	35% Avg	0 to 100% Reduction	Naturally present in the environment

1 - Turbidity is a measure of the cloudiness of the water. Turbidity is monitored because it is a good indicator of the effectiveness of the filtration system. During 2021, 100% of all samples taken to measure turbidity met water quality standard of less than 0.3 NTU.

2- The treatment technique for Total Organic Carbon was met in 2021.

REGULATED SUBSTANCES - Collected in Distribution							
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Level Detected	Range Detected	Typical Source
Chlorine <sup>1</sup> (ppm)	2021	Yes	MRDLG = 4	MRDL = 4	1.24 Avg	0.2 to 4.0	Water additive used to control microbes.
Total Trihalomethanes (TTHMs) <sup>2</sup> (ppb)	2021	Yes	NA	80	52 (Highest LRAA)	23 to 89	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) <sup>2</sup> (ppb)	2021	Yes	NA	60	41 (Highest LRAA)	17 to 60	By-product of drinking water disinfection.
Lead <sup>3</sup> (ppb)	2020	Yes	0	AL = 15	90 <sup>th</sup> %=0.5		Corrosion of household plumbing systems.
Copper <sup>3</sup> (ppm)	2020	Yes	1.3	AL = 1.3	90 <sup>th</sup> %=0.15		Corrosion of household plumbing systems.
Fluoride (ppm)	2021	Yes	4	4	0.63 Avg	0.1 to 2.0	Erosion of natural deposits

1 - Chlorine levels as measured in the South Pittsburg Water Works distribution system.

2 - Some people who drink water containing trihalomethanes in excess of the MCL over many years could have problems with their liver, kidneys, or central nervous systems and may have an increased risk of getting cancer.

3 - During the most recent round of Lead and Copper testing 1 of the 20 households sampled exceeded the action level.



## About Us

With a history dating back to 1886, **American Water Works Company, Inc.** (NYSE: AWK) is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 7,000 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to 15 million people in 46 states. American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing.

**Tennessee American Water**, a subsidiary of American Water, is the largest investor-owned water utility in the state, providing high-quality and reliable water service to approximately 380,000 residents in Tennessee and northern Georgia. For more information, visit [tennesseeamwater.com](http://tennesseeamwater.com) and follow us on Twitter, Facebook, Instagram and YouTube.



## TENNESSEE AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**  
14 communities in three TN counties (Hamilton, Marion & Sequatchie), two GA counties (Walker & Catoosa) and including Sale for Resale Customers (Signal Mountain, TN; Ft. Oglethorpe, GA; Catoosa Utility District Authority, GA)
- **PEOPLE SERVED**  
Approximately 380,000 residents in Tennessee and northern Georgia (88% residential, 11% commercial/Industrial, 1% public entities such as schools, hospitals, government facilities)
- **EMPLOYEES**  
110
- **TREATMENT FACILITIES**  
Two surface water treatment plants and one groundwater source
- **MILES OF PIPELINE & OTHER DISTRIBUTION FACILITIES**
  - Miles of pipe: 1,443 miles
  - Hydrants: 5,723
  - Valves: 19,609
- **Storage and transmission**
  - Boosters: 33
  - Tanks: 38

# How to Contact Us

If you have any questions about this report, your drinking water, or service, please contact Tennessee American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-866-736-6420.



## WATER INFORMATION SOURCES

Tennessee American Water  
[www.tennesseamwater.com](http://www.tennesseamwater.com)

Tennessee Department of Environment and Conservation (TDEC):  
[www.tn.gov/environment](http://www.tn.gov/environment)

United States Environmental Protection Agency (USEPA):  
[www.epa.gov/safewater](http://www.epa.gov/safewater)

Safe Drinking Water Hotline: (800) 426-4791

Centers for Disease Control and Prevention: [www.cdc.gov](http://www.cdc.gov)

American Water Works Association: [www.awwa.org](http://www.awwa.org)

Water Quality Association: [www.wqa.org](http://www.wqa.org)

National Library of Medicine/National Institute of Health:  
[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

**This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.**

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-866-736-6420** र हमें काल करें।

**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-866-736-6420.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.



2022 Annual  
**WATER QUALITY  
REPORT**

**Jasper Highlands**  
PWS ID: 0008286

**QUALITY. ONE MORE WAY  
WE KEEP LIFE FLOWING.**



**TENNESSEE  
AMERICAN WATER**

**WE KEEP LIFE FLOWING®**

# What is a Consumer Confidence Report (CCR)

Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

We are committed to delivering high quality drinking water service. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau pab ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

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**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-866-736-6420.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.

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## A message from **Tennessee American Water's President**



**Grant A. Evitts**

President, Tennessee  
American Water

Dear Tennessee American Water Customer,

Having access to safe, reliable water service is something that can be easily taken for granted. At Tennessee American Water, it's our top priority.

I am pleased to share with you our 2022 Consumer Confidence Report, which is a testament to the hard work and dedication of our employees.

As you read through this annual water quality information, you will see that we continue to supply high quality drinking water service to keep your life flowing. We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. In fact, we test for about 100 regulated contaminants as required by state and federal drinking water standards.

**QUALITY:** We take water quality so seriously that our water treatment plant has been nationally recognized for over 22 years with Directors Awards from the U.S. Environmental Protection Agency's (EPA) Partnership for Safe Water program for surpassing federal and state drinking water standards. We remain committed to protecting our sources of drinking water. We utilize advanced technology and detection methods that are paving the way for source water protection across the country.

**SERVICE:** In 2022, we invested over \$27 million to upgrade our water treatment and pipeline systems in the communities we serve. These investments allow us to improve water quality, water pressure, fireflow capacity and service reliability for our customers.

**VALUE:** While costs to provide water service continue to increase across the country, our investments help us provide high quality water service that remains an exceptional value for such an essential service. We hope our commitment to you and our passion for water shines through in this report detailing the source and quality of your drinking water in 2022. We will continue to work to keep your life flowing – today, tomorrow and for future generations.

Proud to be your local water service provider,

A handwritten signature in blue ink that reads "Grant A. Evitts". The signature is fluid and cursive.

Grant A. Evitts  
Tennessee American Water

**This report contains important information about your drinking water. Translate it or speak with someone who understands it at (866) 736-6420, Monday-Friday, 7 a.m. to 7 p.m.**



### **ATTENTION: Landlords and Apartment Owners**

**Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.**



Mark of  
Excellence



### EVERY STEP OF THE WAY.

We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. **In fact, American Water performs over one million tests annually for about 100 regulated contaminants, nationwide.**



### EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. We are recognized as an industry leader in water quality and work cooperatively with the EPA so that drinking water standards and new regulations produce benefits for customers and public water suppliers. American Water has earned awards from the EPA's Partnership for Safe Water as well as awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.



### WATER QUALITY. DOWN TO A SCIENCE.

We also have access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. Here, American Water scientists refine testing procedures, innovate new methods, and look for ways to detect potentially new contaminants—even before regulations are in place.



### MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as Tennessee American Water is investing in research and testing, we also understand the importance of investing in the infrastructure that provides high-quality water service to you. Last year alone, **we invested over \$27 million to improve our water treatment and pipeline systems.**



# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

Water is purchased from The South Pittsburg Water Treatment Plant located in South Pittsburg, Tennessee. The treatment plant draws surface water from the Tennessee River. Their goal is to protect their water from contamination, and they are working with the state to determine the vulnerability of their water source to potential contamination. Learn more about local waterways

at <https://mywaterway.epa.gov/>. The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the untreated water sources serving this water system. The SWAP Report assesses the susceptibility of untreated water sources to potential contamination.

Water sources have been rated as reasonably susceptible (high), moderately susceptible (moderate) or slightly susceptible (low) to potential contamination based on geologic factors and human activities in the vicinity of the water source. The South Pittsburgh Water Works water source is rated as reasonably susceptible.

An explanation of Tennessee's SWAP, the Source Water Assessment summaries, susceptibility scorings and the overall TDEC report to EPA can be viewed online at: <https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html> or contact TDEC EAC at 1-888-891-8332 (1-888-891-TDEC) to obtain copies of specific assessments. Tennessee American Water can also be contacted at 1-866-736-6420 to obtain a copy of the source water assessment specifically for our company.



## QUICK FACTS ABOUT THE JASPER HIGHLANDS SYSTEM

### Communities served:

Jasper Highlands

### Water source:

Tennessee River – purchased water from City of South Pittsburg, TN

### Average amount of water supplied to customers on a daily basis:

0.077 million gallons per day

### Disinfection treatment:

surface water supplies disinfect with chlorine to maintain water quality in the distribution system



## What are the Sources of Contaminants?

To provide tap water that is safe to drink, EPA and the Tennessee Department of Environment and Conservation prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. 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 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 (800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, aquifers and/or groundwater. 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.

### SPECIAL HEALTH INFORMATION

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/Centers for Disease Control and Prevention (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 (800-426-4791).

### CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

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



# Protecting Your Drinking Water Supply

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect our shared water resources. This includes utilities, businesses, residents, government agencies and organizations. Everyone who lives, works, and plays in the area has a role and stake in clean water supplies.

## WHAT CAN YOU DO?

Quality drinking water starts upstream. Everyone can help maintain and improve drinking water supplies through the following actions:

- Properly dispose of pharmaceuticals, household chemicals, oils and paints. Materials can impact water ways if poured down the drain, flushed down the toilet, or dumped on the ground.
- Check for leaks from automobiles and heating fuel tanks. Clean up any spills using an absorbent material like cat litter. Sweep up the material and put it in a sealed bag. Check with the local refuse facility for proper disposal.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.

**Report any spills, illegal dumping or suspicious activity to the Tennessee Department of Environment & Conservation:** 1-888-891-8332 or [Ask.TDEC@tn.gov](mailto:Ask.TDEC@tn.gov)

## FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at [tennesseeamwater.com](http://tennesseeamwater.com) or contact the regional Source Water Protection Lead, Thalika Hollingsworth at 423-771-4751.

## WHAT ARE WE DOING?

Our priority is to provide reliable, quality drinking water service for customers. The source of supply is an important part of that mission. We work to understand and reduce potential risks to your drinking water supply along with partnering with organizations to support their work in protecting our water sources. We believe that everyone plays a role and by partnering with environmental organizations, we help spread awareness of ways individuals can make a positive impact. Examples of the types of activities we support include river, stream and creek clean ups, “skip the straw” awareness to reduce microplastics, bank stabilization and prevention of run-off, and benefits of gardening with native plants.

**Here are a few of the efforts underway to protect our shared water resources:**



**Community Involvement:** We have a proactive public outreach program to help spread the word and get people involved. This includes school education, contests, and other community activities.



**Environmental Grant Program:** Each year, we fund projects that improve water resources in our local communities.



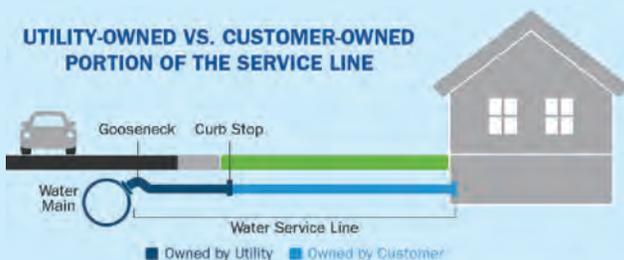
**Pharmaceutical Collection:** We partner with local law enforcement & drug abuse prevention organizations to sponsor Drug Take Back events in our community. These events as well as local permanent lock boxes offer residents a way to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies. Learn more [here](#).



# About Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. American 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 or at <http://www.epa.gov/safewater/lead>.

## UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



Please note: This diagram is a generic representation. Variations may apply.

## The most common source of lead in tap water is from the customer's plumbing and their service line.

The utility-owned water mains are not made of lead; however, the water service line that carries the water from the water main in the street to your home could be. Homeowners' service lines may be made of lead, copper, galvanized steel or plastic. You can assess your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve.

### MINIMIZING YOUR POTENTIAL EXPOSURE

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

### CHECK YOUR PLUMBING AND SERVICE LINE

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at 423-771-4749.



**1. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than six hours, flush the tap with cold water for 30 seconds to two minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.



**2. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.



**3. Routinely remove and clean all faucet aerators.**



**4. Look for the "Lead Free" label** when replacing or installing plumbing fixtures.



**5. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.



**6. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.

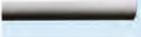
# Determining Your Service Line Material

Homeowners' service lines are most commonly made of lead, copper, galvanized steel or plastic. Homes built before 1930 are more likely to have lead plumbing systems.

## There are different ways that you can determine if you have a lead service line.

- You can access your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve and identify the pipe material using the chart on the right.
- A licensed and insured plumber can inspect your pipes and plumbing.
- Lead test kits can be purchased at local hardware and home improvement stores. These kits are used to test paint, but can also be used to test pipe – not the water inside. Look for an EPA recognized kit. Wash your hands after inspecting plumbing and pipes.

## TYPES OF PIPE

	<ul style="list-style-type: none"> <li>Galvanized: A dull, silver-gray color. Use a magnet - strong magnets will typically cling to galvanized pipes.</li> </ul>
	<ul style="list-style-type: none"> <li>Copper: The color of a copper penny.</li> </ul>
	<ul style="list-style-type: none"> <li>Plastic: Usually white, rigid pipe that is jointed to water supply piping with a clamp. Note: It can be other colors, including blue and black.</li> </ul>
	<ul style="list-style-type: none"> <li>Lead: A dull, silver-gray color that is easily scratched with a coin. Use a magnet - strong magnets will <u>not</u> cling to lead pipes.</li> </ul>

## YOUR SERVICE LINE MATERIAL

Please note if your service lines contain lead, it does not mean you cannot use water as you normally do. Tennessee American Water continues to meet all state and federal water quality regulations stipulated in the Lead and Copper Rule (<https://www.epa.gov/dwreginfo/lead-and-copper-rule>). If you're wanting to have your water tested, here's a list of state-approved laboratories for drinking water analyses: [https://www.tn.gov/content/dam/tn/environment/water/drinking-water-unit/wr\\_wq\\_dw\\_approved-commercial-labs.pdf](https://www.tn.gov/content/dam/tn/environment/water/drinking-water-unit/wr_wq_dw_approved-commercial-labs.pdf)

Plastic	Galvanized	Copper	Lead
			
<p><b>Color:</b> May be white, black, blue or grey. May have identification on sidewall indicating type of plastic</p> <p><b>Scratch test:</b> Not needed</p> <p><b>Magnet:</b> Will <b>NOT</b> stick</p> <p><b>Coin tap:</b> Non-tinny, sharp noise</p>	<p><b>Color:</b> Dull gray</p> <p><b>Scratch test:</b> Dull silver</p> <p><b>Magnet:</b> WILL stick</p> <p><b>Coin tap:</b> Tinny noise</p> <p><b>Note:</b> Galvanized, will have threaded joints</p>	<p><b>Color:</b> Copper/bronze</p> <p><b>Scratch test:</b> Shiny copper</p> <p><b>Magnet:</b> Will <b>NOT</b> stick</p> <p><b>Coin tap:</b> Tinny noise</p>	<p><b>Color:</b> Dull gray</p> <p><b>Scratch test:</b> Bright silvery, easily scratched</p> <p><b>Magnet:</b> Will <b>NOT</b> stick</p> <p><b>Coin tap:</b> Dull noise</p> <p><b>Note:</b> Look for a lead bulb; Not always rigid, look for a bend</p>

**We Need Your Help!**

If you know what type your service line material is coming into your house from the street, please email [tawleadinquiries@amwater.com](mailto:tawleadinquiries@amwater.com) and also include a picture for validation.

# Important Information About **Drinking Water**



## **PFAS**

Per- and polyfluoroalkyl substances (PFAS) are manufactured chemicals used in many household products including nonstick cookware (e.g., Teflon™), stain repellants (e.g., Scotchgard™), and waterproofing (e.g., GORE-TEX™). They are also used in industrial applications such as in firefighting foams and electronics production. There are thousands of PFAS chemicals, and they persist in the environment. Two well-known PFAS chemicals are perfluorooctanoic acid (PFOA) and perfluorooctane sulfonic acid (PFOS). These were phased out of production in the United States and replaced by hexafluoropropylene oxide-dimer acid (commonly known as GenX), perfluorobutane sulfonic acid (PFBS) and others.

Tennessee American Water has performed voluntary sampling to better understand occurrence of certain PFAS in drinking water sources. This sampling allows us to understand how our water compares against the non-enforceable Health Advisory Level set by U.S. EPA. Sampling also allows Tennessee American Water to be better prepared as U.S. EPA and Tennessee Department of Environment and Conservation are currently developing drinking water standards for PFOA and PFOS.

The science and regulation of PFAS and other contaminants is always evolving, and Tennessee American Water strives to be a leader in research and development. PFAS contamination is one of the most rapidly changing areas in the drinking water field. We have invested in our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critically important to addressing this issue.



American Water has a history of leading research to understand contaminants that can make their way through the environment. Our dedicated scientists work with leaders in the water community to develop methods to detect, sample, measure and address these contaminants. Because investment in research is critical to address PFAS, American Water actively assesses treatment technologies that can effectively remove PFAS from drinking water.

**Lauren A. Welnrich, Ph.D.**  
Principal Scientist



# Water Quality Results

## WATER QUALITY STATEMENT

We are pleased to report that during calendar year 2022, the results of testing of your drinking water complied with all state and federal drinking water requirements.

For your information, we have compiled a list in the table below showing the testing of your drinking water during 2022. The Tennessee Department of Environment and Conservation (TDEC) allows us to monitor for some contaminants less than once per year because the concentration of the contaminants does not change frequently. Some of our data, though representative, are more than one year old.

## EVER WONDER WHY OR WHAT ABOUT DRINKING WATER?

Below are links to YouTube videos and the topics they address. The videos are short - around 1 minute long with subtitles. Click on the links to learn more!

Taste and Smell of Water Explained:	<a href="https://youtu.be/a4uaaxTOWoE">https://youtu.be/a4uaaxTOWoE</a>
Sulfur Smell Explained:	<a href="https://youtu.be/DXOEYWnB_ek">https://youtu.be/DXOEYWnB_ek</a>
Chlorine in Drinking Water:	<a href="https://youtu.be/QUaldDT7nEg">https://youtu.be/QUaldDT7nEg</a>
Cloudy Water Explained:	<a href="https://youtu.be/uYkCcW9RE4c">https://youtu.be/uYkCcW9RE4c</a>
Residue from Water Explained:	<a href="https://youtu.be/x7_pwehvgmA">https://youtu.be/x7_pwehvgmA</a>
Toilet Leaks:	<a href="https://youtu.be/OzlrOfYgzY">https://youtu.be/OzlrOfYgzY</a>
Lead in Drinking Water:	<a href="https://youtu.be/xNihqfuyhaA">https://youtu.be/xNihqfuyhaA</a>
Fluoride in Drinking Water:	<a href="https://youtu.be/g-03JCe9AjY">https://youtu.be/g-03JCe9AjY</a>
Discolored Water Explained:	<a href="https://youtu.be/W21NUWP9oa8">https://youtu.be/W21NUWP9oa8</a>
What are PFAS?:	<a href="https://youtu.be/vWoOtHOVb_c">https://youtu.be/vWoOtHOVb_c</a>

## CONTACT INFORMATION

This CCR was prepared by TNAW Water Quality Team. If you have questions about this report, you want additional information about your drinking water, or want to know how to participate in local activities that may help protect the quality of your drinking water, please contact: Lori Stenzel, Manager, Water Quality & Environmental Compliance, email: [lori.stenzel@amwater.com](mailto:lori.stenzel@amwater.com) or phone: (423) 771-4705.

# Definition of Terms

These are terms that may appear in your report.

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

**Level 1 Assessment:** A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

**Level 2 Assessment:** A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

**LRAA:** Locational Running Annual Average

**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. See also Secondary Maximum Contaminant Level (SMCL).

**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 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.

**MFL:** Million fibers per liter.

**micromhos per centimeter ( $\mu\text{mhos/cm}$ ):** A measure of electrical conductance.

**NA:** Not applicable

**ND:** Not detected

**Nephelometric Turbidity Units (NTU):** Measurement of the clarity, or turbidity, of the water.

**pH:** A measurement of acidity, 7.0 being neutral.

**picocuries per liter (pCi/L):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

**parts per billion (ppb):** One part substance per billion parts water, or micrograms per liter.

**parts per million (ppm):** One part substance per million parts water, or milligrams per liter.

**parts per trillion (ppt):** One part substance per trillion parts water, or nanograms per liter.

**Secondary Maximum Contaminant Level (SMCL):** Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**TON:** Threshold Odor Number

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

**%:** Percent

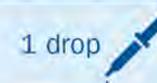
## MEASUREMENTS

### Parts Per Million



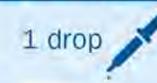
in a 10 gallon fish tank

### Parts Per Billion



in a 10,000 gallon swimming pool

### Parts Per Trillion



in 35 junior size Olympic pools

# Water Quality Results

Tennessee American Water conducts extensive monitoring to determine if your water meets all water quality standards. The detections of our monitoring are reported in the following tables. While most monitoring was conducted in 2022, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see the “Definition of Terms” on the previous page.

**NOTE: Regulated contaminants not listed in these tables were not found in the treated water supply.**

## LEAD AND COPPER MONITORING PROGRAM - At least 5 tap water samples collected at customers' taps every 3 years

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90 <sup>th</sup> Percentile	No. of Homes Sampled	Range	Homes Above Action Level	Typical Source
Lead (ppb)	2020	Yes	0	15	0.25	5	0.03 - 0.4	0	Corrosion of household plumbing systems.
Copper (ppm)	2020	Yes	1.3	1.3	0.061	5	0.0065 - 0.0619	0	Corrosion of household plumbing systems.

## DISINFECTANTS - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Chlorine (ppm) (Distribution System)	2022	Yes	MRDLG = 4	4	1.16 <sup>1</sup>	0.66 - 1.70	Water additive used to control microbes.

1-Data represents the highest quarterly running annual average of chlorine residuals measured in distribution system of compliance samples.

## DISINFECTION BYPRODUCTS - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Total Trihalomethanes (TTHMs) (ppb)	2022	Yes	NA	80	55.9	39.5 - 72.3	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2022	Yes	NA	60	45.6	29.7 - 61.4	By-product of drinking water disinfection.

NOTE: Compliance is based on the running annual average at each location (LRAA). The Highest LRAA Result reflects the highest average at any location and the Range Detected reflects all samples from this year used to calculate the running annual average. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems and may have an increased risk of getting cancer.

## PFAS

Tennessee American Water has performed voluntary sampling to better understand the occurrence of certain PFAS in drinking water sources. This sampling allows us to understand how our water compares against the non-enforceable Health Advisory Level set by U.S. EPA. Sampling also allows Tennessee American Water to be better prepared as U.S. EPA and Tennessee Department of Environment and Conservation is currently developing drinking water standards for PFOA and PFOS.

UNREGULATED PERFLUORINATED COMPOUNDS					
Parameter	Units	Year	Result	Range Detected	Typical Source
Perfluorooctanoic Acid (PFOA)	ppt	2021	ND	ND	Manufactured chemical(s); used in household goods for stain, grease, heat and water resistance
Perfluorooctanesulfonic Acid (PFOS)	ppt	2021	1.4	1.4	
Hexafluoropropylene oxide-dimer (GenX)	ppt	2021	ND	ND	
Perfluorobutanesulfonic Acid (PFBS)	ppt	2021	2.4	2.4	
Perfluorobutanoic Acid (PFBA)	ppt	2021	4.4	4.4	

PFAS are currently not regulated in Tennessee. In 2022, U.S. EPA set health advisory levels for four PFAS chemicals – PFOA (0.004 part per trillion (ppt), PFOS (0.02 ppt), GenX (10 ppt), and PFBS (2,000 ppt). Based on current analytical methods, however, the health advisory levels for PFOA and PFOS are below the level of both detection (determining whether or not a substance is present) and quantitation (the ability to reliably determine how much of a substance is present). This means that it is possible for PFOA or PFOS to be present in drinking water at levels that exceed health advisories even if testing indicates no level of these chemicals. U.S. EPA is currently developing drinking water regulations for PFOA or PFOS that take these challenges into consideration and Tennessee American Water will take appropriate actions to meet any new regulations. Finally, PFAS chemicals are unique, therefore, two PFAS chemicals at the same level typically do not present the same risk. Therefore, you should not compare the results for one PFAS chemical against the results of another. For more information on PFAS, please visit:

<https://www.amwater.com/resources/pdf/american-water-PFAS.pdf>

The charts below are the 2022 water quality information from South Pittsburg Board of Water Works. This information is being provided due to Jasper Highlands obtaining water for their customers from South Pittsburg.

## South Pittsburg Board of Water Works : 2022 WATER QUALITY DATA (PWS ID #0000651)

REGULATED SUBSTANCES - Collected at the Treatment Plant						
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Level Detected	Typical Source
Turbidity <sup>1</sup> (NTU)	2022	Yes	0.3	TT (95% < or =0.3 NTU)	0.30 (highest recorded)	Soil runoff.
Sodium (ppm)	2022	Yes	NA	NA	2.40	Erosion of natural deposits; used in water treatment.
Total Organic Carbon <sup>2</sup> (ppm)	2022	Yes	TT	TT	32% Avg	Naturally present in the environment

1-Turbidity is a measure of the cloudiness of the water. Turbidity is monitored because it is a good indicator of the effectiveness of the filtration system. During 2022, 100% of all samples taken to measure turbidity met water quality standard of less than or equal to 0.3 NTU.

2-The treatment technique for Total Organic Carbon was met in 2022. The range of reduction achieved was between 0% to 100%.

REGULATED SUBSTANCES - Collected in the Distribution System							
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Level Detected	Range Detected	Typical Source
Chlorine (ppm)	2022	Yes	MRDLG = 4	MRDL = 4	1.33 Avg	0.2 - 4.0	Water additive used to control microbes.
Total Trihalomethanes (TTHMs) <sup>1</sup> (ppb)	2022	Yes	NA	80	47 (Highest LRAA)	23 - 89	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) <sup>1</sup> (ppb)	2022	Yes	NA	60	32 (Highest LRAA)	17 - 60	By-product of drinking water disinfection.
Lead <sup>2</sup> (ppb)	2020	Yes	0	AL = 15	90 <sup>th</sup> %=0.5	--	Corrosion of household plumbing systems.
Copper <sup>2</sup> (ppm)	2020	Yes	1.3	AL = 1.3	90 <sup>th</sup> %=0.15	--	Corrosion of household plumbing systems.
Fluoride (ppm)	2022	Yes	4	4	0.64 Avg	0.1 - 2.0	Erosion of natural deposits

1-Some people who drink water containing trihalomethanes in excess of the MCL over many years could have problems with their liver, kidneys, or central nervous systems and may have an increased risk of getting cancer.

2-During the most recent round of Lead and Copper testing 1 of the 20 households sampled exceeded the action level.



Every Drop  
Counts

## Six Simple Steps to Save Water



### Fix any leaking faucets.

One drop every 2 seconds from a leaky faucet wastes 2 gallons of water every day. That's water — and money — down the drain.



**Don't let faucets run when brushing, shaving, or washing the dishes.** Just turning off the water while you brush can save 200 gallons a month.



**Run washing machines and dishwashers only when they are full,** or select the properly-sized wash cycle for the current laundry load.



**Install water-saving shower heads and faucet aerators** in the bathroom and kitchen (available at most home improvement stores and some supermarkets).



**Don't wash your car at home.** A car wash uses much less water and often recycles it, too.



**Turn off automatic lawn and garden sprinklers** when it's raining outside and at the end of the growing season.



## About Us

With a history dating back to 1886, **American Water Works Company, Inc.** (NYSE: AWK) is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 7,000 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to 15 million people in 46 states. American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing.

**Tennessee American Water**, a subsidiary of American Water, is the largest investor-owned water utility in the state, providing high-quality and reliable water service to approximately 380,000 residents in Tennessee and northern Georgia. For more information, visit [tennesseeamwater.com](http://tennesseeamwater.com) and follow us on Twitter, Facebook, Instagram and YouTube.



## TENNESSEE AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**  
14 communities in three TN counties (Hamilton, Marion & Sequatchie), two GA counties (Walker & Catoosa) and including Sale for Resale Customers (Signal Mountain, TN; Ft. Oglethorpe, GA; Catoosa Utility District Authority, GA; Walker County Water Authority)
- **PEOPLE SERVED**  
Approximately 380,000 residents in Tennessee and northern Georgia (88% residential, 11% commercial/Industrial, 1% public entities such as schools, hospitals, government facilities)
- **EMPLOYEES**  
110
- **TREATMENT FACILITIES**  
Two surface water treatment plants and one groundwater source
- **MILES OF PIPELINE & OTHER DISTRIBUTION FACILITIES**
  - Miles of pipe: 1,443 miles
  - Hydrants: 5,723
  - Valves: 19,609
- **Storage and transmission**
  - Boosters: 33
  - Tanks: 38

# How to Contact Us

If you have any questions about this report, your drinking water, or service, please contact Tennessee American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-866-736-6420.

## WATER INFORMATION SOURCES

Tennessee American Water

<https://www.amwater.com/tnaw/>

Tennessee Department of Environment and Conservation (TDEC):

[www.tn.gov/environment](http://www.tn.gov/environment)

United States Environmental Protection Agency (USEPA):

[www.epa.gov/safewater](http://www.epa.gov/safewater)

Safe Drinking Water Hotline: (800) 426-4791

Centers for Disease Control and Prevention: [www.cdc.gov](http://www.cdc.gov)

American Water Works Association: [www.awwa.org](http://www.awwa.org)

Water Quality Association: [www.wqa.org](http://www.wqa.org)

National Library of Medicine/National Institute of Health:

[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

**This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.**

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-866-736-6420** र हमें काल करें।

**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-866-736-6420.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.



2023 Annual  
**WATER QUALITY  
REPORT**

**Jasper Highlands**  
PWS ID: 0008286

**QUALITY. ONE MORE WAY  
WE KEEP LIFE FLOWING.**



**TENNESSEE  
AMERICAN WATER**

**WE KEEP LIFE FLOWING®**

# What is a Consumer Confidence Report (CCR)

Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

We are committed to delivering high quality drinking water service. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau pab ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

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**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-866-736-6420.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.

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## A message from Tennessee American Water's President



**Grant A. Evitts**

President, Tennessee  
American Water

Dear Tennessee American Water Customer,

Having access to safe, reliable water service is something that can be easily taken for granted. At Tennessee American Water, it's our top priority.

I am pleased to share with you our 2023 Consumer Confidence Report, which is a testament to the hard work and dedication of our employees.

As you read through this annual water quality information, you will see that we continue to supply high quality drinking water service to keep your life flowing. We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. In fact, we test for about 100 regulated contaminants as required by state and federal drinking water standards.

**QUALITY:** We take water quality so seriously that our water treatment plant has been nationally recognized for over 23 years with Directors Awards from the U.S. Environmental Protection Agency's (EPA) Partnership for Safe Water program for surpassing federal and state drinking water standards. We remain committed to protecting our sources of drinking water. We utilize advanced technology and detection methods that are paving the way for source water protection across the country.

**SERVICE:** In 2023, we invested over \$35 million to upgrade our water treatment and pipeline systems in the communities we serve. These investments allow us to improve water quality, water pressure, fireflow capacity and service reliability for our customers.

**VALUE:** While costs to provide water service continue to increase across the country, our investments help us provide high quality water service that remains an exceptional value for such an essential service. We hope our commitment to you and our passion for water shines through in this report detailing the source and quality of your drinking water in 2023. We will continue to work to keep your life flowing – today, tomorrow and for future generations.

Proud to be your local water service provider,

A handwritten signature in blue ink that reads "Grant A. Evitts". The signature is written in a cursive, flowing style.

Grant A. Evitts  
Tennessee American Water

**This report contains important information about your drinking water. Translate it or speak with someone who understands it at (866) 736-6420, Monday-Friday, 7 a.m. to 7 p.m.**



### **ATTENTION: Landlords and Apartment Owners**

**Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.**



Mark of  
Excellence



### EVERY STEP OF THE WAY.

We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. **In fact, American Water performs over one million tests annually for about 100 regulated contaminants, nationwide.**



### EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. We are recognized as an industry leader in water quality and work cooperatively with the EPA so that drinking water standards and new regulations produce benefits for customers and public water suppliers. American Water has earned awards from the EPA's Partnership for Safe Water as well as awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.



### WATER QUALITY. DOWN TO A SCIENCE.

We also have access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. Here, American Water scientists refine testing procedures, innovate new methods, and look for ways to detect potentially new contaminants—even before regulations are in place.



### MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as Tennessee American Water is investing in research and testing, we also understand the importance of investing in the infrastructure that provides high-quality water service to you. Last year alone, **we invested over \$35 million to improve our water treatment and pipeline systems.**



# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

Water is purchased from The South Pittsburg Water Treatment Plant located in South Pittsburg, Tennessee. The treatment plant draws surface water from the Tennessee River. Their goal is to protect their water from contamination, and they are working with the state to determine the vulnerability of their water source to potential contamination. Learn more about local waterways

at <https://mywaterway.epa.gov/>. The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the untreated water sources serving this water system. The SWAP Report assesses the susceptibility of untreated water sources to potential contamination.

Water sources have been rated as reasonably susceptible (high), moderately susceptible (moderate) or slightly susceptible (low) to potential contamination based on geologic factors and human activities in the vicinity of the water source. The South Pittsburgh Water Works water source is rated as reasonably susceptible.

An explanation of Tennessee's SWAP, the Source Water Assessment summaries, susceptibility scorings and the overall TDEC report to EPA can be viewed online at: <https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html> or contact TDEC EAC at 1-888-891-8332 (1-888-891-TDEC) to obtain copies of specific assessments. Tennessee American Water can also be contacted at 1-866-736-6420 to obtain a copy of the source water assessment specifically for our company.



## QUICK FACTS ABOUT THE JASPER HIGHLANDS SYSTEM

### Communities served:

Jasper Highlands

### Water source:

Tennessee River – purchased water from City of South Pittsburg, TN

### Average amount of water supplied to customers on a daily basis:

0.077 million gallons per day

### Disinfection treatment:

surface water supplies disinfect with chlorine to maintain water quality in the distribution system



## What are the Sources of Contaminants?

To provide tap water that is safe to drink, EPA and the Tennessee Department of Environment and Conservation prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. 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 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 (800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, aquifers and/or groundwater. 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.

### SPECIAL HEALTH INFORMATION

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/Centers for Disease Control and Prevention (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 (800-426-4791).

### CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

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



# Protecting Your Drinking Water Supply

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect our shared water resources. This includes utilities, businesses, residents, government agencies and organizations. Everyone who lives, works, and plays in the area has a role and stake in clean water supplies.

## WHAT CAN YOU DO?

Quality drinking water starts upstream. Everyone can help maintain and improve drinking water supplies through the following actions:

- Properly dispose of pharmaceuticals, household chemicals, oils and paints. Materials can impact water ways if poured down the drain, flushed down the toilet, or dumped on the ground.
- Check for leaks from automobiles and heating fuel tanks. Clean up any spills using an absorbent material like cat litter. Sweep up the material and put it in a sealed bag. Check with the local refuse facility for proper disposal.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.

**Report any spills, illegal dumping or suspicious activity to the Tennessee Department of Environment & Conservation:** 1-888-891-8332 or [Ask.TDEC@tn.gov](mailto:Ask.TDEC@tn.gov)

## FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at [tennesseeamwater.com](http://tennesseeamwater.com) or contact the regional Source Water Protection Lead, Thalika Hollingsworth at [thalika.saintil@amwater.com](mailto:thalika.saintil@amwater.com)

## WHAT ARE WE DOING?

Our priority is to provide reliable, quality drinking water service for customers. The source of supply is an important part of that mission. We work to understand and reduce potential risks to your drinking water supply along with partnering with organizations to support their work in protecting our water sources. We believe that everyone plays a role and by partnering with environmental organizations, we help spread awareness of ways individuals can make a positive impact. Examples of the types of activities we support include river, stream and creek clean ups, “skip the straw” awareness to reduce microplastics, bank stabilization and prevention of run-off, and benefits of gardening with native plants.

**Here are a few of the efforts underway to protect our shared water resources:**



**Community Involvement:** We have a proactive public outreach program to help spread the word and get people involved. This includes school education, contests, and other community activities.



**Environmental Grant Program:** Each year, we fund projects that improve water resources in our local communities.



**Pharmaceutical Collection:** We partner with local law enforcement & drug abuse prevention organizations to sponsor Drug Take Back events in our community. These events as well as local permanent lock boxes offer residents a way to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies. Learn more [here](http://tn.gov/opioids/education-and-prevention/prevention/safe-disposal-of-unwanted-medication.html) (tn.gov/opioids/education-and-prevention/prevention/safe-disposal-of-unwanted-medication.html).



# About Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. American 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 or at <http://www.epa.gov/safewater/lead>.

## UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



Please note: This diagram is a generic representation. Variations may apply.

## The most common source of lead in tap water is from the customer's plumbing and their service line.

The utility-owned water mains are not made of lead; however, the water service line that carries the water from the water main in the street to your home could be. Homeowners' service lines may be made of lead, copper, galvanized steel or plastic. You can assess your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve.

### MINIMIZING YOUR POTENTIAL EXPOSURE

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

### CHECK YOUR PLUMBING AND SERVICE LINE

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at [tawleadinquiries@amwater.com](mailto:tawleadinquiries@amwater.com)



**1. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than six hours, flush the tap with cold water for 30 seconds to two minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.



**2. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.



**3. Routinely remove and clean all faucet aerators.**



**4. Look for the "Lead Free" label** when replacing or installing plumbing fixtures.



**5. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.



**6. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.

# Determining Your Service Line Material

Homeowners' service lines are most commonly made of lead, copper, galvanized steel or plastic. Homes built before 1930 are more likely to have lead plumbing systems.

## There are different ways that you can determine if you have a lead service line.

- You can access your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve and identify the pipe material using the chart on the right.
- A licensed and insured plumber can inspect your pipes and plumbing.
- Lead test kits can be purchased at local hardware and home improvement stores. These kits are used to test paint, but can also be used to test pipe – not the water inside. Look for an EPA recognized kit. Wash your hands after inspecting plumbing and pipes.

## TYPES OF PIPE

	<ul style="list-style-type: none"> <li>Galvanized: A dull, silver-gray color. Use a magnet - strong magnets will typically cling to galvanized pipes.</li> </ul>
	<ul style="list-style-type: none"> <li>Copper: The color of a copper penny.</li> </ul>
	<ul style="list-style-type: none"> <li>Plastic: Usually white, rigid pipe that is jointed to water supply piping with a clamp. Note: It can be other colors, including blue and black.</li> </ul>
	<ul style="list-style-type: none"> <li>Lead: A dull, silver-gray color that is easily scratched with a coin. Use a magnet - strong magnets will <u>not</u> cling to lead pipes.</li> </ul>

## YOUR SERVICE LINE MATERIAL

Please note if your service lines contain lead, it does not mean you cannot use water as you normally do. Tennessee American Water continues to meet all state and federal water quality regulations stipulated in the Lead and Copper Rule (<https://www.epa.gov/dwreginfo/lead-and-copper-rule>). If you're wanting to have your water tested, here's a list of state-approved laboratories for drinking water analyses: [https://www.tn.gov/content/dam/tn/environment/water/drinking-water-unit/wr\\_wq\\_dw\\_approved-commercial-labs.pdf](https://www.tn.gov/content/dam/tn/environment/water/drinking-water-unit/wr_wq_dw_approved-commercial-labs.pdf)

Plastic	Galvanized	Copper	Lead
			
<p><b>Color:</b> May be white, black, blue or grey. May have identification on sidewall indicating type of plastic</p> <p><b>Scratch test:</b> Not needed</p> <p><b>Magnet:</b> Will <b>NOT</b> stick</p> <p><b>Coin tap:</b> Non-tinny, sharp noise</p>	<p><b>Color:</b> Dull gray</p> <p><b>Scratch test:</b> Dull silver</p> <p><b>Magnet:</b> <b>WILL</b> stick</p> <p><b>Coin tap:</b> Tinny noise</p> <p><b>Note:</b> Galvanized, will have threaded joints</p>	<p><b>Color:</b> Copper/bronze</p> <p><b>Scratch test:</b> Shiny copper</p> <p><b>Magnet:</b> Will <b>NOT</b> stick</p> <p><b>Coin tap:</b> Tinny noise</p>	<p><b>Color:</b> Dull gray</p> <p><b>Scratch test:</b> Bright silvery, easily scratched</p> <p><b>Magnet:</b> Will <b>NOT</b> stick</p> <p><b>Coin tap:</b> Dull noise</p> <p><b>Note:</b> Look for a lead bulb; Not always rigid, look for a bend</p>

**We Need Your Help!**

If you know what type your service line material is coming into your house from the street, please email [tawleadinquiries@amwater.com](mailto:tawleadinquiries@amwater.com) and also include a picture for validation. For more information visit: <https://www.amwater.com/tnaw/Water-Information/Water-Quality/Lead-and-Drinking-Water/>

# Important Information About **Drinking Water**



## **PFAS**

Per- and polyfluoroalkyl substances (PFAS) are manufactured chemicals used in many household products including nonstick cookware (e.g., Teflon™), stain repellants (e.g., Scotchgard™), and waterproofing (e.g., GORE-TEX™). They are also used in industrial applications such as in firefighting foams and electronics production. There are thousands of PFAS chemicals, and they persist in the environment. Two well-known PFAS chemicals are perfluorooctanoic acid (PFOA) and perfluorooctane sulfonic acid (PFOS). These were phased out of production in the United States and replaced by hexafluoropropylene oxide-dimer acid (commonly known as GenX), perfluorobutane sulfonic acid (PFBS) and others.

Tennessee American Water has performed voluntary sampling to better understand occurrence of certain PFAS in drinking water sources. This sampling allows us to be better prepared as U.S. EPA is currently developing drinking water standards for six PFAS chemicals - PFOA (4 ppt), PFOS (4 ppt), and GenX, PFBS, PFNA, and PFHxS as a group using a Hazard Index of 1. For more information on the proposed PFAS drinking water standards, please visit <https://www.epa.gov/pfas>.

The science and regulation of PFAS and other contaminants is always evolving, and Tennessee American Water strives to be a leader in research and development. PFAS contamination is one of the most rapidly changing areas in the drinking water field. We have invested in our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critically important to addressing this issue.



American Water has a history of leading research to understand contaminants that can make their way through the environment. Our dedicated scientists work with leaders in the water community to develop methods to detect, sample, measure and address these contaminants. Because investment in research is critical to address PFAS, American Water actively assesses treatment technologies that can effectively remove PFAS from drinking water.

**Lauren A. Welnrich, Ph.D.**  
Principal Scientist



# Water Quality Results

## WATER QUALITY STATEMENT

We are pleased to report that during calendar year 2023, the results of testing of your drinking water complied with all state and federal drinking water requirements.

For your information, we have compiled a list in the table below showing the testing of your drinking water during 2023. The Tennessee Department of Environment and Conservation (TDEC) allows us to monitor for some contaminants less than once per year because the concentration of the contaminants does not change frequently. Some of our data, though representative, are more than one year old.

## EVER WONDER WHY OR WHAT ABOUT DRINKING WATER?

Below are links to YouTube videos and the topics they address. The videos are short - around 1 minute long with subtitles. Click on the links to learn more!

<b>Taste and Smell of Water Explained:</b>	<a href="https://youtu.be/a4uaaxTOWoE">https://youtu.be/a4uaaxTOWoE</a>
<b>Sulfur Smell Explained:</b>	<a href="https://youtu.be/DXOEYWnB_ek">https://youtu.be/DXOEYWnB_ek</a>
<b>Chlorine in Drinking Water:</b>	<a href="https://youtu.be/QUaldDT7nEg">https://youtu.be/QUaldDT7nEg</a>
<b>Cloudy Water Explained:</b>	<a href="https://youtu.be/uYkCcW9RE4c">https://youtu.be/uYkCcW9RE4c</a>
<b>Residue from Water Explained:</b>	<a href="https://youtu.be/x7_pwehvgmA">https://youtu.be/x7_pwehvgmA</a>
<b>Toilet Leaks:</b>	<a href="https://youtu.be/OzlrOfYgzY">https://youtu.be/OzlrOfYgzY</a>
<b>Lead in Drinking Water:</b>	<a href="https://youtu.be/xNihqfuyhaA">https://youtu.be/xNihqfuyhaA</a>
<b>Fluoride in Drinking Water:</b>	<a href="https://youtu.be/g-03JCe9AjY">https://youtu.be/g-03JCe9AjY</a>
<b>Discolored Water Explained:</b>	<a href="https://youtu.be/W21NUWP9oa8">https://youtu.be/W21NUWP9oa8</a>
<b>What are PFAS?:</b>	<a href="https://youtu.be/vWoOtHOVb_c">https://youtu.be/vWoOtHOVb_c</a>

## CONTACT INFORMATION

This CCR was prepared by TNAW Water Quality Team. If you have questions about this report, you want additional information about your drinking water, or want to know how to participate in local activities that may help protect the quality of your drinking water, please contact: Lori Stenzel, Manager, Water Quality & Environmental Compliance, email: [lori.stenzel@amwater.com](mailto:lori.stenzel@amwater.com)

# Definition of Terms

These are terms that may appear in your report.

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

**Level 1 Assessment:** A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

**Level 2 Assessment:** A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

**LRAA:** Locational Running Annual Average

**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. See also Secondary Maximum Contaminant Level (SMCL).

**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 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.

**MFL:** Million fibers per liter.

**micromhos per centimeter ( $\mu\text{mhos/cm}$ ):** A measure of electrical conductance.

**NA:** Not applicable

**ND:** Not detected

**Nephelometric Turbidity Units (NTU):** Measurement of the clarity, or turbidity, of the water.

**pH:** A measurement of acidity, 7.0 being neutral.

**picocuries per liter (pCi/L):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

**parts per billion (ppb):** One part substance per billion parts water, or micrograms per liter.

**parts per million (ppm):** One part substance per million parts water, or milligrams per liter.

**parts per trillion (ppt):** One part substance per trillion parts water, or nanograms per liter.

**Secondary Maximum Contaminant Level (SMCL):** Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**TON:** Threshold Odor Number

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

**%:** Percent

## MEASUREMENTS

### Parts Per Million



in a 10 gallon fish tank

### Parts Per Billion



in a 10,000 gallon swimming pool

### Parts Per Trillion



in 35 junior size Olympic pools

# Water Quality Results

Tennessee American Water conducts extensive monitoring to determine if your water meets all water quality standards. The detections of our monitoring are reported in the following tables. While most monitoring was conducted in 2023, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see the “Definition of Terms” on the previous page.

**NOTE: Regulated contaminants not listed in these tables were not found in the treated water supply.**

## LEAD AND COPPER MONITORING PROGRAM - At least 10 tap water samples collected at customers' taps every 3 years

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90 <sup>th</sup> Percentile	No. of Homes Sampled	Range	Homes Above Action Level	Typical Source
Lead (ppb)	2023	Yes	0	15	<1	10	<1 - 1	0	Corrosion of household plumbing systems.
Copper (ppm)	2023	Yes	1.3	1.3	0.045	10	<0.025 - 0.058	0	Corrosion of household plumbing systems.

## DISINFECTANTS - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Chlorine (ppm) (Distribution System)	2023	Yes	MRDLG = 4	4	1.22 <sup>1</sup>	0.60 - 1.88	Water additive used to control microbes.

1-Data represents the highest quarterly running annual average of chlorine residuals measured in distribution system of compliance samples.

## DISINFECTION BYPRODUCTS - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Total Trihalomethanes (TTHMs) (ppb)	2023	Yes	NA	80	45.6	25.0 - 56.8	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2023	Yes	NA	60	39.8	28.3 - 44.3	By-product of drinking water disinfection.

NOTE: Compliance is based on the running annual average at each location (LRAA). The Highest LRAA Result reflects the highest average at any location and the Range Detected reflects all samples from this year used to calculate the running annual average. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems and may have an increased risk of getting cancer.

## PFAS

Tennessee American Water has performed voluntary sampling to better understand the occurrence of certain PFAS in drinking water sources. This sampling allows us to understand how our water compares against the non-enforceable Health Advisory Level set by U.S. EPA. Sampling also allows Tennessee American Water to be better prepared as U.S. EPA and Tennessee Department of Environment and Conservation is currently developing drinking water standards for PFOA and PFOS.

UNREGULATED PERFLUORINATED COMPOUNDS					
Parameter	Units	Year	Average Detected	Range Detected	Typical Source
Perfluorooctanoic Acid (PFOA)	ppt	2023	ND	ND	Manufactured chemical(s); used in household goods for stain, grease, heat and water resistance
Perfluorooctanesulfonic Acid (PFOS)	ppt	2023	ND	ND	
Hexafluoropropylene oxide-dimer (GenX)	ppt	2023	ND	ND	
Perfluorobutanesulfonic Acid (PFBS)	ppt	2023	3.9	ND - 4.0	
Perfluorobutanoic Acid (PFBA)	ppt	2023	10.95	ND - 11.4	

PFAS are not regulated in Tennessee. In 2023, U.S. EPA proposed drinking water standards for six PFAS chemicals – PFOA 4 ppt, PFOS 4 ppt, and GenX, PFBS, PFNA, and PFHxS as a group using a Hazard Index of 1. For more information on the proposed PFAS drinking water standards, please visit <https://www.epa.gov/pfas>.

PFAS chemicals are unique, so two PFAS chemicals at the same level typically do not present the same risk. Therefore, you should not compare the results for one PFAS chemical against the results of another.

The charts below are the 2023 water quality information from South Pittsburg Board of Water Works. This information is being provided due to Jasper Highlands obtaining water for their customers from South Pittsburg.

## South Pittsburg Board of Water Works : 2023 WATER QUALITY DATA (PWS ID #0000651 )

REGULATED SUBSTANCES - Collected at the Treatment Plant						
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Level Detected	Typical Source
Turbidity <sup>1</sup> (NTU)	2023	Yes	0.3	TT (95% < or =0.3 NTU)	0.29 (highest recorded)	Soil runoff.
Sodium (ppm)	2023	Yes	NA	NA	3.94	Erosion of natural deposits; used in water treatment.
Total Organic Carbon <sup>2</sup> (ppm)	2023	1 quarter out of compliance	TT	TT (25% required)	Range of removal achieved 11-40%	Naturally present in the environment

1-Turbidity is a measure of the cloudiness of the water. Turbidity is monitored because it is a good indicator of the effectiveness of the filtration system. During 2023, 100% of all samples taken to measure turbidity met water quality standard of less than or equal to 0.3 NTU.

2-The treatment technique for Total Organic Carbon was not met for one quarter in 2023.

REGULATED SUBSTANCES - Collected in the Distribution System							
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Level Detected	Range Detected	Typical Source
Chlorine (ppm)	2023	Yes	MRDLG = 4	MRDL = 4	1.43 Avg	1.00 - 2.10	Water additive used to control microbes.
Total Trihalomethanes (TTHMs) <sup>1</sup> (ppb)	2023	Yes	NA	80	43.80 (Highest LRAA)	21.30 - 51.30	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) <sup>1</sup> (ppb)	2023	Yes	NA	60	38.75 (Highest LRAA)	17.00 - 39.00	By-product of drinking water disinfection.
Lead <sup>2</sup> (ppb)	2020	Yes	0	AL = 15	90 <sup>th</sup> %=<0.5	--	Corrosion of household plumbing systems.
Copper <sup>2</sup> (ppm)	2020	Yes	1.3	AL = 1.3	90 <sup>th</sup> %=0.114	--	Corrosion of household plumbing systems.
Fluoride (ppm)	2023	Yes	4	4	0.64 Avg	0.51 - 0.75	Erosion of natural deposits

1-Some people who drink water containing trihalomethanes in excess of the MCL over many years could have problems with their liver, kidneys, or central nervous systems and may have an increased risk of getting cancer.

2-During the most recent round of Lead and Copper testing 0 of the 20 households sampled exceeded the action level.



Every Drop  
Counts

## Six Simple Steps to Save Water



### Fix any leaking faucets.

One drop every 2 seconds from a leaky faucet wastes 2 gallons of water every day. That's water — and money — down the drain.



**Don't let faucets run when brushing, shaving, or washing the dishes.** Just turning off the water while you brush can save 200 gallons a month.



**Run washing machines and dishwashers only when they are full,** or select the properly-sized wash cycle for the current laundry load.



**Install water-saving shower heads and faucet aerators** in the bathroom and kitchen (available at most home improvement stores and some supermarkets).



**Don't wash your car at home.** A car wash uses much less water and often recycles it, too.



**Turn off automatic lawn and garden sprinklers** when it's raining outside and at the end of the growing season.



## About Us

**American Water (NYSE: AWK)** is the largest regulated water and wastewater utility company in the United States. With a history dating back to 1886, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to more than 14 million people with regulated operations in 14 states and on 18 military installations. American Water's 6,500 talented professionals leverage their significant expertise and the company's national size and scale to achieve excellent outcomes for the benefit of customers, employees, investors and other stakeholders.

**Tennessee American Water**, a subsidiary of American Water, is the largest investor-owned water utility in the state, providing high-quality and reliable water services to approximately 420,000 people in Tennessee and north Georgia. For more information, visit [tennesseeamwater.com](http://tennesseeamwater.com) and follow us on X, Facebook, Instagram and YouTube.



## TENNESSEE AMERICAN WATER FACTS AT A GLANCE

- COMMUNITIES SERVED**  
 14 communities in three TN counties (Hamilton, Marion & Sequatchie), two GA counties (Walker & Catoosa) and including Sale for Resale Customers (Signal Mountain, TN; Ft. Oglethorpe, GA; Catoosa Utility District Authority, GA; Walker Utility District Authority.
- PEOPLE SERVED**  
 Approximately 420,000 residents in Tennessee and northern Georgia (88% residential, 11% commercial/Industrial, 1% public entities such as schools, hospitals, government facilities)
- EMPLOYEES**  
 110
- TREATMENT FACILITIES**  
 Two surface water treatment plants and one groundwater source
- MILES OF PIPELINE & OTHER DISTRIBUTION FACILITIES**
  - Miles of pipe: 1,443 miles
  - Hydrants: 5,723
  - Valves: 19,609
- Storage and transmission**
  - Boosters: 33
  - Tanks: 38

# How to Contact Us

If you have any questions about this report, your drinking water, or service, please contact Tennessee American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-866-736-6420.



## WATER INFORMATION SOURCES

Tennessee American Water

<https://www.amwater.com/tnaw/>

Tennessee Department of Environment and Conservation (TDEC):

[www.tn.gov/environment](http://www.tn.gov/environment)

United States Environmental Protection Agency (USEPA):

[www.epa.gov/safewater](http://www.epa.gov/safewater)

Safe Drinking Water Hotline: (800) 426-4791

Centers for Disease Control and Prevention: [www.cdc.gov](http://www.cdc.gov)

American Water Works Association: [www.awwa.org](http://www.awwa.org)

Water Quality Association: [www.wqa.org](http://www.wqa.org)

National Library of Medicine/National Institute of Health:

[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

**This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.**

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-866-736-6420** र हमें काल करें।

**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-866-736-6420.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.



2024 Annual  
**WATER QUALITY  
REPORT**

**Jasper Highland**  
PWS ID: 0008286

**QUALITY. ONE MORE WAY  
WE KEEP LIFE FLOWING.**



**TENNESSEE  
AMERICAN WATER**

**WE KEEP LIFE FLOWING®**

# What is a Consumer Confidence Report (CCR)

Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

We are committed to delivering high quality drinking water service. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau pab ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-866-736-6420** र हमें काल करें।

**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-866-736-6420.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.

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## A message from Tennessee American Water's President

Dear Tennessee American Water Customer,

Having access to safe, reliable water service is something that can be easily taken for granted. At Tennessee American Water, it's our top priority.

I am pleased to share with you our 2024 Consumer Confidence Report, which is a testament to the hard work and dedication of our employees.

As you read through this annual water quality information, you will see that we continue to supply high quality drinking water service to keep your life flowing. We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. In fact, we test for about 100 regulated contaminants as required by state and federal drinking water standards.

**QUALITY:** We take water quality so seriously that our water treatment plant has been nationally recognized for over 24 years with Directors Awards from the U.S. Environmental Protection Agency's (EPA) Partnership for Safe Water program for surpassing federal and state drinking water standards. We remain committed to protecting our sources of drinking water. We utilize advanced technology and detection methods that are paving the way for source water protection across the country.

**SERVICE:** In 2024, we invested over \$37 million to upgrade our water treatment and pipeline systems in the communities we serve. These investments allow us to improve water quality, water pressure, fireflow capacity and service reliability for our customers.

**VALUE:** While costs to provide water service continue to increase across the country, our investments help us provide high quality water service that remains an exceptional value for such an essential service. We hope our commitment to you and our passion for water shines through in this report detailing the source and quality of your drinking water in 2024. We will continue to work to keep your life flowing – today, tomorrow and for future generations.

Proud to be your local water service provider,



Grant A. Evitts  
Tennessee American Water

**This report contains important information about your drinking water. Translate it or speak with someone who understands it at (866) 736-6420, Monday-Friday, 7 a.m. to 7 p.m.**



### **ATTENTION: Landlords and Apartment Owners**

**Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.**



Mark of  
Excellence



### EVERY STEP OF THE WAY.

Our team monitors and tests your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. **In fact, American Water performs over one million tests annually for more than 90 regulated contaminants, nationwide.**



### EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. American Water is recognized as an industry leader in water quality and works cooperatively with the EPA so that drinking water standards and new regulations produce benefits for customers and public water suppliers. American Water has earned awards from the EPA's Partnership for Safe Water as well as awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.



### WATER QUALITY. DOWN TO A SCIENCE.

Our team also has access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. American Water scientists refine testing procedures, innovate new methods, and set new standards for detecting potentially new contaminants—even before regulations are in place.



### MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as Tennessee American Water are investing in research and testing, we also understand the importance of investing in the infrastructure that provides high-quality water service to you. Last year alone, **we invested more than \$37 million to improve our water and wastewater treatment and pipeline systems.**



# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

Water is purchased from the South Pittsburg Water Treatment Plant located in South Pittsburg, Tennessee. The treatment plant draws surface water from the Tennessee River. Their goal is to protect our water from contamination, and they are working with the state to determine the vulnerability of our water source to potential contamination. Learn more about local waterways at

<https://mywaterway.epa.gov/>. The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the untreated water sources serving this water system. The SWAP Report assesses the susceptibility of untreated water sources to potential contamination.

To ensure safe drinking water, all public water systems treat and routinely test their water. Water sources have been rated as reasonably susceptible (high), moderately susceptible (moderate) or slightly susceptible (low) based on geologic factors and human activities in the vicinity of the water source. The South Pittsburg Water Works water source is rated as reasonably susceptible to potential contamination.

An explanation of Tennessee's SWAP, the Source Water Assessment summaries, susceptibility scorings and the overall TDEC report to EPA can be viewed online at: <https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html> or contact TDEC at 1-888-891-8332 (1-888-891-TDEC) to obtain copies of specific assessments. Tennessee American Water can also be contacted at 1-866-736-6420 to obtain a copy of the source water assessment specifically for our company.



## QUICK FACTS ABOUT THE JASPER HIGHLANDS SYSTEM

### Communities served:

Jasper Highlands

### Water source:

Tennessee River – purchased water from City of South Pittsburg, TN

**Average amount of water supplied to customers on a daily basis:** 0.098 million gallons per day

### Disinfection treatment:

surface water supplies are disinfected with chlorine to maintain water quality in the distribution system.



# What are the Sources of Contaminants?

To provide tap water that is safe to drink, EPA and the Tennessee Department of Environment and Conservation prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. 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 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 (800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, aquifers and/or groundwater. 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.

**SPECIAL HEALTH INFORMATION**

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/Centers for Disease Control and Prevention (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 (800-426-4791).

## CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

<b>Microbial Contaminants</b>	such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
<b>Inorganic Contaminants</b>	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.
<b>Pesticides and Herbicides</b>	which may come from a variety of sources, such as agriculture, urban storm water runoff, and residential uses.
<b>Organic Chemical Contaminants</b>	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.
<b>Radioactive Contaminants</b>	which can be naturally occurring or be the result of oil and gas production and mining activities.



# Protecting Your Drinking Water Supply

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect our shared water resources. This includes utilities, businesses, residents, government agencies and organizations. Everyone who lives, works, and plays in the area has a role and stake in clean water supplies.

## WHAT CAN YOU DO?

Quality drinking water starts upstream. Everyone can help maintain and improve drinking water supplies through the following actions:

- Properly dispose of pharmaceuticals, household chemicals, oils and paints. Materials can impact waterways if poured down the drain, flushed down the toilet, or dumped on the ground.
- Check for leaks from automobiles and heating fuel tanks. Clean up any spills using an absorbent material like cat litter. Sweep up the material and put it in a sealed bag. Check with the local refuse facility for proper disposal.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.

**Report any spills, illegal dumping or suspicious activity to [insert regulatory agency] here:** 1-888-891-8332 or [Ask.TDEC@tn.gov](mailto:Ask.TDEC@tn.gov).

## FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at [tennesseeamwater.com](http://tennesseeamwater.com) or contact the regional Source Water Protection Lead, Thalika Hollingsworth at [thalika.saintil@amwater.com](mailto:thalika.saintil@amwater.com).

## WHAT ARE WE DOING?

Our priority is to provide reliable, quality drinking water service for customers. The source of supply is an important part of that mission. We work to understand and reduce potential risks to your drinking water supply. In addition to the Source Water Protection Plan we have developed under the Tennessee Source Water Assessment Program (SWAP), we work with organizations to support their work in protecting our water sources. We believe that everyone plays a role and by partnering with environmental organizations. We help spread awareness of ways individuals can make a positive impact. Examples of the types of activities we support include river, stream and creek clean ups, bank stabilization and prevention of run-off, and benefits of gardening with native plants.

**Here are a few of the efforts underway to protect our shared water resources:**



**Community Involvement:** We have a proactive public outreach program to help spread the word and get people involved. This includes school education, contests, and other community activities.



**Environmental Grant Program:** Each year, we fund projects that improve water resources in our local communities.



**Pharmaceutical Collection:** We partner with local law enforcement & drug abuse prevention organizations to sponsor Drug Take Back events in our community. These events as well as local permanent lock boxes offer residents a way to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies. Learn more [click here](https://www.tn.gov/environment/sustainability/programs/pharmaceuticals-takeback.html) (<https://www.tn.gov/environment/sustainability/programs/pharmaceuticals-takeback.html>).

# About Lead

Lead can cause serious health effects in people of all ages, especially for pregnant women, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts associated with service lines and home plumbing. Tennessee American Water is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in 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, 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, contact Tennessee American Water at [tawleadinquiries@amwater.com](mailto:tawleadinquiries@amwater.com) or Customer Service at 1-866-736-6420. 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>. Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

## The most common source of lead in tap water is from the customer's plumbing and their service line.

The utility-owned water mains are not made of lead; however, the water service line that carries the water from the water main in the street to your home could be. Homeowners' service lines may be made of lead, copper, galvanized steel or plastic. You can assess your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve.

### REDUCING YOUR POTENTIAL EXPOSURE

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

### CHECK YOUR PLUMBING AND SERVICE LINE

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at 1-866-736-6420 or [tawleadinquiries@amwater.com](mailto:tawleadinquiries@amwater.com).



**1. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than six hours, flush the tap with cold water for 30 seconds to two minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.



**2. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.



**3. Routinely remove and clean all faucet aerators.**



**4. Look for the "Lead Free" label** when replacing or installing plumbing fixtures.



**5. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.



**6. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.

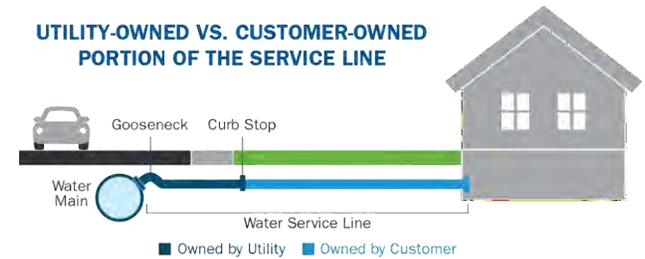
# Determining Your Service Line Material

Homeowners' service lines are most commonly made of lead, copper, galvanized steel or plastic. Homes built before 1930 are more likely to have lead plumbing systems.

## There are different ways that you can determine if you have a lead service line.

- You can access your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve and identify the pipe material using the chart on the right.
- A licensed and insured plumber can inspect your pipes and plumbing.
- Lead test kits can be purchased at local hardware and home improvement stores. These kits are used to test paint, but can also be used to test pipe – not the water inside. Look for an EPA recognized kit. Wash your hands after inspecting plumbing and pipes.

## UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



Please note: This diagram is a generic representation. Variations may apply.

## TYPES OF PIPE

	• Galvanized: A dull, silver-gray color. Use a magnet - strong magnets will typically cling to galvanized pipes.
	• Copper: The color of a copper penny.
	• Plastic: Usually white, rigid pipe that is jointed to water supply piping with a clamp. Note: It can be other colors, including blue and black.
	• Lead: A dull, silver-gray color that is easily scratched with a coin. Use a magnet - strong magnets will <u>not</u> cling to lead pipes.

## YOUR SERVICE LINE MATERIAL

Tennessee American Water, providing safe, reliable water service is our top priority. The Lead and Copper Rule Revisions finalized in 2021 require that all water providers share with customers the material of the utility-owned and customer-owned service lines that provide water to their property.

To support this initiative, Tennessee American Water created an interactive map to help our customers learn or identify their service line material and the next steps they can take to support this initiative. To access the online inventory map, please visit [tennesseeamwater.com/leadfacts](https://tennesseeamwater.com/leadfacts).

Please note: if your service lines contain lead, it does not mean you cannot use water as you normally do. Tennessee American Water tests for lead in drinking water and our water meets state and federal water quality regulations, including those set for lead (<https://www.epa.gov/dwreginfo/lead-and-copper-rule>).

We also have a corrosion control program that mitigates interactions between pipe material and distributed water. Our most recent lead and copper program was completed in 2023. All homes with service lines containing lead from our state-approved sampling sites did not exceed the action level for lead. If you want to have your water tested, below is a link to state-approved laboratories for drinking water analyses: [https://www.tn.gov/content/dam/tn/environment/water/drinking-water-unit/wr\\_wq\\_dw\\_approved-commercial-labs.pdf](https://www.tn.gov/content/dam/tn/environment/water/drinking-water-unit/wr_wq_dw_approved-commercial-labs.pdf)

If you know what type your service line material is coming into your house from the street, please email [tawleadinginquiries@amwater.com](mailto:tawleadinginquiries@amwater.com) and include a picture for validation.

For more information visit: <https://www.amwater.com/tnaw/Water-Information/Water-Quality/Lead-and-Drinking-Water/>

## WE NEED YOU

to check your home's water service line for lead or galvanized steel



LEARN HOW at [tennesseeamwater.com/leadfacts](https://tennesseeamwater.com/leadfacts)

# Important Information About **Drinking Water**

## **PFAS**

Per- and polyfluoroalkyl substances (PFAS) are manufactured chemicals used in many household products including nonstick cookware (e.g., Teflon™), stain repellants (e.g., Scotchgard™), and waterproofing (e.g., GORE-TEX™). They are also used in industrial applications such as in firefighting foams and electronics production. There are thousands of PFAS chemicals, and they persist in the environment. Two well-known PFAS chemicals are perfluorooctanoic acid (PFOA) and perfluorooctane sulfonic acid (PFOS). These were phased out of production in the United States and replaced by hexafluoropropylene oxide-dimer acid (commonly known as GenX), perfluorobutane sulfonic acid (PFBS) and others.

For more information on the PFAS drinking water standards, please visit <https://www.epa.gov/sdwa/and-polyfluoroalkyl-substances-pfas>.

The science and regulation of PFAS and other contaminants is always evolving, and Tennessee American Water strives to be a leader in research and development. PFAS contamination is one of the most rapidly changing areas in the drinking water field. We have invested in our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critically important to addressing this issue.



Our scientists and engineers are experts in addressing this important issue and have a long history of researching and addressing contaminants of concern in our water. We continue to focus on water quality and treatment technologies and processes that can effectively remove PFAS from drinking water.

**Lauren Weinrich, Ph.D.**

Principal Scientist,  
Water Research and Development



# Water Quality Results

## WATER QUALITY STATEMENT

We are pleased to report that during calendar year 2024, the results of testing of your drinking water complied with all state and federal drinking water requirements.

For your information, we have compiled a list in the table below showing the testing of your drinking water during 2024. The Tennessee Department of Environment and Conservation (TDEC) allows us to monitor for some contaminants less than once per year because the concentration of the contaminants does not change frequently. Some of our data, though representative, are more than one year old.

## EVER WONDER WHY OR WHAT ABOUT DRINKING WATER?

Below are links to YouTube videos and the topics they address. The videos are short - around 1 minute long with subtitles. Click on the links to learn more!

**Taste and Smell of Water Explained:**

<https://youtu.be/a4uaaxTOWoE>

**Sulfur Smell Explained:**

[https://youtu.be/DX0EYWnB\\_ek](https://youtu.be/DX0EYWnB_ek)

**Chlorine in Drinking Water:**

<https://youtu.be/QUaldDT7nEg>

**Cloudy Water Explained:**

<https://youtu.be/uYkCcW9RE4c>

**Residue from Water Explained:**

[https://youtu.be/x7\\_pwehvgmA](https://youtu.be/x7_pwehvgmA)

**Toilet Leaks:**

<https://youtu.be/OzlrOfYgzY>

**Lead in Drinking Water:**

<https://youtu.be/xNihqfuyhaA>

**Fluoride in Drinking Water:**

<https://youtu.be/g-03JCe9AjY>

**Discolored Water Explained:**

<https://youtu.be/W21NUWP9oa8>

**What are PFAS?:**

[https://youtu.be/vWo0tHOVb\\_c](https://youtu.be/vWo0tHOVb_c)

## CONTACT INFORMATION

This CCR was prepared by our Water Quality Team. If you have questions about this report, want additional information about your drinking water, or want to know how to participate in local activities that may help protect the quality of your drinking water, please contact: Lori Stenzel, Manager, Water Quality & Environmental Compliance, email: [lori.stenzel@amwater.com](mailto:lori.stenzel@amwater.com)



# Definition of Terms

These are terms that may appear in your report.

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

**Level 1 Assessment:** A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

**Level 2 Assessment:** A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

**LRAA:** Locational Running Annual Average

**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. See also Secondary Maximum Contaminant Level (SMCL).

**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 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.

**MFL:** Million fibers per liter.

**micromhos per centimeter ( $\mu\text{mhos/cm}$ ):** A measure of electrical conductance.

**NA:** Not applicable

**ND:** Not detected

**Nephelometric Turbidity Units (NTU):** Measurement of the clarity, or turbidity, of the water.

**pH:** A measurement of acidity, 7.0 being neutral.

**picocuries per liter (pCi/L):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

**parts per billion (ppb):** One part substance per billion parts water, or micrograms per liter.

**parts per million (ppm):** One part substance per million parts water, or milligrams per liter.

**parts per trillion (ppt):** One part substance per trillion parts water, or nanograms per liter.

**Secondary Maximum Contaminant Level (SMCL):** Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**TON:** Threshold Odor Number

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

**%:** Percent

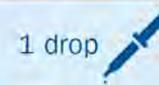
## MEASUREMENTS

### Parts Per Million



in a 10 gallon fish tank

### Parts Per Billion



in a 10,000 gallon swimming pool

### Parts Per Trillion



in 35 junior size Olympic pools

# Water Quality Results

Tennessee American Water conducts extensive monitoring to determine if your water meets all water quality standards. The detections of our monitoring are reported in the following tables. While most monitoring was conducted in 2024, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see the “Definition of Terms” on the previous page. Some unregulated substances are measured, but maximum contaminant levels have not been established by the government. These contaminants are shown for your information.

**NOTE:** Regulated contaminants not listed in this table were not found in the treated water supply.

## LEAD AND COPPER MONITORING PROGRAM - At least 10 tap water samples collected at customers' taps every 3 years

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90 <sup>th</sup> Percentile	Range	No. of Premises Sampled	Premises Above Action Level	Typical Source
Lead (ppb)	2023	Yes	0	15	<1	<1 – 1	10	0	Corrosion of household plumbing systems.
Copper (ppm)	2023	Yes	1.3	1.3	0.045	<0.025 – 0.058	10	0	Corrosion of household plumbing systems.

## DISINFECTANTS - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MRDLG	MRDL	MCL	Compliance Result	Range Detected	Typical Source
Distribution System Chlorine Residual (ppm) <sup>1</sup>	2024	Yes	4	4	4	1.08 <sup>1</sup>	0.47 to 1.48	Water additive used to control microbes.

<sup>1</sup> Data represents the highest quarterly running annual average of chlorine residuals measured in the distribution system of compliance samples.

## DISINFECTION BYPRODUCTS - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest LRAA	Range Detected	Typical Source
Total Trihalomethanes (TTHMs) (ppb)	2024	Yes	NA	80	51.4	37.8 – 68.9	By-product of drinking water disinfection.
Haloacetic Acids (HAA5s) (ppb)	2024	Yes	NA	60	37.7	29.4 – 34.9	By-product of drinking water disinfection.

NOTE: Compliance is based on the running annual average at each location (LRAA). The Highest LRAA reflects the highest average at any location and the Range Detected reflects all samples used to calculate the running annual averages. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of cancer.

The charts below are the 2024 water quality information from South Pittsburg Board of Water Works. This information is being provided due to Jasper Highlands obtaining water for their customers from South Pittsburg.

## South Pittsburg Board of Water Works : 2024 WATER QUALITY DATA (PWS ID #0000651 )

### SOUTH PITTSBURG - REGULATED SUBSTANCES – Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Nitrate <sup>1</sup> (ppm) (Entry Point)	2024	Yes	10	10	0.38	1 sample per year	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.
Sodium <sup>2</sup> (ppm)	2024	Yes	NA	NA	2.97	1 sample per year	Erosion of natural deposits; used in water treatment
Total Organic Carbon <sup>3</sup> (TOC)	2024	Yes	NA	TT	25% Removal	Range of removal achieved 19-38%	Naturally present in the environment.
Turbidity <sup>4</sup> (NTU)	2024	Yes	0.3	TT (95% < or =0.3 NTU)	0.28	0.04-0.28	Soil runoff.

<sup>1</sup> Nitrate compliance result is the highest result achieved in 2024 at the entry point to the distribution system.

<sup>2</sup> For healthy individuals the sodium intake from water is not important because a much greater intake of sodium takes place from salt in the diet. However, sodium levels above the recommended upper limit may be of concern to individuals on a sodium restricted diet.

<sup>3</sup> The treatment technique requirement for Total Organic Carbon was met 100% of the time in 2024.

<sup>4</sup> Turbidity is a measure of the cloudiness of the water. Turbidity is monitored because it is a good indicator of the effectiveness of the filtration system. During 2024, 100% of all samples taken to measure turbidity met water quality standard of less than or equal to 0.3 NTU. Turbidity in excess of 5 NTUs is just noticeable to the average person. Level detected is the highest recorded for 2024.

### SOUTH PITTSBURG - REGULATED SUBSTANCES – Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Amount Detected	Range Detected	Typical Source
Chlorine (ppm)	2024	Yes	MRDLG = 4	MRDL = 4	1.29 Avg	0.40 – 2.00	Water additive used to control microbes
Total Trihalomethanes (TTHMs) <sup>1</sup> (ppb)	2024	Yes	NA	80	43.45 (Highest LRAA)	34.60 – 39.90	By-product of drinking water disinfection
Haloacetic Acids (HAAs) <sup>1</sup> (ppb)	2024	Yes	NA	60	29.75 (Highest LRAA)	20.00 – 37.00	By-product of drinking water disinfection
Lead <sup>2</sup> (ppb)	2023	Yes	0	AL = 15	90th %=<0.5	--	Corrosion of household plumbing systems.
Copper <sup>2</sup> (ppm)	2023	Yes	1.3	AL = 1.3	90th%=0.114	--	Corrosion of household plumbing systems.
Fluoride <sup>3</sup> (ppm)	2024	Yes	4	4	0.63 Avg	0.54 – 0.70	Erosion of natural deposits.

<sup>1</sup> Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems and may have an increased risk of getting cancer.

<sup>2</sup> During the most recent round of Lead and Copper testing 0 of the 20 households sampled contained concentrations exceeding the action level.

<sup>3</sup> Fluoride compliance result is the average of quarterly distribution samples.



## Every Drop Counts

# Six Simple Steps to Save Water



### Fix any leaking faucets.

One drop every 2 seconds from a leaky faucet wastes 2 gallons of water every day. That's water — and money — down the drain.



**Don't let faucets run when brushing, shaving, or washing the dishes.** Just turning off the water while you brush can save 200 gallons a month.



**Run washing machines and dishwashers only when they are full,** or select the properly-sized wash cycle for the current laundry load.



**Install water-saving shower heads and faucet aerators** in the bathroom and kitchen (available at most home improvement stores and some supermarkets).



**Don't wash your car at home.** A car wash uses much less water and often recycles it, too.



**Turn off automatic lawn and garden sprinklers** when it's raining outside and at the end of the growing season.



## About Us

**American Water (NYSE: AWK)** is the largest regulated water and wastewater utility company in the United States. With a history dating back to 1886, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to approximately 14 million people with regulated operations in 14 states and on 18 military installations. American Water's 6,700 talented professionals leverage their significant expertise and the company's national size and scale to achieve excellent outcomes for the benefit of customers, employees, investors and other stakeholders.

**Tennessee American Water**, a subsidiary of American Water, is the largest regulated water utility in the state, providing high-quality and reliable water services to approximately 406,000 people in Tennessee and north Georgia. For more information, visit [tennesseeamwater.com](http://tennesseeamwater.com) and follow us on Facebook, X, Instagram and YouTube.



## TENNESSEE AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**  
14 communities in three TN counties (Hamilton, Marion & Sequatchie), two GA counties (Walker & Catoosa) and including Sale for Resale Customers (Signal Mountain, TN; Ft. Oglethorpe, GA; Catoosa Utility District Authority, GA; Walker County Water & Sewerage Authority, GA.)
- **PEOPLE SERVED**  
Approximately 406,000 residents in Tennessee and northern Georgia (86% residential, 10% commercial/Industrial, 4% public entities such as schools, hospitals, government facilities)
- **EMPLOYEES**  
106
- **TREATMENT FACILITIES**  
Two surface water treatment plants and one groundwater source
- **MILES OF PIPELINE & OTHER DISTRIBUTION FACILITIES**
  - Miles of pipe: 1,471 miles
  - Hydrants: 5,851
  - Valves: 19,914
- **Storage and transmission**
  - Boosters: 33
  - Tanks: 38

# How to Contact Us

If you have any questions about this report, your drinking water, or service, please contact Tennessee American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-866-736-6420.



## WATER INFORMATION SOURCES

**Tennessee American Water**  
[www.tennesseeamwater.com](http://www.tennesseeamwater.com)

**Tennessee Department of Environment and Conservation (TDEC):**  
[www.tn.gov/environment](http://www.tn.gov/environment)

**United States Environmental Protection Agency (USEPA):**  
[www.epa.gov/safewater](http://www.epa.gov/safewater)

**Safe Drinking Water Hotline:** (800) 426-4791

**Centers for Disease Control and Prevention:** [www.cdc.gov](http://www.cdc.gov)

**American Water Works Association:** [www.awwa.org](http://www.awwa.org)

**Water Quality Association:** [www.wqa.org](http://www.wqa.org)

**National Library of Medicine/National Institute of Health:**  
[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

**This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.**

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-866-736-6420** र हमें काल करें।

**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-866-736-6420.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.



2020 Annual  
**WATER QUALITY  
REPORT**

**Sequatchie Valley Water Treatment Plant**  
PWS ID: 0000749



**QUALITY. ONE MORE WAY  
WE KEEP LIFE FLOWING.**



**TENNESSEE  
AMERICAN WATER**

**WE KEEP LIFE FLOWING™**



## A message from Tennessee American Water's President



**GRANT A. EVITTS**

President, Tennessee  
American Water

Dear Tennessee American Water Customer,

Having access to safe, reliable water service is something that can be easily taken for granted. At Tennessee American Water, it's our top priority.

I am pleased to share with you our 2020 Consumer Confidence Report, which is a testament to the hard work and dedication of our employees. As you read through this annual water quality information, you will see that we continue to supply high quality drinking water service to keep your life flowing.

We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. In fact, we test for about 100 regulated contaminants as required by state and federal drinking water standards.

**QUALITY:** Our employees take water quality seriously because we know our customers rely on the essential water services we provide. We remain committed to protecting our sources of drinking water. We utilize advanced technology and detection methods that are paving the way for source water protection across the country.

**SERVICE:** Last year, we invested over \$28 million to upgrade our water treatment and pipeline systems in the communities we serve. These investments allowed us to improve water quality, water pressure and service reliability for our customers.

**VALUE:** While costs to provide water service continue to increase across the country, our investments help us provide high quality water service that remains an exceptional value for such an essential service.

We hope our commitment to you and our passion for water shines through in this report detailing the source and quality of your drinking water in 2020. We will continue to work to keep your life flowing – today, tomorrow and for future generations.

Proud to be your local water service provider,

A handwritten signature in blue ink that reads "Grant A. Evitts". The signature is fluid and cursive.

Grant A. Evitts  
Tennessee American Water

**This report contains important information about your drinking water. Translate it or speak with someone who understands it at (866) 736-6420, Monday-Friday, 7 a.m. to 7 p.m.**



### **ATTENTION: Landlords and Apartment Owners**

**Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.**

# What is a Consumer Confidence Report (CCR)

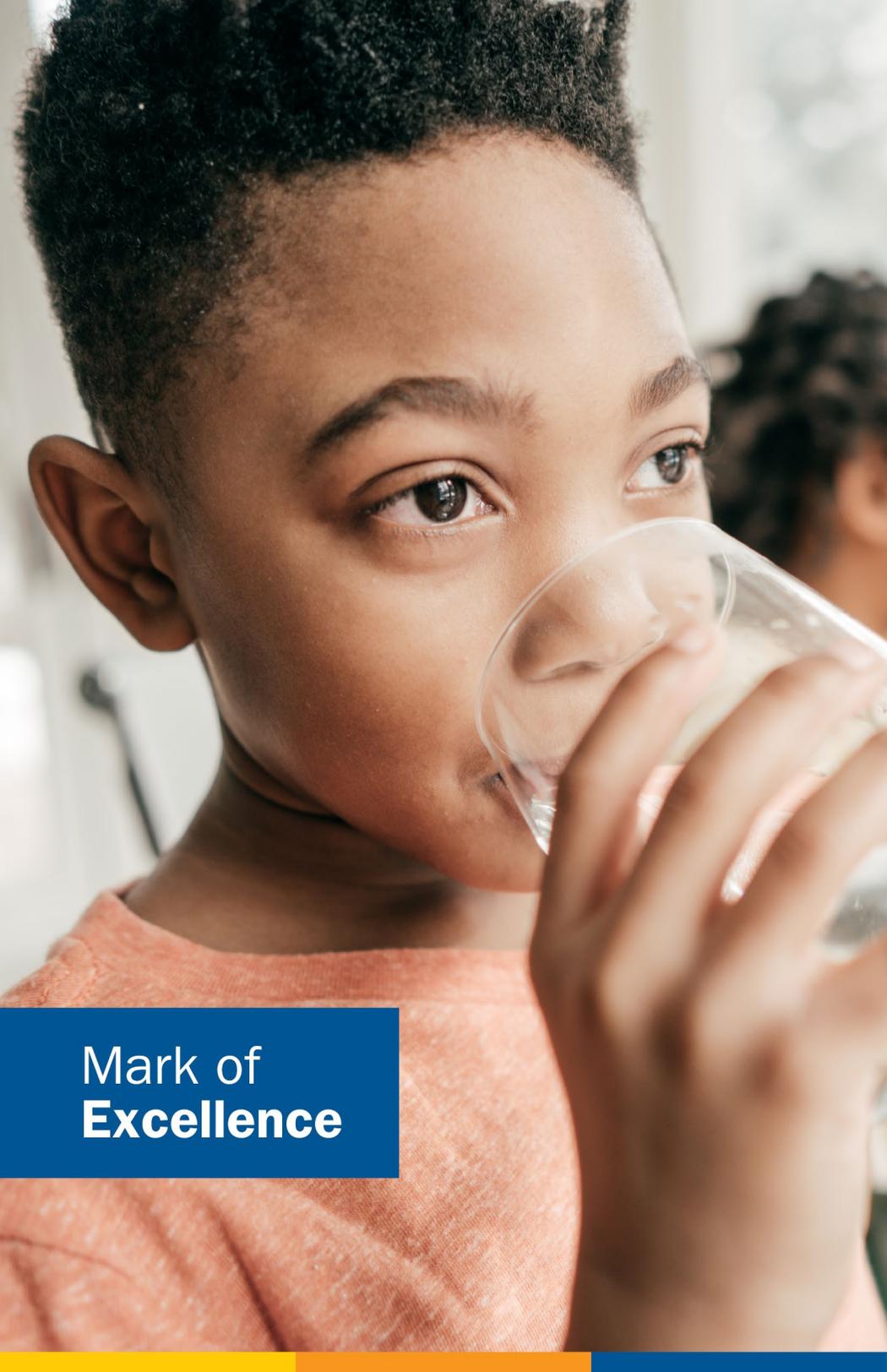


Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

Tennessee American Water is committed to delivering high quality drinking water service. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

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Mark of  
Excellence



### EVERY STEP OF THE WAY.

We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. **In fact, American Water performs over one million tests annually for about 100 regulated contaminants, nationwide.**



### EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. We are recognized as an industry leader in water quality and work cooperatively with the EPA so that drinking water standards and new regulations produce benefits for customers and public water suppliers. American Water has earned awards from the EPA's Partnership for Safe Water as well as awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.



### WATER QUALITY. DOWN TO A SCIENCE.

We also have access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. Here, American Water scientists refine testing procedures, innovate new methods, and look for ways to detect potentially new contaminants—even before regulations are in place.



### MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as Tennessee American Water is investing in research and testing, we also understand the importance of investing in the infrastructure that provides high-quality water service to you. Last year alone, **we invested more than \$28 million to improve our water treatment and pipeline systems.**



# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

Tennessee American Water-Sequatchie Valley draws surface water from the Sequatchie River in Whitwell, TN. Our goal is to protect our water from contamination, and we are working with the state to determine the vulnerability of our water source to potential contamination. The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the untreated water sources serving this water system. The SWAP Report assesses the susceptibility of untreated water sources to potential contamination.

To ensure safe drinking water, all public water systems treat and routinely test their water. Water sources have been rated as reasonably susceptible (high), moderately susceptible (moderate) or slightly susceptible (low) based on geologic factors and human activities in the vicinity of the water source. Tennessee American Water source is rated as reasonably susceptible to potential contamination.

An explanation of Tennessee's SWAP, the Source Water Assessment summaries, susceptibility scorings and the overall TDEC report to EPA can be viewed online at: <https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html> or contact TDEC EAC at 1-888-891-8332 (1-888-891-TDEC) to obtain copies of specific assessments.

Tennessee American Water can also be contacted at 1-866-736-6420 to obtain a copy of the source water assessment specifically for our company.



## QUICK FACTS ABOUT THE SEQUATCHIE VALLEY SYSTEM

### **Communities served:**

Whitwell, Powells Crossroads  
& Portions of Sequatchie  
County

### **Water source:**

Sequatchie River

### **Average amount of water supplied to customers on a daily basis:**

800,000 gallons per day

### **Disinfection treatment:**

surface water supplies are  
disinfected with chlorine to  
maintain water quality in the  
distribution system.



# What are the Sources of Contaminants?

To provide tap water that is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. 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 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 (800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, aquifers and/or groundwater. 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.

**SPECIAL HEALTH INFORMATION**

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/Centers for Disease Control and Prevention (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 (800-426-4791).

## CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

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



# Protecting Your Drinking Water Supply

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect our shared water resources. This includes utilities, businesses, residents, government agencies and organizations. Everyone who lives, works, and plays in the area has a role and stake in clean water supplies.

## WHAT CAN YOU DO?

Quality drinking water starts upstream. Everyone can help maintain and improve drinking water supplies through the following actions:

- Properly dispose of pharmaceuticals, household chemicals, oils and paints. Materials can impact water ways if poured down the drain, flushed down the toilet, or dumped on the ground.
- Check for leaks from automobiles and heating fuel tanks. Clean up any spills using an absorbent material like cat litter. Sweep up the material and put it in a sealed bag. Check with the local refuse facility for proper disposal.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.

**Report any spills, illegal dumping or suspicious activity to the Tennessee Department of Environment & Conservation:** 1-888-891-8332 or [Ask.TDEC@tn.gov](mailto:Ask.TDEC@tn.gov)

## FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at [tennesseamwater.com](http://tennesseamwater.com) or contact the regional Source Water Protection Lead, Michael Griffith at 423-658-3110.

## WHAT ARE WE DOING?

Our priority is to provide reliable, quality drinking water service for customers. The source of supply is an important part of that mission. We work to understand and reduce potential risks to your drinking water supply. In addition to the Source Water Protection Plan we have developed under the Tennessee Source Water Assessment Program (SWAP), we work with organizations to support their work in protecting our water sources. We believe that everyone plays a role and by partnering with environmental organizations, we help spread awareness of ways individuals can make a positive impact. Examples of the types of activities we support include river, stream and creek clean ups, “skip the straw” awareness to reduce microplastics, bank stabilization and prevention of run-off, and benefits of gardening with native plants.

**Here are a few of the efforts underway to protect our shared water resources:**



**Community Involvement:** We have a proactive public outreach program to help spread the word and get people involved. This includes school education, contests, and other community activities.



**Environmental Grant Program:** Each year, we fund projects that improve water resources in our local communities.



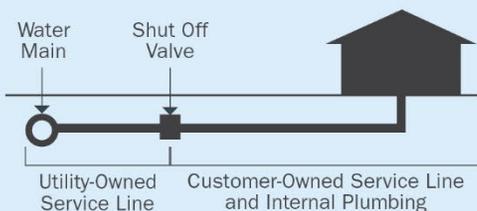
**Pharmaceutical Collection:** We partner with local law enforcement & drug abuse prevention organizations to sponsor Drug Take Back events in our community. These events as well as local permanent lock boxes offer residents a way to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies. Learn more [here](#).



# About Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. American 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 or at <http://www.epa.gov/safewater/lead>.

## UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



Please note: This diagram is a generic representation. Variations may apply.

## The most common source of lead in tap water is from the customer's plumbing and their service line.

Our water mains are not made of lead; however, the water service line that carries the water from the water main in the street to your home could be. Homeowners' service lines may be made of lead, copper, galvanized steel or plastic. You can assess your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve.

### MINIMIZING YOUR POTENTIAL EXPOSURE

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

### CHECK YOUR PLUMBING AND SERVICE LINE

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at 423-771-4749



**1. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than six hours, flush the tap with cold water for 30 seconds to two minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.



**2. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.



**3. Routinely remove and clean all faucet aerators.**



**4. Look for the "Lead Free" label** when replacing or installing plumbing fixtures.



**5. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.



**6. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.

# Important Information About **Drinking Water**

## **PFOA/PFOS Monitoring**

PFAS refers to per- and polyfluoroalkyl substances, a class of synthetic chemicals, manufactured for industrial applications and commercial household products such as: non-stick cookware; waterproof and stain resistant fabrics and carpets; firefighting foam and cleaning products. The properties that make these chemicals useful in so many of our every-day products also resist breaking down and therefore persist in the environment. Exposure may be from food, food packaging, consumer products, house dust, indoor and outdoor air, drinking water and at workplaces where PFAS are made or used.

Tennessee American Water is currently performing voluntary sampling to better understand certain occurrence of PFAS levels in drinking water sources. This testing allows us to understand how our water compares against the non-enforceable Health Advisory Level set by USEPA of 70 nanograms per liter or parts per trillion for a combination of two PFAS compounds, PFOA and PFOS. Testing also allows Tennessee American Water to be better prepared if the USEPA or state environmental regulator develop a drinking water standard for those PFAS for which we have USEPA approved testing methods.

The science and regulation of PFAS and other contaminants is always evolving, and Tennessee American Water strives to be a leader in research and development. PFAS contamination is one of the most rapidly changing areas in the drinking water field. We have invested in our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critically important to addressing this issue.

## **FLUORIDE**

Fluoride is a naturally occurring substance. It can be present in drinking water from two sources:

1. **By nature** when groundwater comes into contact with fluoride-containing minerals naturally present in the earth; or
2. **By a water purveyor** through addition of fluoride to the water they are providing in the distribution system.

The Sequatchie Valley System has naturally-occurring fluoride in the source water. Beginning July 2011, the fluoride levels at Sequatchie Valley treatment plant was adjusted to achieve an optimal fluoride level of 0.7 parts per million (ppm) and a control range of 0.6 ppm to 0.9 ppm to comply with the state's Water Fluoridation Standards. The naturally-occurring fluoride levels in the Sequatchie Valley source water is close to optimal levels (approximately 0.1 ppm) and with Sequatchie Valley's fluoride addition, the fluoride levels in the entire system are consistent year-round.

If you have any questions on fluoride, please call Tennessee American Water's Customer Service Center at (866) 736-6420.





## **CRYPTOSPORIDIUM**

Cryptosporidium is a microbial pathogen found in surface water throughout the U.S. Although filtration removes Cryptosporidium, the most commonly-used filtration methods cannot guarantee 100 percent removal. Our monitoring indicates the presence of these organisms in our source water and/or finished water. Current test methods do not allow us to determine if the organisms are dead or if they are capable of causing disease. Ingestion of Cryptosporidium may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However, immuno-compromised people, infants and small children, and the elderly 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. Cryptosporidium must be ingested to cause disease, and it may be spread through means other than drinking water.

## **NITRATES**

Nitrate in drinking water at levels above 10 mg/L is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in serious illness. Symptoms include shortness of breath and blueness of the skin. Nitrate levels above 10 mg/L may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant or are pregnant, you should ask for advice from your health care provider.



## Water Quality Results

### **WATER QUALITY STATEMENT**

We are pleased to report that during calendar year 2020, the results of testing of your drinking water complied with all state and federal drinking water requirements.

For your information, we have compiled a list in the table below showing the testing of your drinking water during 2020. The Tennessee Department of Environment and Conservation (TDEC) allows us to monitor for some contaminants less than once per year because the concentration of the contaminants does not change frequently. Some of our data, though representative, are more than one year old.

# Definition of Terms

These are terms that may appear in your report.

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

**Level 1 Assessment:** A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

**Level 2 Assessment:** A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

**LRAA:** Locational Running Annual Average

**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. See also Secondary Maximum Contaminant Level (SMCL).

**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 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.

**MFL:** Million fibers per liter.

**micromhos per centimeter ( $\mu\text{mhos/cm}$ ):** A measure of electrical conductance.

**NA:** Not applicable

**ND:** Not detected

**Nephelometric Turbidity Units (NTU):** Measurement of the clarity, or turbidity, of the water.

**pH:** A measurement of acidity, 7.0 being neutral.

**picocuries per liter (pCi/L):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

**parts per billion (ppb):** One part substance per billion parts water, or micrograms per liter.

**parts per million (ppm):** One part substance per million parts water, or milligrams per liter.

**parts per trillion (ppt):** One part substance per trillion parts water, or nanograms per liter.

**Secondary Maximum Contaminant Level (SMCL):** Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**TON:** Threshold Odor Number

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

**%:** Percent

## MEASUREMENTS

### Parts Per Million



1 drop  
in a 10 gallon fish tank

### Parts Per Billion



1 drop  
in a 10,000 gallon swimming pool

### Parts Per Trillion



1 drop  
in 35 junior size Olympic pools

# Water Quality Results

Tennessee American Water conducts extensive monitoring to determine if your water meets all water quality standards. The detections of our monitoring are reported in the following tables. While most monitoring was conducted in 2020, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see the “Definition of Terms” on the previous page. Some unregulated substances are measured, but maximum contaminant levels have not been established by the government. These contaminants are shown for your information.

**NOTE: Regulated contaminants not listed in this table were not found in the treated water supply.**

## LEAD AND COPPER MONITORING PROGRAM - At least 20 tap water samples collected at customers' taps every 3 years

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90 <sup>th</sup> Percentile	No. of Homes Sampled	Homes Above Action Level	Typical Source
Lead (ppb)	2018	Yes	0	15	<1	20	0	Corrosion of household plumbing systems.
Copper (ppm)	2018	Yes	1.3	1.3	<0.025	20	0	Corrosion of household plumbing systems.

## REVISED TOTAL COLIFORM RULE - At least 8 samples collected each month in the distribution system

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Percentage <b>OR</b> Highest No. of Samples	Typical Source
E. Coli	2020	Yes	0	TT = No confirmed samples	0	Human and animal fecal waste.

NOTE: System is in compliance for E.Coli MCL unless it has E.coli positive repeat sample for total coliform positive routine sample, total coliform positive repeat sample for an E.coli positive routine sample, system fails to collect all required repeat samples following an E. Coli positive routine sample , or system fails to test repeat total coliform positive samples for E.Coli.

## REGULATED SUBSTANCES - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Average Compliance Result	Range Detected	Typical Source
Cryptosporidium (oocysts/L)	2020	Yes	NA	TT	0.3	<0.09 to 1.4	Naturally present in the environment.

NOTE: Cryptosporidium is a microbial parasite which is found in surface water throughout the U.S. Although Cryptosporidium can be removed by filtration, the most commonly used filtration methods cannot guarantee 100 percent removal. Monitoring of our drinking water in 2020 indicated the presence of cryptosporidium in 1 out of 5 samples. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals are able to overcome the disease within a few weeks. However, immuno-compromised people have more difficulty and are at greater risk of developing severe, life threatening illness. Immuno-compromised individuals are encouraged to consult their doctor regarding appropriate precautions to take to prevent infection. For more information on Cryptosporidium, contact the Safe Drinking Water Hotline (800-426-4791).

### DISINFECTION BYPRODUCTS - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Total Trihalomethanes (TTHMs) (ppb)	2020	Yes	NA	80	51.9 (max LRAA)	17.9 to 65.2	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2020	Yes	NA	60	40.7 (max LRAA)	16.0 to 57.8	By-product of drinking water disinfection.

NOTE: Compliance is based on the running annual average at each location. The Highest Compliance Result reflects the highest average at any location and the Range Detected reflects all samples from this year used to calculate the running annual average. Some people who drink water containing trihalomethanes in excess of the MCL over many years could have problems with their liver, kidneys, or central nervous systems and may have an increased risk of getting cancer.

### DISINFECTANTS - Collected in the Distribution System and at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Chlorine (ppm) (Distribution System)	2020	Yes	MRDLG = 4	4	1.61 <sup>1</sup>	1.02 to 1.99	Water additive used to control microbes.
Chlorine (ppm) (Entry Point)	2020	Yes	MRDLG=4	4	1.45 <sup>2</sup>	1.45 to 2.17	Water additive used to control microbes.

1 - Data represents the highest quarterly annual running average of chlorine residuals measured in distribution system of compliance samples.

2 - Data represents the lowest residual entering the distribution system from our surface water treatment plant.

### TREATMENT BYPRODUCTS PRECURSOR REMOVAL - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Range of Removal Required	Range of Removal Achieved	Number of Quarters out of Compliance	Typical Source
Total Organic Carbon (ppm)	2020	Yes	NA	TT $\geq$ 25% removal	13.8% to 25.6%	0	Naturally present in the environment.

The treatment technique requirement for Total Organic Carbon was met 100% of the time in 2020. Alternative Compliance criteria value used in place of calculated value in some quarters since source or treated water TOC was less than 2.0 mg/L.

## PER- AND POLYFLUOROALKYL SUBSTANCES

### UNREGULATED PERFLUORINATED COMPOUNDS

Parameter	Units	Average Result	Range Detected	Typical Source
Perfluorooctanoic Acid (PFOA)	ppt	ND	ND	Used for its emulsifier and surfactant properties in or as fluoropolymers (such as Teflon), fire fighting foams, cleaners, cosmetics, lubricants, paints, polishes, adhesives and photographic films
Perfluorooctane Sulfonate (PFOS)	ppt	ND	ND	Manmade chemical; used in products for stain, grease, heat and water resistance

### TURBIDITY - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Amount Detected	Range Detected	Typical Source
Turbidity <sup>1</sup> (NTU)	2020	Yes	0	TT:Single result>1 NTU	0.29	0.03 to 0.29	Soil runoff.
	2020	Yes	NA	TT: At least 95% of samples <0.3 NTU	100%	NA	Soil runoff.

### REGULATED SUBSTANCES - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Average Compliance Result	Range Detected	Typical Source
Fluoride (ppm)	2020	Yes	4	4	0.81	0.79 to 0.82	Erosion of natural deposits
Nitrate (ppm)	2020	Yes	10	10	0.73	0.70 to 0.75	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.

### OTHER SUBSTANCES OF INTEREST - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Limit	Average Compliance Result	Range Detected	Comments
Iron <sup>2</sup> (ppm)	2020	NA	NA	NA	<0.10	<0.10	Secondary standard limit = 0.3 mg/L
Manganese <sup>2</sup> (ppm)	2020	NA	NA	NA	<0.010	<0.010	Secondary standard limit = 0.05 mg/L
Sodium <sup>3</sup> (ppm)	2020	Yes	NA	NA	7.4	3.5 to 11.2	Erosion of natural deposits; used in water treatment.
Alkalinity	2020	NA	NA	NA	78	18 to 121	
Hardness	2020	NA	NA	NA	92	28 to 134	Naturally occurring
Hardness (grains/gal)	2020	NA	NA	NA	5.4	1.6 to 7.8	Naturally occurring
pH	2020	NA	NA	NA	7.3	6.1 to 8.0	
Temp (Celsius) <sup>4</sup>	2020	NA	NA	NA	17.2	10 to 26	
Zinc (ppm)	2020	NA	NA	NA	<0.05	<0.05	

1 – Turbidity is a measure of the cloudiness of the water. Turbidity is monitored because it is a good indicator of the effectiveness of the filtration system. During 2020, 100% of all samples taken to measure turbidity met water quality standard of less than 0.3 NTU.

2 - Substances with Secondary MCLs do not have MCLGs and are not legally enforceable; these limits are primarily established to address aesthetic concerns.

3 - For healthy individuals, the sodium intake from water is not important because a much greater intake of sodium takes place from salt in the diet. However, sodium levels above the recommended upper limit may be of concern to individuals on a sodium restricted diet.

4 - Temp. is the temperature of the source water.



## About Us

With a history dating back to 1886, **American Water Works Company, Inc.** (NYSE: AWK) is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 7,000 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to 15 million people in 46 states. American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing.

**Tennessee American Water**, a subsidiary of American Water, is the largest investor-owned water utility in the state, providing high-quality and reliable water service to approximately 380,000 residents in Tennessee and northern Georgia. For more information, visit [tennesseeamwater.com](http://tennesseeamwater.com) and follow us on Twitter, Facebook, Instagram and YouTube.



## TENNESSEE AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**  
14 communities in three TN counties (Hamilton, Marion & Sequatchie), two GA counties (Walker & Catoosa) and including Sale for Resale Customers (Signal Mountain, TN; Ft. Oglethorpe, GA; Catoosa Utility District Authority, GA)
- **PEOPLE SERVED**  
Approximately 380,000 residents in Tennessee and northern Georgia (88% residential, 11% commercial/Industrial, 1% public entities such as schools, hospitals, government facilities)
- **EMPLOYEES**  
110
- **TREATMENT FACILITIES**  
Two surface water treatment plants and one groundwater source
- **MILES OF PIPELINE & OTHER DISTRIBUTION FACILITIES**
  - Miles of pipe: 1,443 miles
  - Hydrants: 5,723
  - Valves: 19,609
- **Storage and transmission**
  - Boosters: 33
  - Tanks: 38

# How to Contact Us

If you have any questions about this report, your drinking water, or service, please contact Tennessee American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-866-736-6420.



## WATER INFORMATION SOURCES

Tennessee American Water  
[www.tennesseeamwater.com](http://www.tennesseeamwater.com)

Tennessee Department of Environment and Conservation(TDEC):  
[www.tn.gov/environment](http://www.tn.gov/environment)

United States Environmental Protection Agency (USEPA):  
[www.epa.gov/safewater](http://www.epa.gov/safewater)

Safe Drinking Water Hotline: (800) 426-4791

Centers for Disease Control and Prevention: [www.cdc.gov](http://www.cdc.gov)

American Water Works Association: [www.awwa.org](http://www.awwa.org)

Water Quality Association: [www.wqa.org](http://www.wqa.org)

National Library of Medicine/National Institute of Health:  
[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

**This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.**

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-866-736-6420** र हमें काल करें।

**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-866-736-6420.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.



2021 Annual  
**WATER QUALITY  
REPORT**

**Sequatchie Valley Water Treatment Plant**  
PWS ID: 0000749

**QUALITY. ONE MORE WAY  
WE KEEP LIFE FLOWING.**



**TENNESSEE  
AMERICAN WATER**

**WE KEEP LIFE FLOWING®**

# What is a Consumer Confidence Report (CCR)

Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

We are committed to delivering high quality drinking water service. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

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## A message from **Tennessee American Water's President**



**GRANT A. EVITTS**

President, Tennessee  
American Water

Dear Tennessee American Water Customer,

Having access to safe, reliable water service is something that can be easily taken for granted. At Tennessee American Water, it's our top priority.

I am pleased to share with you our 2021 Consumer Confidence Report, which is a testament to the hard work and dedication of our employees. As you read through this annual water quality information, you will see that we continue to supply high quality drinking water service to keep your life flowing.

We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. In fact, we test for about 100 regulated contaminants as required by state and federal drinking water standards.

**QUALITY:** Our employees take water quality seriously because we know our customers rely on the essential water services we provide. We remain committed to protecting our sources of drinking water. We utilize advanced technology and detection methods that are paving the way for source water protection across the country.

**SERVICE:** Over the last 10 years, we invested over \$197 million to upgrade our water treatment and pipeline systems in the communities we serve. These investments allowed us to improve water quality, water pressure and service reliability for our customers.

**VALUE:** While costs to provide water service continue to increase across the country, our investments help us provide high quality water service that remains an exceptional value for such an essential service.

We hope our commitment to you and our passion for water shines through in this report detailing the source and quality of your drinking water in 2021. We will continue to work to keep your life flowing – today, tomorrow and for future generations.

Proud to be your local water service provider,

A handwritten signature in blue ink that reads "Grant A. Evitts". The signature is fluid and cursive.

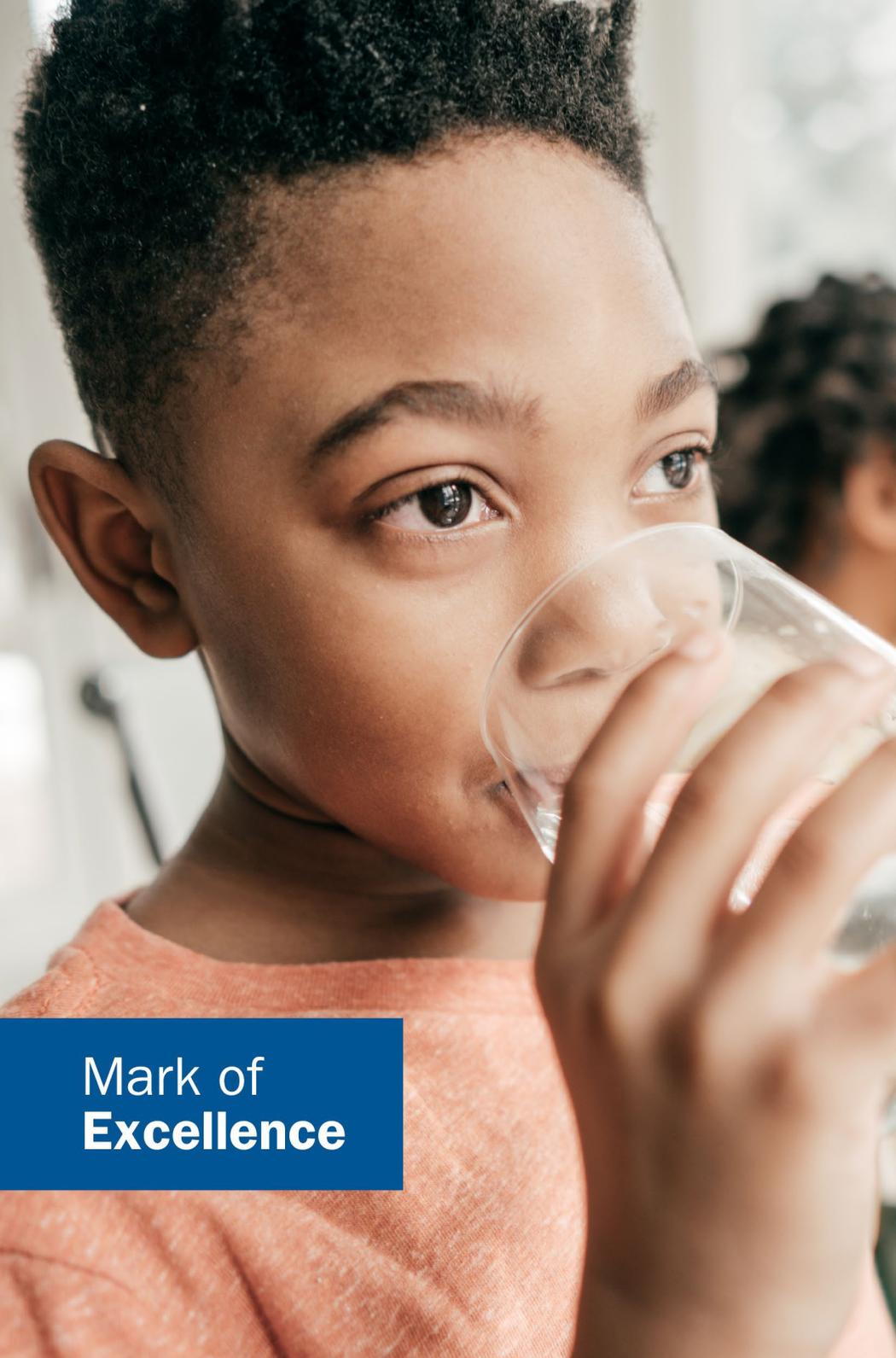
Grant A. Evitts  
Tennessee American Water

**This report contains important information about your drinking water. Translate it or speak with someone who understands it at (866) 736-6420, Monday-Friday, 7 a.m. to 7 p.m.**



### **ATTENTION: Landlords and Apartment Owners**

**Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.**



Mark of  
Excellence



### EVERY STEP OF THE WAY.

We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. **In fact, American Water performs over one million tests annually for about 100 regulated contaminants, nationwide.**



### EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. We are recognized as an industry leader in water quality and work cooperatively with the EPA so that drinking water standards and new regulations produce benefits for customers and public water suppliers. American Water has earned awards from the EPA's Partnership for Safe Water as well as awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.



### WATER QUALITY. DOWN TO A SCIENCE.

We also have access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. Here, American Water scientists refine testing procedures, innovate new methods, and look for ways to detect potentially new contaminants—even before regulations are in place.



### MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as Tennessee American Water is investing in research and testing, we also understand the importance of investing in the infrastructure that provides high-quality water service to you. Last year alone, **we invested \$24 million to improve our water treatment and pipeline systems.**



# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

Tennessee American Water-Sequatchie Valley draws surface water from the Sequatchie River in Whitwell, TN. Our goal is to protect our water from contamination, and we are working with the state to determine the vulnerability of our water source to potential contamination. Learn more about local waterways at <https://mywaterway.epa.gov/>. The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the untreated water sources serving this water system. The SWAP Report assesses the susceptibility of untreated water sources to potential contamination.

To ensure safe drinking water, all public water systems treat and routinely test their water. Water sources have been rated as reasonably susceptible (high), moderately susceptible (moderate) or slightly susceptible (low) based on geologic factors and human activities in the vicinity of the water source. Tennessee American Water source is rated as reasonably susceptible to potential contamination.

An explanation of Tennessee's SWAP, the Source Water Assessment summaries, susceptibility scorings and the overall TDEC report to EPA can be viewed online at: <https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html> or contact TDEC EAC at 1-888-891-8332 (1-888-891-TDEC) to obtain copies of specific assessments.

Tennessee American Water can also be contacted at 1-866-736-6420 to obtain a copy of the source water assessment specifically for our company.



## QUICK FACTS ABOUT THE SEQUATCHIE VALLEY SYSTEM

### Communities served:

Whitwell, Powells Crossroads  
& Portions of Sequatchie  
County

### Water source:

Sequatchie River

### Average amount of water supplied to customers on a daily basis:

800,000 gallons per day

### Disinfection treatment:

surface water supplies are  
disinfected with chlorine to  
maintain water quality in the  
distribution system.



# What are the Sources of Contaminants?

To provide tap water that is safe to drink, EPA and the Tennessee Department of Environment and Conservation prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. 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 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 (800-426-4791)..

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, aquifers and/or groundwater. 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.

**SPECIAL HEALTH INFORMATION**

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/Centers for Disease Control and Prevention (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 (800-426-4791).

## CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

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



# Protecting Your Drinking Water Supply

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect our shared water resources. This includes utilities, businesses, residents, government agencies and organizations. Everyone who lives, works, and plays in the area has a role and stake in clean water supplies.

## WHAT CAN YOU DO?

Quality drinking water starts upstream. Everyone can help maintain and improve drinking water supplies through the following actions:

- Properly dispose of pharmaceuticals, household chemicals, oils and paints. Materials can impact water ways if poured down the drain, flushed down the toilet, or dumped on the ground.
- Check for leaks from automobiles and heating fuel tanks. Clean up any spills using an absorbent material like cat litter. Sweep up the material and put it in a sealed bag. Check with the local refuse facility for proper disposal.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.

**Report any spills, illegal dumping or suspicious activity to the Tennessee Department of Environment & Conservation:** 1-888-891-8332 or [Ask.TDEC@tn.gov](mailto:Ask.TDEC@tn.gov)

## FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at [tennesseamwater.com](http://tennesseamwater.com) or contact the regional Source Water Protection Lead, Michael Griffith at 423-658-3110.

## WHAT ARE WE DOING?

Our priority is to provide reliable, quality drinking water service for customers. The source of supply is an important part of that mission. We work to understand and reduce potential risks to your drinking water supply. In addition to the Source Water Protection Plan we have developed under the Tennessee Source Water Assessment Program (SWAP), we work with organizations to support their work in protecting our water sources. We believe that everyone plays a role and by partnering with environmental organizations, we help spread awareness of ways individuals can make a positive impact. Examples of the types of activities we support include river, stream and creek clean ups, “skip the straw” awareness to reduce microplastics, bank stabilization and prevention of run-off, and benefits of gardening with native plants.

**Here are a few of the efforts underway to protect our shared water resources:**



**Community Involvement:** We have a proactive public outreach program to help spread the word and get people involved. This includes school education, contests, and other community activities.



**Environmental Grant Program:** Each year, we fund projects that improve water resources in our local communities.



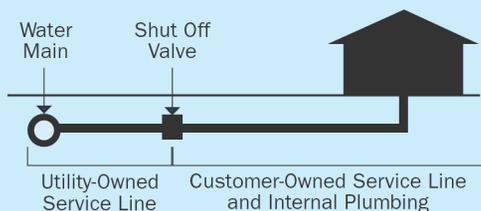
**Pharmaceutical Collection:** We partner with local law enforcement & drug abuse prevention organizations to sponsor Drug Take Back events in our community. These events as well as local permanent lock boxes offer residents a way to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies. Learn more [here](#).



# About Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. American 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 or at <http://www.epa.gov/safewater/lead>.

## UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



Please note: This diagram is a generic representation. Variations may apply.

## The most common source of lead in tap water is from the customer's plumbing and their service line.

Our water mains are not made of lead; however, the water service line that carries the water from the water main in the street to your home could be. Homeowners' service lines may be made of lead, copper, galvanized steel or plastic. You can assess your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve.

## MINIMIZING YOUR POTENTIAL EXPOSURE

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

### CHECK YOUR PLUMBING AND SERVICE LINE

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at **423-771-4749**.



**1. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than six hours, flush the tap with cold water for 30 seconds to two minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.



**2. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.



**3. Routinely remove and clean all faucet aerators.**



**4. Look for the "Lead Free" label** when replacing or installing plumbing fixtures.



**5. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.



**6. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.

# Important Information About **Drinking Water**

## **PFOA/PFOS Monitoring**

PFAS refers to per- and polyfluoroalkyl substances, a class of synthetic chemicals, manufactured for industrial applications and commercial household products such as: non-stick cookware; waterproof and stain resistant fabrics and carpets; firefighting foam and cleaning products. The properties that make these chemicals useful in so many of our every-day products also resist breaking down and therefore persist in the environment. Exposure may be from food, food packaging, consumer products, house dust, indoor and outdoor air, drinking water and at workplaces where PFAS are made or used.

Tennessee American Water is currently performing voluntary sampling to better understand certain occurrence of PFAS levels in drinking water sources. This testing allows us to understand how our water compares against the non-enforceable Health Advisory Level set by USEPA of 70 nanograms per liter or parts per trillion for a combination of two PFAS compounds, PFOA and PFOS. Testing also allows Tennessee American Water to be better prepared if the USEPA or state environmental regulator develop a drinking water standard for those PFAS for which we have USEPA approved testing methods.

The science and regulation of PFAS and other contaminants is always evolving, and Tennessee American Water strives to be a leader in research and development. PFAS contamination is one of the most rapidly changing areas in the drinking water field. We have invested in our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critically important to addressing this issue.

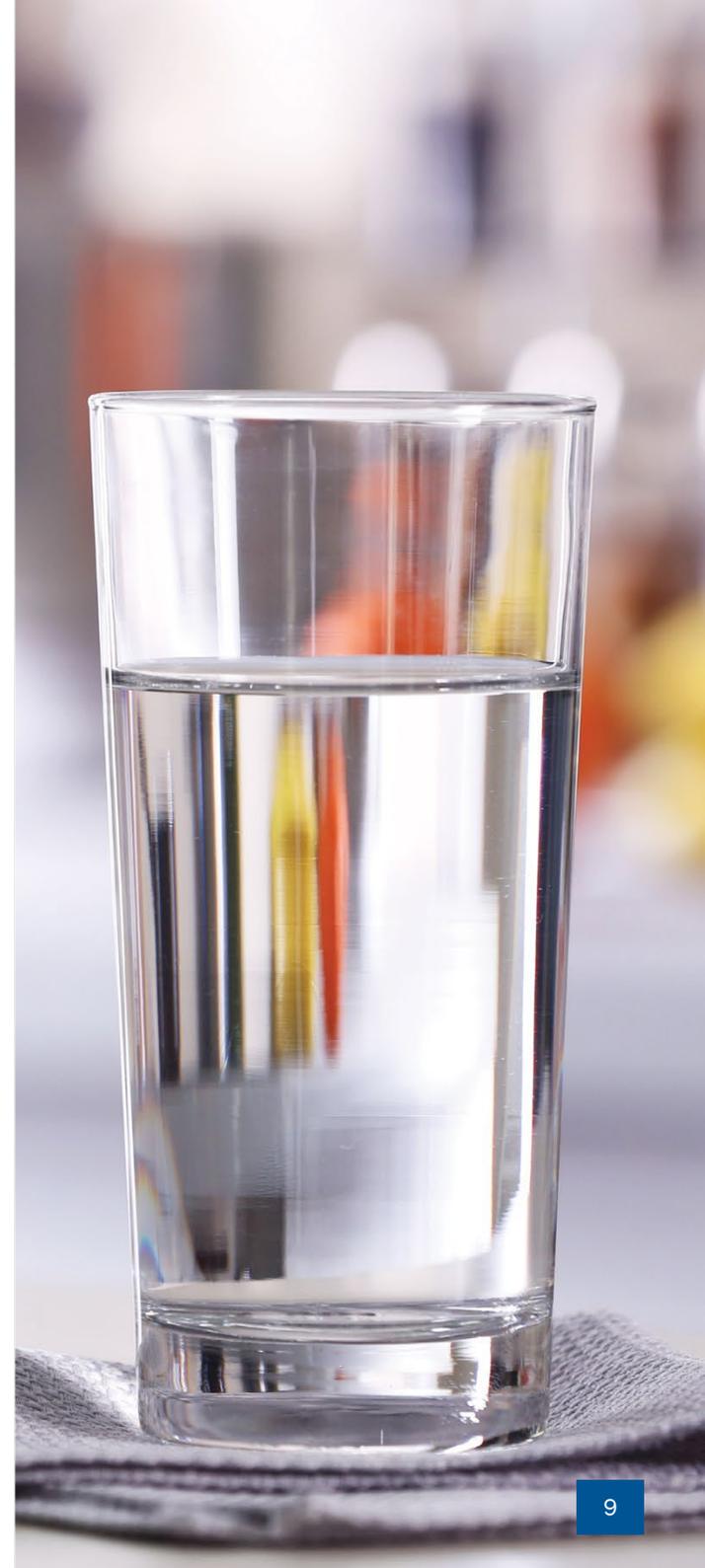
## **FLUORIDE**

Fluoride is a naturally occurring substance. It can be present in drinking water from two sources:

1. **By nature** when groundwater comes into contact with fluoride-containing minerals naturally present in the earth; or
2. **By a water purveyor** through addition of fluoride to the water they are providing in the distribution system.

The Sequatchie Valley System has naturally-occurring fluoride in the source water. Beginning July 2011, the fluoride levels at Sequatchie Valley treatment plant was adjusted to achieve an optimal fluoride level of 0.7 parts per million (ppm) and a control range of 0.6 ppm to 0.9 ppm to comply with the state's Water Fluoridation Standards. The naturally-occurring fluoride levels in the Sequatchie Valley source water is close to optimal levels (approximately 0.1 ppm) and with Sequatchie Valley's fluoride addition, the fluoride levels in the entire system are consistent year-round.

If you have any questions on fluoride, please call Tennessee American Water's Customer Service Center at (866) 736-6420.





## **CRYPTOSPORIDIUM**

Cryptosporidium is a microbial pathogen found in surface water throughout the U.S. Although filtration removes Cryptosporidium, the most commonly-used filtration methods cannot guarantee 100 percent removal. Our monitoring indicates the presence of these organisms in our source water and/or finished water. Current test methods do not allow us to determine if the organisms are dead or if they are capable of causing disease. Ingestion of Cryptosporidium may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However, immuno-compromised people, infants and small children, and the elderly 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. Cryptosporidium must be ingested to cause disease, and it may be spread through means other than drinking water. For more information on Cryptosporidium, contact the Safe Drinking Water Hotline (800-426-4791).

## **NITRATES**

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.



# Water Quality Results

## **WATER QUALITY STATEMENT**

We are pleased to report that during calendar year 2021, the results of testing of your drinking water complied with all state and federal drinking water requirements.

For your information, we have compiled a list in the table below showing the testing of your drinking water during 2021. The Tennessee Department of Environment and Conservation (TDEC) allows us to monitor for some contaminants less than once per year because the concentration of the contaminants does not change frequently. Some of our data, though representative, are more than one year old.

## **EVER WONDER WHY OR WHAT ABOUT DRINKING WATER?**

Below are links to YouTube videos and the topics they address. The videos are short - around 1 minute long with subtitles. Click on the links to learn more!

<b>Taste and Smell of Water Explained:</b>	<a href="https://youtu.be/a4uaaxTOWoE">https://youtu.be/a4uaaxTOWoE</a>
<b>Sulfur Smell Explained:</b>	<a href="https://youtu.be/DXOEYWnB_ek">https://youtu.be/DXOEYWnB_ek</a>
<b>Chlorine in Drinking Water:</b>	<a href="https://youtu.be/QUaldDT7nEg">https://youtu.be/QUaldDT7nEg</a>
<b>Cloudy Water Explained:</b>	<a href="https://youtu.be/uYkCcW9RE4c">https://youtu.be/uYkCcW9RE4c</a>
<b>Residue from Water Explained:</b>	<a href="https://youtu.be/x7_pwehvgmA">https://youtu.be/x7_pwehvgmA</a>
<b>Toilet Leaks:</b>	<a href="https://youtu.be/OzlrOfYgzY">https://youtu.be/OzlrOfYgzY</a>
<b>Lead in Drinking Water:</b>	<a href="https://youtu.be/xNihqfuyhaA">https://youtu.be/xNihqfuyhaA</a>
<b>Fluoride in Drinking Water:</b>	<a href="https://youtu.be/g-03JCe9AjY">https://youtu.be/g-03JCe9AjY</a>
<b>Discolored Water Explained:</b>	<a href="https://youtu.be/W21NUWP9oa8">https://youtu.be/W21NUWP9oa8</a>
<b>What are PFAS?:</b>	<a href="https://youtu.be/vWoOtHOVb_c">https://youtu.be/vWoOtHOVb_c</a>

## **CONTACT INFORMATION**

This CCR was prepared by TNAW Water Quality Team. If you have questions about this report, you want additional information about your drinking water, or want to know how to participate in local activities that may help protect the quality of your drinking water, please contact: Lori Stenzel, Manager, Water Quality & Environmental Compliance, email: [lori.stenzel@amwater.com](mailto:lori.stenzel@amwater.com) or phone: (423)771-4705.

# Definition of Terms

These are terms that may appear in your report.

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

**Level 1 Assessment:** A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

**Level 2 Assessment:** A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

**LRAA:** Locational Running Annual Average

**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. See also Secondary Maximum Contaminant Level (SMCL).

**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 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.

**MFL:** Million fibers per liter.

**micromhos per centimeter ( $\mu\text{mhos/cm}$ ):** A measure of electrical conductance.

**NA:** Not applicable

**ND:** Not detected

**Nephelometric Turbidity Units (NTU):** Measurement of the clarity, or turbidity, of the water.

**pH:** A measurement of acidity, 7.0 being neutral.

**picocuries per liter (pCi/L):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

**parts per billion (ppb):** One part substance per billion parts water, or micrograms per liter.

**parts per million (ppm):** One part substance per million parts water, or milligrams per liter.

**parts per trillion (ppt):** One part substance per trillion parts water, or nanograms per liter.

**Secondary Maximum Contaminant Level (SMCL):** Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**TON:** Threshold Odor Number

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

**%:** Percent

## MEASUREMENTS

### Parts Per Million



in a 10 gallon fish tank

### Parts Per Billion



in a 10,000 gallon swimming pool

### Parts Per Trillion



in 35 junior size Olympic pools

# Water Quality Results

Tennessee American Water conducts extensive monitoring to determine if your water meets all water quality standards. The detections of our monitoring are reported in the following tables. While most monitoring was conducted in 2021, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see the “Definition of Terms” on the previous page. Some unregulated substances are measured, but maximum contaminant levels have not been established by the government. These contaminants are shown for your information.

**NOTE: Regulated contaminants not listed in this table were not found in the treated water supply.**

## LEAD AND COPPER MONITORING PROGRAM - At least 20 tap water samples collected at customers' taps every 3 years

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90 <sup>th</sup> Percentile	No. of Homes Sampled	Homes Above Action Level	Typical Source
Lead (ppb)	2021	Yes	0	15	1	20	0	Corrosion of household plumbing systems.
Copper (ppm)	2021	Yes	1.3	1.3	<0.025	20	0	Corrosion of household plumbing systems.

## DISINFECTION BYPRODUCTS - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest LRAA	Range Detected	Typical Source
Total Trihalomethanes (TTHMs) (ppb)	2021	Yes	NA	80	48.2 (max LRAA)	22.0 to 67.4	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2021	Yes	NA	60	34.3 (max LRAA)	17.1 to 35.0	By-product of drinking water disinfection.

NOTE: Compliance is based on the running annual average at each location (LRAA). The Highest LRAA Result reflects the highest average at any location and the Range Detected reflects all samples from this year used to calculate the running annual average. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems and may have an increased risk of getting cancer.

## DISINFECTANTS - Collected in the Distribution System and at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Chlorine (ppm) (Distribution System)	2021	Yes	MRDLG = 4	4	1.57 <sup>1</sup>	0.81 to 2.08	Water additive used to control microbes.
Chlorine (ppm) (Entry Point)	2021	Yes	MRDLG=4	4	1.60 <sup>2</sup>	1.60 to 2.37	Water additive used to control microbes.

1-Data represents the highest quarterly running annual average of chlorine residuals measured in distribution system of compliance samples. 2

2-Data represents the lowest residual entering the distribution system from our surface water treatment plant.

### TREATMENT BYPRODUCTS PRECURSOR REMOVAL - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Range of Removal Required	Range of Removal Achieved	Number of Quarters out of Compliance	Typical Source
Total Organic Carbon ( ppm)	2021	Yes	NA	TT $\geq$ 25% removal	17.1% to 28.0%	0	Naturally present in the environment.

The treatment technique requirement for Total Organic Carbon was met 100% of the time in 2021. Alternative Compliance criteria value was used in place of calculated value in some quarters since source or treated water TOC was less than 2.0 mg/L.

### TURBIDITY - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Amount Detected	Range Detected	Typical Source
Turbidity <sup>1</sup> (NTU)	2021	Yes	0	TT:Single result>1 NTU	0.21	0.03 to 0.21	Soil runoff.
	2021	Yes	NA	TT: At least 95% of samples <0.15 NTU	99.5%	99.5%-100%	Soil runoff.

<sup>1</sup>Turbidity is a measure of the cloudiness of the water. Turbidity is monitored because it is a good indicator of the effectiveness of the filtration system. During 2021, 99.5% of all samples taken to measure turbidity met water quality standard of less than 0.15 NTU. Turbidity in excess of 5 NTUs is just noticeable to the average person.

### REGULATED SUBSTANCES - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Average Compliance Result	Range Detected	Typical Source
Fluoride (ppm)	2021	Yes	4	4	0.73	0.61 to 0.80	Erosion of natural deposits
Nitrate (ppm)	2021	Yes	10	10	0.72	0.56 to 0.72	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.

**OTHER SUBSTANCES OF INTEREST - Collected at the Treatment Plant**

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Limit	Average Compliance Result	Range Detected	Comments
Iron <sup>1</sup> (ppm)	2021	NA	NA	NA	<0.10	<0.10	Secondary standard limit = 0.3 mg/L
Manganese <sup>1</sup> (ppm)	2021	NA	NA	NA	<0.010	<0.010	Secondary standard limit = 0.05 mg/L
Sodium <sup>2</sup> (ppm)	2021	NA	NA	NA	4.5	3.6 to 5.4	Erosion of natural deposits; used in water treatment.
Alkalinity (ppm)	2021	NA	NA	NA	82	23 to 113	
Hardness (ppm)	2021	NA	NA	NA	97	28 to 140	Naturally occurring
Hardness (grains/gal)	2021	NA	NA	NA	5.7	1.6 to 8.2	Naturally occurring
pH <sup>1</sup>	2021	NA	NA	NA	7.4	6.4 to 8.0	
Temp (Celsius) <sup>3</sup>	2021	NA	NA	NA	17.4	8.0 to 26.0	
Zinc (ppm)	2021	NA	NA	NA	<0.05	<0.05	

1-Substances with Secondary MCLs do not have MCLGs and are not legally enforceable; these limits are primarily established to address aesthetic concerns.

2-For healthy individuals, the sodium intake from water is not important because a much greater intake of sodium takes place from salt in the diet. However, sodium levels above the recommended upper limit may be of concern to individuals on a sodium restricted diet.

3-Temp. is the temperature of the source water.

**PER- AND POLYFLUOROALKYL SUBSTANCES**

**UNREGULATED PERFLUORINATED COMPOUNDS**

Parameter	Units	Year	Average Result	Range Detected	Typical Source
Perfluorooctanoic Acid (PFOA)	ppt	2021	ND	ND	Manufactured chemical(s); used in household goods for stain, grease, heat and water resistance
Perfluorooctanesulfonic Acid (PFOS)	ppt	2021	ND	ND	

Unregulated perfluorinated compounds (a class of synthetic chemicals) voluntary sampling was conducted to better understand certain occurrences of PFAS levels in drinking water sources. The non-enforceable Health Advisory Level set by USEPA is 70 nanograms per liter or parts per trillion for a combination of two PFAS compounds, PFOA and PFOS.



## About Us

With a history dating back to 1886, **American Water Works Company, Inc.** (NYSE: AWK) is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 7,000 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to 15 million people in 46 states. American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing.

**Tennessee American Water**, a subsidiary of American Water, is the largest investor-owned water utility in the state, providing high-quality and reliable water service to approximately 380,000 residents in Tennessee and northern Georgia. For more information, visit [tennesseeamwater.com](http://tennesseeamwater.com) and follow us on Twitter, Facebook, Instagram and YouTube.



## TENNESSEE AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**  
14 communities in three TN counties (Hamilton, Marion & Sequatchie), two GA counties (Walker & Catoosa) and including Sale for Resale Customers (Signal Mountain, TN; Ft. Oglethorpe, GA; Catoosa Utility District Authority, GA)
- **PEOPLE SERVED**  
Approximately 380,000 residents in Tennessee and northern Georgia (88% residential, 11% commercial/Industrial, 1% public entities such as schools, hospitals, government facilities)
- **EMPLOYEES**  
110
- **TREATMENT FACILITIES**  
Two surface water treatment plants and one groundwater source
- **MILES OF PIPELINE & OTHER DISTRIBUTION FACILITIES**
  - Miles of pipe: 1,443 miles
  - Hydrants: 5,723
  - Valves: 19,609
- **Storage and transmission**
  - Boosters: 33
  - Tanks: 38

# How to Contact Us

If you have any questions about this report, your drinking water, or service, please contact Tennessee American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-866-736-6420.



## WATER INFORMATION SOURCES

Tennessee American Water  
[www.tennesseeamwater.com](http://www.tennesseeamwater.com)

Tennessee Department of Environment and Conservation(TDEC):  
[www.tn.gov/environment](http://www.tn.gov/environment)

United States Environmental Protection Agency (USEPA):  
[www.epa.gov/safewater](http://www.epa.gov/safewater)

Safe Drinking Water Hotline: (800) 426-4791

Centers for Disease Control and Prevention: [www.cdc.gov](http://www.cdc.gov)

American Water Works Association: [www.awwa.org](http://www.awwa.org)

Water Quality Association: [www.wqa.org](http://www.wqa.org)

National Library of Medicine/National Institute of Health:  
[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

**This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.**

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-866-736-6420** र हमें काल करें।

**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-866-736-6420.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.



2022 Annual  
**WATER QUALITY  
REPORT**

**Sequatchie Valley Water Treatment Plant**  
PWS ID: 0000749

**QUALITY. ONE MORE WAY  
WE KEEP LIFE FLOWING.**



**TENNESSEE  
AMERICAN WATER**

**WE KEEP LIFE FLOWING®**

# What is a Consumer Confidence Report (CCR)

Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

We are committed to delivering high quality drinking water service. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

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Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.

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## A message from **Tennessee American Water's President**



**Grant A. Evitts**

President, Tennessee  
American Water

Dear Tennessee American Water Customer,

Having access to safe, reliable water service is something that can be easily taken for granted. At Tennessee American Water, it's our top priority.

I am pleased to share with you our 2022 Consumer Confidence Report, which is a testament to the hard work and dedication of our employees.

As you read through this annual water quality information, you will see that we continue to supply high quality drinking water service to keep your life flowing. We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. In fact, we test for about 100 regulated contaminants as required by state and federal drinking water standards.

**QUALITY:** We take water quality so seriously that our water treatment plant has been nationally recognized for over 22 years with Directors Awards from the U.S. Environmental Protection Agency's (EPA) Partnership for Safe Water program for surpassing federal and state drinking water standards. We remain committed to protecting our sources of drinking water. We utilize advanced technology and detection methods that are paving the way for source water protection across the country.

**SERVICE:** In 2022, we invested over \$27 million to upgrade our water treatment and pipeline systems in the communities we serve. These investments allow us to improve water quality, water pressure, fireflow capacity and service reliability for our customers.

**VALUE:** While costs to provide water service continue to increase across the country, our investments help us provide high quality water service that remains an exceptional value for such an essential service. We hope our commitment to you and our passion for water shines through in this report detailing the source and quality of your drinking water in 2022. We will continue to work to keep your life flowing – today, tomorrow and for future generations.

Proud to be your local water service provider,

A handwritten signature in blue ink that reads "Grant A. Evitts". The signature is fluid and cursive.

Grant A. Evitts  
Tennessee American Water

**This report contains important information about your drinking water. Translate it or speak with someone who understands it at (866) 736-6420, Monday-Friday, 7 a.m. to 7 p.m.**



### **ATTENTION: Landlords and Apartment Owners**

**Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.**



Mark of  
Excellence



### EVERY STEP OF THE WAY.

We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. **In fact, American Water performs over one million tests annually for about 100 regulated contaminants, nationwide.**



### EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. We are recognized as an industry leader in water quality and work cooperatively with the EPA so that drinking water standards and new regulations produce benefits for customers and public water suppliers. American Water has earned awards from the EPA's Partnership for Safe Water as well as awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.



### WATER QUALITY. DOWN TO A SCIENCE.

We also have access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. Here, American Water scientists refine testing procedures, innovate new methods, and look for ways to detect potentially new contaminants—even before regulations are in place.



### MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as Tennessee American Water is investing in research and testing, we also understand the importance of investing in the infrastructure that provides high-quality water service to you. Last year alone, **we invested over \$27 million to improve our water treatment and pipeline systems.**

# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

Tennessee American Water-Sequatchie Valley draws surface water from the Sequatchie River in Whitwell, TN. Our goal is to protect our water from contamination, and we are working with the state to determine the vulnerability of our water source to potential contamination. Learn more about local waterways at <https://mywaterway.epa.gov/>. The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the untreated water sources serving this water system. The SWAP Report assesses the susceptibility of untreated water sources to potential contamination.

To ensure safe drinking water, all public water systems treat and routinely test their water. Water sources have been rated as reasonably susceptible (high), moderately susceptible (moderate) or slightly susceptible (low) based on geologic factors and human activities in the vicinity of the water source. Tennessee American Water source is rated as reasonably susceptible to potential contamination.

An explanation of Tennessee's SWAP, the Source Water Assessment summaries, susceptibility scorings and the overall TDEC report to EPA can be viewed online at: <https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html> or contact TDEC EAC at 1-888-891-8332 (1-888-891-TDEC) to obtain copies of specific assessments.

Tennessee American Water can also be contacted at 1-866-736-6420 to obtain a copy of the source water assessment specifically for our company.



## QUICK FACTS ABOUT THE SEQUATCHIE VALLEY SYSTEM

### Communities served:

Whitwell, Powells Crossroads  
& Portions of Sequatchie  
County

### Water source:

Sequatchie River

Average amount of  
water supplied to customers  
on a daily basis: 800,000  
gallons per day

### Disinfection treatment:

surface water supplies are  
disinfected with chlorine to  
maintain water quality in the  
distribution system.



## What are the Sources of Contaminants?

To provide tap water that is safe to drink, EPA and the Tennessee Department of Environment and Conservation prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. 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 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 (800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, aquifers and/or groundwater. 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.

### SPECIAL HEALTH INFORMATION

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/Centers for Disease Control and Prevention (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 (800-426-4791).

### CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

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



# Protecting Your Drinking Water Supply

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect our shared water resources. This includes utilities, businesses, residents, government agencies and organizations. Everyone who lives, works, and plays in the area has a role and stake in clean water supplies.

## WHAT CAN YOU DO?

Quality drinking water starts upstream. Everyone can help maintain and improve drinking water supplies through the following actions:

- Properly dispose of pharmaceuticals, household chemicals, oils and paints. Materials can impact water ways if poured down the drain, flushed down the toilet, or dumped on the ground.
- Check for leaks from automobiles and heating fuel tanks. Clean up any spills using an absorbent material like cat litter. Sweep up the material and put it in a sealed bag. Check with the local refuse facility for proper disposal.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.

**Report any spills, illegal dumping or suspicious activity to the Tennessee Department of Environment & Conservation:** 1-888-891-8332 or [Ask.TDEC@tn.gov](mailto:Ask.TDEC@tn.gov)

## FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at [tennesseeamwater.com](http://tennesseeamwater.com) or contact the regional Source Water Protection Lead, Thalika Hollingsworth at 423-771-4751.

## WHAT ARE WE DOING?

Our priority is to provide reliable, quality drinking water service for customers. The source of supply is an important part of that mission. We work to understand and reduce potential risks to your drinking water supply. In addition to the Source Water Protection Plan we have developed under the Tennessee Source Water Assessment Program (SWAP), we work with organizations to support their work in protecting our water sources. We believe that everyone plays a role and by partnering with environmental organizations, we help spread awareness of ways individuals can make a positive impact. Examples of the types of activities we support include river, stream and creek clean ups, “skip the straw” awareness to reduce microplastics, bank stabilization and prevention of run-off, and benefits of gardening with native plants.

**Here are a few of the efforts underway to protect our shared water resources:**



**Community Involvement:** We have a proactive public outreach program to help spread the word and get people involved. This includes school education, contests, and other community activities.



**Environmental Grant Program:** Each year, we fund projects that improve water resources in our local communities.



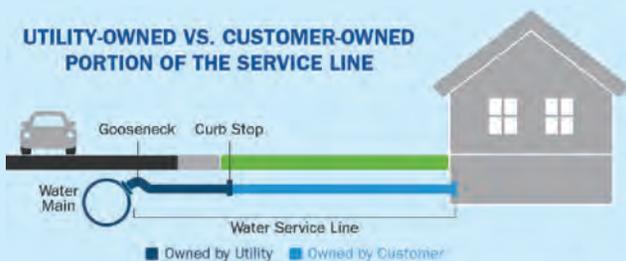
**Pharmaceutical Collection:** We partner with local law enforcement & drug abuse prevention organizations to sponsor Drug Take Back events in our community. These events as well as local permanent lock boxes offer residents a way to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies. Learn more [here](#).



# About Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. American 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 or at <http://www.epa.gov/safewater/lead>.

## UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



Please note: This diagram is a generic representation. Variations may apply.

## The most common source of lead in tap water is from the customer's plumbing and their service line.

The utility-owned water mains are not made of lead; however, the water service line that carries the water from the water main in the street to your home could be. Homeowners' service lines may be made of lead, copper, galvanized steel or plastic. You can assess your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve.

### MINIMIZING YOUR POTENTIAL EXPOSURE

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

### CHECK YOUR PLUMBING AND SERVICE LINE

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at 423-771-4749.



**1. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than six hours, flush the tap with cold water for 30 seconds to two minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.



**2. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.



**3. Routinely remove and clean all faucet aerators.**



**4. Look for the "Lead Free" label** when replacing or installing plumbing fixtures.



**5. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.



**6. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.

# Determining Your Service Line Material

Homeowners' service lines are most commonly made of lead, copper, galvanized steel or plastic. Homes built before 1930 are more likely to have lead plumbing systems.

## There are different ways that you can determine if you have a lead service line.

- You can access your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve and identify the pipe material using the chart on the right.
- A licensed and insured plumber can inspect your pipes and plumbing.
- Lead test kits can be purchased at local hardware and home improvement stores. These kits are used to test paint, but can also be used to test pipe – not the water inside. Look for an EPA recognized kit. Wash your hands after inspecting plumbing and pipes.

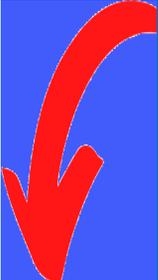
## TYPES OF PIPE

	<ul style="list-style-type: none"> <li>Galvanized: A dull, silver-gray color. Use a magnet - strong magnets will typically cling to galvanized pipes.</li> </ul>
	<ul style="list-style-type: none"> <li>Copper: The color of a copper penny.</li> </ul>
	<ul style="list-style-type: none"> <li>Plastic: Usually white, rigid pipe that is jointed to water supply piping with a clamp. Note: It can be other colors, including blue and black.</li> </ul>
	<ul style="list-style-type: none"> <li>Lead: A dull, silver-gray color that is easily scratched with a coin. Use a magnet - strong magnets will <u>not</u> cling to lead pipes.</li> </ul>

## YOUR SERVICE LINE MATERIAL

Please note if your service lines contain lead, it does not mean you cannot use water as you normally do. Tennessee American Water continues to meet all state and federal water quality regulations stipulated in the Lead and Copper Rule (<https://www.epa.gov/dwreginfo/lead-and-copper-rule>). We also have a corrosion control program that mitigates interactions between pipe material and distributed water. Our most recent lead and copper program was completed in 2021. All homes with service lines containing lead from our state-approved sampling sites did not exceed the action level for lead. If you're wanting to have your water tested, here's a list of state-approved laboratories for drinking water analyses: [https://www.tn.gov/content/dam/tn/environment/water/drinking-water-unit/wr\\_wq\\_dw\\_approved-commercial-labs.pdf](https://www.tn.gov/content/dam/tn/environment/water/drinking-water-unit/wr_wq_dw_approved-commercial-labs.pdf)

Plastic	Galvanized	Copper	Lead
			
<p><b>Color:</b> May be white, black, blue or grey. May have identification on sidewall indicating type of plastic</p> <p><b>Scratch test:</b> Not needed</p> <p><b>Magnet:</b> Will <b>NOT</b> stick</p> <p><b>Coin tap:</b> Non-tinny, sharp noise</p>	<p><b>Color:</b> Dull gray</p> <p><b>Scratch test:</b> Dull silver</p> <p><b>Magnet:</b> WILL stick</p> <p><b>Coin tap:</b> Tinny noise</p> <p><b>Note:</b> Galvanized, will have threaded joints</p>	<p><b>Color:</b> Copper/bronze</p> <p><b>Scratch test:</b> Shiny copper</p> <p><b>Magnet:</b> Will <b>NOT</b> stick</p> <p><b>Coin tap:</b> Tinny noise</p>	<p><b>Color:</b> Dull gray</p> <p><b>Scratch test:</b> Bright silvery, easily scratched</p> <p><b>Magnet:</b> Will <b>NOT</b> stick</p> <p><b>Coin tap:</b> Dull noise</p> <p><b>Note:</b> Look for a lead bulb; Not always rigid, look for a bend</p>

 We Need Your Help!

If you know what type your service line material is coming into your house from the street, please email [tawleadinquiries@amwater.com](mailto:tawleadinquiries@amwater.com) and also include a picture for validation.

# Important Information About **Drinking Water**



## **PFAS**

Per- and polyfluoroalkyl substances (PFAS) are manufactured chemicals used in many household products including nonstick cookware (e.g., Teflon™), stain repellants (e.g., Scotchgard™), and waterproofing (e.g., GORE-TEX™). They are also used in industrial applications such as in firefighting foams and electronics production. There are thousands of PFAS chemicals, and they persist in the environment. Two well-known PFAS chemicals are perfluorooctanoic acid (PFOA) and perfluorooctane sulfonic acid (PFOS). These were phased out of production in the United States and replaced by hexafluoropropylene oxide-dimer acid (commonly known as GenX), perfluorobutane sulfonic acid (PFBS) and others.

Tennessee American Water has performed voluntary sampling to better understand occurrence of certain PFAS in drinking water sources. This sampling allows us to understand how our water compares against the non-enforceable Health Advisory Level set by U.S. EPA. Sampling also allows Tennessee American Water to be better prepared as U.S. EPA and Tennessee Department of Environment and Conservation are currently developing drinking water standards for PFOA and PFOS. Additionally, in 2025, Tennessee American Water - Sequatchie Valley will be checking our drinking water for 29 PFAS chemicals through our participation in the U.S. EPA Unregulated Contaminant Monitoring Rule program, or UCMR. Through the UCMR program, water systems collect data on a group of contaminants that are currently not regulated in drinking water at the federal level. U.S. EPA uses this information when deciding if it needs to create new drinking water limits.

The science and regulation of PFAS and other contaminants is always evolving, and Tennessee American Water strives to be a leader in research and development. PFAS contamination is one of the most rapidly changing areas in the drinking water field. We have invested in our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critically important to addressing this issue.



American Water has a history of leading research to understand contaminants that can make their way through the environment. Our dedicated scientists work with leaders in the water community to develop methods to detect, sample, measure and address these contaminants. Because investment in research is critical to address PFAS, American Water actively assesses treatment technologies that can effectively remove PFAS from drinking water.

**Lauren A. Welnrich, Ph.D.**  
Principal Scientist

# Important Information About **Drinking Water**

## **FLUORIDE**

Fluoride is a naturally occurring substance. It can be present in drinking water from two sources:

1. **By nature** when groundwater comes into contact with fluoride-containing minerals naturally present in the earth; or
2. **By a water purveyor** through addition of fluoride to the water they are providing in the distribution system.

The Sequatchie Valley System has naturally-occurring fluoride in the source water. The fluoride levels at Sequatchie Valley treatment plant was adjusted to achieve an optimal fluoride level of 0.7 parts per million (ppm) and a control range of 0.6 ppm to 0.9 ppm to comply with the state's Water Fluoridation Standards. The naturally-occurring fluoride levels in the Sequatchie Valley source water is close to optimal levels (approximately 0.1 ppm) and with Sequatchie Valley's fluoride addition, the fluoride levels in the entire system are consistent year-round.

If you have any questions on fluoride, please call Tennessee American Water's Customer Service Center at (866) 736-6420.

## **Nitrate**

Nitrate in drinking water at levels above 10 ppm is a health risk for infants of less than six months of age. High nitrate levels in drinking water can cause blue baby syndrome. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant, you should ask advice from your health care provider.

## **CRYPTOSPORIDIUM**

Cryptosporidium is a microbial pathogen found in surface water throughout the U.S. Although filtration removes Cryptosporidium, the most commonly-used filtration methods cannot guarantee 100 percent removal. Our monitoring indicates the presence of these organisms in our source water and/or finished water. Current test methods do not allow us to determine if the organisms are dead or if they are capable of causing disease. Ingestion of Cryptosporidium may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However, immuno-compromised people, infants and small children, and the elderly 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. Cryptosporidium must be ingested to cause disease, and it may be spread through means other than drinking water. For more information on Cryptosporidium, contact the Safe Drinking Water Hotline (800-426-4791).





# Water Quality Results

## WATER QUALITY STATEMENT

We are pleased to report that during calendar year 2022, the results of testing of your drinking water complied with all state and federal drinking water requirements.

For your information, we have compiled a list in the table below showing the testing of your drinking water during 2022. The Tennessee Department of Environment and Conservation (TDEC) allows us to monitor for some contaminants less than once per year because the concentration of the contaminants does not change frequently. Some of our data, though representative, are more than one year old.

## EVER WONDER WHY OR WHAT ABOUT DRINKING WATER?

Below are links to YouTube videos and the topics they address. The videos are short - around 1 minute long with subtitles. Click on the links to learn more!

Taste and Smell of Water Explained:	<a href="https://youtu.be/a4uaaxTOWoE">https://youtu.be/a4uaaxTOWoE</a>
Sulfur Smell Explained:	<a href="https://youtu.be/DXOEYWnB_ek">https://youtu.be/DXOEYWnB_ek</a>
Chlorine in Drinking Water:	<a href="https://youtu.be/QUaldDT7nEg">https://youtu.be/QUaldDT7nEg</a>
Cloudy Water Explained:	<a href="https://youtu.be/uYkCcW9RE4c">https://youtu.be/uYkCcW9RE4c</a>
Residue from Water Explained:	<a href="https://youtu.be/x7_pwehvgmA">https://youtu.be/x7_pwehvgmA</a>
Toilet Leaks:	<a href="https://youtu.be/OzlrOfYgzY">https://youtu.be/OzlrOfYgzY</a>
Lead in Drinking Water:	<a href="https://youtu.be/xNihqfuyhaA">https://youtu.be/xNihqfuyhaA</a>
Fluoride in Drinking Water:	<a href="https://youtu.be/g-03JCe9AjY">https://youtu.be/g-03JCe9AjY</a>
Discolored Water Explained:	<a href="https://youtu.be/W21NUWP9oa8">https://youtu.be/W21NUWP9oa8</a>
What are PFAS?:	<a href="https://youtu.be/vWoOtHOVb_c">https://youtu.be/vWoOtHOVb_c</a>

## CONTACT INFORMATION

This CCR was prepared by TNAW Water Quality Team. If you have questions about this report, you want additional information about your drinking water, or want to know how to participate in local activities that may help protect the quality of your drinking water, please contact: Lori Stenzel, Manager, Water Quality & Environmental Compliance, email: [lori.stenzel@amwater.com](mailto:lori.stenzel@amwater.com) or phone: (423)771-4705.

# Definition of Terms

These are terms that may appear in your report.

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

**Level 1 Assessment:** A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

**Level 2 Assessment:** A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

**LRAA:** Locational Running Annual Average

**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. See also Secondary Maximum Contaminant Level (SMCL).

**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 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.

**MFL:** Million fibers per liter.

**micromhos per centimeter ( $\mu\text{mhos/cm}$ ):** A measure of electrical conductance.

**NA:** Not applicable

**ND:** Not detected

**Nephelometric Turbidity Units (NTU):** Measurement of the clarity, or turbidity, of the water.

**pH:** A measurement of acidity, 7.0 being neutral.

**picocuries per liter (pCi/L):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

**parts per billion (ppb):** One part substance per billion parts water, or micrograms per liter.

**parts per million (ppm):** One part substance per million parts water, or milligrams per liter.

**parts per trillion (ppt):** One part substance per trillion parts water, or nanograms per liter.

**Secondary Maximum Contaminant Level (SMCL):** Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**TON:** Threshold Odor Number

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

**%:** Percent

## MEASUREMENTS

### Parts Per Million



in a 10 gallon fish tank

### Parts Per Billion



in a 10,000 gallon swimming pool

### Parts Per Trillion



in 35 junior size Olympic pools

# Water Quality Results

Tennessee American Water conducts extensive monitoring to determine if your water meets all water quality standards. The detections of our monitoring are reported in the following tables. While most monitoring was conducted in 2022, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see the “Definition of Terms” on the previous page. Some unregulated substances are measured, but maximum contaminant levels have not been established by the government. These contaminants are shown for your information.

**NOTE: Regulated contaminants not listed in this table were not found in the treated water supply.**

## LEAD AND COPPER MONITORING PROGRAM - At least 20 tap water samples collected at customers’ taps every 3 years

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90 <sup>th</sup> Percentile	No. of Homes Sampled	Range	Homes Above Action Level	Typical Source
Lead (ppb)	2021	Yes	0	15	1	20	<1 - 9	0	Corrosion of household plumbing systems.
Copper (ppm)	2021	Yes	1.3	1.3	<0.025	20	<0.025 - 0.113	0	Corrosion of household plumbing systems.

## DISINFECTION BYPRODUCTS - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Level Detected (Max LRAA)	Range Detected	Typical Source
Total Trihalomethanes (TTHMs) (ppb)	2022	Yes	NA	80	60.3	23.5 - 124.7	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2022	Yes	NA	60	50.7	19.4 - 95.8	By-product of drinking water disinfection.

NOTE: Compliance is based on the running annual average at each location (LRAA). The Highest LRAA Result reflects the highest average at any location and the Range Detected reflects all samples from this year used to calculate the running annual average. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems and may have an increased risk of getting cancer.

## DISINFECTANTS - Collected in the Distribution System and at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Compliance Result	Range Detected	Typical Source
Chlorine (ppm) (Distribution System)	2022	Yes	MRDLG = 4	4	1.66 <sup>1</sup>	1.02 - 2.49	Water additive used to control microbes.
Chlorine (ppm) (Entry Point)	2022	Yes	MRDLG=4	4	1.63 <sup>2</sup>	1.63 - 2.42	Water additive used to control microbes.

1-Data represents the highest quarterly running annual average of chlorine residuals measured in distribution system of compliance samples.

2-Data represents the lowest residual entering the distribution system from our surface water treatment plant.

### TREATMENT BYPRODUCTS PRECURSOR REMOVAL - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Range of Removal Required	Range of Removal Achieved	Number of Quarters out of Compliance	Typical Source
Total Organic Carbon ( ppm)	2022	Yes	NA	TT ≤ 25% removal	15 % to 39 %	0	Naturally present in the environment.

The treatment technique requirement for Total Organic Carbon was met 100% of the time in 2022. Alternative Compliance criteria value was used in place of calculated value in some quarters since source or treated water TOC was less than 2.0 mg/L.

### TURBIDITY - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Amount Detected	Range Detected	Typical Source
Turbidity <sup>1</sup> (NTU)	2022	Yes	0	TT:Single result>1 NTU	0.12	0.02 - 0.12	Soil runoff.
	2022	Yes	NA	TT: At least 95% of samples <0.15 NTU	100%	NA	Soil runoff.

<sup>1</sup>Turbidity is a measure of the cloudiness of the water. Turbidity is monitored because it is a good indicator of the effectiveness of the filtration system. During 2022, 100% of all samples taken to measure turbidity met water quality standard of less than 0.15 NTU. Turbidity in excess of 5 NTUs is just noticeable to the average person.

### REGULATED SUBSTANCES - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Compliance Result	Range Detected	Typical Source
Fluoride <sup>1</sup> (ppm)	2022	Yes	4	4	0.69	0.60 - 0.75	Erosion of natural deposits
Nitrate <sup>2</sup> (ppm)	2022	Yes	10	10	0.64	0.47 - 0.64	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.

1-Fluoride compliance result is the average of quarterly distribution samples.

2-Nitrate compliance result is the highest result achieved in 2022 at the entry point.

### Synthetic Organic Compounds- Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Compliance Result	Range Detected	Typical Source
Atrazine (ppb )	2022	Yes	NA	3	0.2	<0.1 - 0.2	Runoff from herbicide used on row crops

**OTHER SUBSTANCES OF INTEREST - Collected at the Treatment Plant**

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Limit	Average Amount Detected	Range Detected	Comments
Iron <sup>1</sup> (ppm)	2022	NA	NA	NA	<0.10	<0.10	Secondary standard limit = 0.3 mg/L
Manganese <sup>1</sup> (ppm)	2022	NA	NA	NA	<0.010	<0.010	Secondary standard limit = 0.05 mg/L
Sodium <sup>2</sup> (ppm)	2022	NA	NA	NA	5.7	4.2 - 7.2	Erosion of natural deposits; used in water treatment
Chloride <sup>1</sup> (ppm)	2022	NA	NA	NA	10.7	9.8 - 11.6	Secondary standard limit = 250 mg/L
Hardness (ppm)	2022	NA	NA	NA	104	26 - 150	Soft 0 - 60 mg/L Moderately Hard 61 - 120 Hard 121 - 180 Very Hard greater than 180
Hardness (grains/gal)	2022	NA	NA	NA	6.1	1.5 - 8.8	Naturally occurring
pH <sup>1</sup>	2022	NA	NA	NA	7.5	7.0 - 7.7	Secondary standard limit = 6.5 - 8.5
Temp <sup>3</sup> (Celsius)	2022	NA	NA	NA	17.0	8.0 - 26.0	
Total Dissolved Solids <sup>4</sup> (ppm)	2022	NA	NA	NA	143	126 - 160	Secondary standard limit = 500 mg/L
Zinc <sup>4</sup> (ppm)	2022	NA	NA	NA	<0.050	<0.050	Secondary standard limit = 5.0 mg/L

1-Substances with Secondary MCLs do not have MCLGs and are not legally enforceable; these limits are primarily established to address aesthetic concerns.

2-For healthy individuals, the sodium intake from water is not important because a much greater intake of sodium takes place from salt in the diet. However, sodium levels above the recommended upper limit may be of concern to individuals on a sodium restricted diet.

3-Temp. is the temperature of the source water.



Every Drop  
Counts

## Six Simple Steps to Save Water



### Fix any leaking faucets.

One drop every 2 seconds from a leaky faucet wastes 2 gallons of water every day. That's water — and money — down the drain.



**Don't let faucets run when brushing, shaving, or washing the dishes.** Just turning off the water while you brush can save 200 gallons a month.



**Run washing machines and dishwashers only when they are full,** or select the properly-sized wash cycle for the current laundry load.



**Install water-saving shower heads and faucet aerators** in the bathroom and kitchen (available at most home improvement stores and some supermarkets).



**Don't wash your car at home.** A car wash uses much less water and often recycles it, too.



**Turn off automatic lawn and garden sprinklers** when it's raining outside and at the end of the growing season.



## About Us

With a history dating back to 1886, **American Water Works Company, Inc.** (NYSE: AWK) is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 7,000 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to 15 million people in 46 states. American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing.

**Tennessee American Water**, a subsidiary of American Water, is the largest investor-owned water utility in the state, providing high-quality and reliable water service to approximately 380,000 residents in Tennessee and northern Georgia. For more information, visit [tennesseeamwater.com](http://tennesseeamwater.com) and follow us on Twitter, Facebook, Instagram and YouTube.



## TENNESSEE AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**  
14 communities in three TN counties (Hamilton, Marion & Sequatchie), two GA counties (Walker & Catoosa) and including Sale for Resale Customers (Signal Mountain, TN; Ft. Oglethorpe, GA; Catoosa Utility District Authority, GA; Walker County Water Authority)
- **PEOPLE SERVED**  
Approximately 380,000 residents in Tennessee and northern Georgia (88% residential, 11% commercial/Industrial, 1% public entities such as schools, hospitals, government facilities)
- **EMPLOYEES**  
110
- **TREATMENT FACILITIES**  
Two surface water treatment plants and one groundwater source
- **MILES OF PIPELINE & OTHER DISTRIBUTION FACILITIES**
  - Miles of pipe: 1,443 miles
  - Hydrants: 5,723
  - Valves: 19,609
- **Storage and transmission**
  - Boosters: 33
  - Tanks: 38

# How to Contact Us

If you have any questions about this report, your drinking water, or service, please contact Tennessee American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-866-736-6420.



## WATER INFORMATION SOURCES

Tennessee American Water  
[www.tennesseeamwater.com](http://www.tennesseeamwater.com)

Tennessee Department of Environment and Conservation(TDEC):  
[www.tn.gov/environment](http://www.tn.gov/environment)

United States Environmental Protection Agency (USEPA):  
[www.epa.gov/safewater](http://www.epa.gov/safewater)

Safe Drinking Water Hotline: (800) 426-4791

Centers for Disease Control and Prevention: [www.cdc.gov](http://www.cdc.gov)

American Water Works Association: [www.awwa.org](http://www.awwa.org)

Water Quality Association: [www.wqa.org](http://www.wqa.org)

National Library of Medicine/National Institute of Health:  
[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

**This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.**

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-866-736-6420** र हमें काल करें।

**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-866-736-6420.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.



2023 Annual  
**WATER QUALITY  
REPORT**

**Sequatchie Valley Water Treatment Plant**  
PWS ID: 0000749

**QUALITY. ONE MORE WAY  
WE KEEP LIFE FLOWING.**



**TENNESSEE  
AMERICAN WATER**

**WE KEEP LIFE FLOWING®**

# What is a Consumer Confidence Report (CCR)

Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

We are committed to delivering high quality drinking water service. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

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## A message from Tennessee American Water's President



**Grant A. Evitts**

President, Tennessee  
American Water

Dear Tennessee American Water Customer,

Having access to safe, reliable water service is something that can be easily taken for granted. At Tennessee American Water, it's our top priority.

I am pleased to share with you our 2023 Consumer Confidence Report, which is a testament to the hard work and dedication of our employees.

As you read through this annual water quality information, you will see that we continue to supply high quality drinking water service to keep your life flowing. We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. In fact, we test for about 100 regulated contaminants as required by state and federal drinking water standards.

**QUALITY:** We take water quality so seriously that our water treatment plant has been nationally recognized for over 23 years with Directors Awards from the U.S. Environmental Protection Agency's (EPA) Partnership for Safe Water program for surpassing federal and state drinking water standards. We remain committed to protecting our sources of drinking water. We utilize advanced technology and detection methods that are paving the way for source water protection across the country.

**SERVICE:** In 2023, we invested over \$35 million to upgrade our water treatment and pipeline systems in the communities we serve. These investments allow us to improve water quality, water pressure, fireflow capacity and service reliability for our customers.

**VALUE:** While costs to provide water service continue to increase across the country, our investments help us provide high quality water service that remains an exceptional value for such an essential service. We hope our commitment to you and our passion for water shines through in this report detailing the source and quality of your drinking water in 2023. We will continue to work to keep your life flowing – today, tomorrow and for future generations.

Proud to be your local water service provider,

A handwritten signature in blue ink that reads "Grant A. Evitts". The signature is written in a cursive, flowing style.

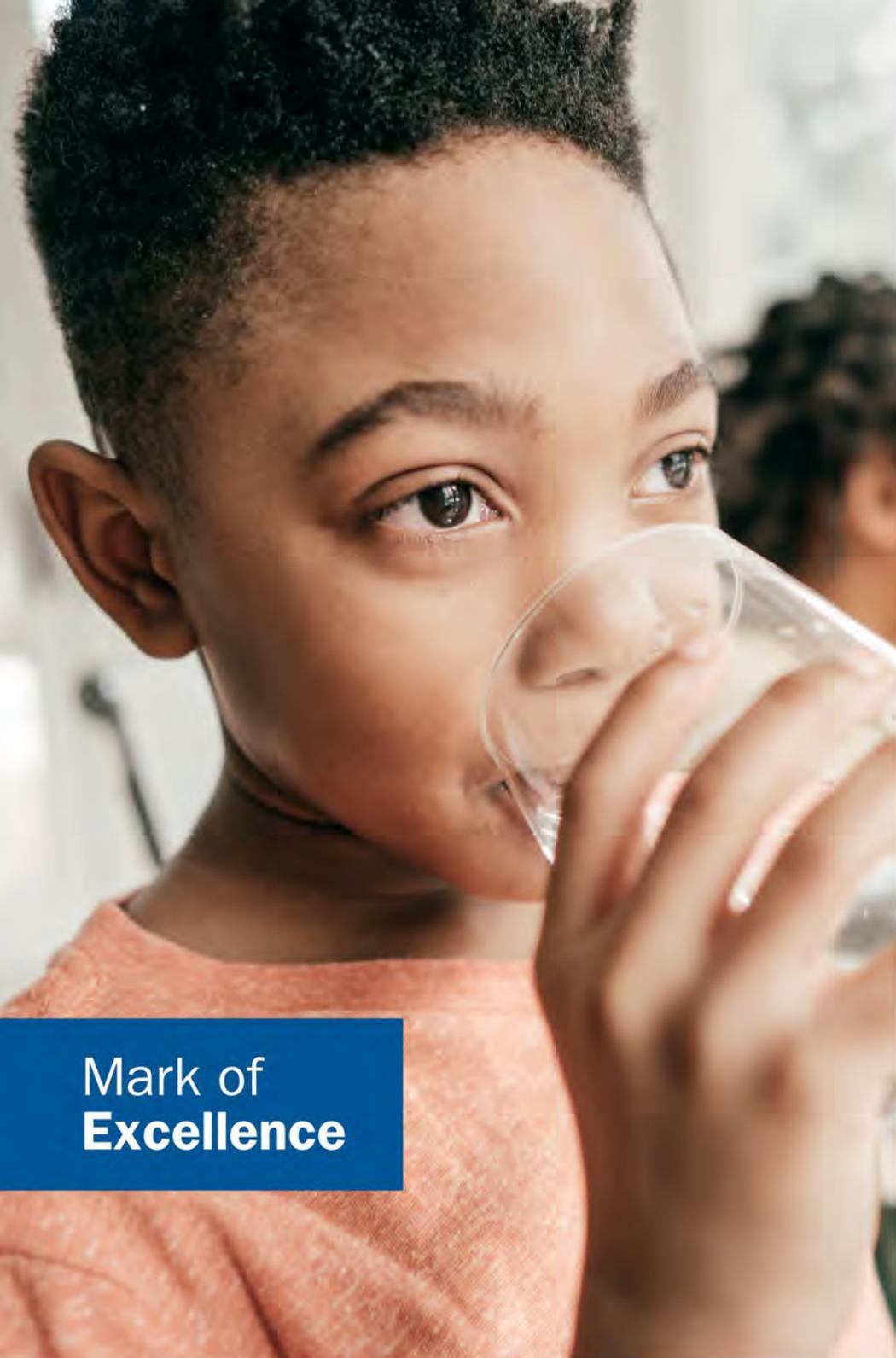
Grant A. Evitts  
Tennessee American Water

**This report contains important information about your drinking water. Translate it or speak with someone who understands it at (866) 736-6420, Monday-Friday, 7 a.m. to 7 p.m.**



### **ATTENTION: Landlords and Apartment Owners**

**Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.**



Mark of  
Excellence



### EVERY STEP OF THE WAY.

We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. **In fact, American Water performs over one million tests annually for about 100 regulated contaminants, nationwide.**



### EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. We are recognized as an industry leader in water quality and work cooperatively with the EPA so that drinking water standards and new regulations produce benefits for customers and public water suppliers. American Water has earned awards from the EPA's Partnership for Safe Water as well as awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.



### WATER QUALITY. DOWN TO A SCIENCE.

We also have access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. Here, American Water scientists refine testing procedures, innovate new methods, and look for ways to detect potentially new contaminants—even before regulations are in place.



### MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as Tennessee American Water is investing in research and testing, we also understand the importance of investing in the infrastructure that provides high-quality water service to you. Last year alone, **we invested over \$35 million to improve our water treatment and pipeline systems.**



# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

Tennessee American Water-Sequatchie Valley draws surface water from the Sequatchie River in Whitwell, TN. Our goal is to protect our water from contamination, and we are working with the state to determine the vulnerability of our water source to potential contamination. Learn more about local waterways at <https://mywaterway.epa.gov/>. The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the untreated water sources serving this water system. The SWAP Report assesses the susceptibility of untreated water sources to potential contamination.

To ensure safe drinking water, all public water systems treat and routinely test their water. Water sources have been rated as reasonably susceptible (high), moderately susceptible (moderate) or slightly susceptible (low) based on geologic factors and human activities in the vicinity of the water source. Tennessee American Water source is rated as reasonably susceptible to potential contamination.

An explanation of Tennessee's SWAP, the Source Water Assessment summaries, susceptibility scorings and the overall TDEC report to EPA can be viewed online at: <https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html> or contact TDEC EAC at 1-888-891-8332 (1-888-891-TDEC) to obtain copies of specific assessments.

Tennessee American Water can also be contacted at 1-866-736-6420 to obtain a copy of the source water assessment specifically for our company.



## QUICK FACTS ABOUT THE SEQUATCHIE VALLEY SYSTEM

### Communities served:

Whitwell, Powells Crossroads  
& Portions of Sequatchie  
County

### Water source:

Sequatchie River

**Average amount of  
water supplied to customers  
on a daily basis: 800,000  
gallons per day**

### Disinfection treatment:

surface water supplies are  
disinfected with chlorine to  
maintain water quality in the  
distribution system.



## What are the Sources of Contaminants?

To provide tap water that is safe to drink, EPA and the Tennessee Department of Environment and Conservation prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. 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 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 (800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, aquifers and/or groundwater. 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.

### SPECIAL HEALTH INFORMATION

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/Centers for Disease Control and Prevention (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 (800-426-4791).

### CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

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



# Protecting Your Drinking Water Supply

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect our shared water resources. This includes utilities, businesses, residents, government agencies and organizations. Everyone who lives, works, and plays in the area has a role and stake in clean water supplies.

## WHAT CAN YOU DO?

Quality drinking water starts upstream. Everyone can help maintain and improve drinking water supplies through the following actions:

- Properly dispose of pharmaceuticals, household chemicals, oils and paints. Materials can impact water ways if poured down the drain, flushed down the toilet, or dumped on the ground.
- Check for leaks from automobiles and heating fuel tanks. Clean up any spills using an absorbent material like cat litter. Sweep up the material and put it in a sealed bag. Check with the local refuse facility for proper disposal.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.

**Report any spills, illegal dumping or suspicious activity to the Tennessee Department of Environment & Conservation:** 1-888-891-8332 or [Ask.TDEC@tn.gov](mailto:Ask.TDEC@tn.gov)

## FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at [tennesseeamwater.com](http://tennesseeamwater.com) or contact the regional Source Water Protection Lead, Thalika Hollingsworth at [thalika.saintil@amwater.com](mailto:thalika.saintil@amwater.com)

## WHAT ARE WE DOING?

Our priority is to provide reliable, quality drinking water service for customers. The source of supply is an important part of that mission. We work to understand and reduce potential risks to your drinking water supply. In addition to the Source Water Protection Plan we have developed under the Tennessee Source Water Assessment Program (SWAP), we work with organizations to support their work in protecting our water sources. We believe that everyone plays a role and by partnering with environmental organizations, we help spread awareness of ways individuals can make a positive impact. Examples of the types of activities we support include river, stream and creek clean ups, “skip the straw” awareness to reduce microplastics, bank stabilization and prevention of run-off, and benefits of gardening with native plants.

**Here are a few of the efforts underway to protect our shared water resources:**



**Community Involvement:** We have a proactive public outreach program to help spread the word and get people involved. This includes school education, contests, and other community activities.



**Environmental Grant Program:** Each year, we fund projects that improve water resources in our local communities.



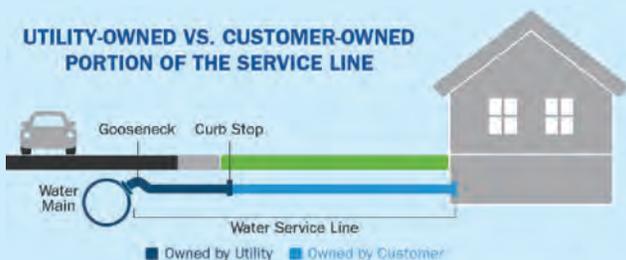
**Pharmaceutical Collection:** We partner with local law enforcement & drug abuse prevention organizations to sponsor Drug Take Back events in our community. These events as well as local permanent lock boxes offer residents a way to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies. Learn more [here](http://tn.gov/opioids/education-and-prevention/prevention/safe-disposal-of-unwanted-medication.html) (tn.gov/opioids/education-and-prevention/prevention/safe-disposal-of-unwanted-medication.html).



# About Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. American 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 or at <http://www.epa.gov/safewater/lead>.

## UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



Please note: This diagram is a generic representation. Variations may apply.

## The most common source of lead in tap water is from the customer's plumbing and their service line.

The utility-owned water mains are not made of lead; however, the water service line that carries the water from the water main in the street to your home could be. Homeowners' service lines may be made of lead, copper, galvanized steel or plastic. You can assess your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve.

### MINIMIZING YOUR POTENTIAL EXPOSURE

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

### CHECK YOUR PLUMBING AND SERVICE LINE

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at [tawleadinquiries@amwater.com](mailto:tawleadinquiries@amwater.com).



**1. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than six hours, flush the tap with cold water for 30 seconds to two minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.



**2. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.



**3. Routinely remove and clean all faucet aerators.**



**4. Look for the "Lead Free" label** when replacing or installing plumbing fixtures.



**5. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.



**6. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.

# Determining Your Service Line Material

Homeowners' service lines are most commonly made of lead, copper, galvanized steel or plastic. Homes built before 1930 are more likely to have lead plumbing systems.

## There are different ways that you can determine if you have a lead service line.

- You can access your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve and identify the pipe material using the chart on the right.
- A licensed and insured plumber can inspect your pipes and plumbing.
- Lead test kits can be purchased at local hardware and home improvement stores. These kits are used to test paint, but can also be used to test pipe – not the water inside. Look for an EPA recognized kit. Wash your hands after inspecting plumbing and pipes.

## TYPES OF PIPE

	<ul style="list-style-type: none"> <li>Galvanized: A dull, silver-gray color. Use a magnet - strong magnets will typically cling to galvanized pipes.</li> </ul>
	<ul style="list-style-type: none"> <li>Copper: The color of a copper penny.</li> </ul>
	<ul style="list-style-type: none"> <li>Plastic: Usually white, rigid pipe that is jointed to water supply piping with a clamp. Note: It can be other colors, including blue and black.</li> </ul>
	<ul style="list-style-type: none"> <li>Lead: A dull, silver-gray color that is easily scratched with a coin. Use a magnet - strong magnets will <u>not</u> cling to lead pipes.</li> </ul>

## YOUR SERVICE LINE MATERIAL

Please note if your service lines contain lead, it does not mean you cannot use water as you normally do. Tennessee American Water continues to meet all state and federal water quality regulations stipulated in the Lead and Copper Rule (<https://www.epa.gov/dwreginfo/lead-and-copper-rule>). We also have a corrosion control program that mitigates interactions between pipe material and distributed water. Our most recent lead and copper program was completed in 2021. All homes with service lines containing lead from our state-approved sampling sites did not exceed the action level for lead. If you're wanting to have your water tested, here's a list of state-approved laboratories for drinking water analyses: [https://www.tn.gov/content/dam/tn/environment/water/drinking-water-unit/wr\\_wq\\_dw\\_approved-commercial-labs.pdf](https://www.tn.gov/content/dam/tn/environment/water/drinking-water-unit/wr_wq_dw_approved-commercial-labs.pdf)

Plastic	Galvanized	Copper	Lead
			
<p><b>Color:</b> May be white, black, blue or grey. May have identification on sidewall indicating type of plastic</p> <p><b>Scratch test:</b> Not needed</p> <p><b>Magnet:</b> Will <b>NOT</b> stick</p> <p><b>Coin tap:</b> Non-tinny, sharp noise</p>	<p><b>Color:</b> Dull gray</p> <p><b>Scratch test:</b> Dull silver</p> <p><b>Magnet:</b> <b>WILL</b> stick</p> <p><b>Coin tap:</b> Tinny noise</p> <p><b>Note:</b> Galvanized, will have threaded joints</p>	<p><b>Color:</b> Copper/bronze</p> <p><b>Scratch test:</b> Shiny copper</p> <p><b>Magnet:</b> Will <b>NOT</b> stick</p> <p><b>Coin tap:</b> Tinny noise</p>	<p><b>Color:</b> Dull gray</p> <p><b>Scratch test:</b> Bright silvery, easily scratched</p> <p><b>Magnet:</b> Will <b>NOT</b> stick</p> <p><b>Coin tap:</b> Dull noise</p> <p><b>Note:</b> Look for a lead bulb; Not always rigid, look for a bend</p>

 We Need Your Help!

If you know what type your service line material is coming into your house from the street, please email [tawleadinquiries@amwater.com](mailto:tawleadinquiries@amwater.com) and also include picture for validation. For more information visit: <https://www.amwater.com/tnaw/Water-Information/Water-Quality/Lead-and-Drinking-Water/>

# Important Information About **Drinking Water**



## PFAS

Per- and polyfluoroalkyl substances (PFAS) are manufactured chemicals used in many household products including nonstick cookware (e.g., Teflon™), stain repellants (e.g., Scotchgard™), and waterproofing (e.g., GORE-TEX™). They are also used in industrial applications such as in firefighting foams and electronics production. There are thousands of PFAS chemicals, and they persist in the environment. Two well-known PFAS chemicals are perfluorooctanoic acid (PFOA) and perfluorooctane sulfonic acid (PFOS). These were phased out of production in the United States and replaced by hexafluoropropylene oxide-dimer acid (commonly known as GenX), perfluorobutane sulfonic acid (PFBS) and others.

Tennessee American Water has performed voluntary sampling to better understand occurrence of certain PFAS in drinking water sources. This sampling allows us to be better prepared as U.S. EPA [g] currently developing drinking water standards for six PFAS chemicals - PFOA (4 ppt), PFOS (4 ppt), and GenX, PFBS, PFNA, and PFHxS as a group using a Hazard Index of 1. For more information on the proposed PFAS drinking water standards, please visit <https://www.epa.gov/pfas>. Additionally, in 2025, Tennessee American Water Sequatchie Valley plant will begin testing our drinking water for 29 PFAS chemicals through our participation in the U.S. EPA Unregulated Contaminant Monitoring Rule program or UCMR. Through the UCMR program, water systems collect data on a group of contaminants that are currently not regulated in drinking water at the federal law. U.S. EPA uses this information when deciding if it needs to create new water limits.

The science and regulation of PFAS and other contaminants is always evolving, and Tennessee American Water strives to be a leader in research and development. PFAS contamination is one of the most rapidly changing areas in the drinking water field. We have invested in our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critically important to addressing this issue.



American Water has a history of leading research to understand contaminants that can make their way through the environment. Our dedicated scientists work with leaders in the water community to develop methods to detect, sample, measure and address these contaminants. Because investment in research is critical to address PFAS, American Water actively assesses treatment technologies that can effectively remove PFAS from drinking water.

**Lauren A. Welnrich, Ph.D.**  
Principal Scientist

# Important Information About **Drinking Water**

## **FLUORIDE**

Fluoride is a naturally occurring substance. It can be present in drinking water from two sources:

1. **By nature** when groundwater comes into contact with fluoride-containing minerals naturally present in the earth; or
2. **By a water purveyor** through addition of fluoride to the water they are providing in the distribution system.

The Sequatchie Valley System has naturally-occurring fluoride in the source water. The fluoride levels at Sequatchie Valley treatment plant was adjusted to achieve an optimal fluoride level of 0.7 parts per million (ppm) and a control range of 0.6 ppm to 0.9 ppm to comply with the state's Water Fluoridation Standards. The naturally-occurring fluoride levels in the Sequatchie Valley source water is close to optimal levels (approximately 0.1 ppm) and with Sequatchie Valley's fluoride addition, the fluoride levels in the entire system are consistent year-round.

If you have any questions on fluoride, please call Tennessee American Water's Customer Service Center at (866) 736-6420.

## **CRYPTOSPORIDIUM**

Cryptosporidium is a microbial pathogen found in surface water throughout the U.S. Although filtration removes Cryptosporidium, the most commonly-used filtration methods cannot guarantee 100 percent removal. Our monitoring indicates the presence of these organisms in our source water and/or finished water. Current test methods do not allow us to determine if the organisms are dead or if they are capable of causing disease. Ingestion of Cryptosporidium may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However, immuno-compromised people, infants and small children, and the elderly 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. Cryptosporidium must be ingested to cause disease, and it may be spread through means other than drinking water. For more information on Cryptosporidium, contact the Safe Drinking Water Hotline (800-426-4791).





# Water Quality Results

## WATER QUALITY STATEMENT

We are pleased to report that during calendar year 2023, the results of testing of your drinking water complied with all state and federal drinking water requirements.

For your information, we have compiled a list in the table below showing the testing of your drinking water during 2023. The Tennessee Department of Environment and Conservation (TDEC) allows us to monitor for some contaminants less than once per year because the concentration of the contaminants does not change frequently. Some of our data, though representative, are more than one year old.

## EVER WONDER WHY OR WHAT ABOUT DRINKING WATER?

Below are links to YouTube videos and the topics they address. The videos are short - around 1 minute long with subtitles. Click on the links to learn more!

Taste and Smell of Water Explained:	<a href="https://youtu.be/a4uaaxTOWoE">https://youtu.be/a4uaaxTOWoE</a>
Sulfur Smell Explained:	<a href="https://youtu.be/DXOEYWnB_ek">https://youtu.be/DXOEYWnB_ek</a>
Chlorine in Drinking Water:	<a href="https://youtu.be/QUaldDT7nEg">https://youtu.be/QUaldDT7nEg</a>
Cloudy Water Explained:	<a href="https://youtu.be/uYkCcW9RE4c">https://youtu.be/uYkCcW9RE4c</a>
Residue from Water Explained:	<a href="https://youtu.be/x7_pwehvgmA">https://youtu.be/x7_pwehvgmA</a>
Toilet Leaks:	<a href="https://youtu.be/OzlrOfYgzY">https://youtu.be/OzlrOfYgzY</a>
Lead in Drinking Water:	<a href="https://youtu.be/xNihqfuyhaA">https://youtu.be/xNihqfuyhaA</a>
Fluoride in Drinking Water:	<a href="https://youtu.be/g-03JCe9AjY">https://youtu.be/g-03JCe9AjY</a>
Discolored Water Explained:	<a href="https://youtu.be/W21NUWP9oa8">https://youtu.be/W21NUWP9oa8</a>
What are PFAS?:	<a href="https://youtu.be/vWoOtHOVb_c">https://youtu.be/vWoOtHOVb_c</a>

## CONTACT INFORMATION

This CCR was prepared by TNAW Water Quality Team. If you have questions about this report, you want additional information about your drinking water, or want to know how to participate in local activities that may help protect the quality of your drinking water, please contact: Lori Stenzel, Manager, Water Quality & Environmental Compliance, email: [lori.stenzel@amwater.com](mailto:lori.stenzel@amwater.com)

# Definition of Terms

These are terms that may appear in your report.

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

**Level 1 Assessment:** A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

**Level 2 Assessment:** A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

**LRAA:** Locational Running Annual Average

**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. See also Secondary Maximum Contaminant Level (SMCL).

**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 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.

**MFL:** Million fibers per liter.

**micromhos per centimeter ( $\mu\text{mhos/cm}$ ):** A measure of electrical conductance.

**NA:** Not applicable

**ND:** Not detected

**Nephelometric Turbidity Units (NTU):** Measurement of the clarity, or turbidity, of the water.

**pH:** A measurement of acidity, 7.0 being neutral.

**picocuries per liter (pCi/L):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

**parts per billion (ppb):** One part substance per billion parts water, or micrograms per liter.

**parts per million (ppm):** One part substance per million parts water, or milligrams per liter.

**parts per trillion (ppt):** One part substance per trillion parts water, or nanograms per liter.

**Secondary Maximum Contaminant Level (SMCL):** Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**TON:** Threshold Odor Number

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

**%:** Percent

## MEASUREMENTS

### Parts Per Million



in a 10 gallon fish tank

### Parts Per Billion



in a 10,000 gallon swimming pool

### Parts Per Trillion



in 35 junior size Olympic pools

# Water Quality Results

Tennessee American Water conducts extensive monitoring to determine if your water meets all water quality standards. The detections of our monitoring are reported in the following tables. While most monitoring was conducted in 2023, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see the “Definition of Terms” on the previous page. Some unregulated substances are measured, but maximum contaminant levels have not been established by the government. These contaminants are shown for your information.

**NOTE: Regulated contaminants not listed in this table were not found in the treated water supply.**

## LEAD AND COPPER MONITORING PROGRAM - At least 20 tap water samples collected at customers' taps every 3 years

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90 <sup>th</sup> Percentile	No. of Homes Sampled	Range	Homes Above Action Level	Typical Source
Lead (ppb)	2021	Yes	0	15	1	20	<1 - 9	0	Corrosion of household plumbing systems.
Copper (ppm)	2021	Yes	1.3	1.3	<0.025	20	<0.025 - 0.113	0	Corrosion of household plumbing systems.

## DISINFECTION BYPRODUCTS - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Level Detected (Max LRAA)	Range Detected	Typical Source
Total Trihalomethanes (TTHMs) (ppb)	2023	Yes	NA	80	59.2	20.5 - 71.5	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2023	Yes	NA	60	50.9	21.2 - 55.0	By-product of drinking water disinfection.

NOTE: Compliance is based on the running annual average at each location (LRAA). The Highest LRAA Result reflects the highest average at any location and the Range Detected reflects all samples from this year used to calculate the running annual average. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems and may have an increased risk of getting cancer.

## DISINFECTANTS - Collected in the Distribution System and at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Compliance Result	Range Detected	Typical Source
Chlorine (ppm) (Distribution System)	2023	Yes	MRDLG = 4	4	1.70 <sup>1</sup>	1.00- 2.24	Water additive used to control microbes.
Chlorine (ppm) (Entry Point)	2023	Yes	MRDLG=4	4	1.29 <sup>2</sup>	1.29 - 2.41	Water additive used to control microbes.

1-Data represents the highest quarterly running annual average of chlorine residuals measured in distribution system of compliance samples.

2-Data represents the lowest residual entering the distribution system from our surface water treatment plant.

### TREATMENT BYPRODUCTS PRECURSOR REMOVAL - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Range of Removal Required	Range of Removal Achieved	Number of Quarters out of Compliance	Typical Source
Total Organic Carbon ( ppm)	2023	Yes	NA	TT ≤ 15%-25% removal	19.7 % to 38.5 %	0	Naturally present in the environment.

The treatment technique requirement for Total Organic Carbon was met 100% of the time in 2023. Alternative Compliance criteria value was used in place of calculated value in some quarters since source or treated water TOC was less than 2.0 mg/L.

### TURBIDITY - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Amount Detected	Range Detected	Typical Source
Turbidity <sup>1</sup> (NTU)	2023	Yes	0	TT:Single result>1 NTU	0.17	0.01 - 0.17	Soil runoff.
	2023	Yes	NA	TT: At least 95% of samples <0.15 NTU	99.4%	NA	Soil runoff.

<sup>1</sup>Turbidity is a measure of the cloudiness of the water. Turbidity is monitored because it is a good indicator of the effectiveness of the filtration system. During 2023, 99.4% of all samples taken to measure turbidity met water quality standard of less than 0.15 NTU. Turbidity in excess of 5 NTUs is just noticeable to the average person.

### REGULATED SUBSTANCES - Collected in the Distribution System and at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Compliance Result	Range Detected	Typical Source
Fluoride <sup>1</sup> (ppm) (Distribution)	2023	Yes	4	4	0.70	0.59 - 0.76	Erosion of natural deposits
Nitrate <sup>2</sup> (ppm) (Entry point)	2023	Yes	10	10	0.67	0.64 - 0.67	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.

1-Fluoride compliance result is the average of quarterly distribution samples.

2-Nitrate compliance result is the highest result achieved in 2023 at the entry point.

**OTHER SUBSTANCES OF INTEREST - Collected at the Treatment Plant**

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Limit	Average Amount Detected	Range Detected	Comments
Iron <sup>1</sup> (ppm)	2023	NA	NA	NA	<0.10	<0.10	Secondary standard limit = 0.3 mg/L
Manganese <sup>1</sup> (ppm)	2023	NA	NA	NA	<0.010	<0.010	Secondary standard limit = 0.05 mg/L
Sodium <sup>2</sup> (ppm)	2023	NA	NA	NA	4.9	4.0 - 5.8	Erosion of natural deposits; used in water treatment
Chloride <sup>1</sup> (ppm)	2023	NA	NA	NA	11.0	8.8 - 13.1	Secondary standard limit = 250 mg/L
Hardness (ppm)	2023	NA	NA	NA	106	44 - 154	Soft 0 - 60 mg/L Moderately Hard 61 - 120 Hard 121 - 180 Very Hard greater than 180
Hardness (grains/gal)	2023	NA	NA	NA	6.2	2.6 - 9.0	Naturally occurring
pH <sup>1</sup>	2023	NA	NA	NA	7.6	7.0 - 7.9	Secondary standard limit = 6.5 - 8.5
Temp <sup>3</sup> (Celsius)	2023	NA	NA	NA	17.6	10.0 - 25.0	
Total Dissolved Solids <sup>1</sup> (ppm)	2023	NA	NA	NA	92	80 - 104	Secondary standard limit = 500 mg/L
Zinc <sup>4</sup> (ppm)	2023	NA	NA	NA	<0.050	<0.050	Secondary standard limit = 5.0 mg/L

1-Substances with Secondary MCLs do not have MCLGs and are not legally enforceable; these limits are primarily established to address aesthetic concerns.

2-For healthy individuals, the sodium intake from water is not important because a much greater intake of sodium takes place from salt in the diet. However, sodium levels above the recommended upper limit may be of concern to individuals on a sodium restricted diet.

3-Temp. is the temperature of the source water.

## PFAS

Tennessee American Water has performed voluntary sampling to better understand the occurrence of certain PFAS in drinking water sources. This sampling allows us to understand how our water compares against the non-enforceable Health Advisory Level set by U.S. EPA. Sampling also allows Tennessee American Water to be better prepared as U.S. EPA and Tennessee Department of Environment and Conservation are currently developing drinking water standards for PFOA and PFOS.

UNREGULATED PFAS CHEMICALS					
Parameter	Year Sampled	Units	Average Detected	Range Detected	Typical Source
Perfluorooctanoic acid (PFOA)	2023	ppt	ND	ND	Manufactured chemical(s); used in household goods for stain, grease, heat and water resistance.
Perfluorooctane sulfonic acid (PFOS)	2023	ppt	ND	ND	
Hexafluoropropylene oxide-dimer acid GenX	2023	ppt	ND	ND	
Perflurorbutane sulfonic acid (PFBS)	2023	ppt	ND	ND	
Perflurorbutanoic acid (PFBA)	2023	ppt	ND	ND	
Perfluorodecanoic acid (PFDA)	2023	ppt	ND	ND	
Perfluoroheptanoic Acid (PFHpA)	2023	ppt	ND	ND	
Perfluorohexanoic Acid (PFHxA)	2023	ppt	ND	ND	
Perfluoropentanoic Acid (PFPeA)	2023	ppt	ND	ND	

PFAS are not regulated in Tennessee. In 2023, U.S. EPA proposed drinking water standards for six PFAS chemicals – PFOA 4 ppt, PFOS 4 ppt, and GenX, PFBS, PFNA, and PFHxS as a group using a Hazard Index of 1. For more information on the proposed PFAS drinking water standards, please visit <https://www.epa.gov/pfas>.

PFAS chemicals are unique, so two PFAS chemicals at the same level typically do not present the same risk. Therefore, you should not compare the results for one PFAS chemical against the results of another.



Every Drop  
Counts

## Six Simple Steps to Save Water



### Fix any leaking faucets.

One drop every 2 seconds from a leaky faucet wastes 2 gallons of water every day. That's water — and money — down the drain.



**Don't let faucets run when brushing, shaving, or washing the dishes.** Just turning off the water while you brush can save 200 gallons a month.



**Run washing machines and dishwashers only when they are full,** or select the properly-sized wash cycle for the current laundry load.



**Install water-saving shower heads and faucet aerators** in the bathroom and kitchen (available at most home improvement stores and some supermarkets).



**Don't wash your car at home.** A car wash uses much less water and often recycles it, too.



**Turn off automatic lawn and garden sprinklers** when it's raining outside and at the end of the growing season.



## About Us

**American Water (NYSE: AWK)** is the largest regulated water and wastewater utility company in the United States. With a history dating back to 1886, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to more than 14 million people with regulated operations in 14 states and on 18 military installations. American Water's 6,500 talented professionals leverage their significant expertise and the company's national size and scale to achieve excellent outcomes for the benefit of customers, employees, investors and other stakeholders.

**Tennessee American Water**, a subsidiary of American Water, is the largest investor-owned water utility in the state, providing high-quality and reliable water services to approximately 420,000 people in Tennessee and north Georgia. For more information, visit [tennesseeamwater.com](http://tennesseeamwater.com) and follow us on X, Facebook, Instagram and YouTube.



## TENNESSEE AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**  
14 communities in three TN counties (Hamilton, Marion & Sequatchie), two GA counties (Walker & Catoosa) and including Sale for Resale Customers (Signal Mountain, TN; Ft. Oglethorpe, GA; Catoosa Utility District Authority, GA; Walker Utility District Authority.
- **PEOPLE SERVED**  
Approximately 420,000 residents in Tennessee and northern Georgia (88% residential, 11% commercial/Industrial, 1% public entities such as schools, hospitals, government facilities)
- **EMPLOYEES**  
110
- **TREATMENT FACILITIES**  
Two surface water treatment plants and one groundwater source
- **MILES OF PIPELINE & OTHER DISTRIBUTION FACILITIES**
  - Miles of pipe: 1,443 miles
  - Hydrants: 5,723
  - Valves: 19,609
- **Storage and transmission**
  - Boosters: 33
  - Tanks: 38

# How to Contact Us

If you have any questions about this report, your drinking water, or service, please contact Tennessee American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-866-736-6420.

## WATER INFORMATION SOURCES

Tennessee American Water  
[www.tennesseeamwater.com](http://www.tennesseeamwater.com)

Tennessee Department of Environment and Conservation(TDEC):  
[www.tn.gov/environment](http://www.tn.gov/environment)

United States Environmental Protection Agency (USEPA):  
[www.epa.gov/safewater](http://www.epa.gov/safewater)

Safe Drinking Water Hotline: (800) 426-4791

Centers for Disease Control and Prevention: [www.cdc.gov](http://www.cdc.gov)

American Water Works Association: [www.awwa.org](http://www.awwa.org)

Water Quality Association: [www.wqa.org](http://www.wqa.org)

National Library of Medicine/National Institute of Health:  
[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

**This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.**

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-866-736-6420** र हमें काल करें।

**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-866-736-6420.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.



2024 Annual  
**WATER QUALITY  
REPORT**

**Sequatchie Valley Water Treatment Plant**  
PWS ID: 0000749

**QUALITY. ONE MORE WAY  
WE KEEP LIFE FLOWING.**



**TENNESSEE  
AMERICAN WATER**

**WE KEEP LIFE FLOWING®**

# What is a Consumer Confidence Report (CCR)

Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

We are committed to delivering high quality drinking water service. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-866-736-6420** र हमें काल करें।

**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

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Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.

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## A message from Tennessee American Water's President

Dear Tennessee American Water Customer,

Having access to safe, reliable water service is something that can be easily taken for granted. At Tennessee American Water, it's our top priority.

I am pleased to share with you our 2024 Consumer Confidence Report, which is a testament to the hard work and dedication of our employees.

As you read through this annual water quality information, you will see that we continue to supply high quality drinking water service to keep your life flowing. We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. In fact, we test for about 100 regulated contaminants as required by state and federal drinking water standards.

**QUALITY:** We take water quality so seriously that our water treatment plant has been nationally recognized for over 24 years with Directors Awards from the U.S. Environmental Protection Agency's (EPA) Partnership for Safe Water program for surpassing federal and state drinking water standards. We remain committed to protecting our sources of drinking water. We utilize advanced technology and detection methods that are paving the way for source water protection across the country.

**SERVICE:** In 2024, we invested over \$37 million to upgrade our water treatment and pipeline systems in the communities we serve. These investments allow us to improve water quality, water pressure, fireflow capacity and service reliability for our customers.

**VALUE:** While costs to provide water service continue to increase across the country, our investments help us provide high quality water service that remains an exceptional value for such an essential service. We hope our commitment to you and our passion for water shines through in this report detailing the source and quality of your drinking water in 2024. We will continue to work to keep your life flowing – today, tomorrow and for future generations.

Proud to be your local water service provider,



Grant A. Evitts  
Tennessee American Water

**This report contains important information about your drinking water. Translate it or speak with someone who understands it at (866) 736-6420, Monday-Friday, 7 a.m. to 7 p.m.**



### **ATTENTION: Landlords and Apartment Owners**

**Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.**



Mark of  
Excellence



### EVERY STEP OF THE WAY.

Our team monitors and tests your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. **In fact, American Water performs over one million tests annually for more than 90 regulated contaminants, nationwide.**



### EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. American Water is recognized as an industry leader in water quality and works cooperatively with the EPA so that drinking water standards and new regulations produce benefits for customers and public water suppliers. American Water has earned awards from the EPA's Partnership for Safe Water as well as awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.



### WATER QUALITY. DOWN TO A SCIENCE.

Our team also has access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. American Water scientists refine testing procedures, innovate new methods, and set new standards for detecting potentially new contaminants—even before regulations are in place.



### MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as Tennessee American Water are investing in research and testing, we also understand the importance of investing in the infrastructure that provides high-quality water service to you. Last year alone, **we invested more than \$37 million to improve our water and wastewater treatment and pipeline systems.**



# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

The Tennessee American Water Sequatchie Valley draws surface water from the Sequatchie River in Whitwell, TN. Our goal is to protect our water from contamination, and we are working with the state to determine the vulnerability of our water source to potential contamination. Learn more about local waterways at <https://mywaterway.epa.gov/>. The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the untreated water sources serving this water system. The SWAP Report assesses the susceptibility of untreated water sources to potential contamination.

To ensure safe drinking water, all public water systems treat and routinely test their water. Water sources have been rated as reasonably susceptible (high), moderately susceptible (moderate) or slightly susceptible (low) based on geologic factors and human activities in the vicinity of the water source. Tennessee American Water source is rated as reasonably susceptible to potential contamination.

An explanation of Tennessee's SWAP, the Source Water Assessment summaries, susceptibility scorings and the overall TDEC report to EPA can be viewed online at: <https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html> or contact TDEC at 1-888-891-8332 (1-888-891-TDEC) to obtain copies of specific assessments.

Tennessee American Water can also be contacted at 1-866-736-6420 to obtain a copy of the source water assessment specifically for our company.



## QUICK FACTS ABOUT THE CHATTANOOGA SYSTEM

### Communities Served:

Whitwell, Powells  
Crossroads & Portions of  
Sequatchie County.

### Water Source:

Sequatchie River

### Average amount of water supplied to customers on a daily basis:

820,000 gallons per day

### Disinfection treatment:

Surface water supplies  
are disinfected with  
chlorine to maintain  
water quality in the  
distribution system.



# What are the Sources of Contaminants?

To provide tap water that is safe to drink, EPA and the Tennessee Department of Environment and Conservation prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. 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 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 (800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, aquifers and/or groundwater. 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.

**SPECIAL HEALTH INFORMATION**

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/Centers for Disease Control and Prevention (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 (800-426-4791).

## CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

<b>Microbial Contaminants</b>	such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
<b>Inorganic Contaminants</b>	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.
<b>Pesticides and Herbicides</b>	which may come from a variety of sources, such as agriculture, urban storm water runoff, and residential uses.
<b>Organic Chemical Contaminants</b>	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.
<b>Radioactive Contaminants</b>	which can be naturally occurring or be the result of oil and gas production and mining activities.



# Protecting Your Drinking Water Supply

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect our shared water resources. This includes utilities, businesses, residents, government agencies and organizations. Everyone who lives, works, and plays in the area has a role and stake in clean water supplies.

## WHAT CAN YOU DO?

Quality drinking water starts upstream. Everyone can help maintain and improve drinking water supplies through the following actions:

- Properly dispose of pharmaceuticals, household chemicals, oils and paints. Materials can impact waterways if poured down the drain, flushed down the toilet, or dumped on the ground.
- Check for leaks from automobiles and heating fuel tanks. Clean up any spills using an absorbent material like cat litter. Sweep up the material and put it in a sealed bag. Check with the local refuse facility for proper disposal.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.

**Report any spills, illegal dumping or suspicious activity to [insert regulatory agency] here:** 1-888-891-8332 or [Ask.TDEC@tn.gov](mailto:Ask.TDEC@tn.gov).

## FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at [tennesseeamwater.com](http://tennesseeamwater.com) or contact the regional Source Water Protection Lead, Thalika Hollingsworth at [thalika.saintil@amwater.com](mailto:thalika.saintil@amwater.com).

## WHAT ARE WE DOING?

Our priority is to provide reliable, quality drinking water service for customers. The source of supply is an important part of that mission. We work to understand and reduce potential risks to your drinking water supply. In addition to the Source Water Protection Plan we have developed under the Tennessee Source Water Assessment Program (SWAP), we work with organizations to support their work in protecting our water sources. We believe that everyone plays a role and by partnering with environmental organizations. We help spread awareness of ways individuals can make a positive impact. Examples of the types of activities we support include river, stream and creek clean ups, bank stabilization and prevention of run-off, and benefits of gardening with native plants.

**Here are a few of the efforts underway to protect our shared water resources:**



**Community Involvement:** We have a proactive public outreach program to help spread the word and get people involved. This includes school education, contests, and other community activities.



**Environmental Grant Program:** Each year, we fund projects that improve water resources in our local communities.



**Pharmaceutical Collection:** We partner with local law enforcement & drug abuse prevention organizations to sponsor Drug Take Back events in our community. These events as well as local permanent lock boxes offer residents a way to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies. Learn more [click here](https://www.tn.gov/environment/sustainability/programs/pharmaceuticals-takeback.html) (<https://www.tn.gov/environment/sustainability/programs/pharmaceuticals-takeback.html>).

# About Lead

Lead can cause serious health effects in people of all ages, especially for pregnant women, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts associated with service lines and home plumbing. Tennessee American Water is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in 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, 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, contact Tennessee American Water at [tawleadinquiries@amwater.com](mailto:tawleadinquiries@amwater.com) or Customer Service at 1-866-736-6420. 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>. Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

## The most common source of lead in tap water is from the customer's plumbing and their service line.

The utility-owned water mains are not made of lead; however, the water service line that carries the water from the water main in the street to your home could be. Homeowners' service lines may be made of lead, copper, galvanized steel or plastic. You can assess your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve.

### REDUCING YOUR POTENTIAL EXPOSURE

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

### CHECK YOUR PLUMBING AND SERVICE LINE

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at 1-866-736-6420 or [tawleadinquiries@amwater.com](mailto:tawleadinquiries@amwater.com).



**1. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than six hours, flush the tap with cold water for 30 seconds to two minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.



**2. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.



**3. Routinely remove and clean all faucet aerators.**



**4. Look for the "Lead Free" label** when replacing or installing plumbing fixtures.



**5. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.



**6. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.

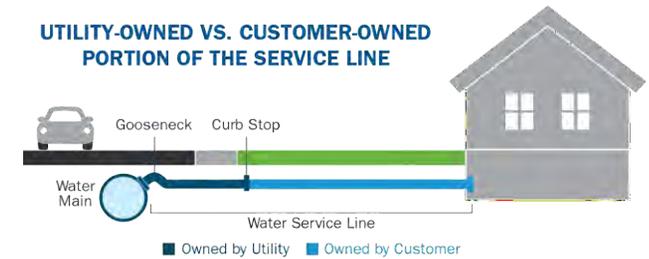
# Determining Your Service Line Material

Homeowners' service lines are most commonly made of lead, copper, galvanized steel or plastic. Homes built before 1930 are more likely to have lead plumbing systems.

## There are different ways that you can determine if you have a lead service line.

- You can access your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve and identify the pipe material using the chart on the right.
- A licensed and insured plumber can inspect your pipes and plumbing.
- Lead test kits can be purchased at local hardware and home improvement stores. These kits are used to test paint, but can also be used to test pipe – not the water inside. Look for an EPA recognized kit. Wash your hands after inspecting plumbing and pipes.

## UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



Please note: This diagram is a generic representation. Variations may apply.

## TYPES OF PIPE

	• Galvanized: A dull, silver-gray color. Use a magnet - strong magnets will typically cling to galvanized pipes.
	• Copper: The color of a copper penny.
	• Plastic: Usually white, rigid pipe that is jointed to water supply piping with a clamp. Note: It can be other colors, including blue and black.
	• Lead: A dull, silver-gray color that is easily scratched with a coin. Use a magnet - strong magnets will <u>not</u> cling to lead pipes.

## YOUR SERVICE LINE MATERIAL

Tennessee American Water, providing safe, reliable water service is our top priority. The Lead and Copper Rule Revisions finalized in 2021 require that all water providers share with customers the material of the utility-owned and customer-owned service lines that provide water to their property.

To support this initiative, Tennessee American Water created an interactive map to help our customers learn or identify their service line material and the next steps they can take to support this initiative. To access the online inventory map, please visit [tennesseeamwater.com/leadfacts](https://tennesseeamwater.com/leadfacts).

Please note: if your service lines contain lead, it does not mean you cannot use water as you normally do. Tennessee American Water tests for lead in drinking water and our water meets state and federal water quality regulations, including those set for lead (<https://www.epa.gov/dwreginfo/lead-and-copper-rule>).

We also have a corrosion control program that mitigates interactions between pipe material and distributed water. Our most recent lead and copper program was completed in 2024. All homes with service lines containing lead from our state-approved sampling sites did not exceed the action level for lead. If you want to have your water tested, below is a link to state-approved laboratories for drinking water analyses: [https://www.tn.gov/content/dam/tn/environment/water/drinking-water-unit/wr\\_wq\\_dw\\_approved-commercial-labs.pdf](https://www.tn.gov/content/dam/tn/environment/water/drinking-water-unit/wr_wq_dw_approved-commercial-labs.pdf)

If you know what type your service line material is coming into your house from the street, please email [tawleadinginquiries@amwater.com](mailto:tawleadinginquiries@amwater.com) and include a picture for validation.

For more information visit: <https://www.amwater.com/tnaw/Water-Information/Water-Quality/Lead-and-Drinking-Water/>

## WE NEED YOU

to check your home's water service line for lead or galvanized steel

LEARN HOW at [tennesseeamwater.com/leadfacts](https://tennesseeamwater.com/leadfacts)



# Important Information About **Drinking Water**

## **CRYPTOSPORIDIUM**

Cryptosporidium is a microbial pathogen found in surface water throughout the U.S. Although filtration removes Cryptosporidium, the most commonly-used filtration methods cannot guarantee 100 percent removal. Ingestion of Cryptosporidium may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However, immunocompromised people, infants and small children, and the elderly are at greater risk of developing life-threatening illness. We encourage immunocompromised individuals to consult their doctor regarding appropriate precautions to take to avoid infection. Cryptosporidium must be ingested to cause disease, and it may be spread through means other than drinking water. For more information on Cryptosporidium, contact the Safe Drinking Water Hotline (800-426-4791).

## **FLUORIDE**

Fluoride is a naturally occurring substance. It can be present in drinking water from two sources:

1. **By nature** when groundwater comes into contact with fluoride-containing minerals naturally present in the earth; or
2. **By a water purveyor** through addition of fluoride to the water they are providing in the distribution system.

The Sequatchie Valley System has naturally-occurring fluoride in the source water. The fluoride levels at Sequatchie Valley treatment plant was adjusted to achieve an optimal fluoride level of 0.7 parts per million (ppm) and a control range of 0.6 ppm to 0.8 ppm to comply with the state's Water Fluoridation

Standards. The naturally-occurring fluoride levels in the Sequatchie Valley source water is close to optimal levels (approximately 0.1 ppm) and with Sequatchie Valley's fluoride addition, the fluoride levels in the entire system are consistent year-round. If you have any questions on fluoride, please call Tennessee American Water's Customer Service Center at (866) 736-6420.

## **UNREGULATED CONTAMINANT MONITORING RULE (UCMR)**

The EPA created the Unregulated Contaminants Monitoring Rule (UCMR) to assist them in determining the occurrence of unregulated contaminants in drinking water and whether new regulations are warranted. The first Unregulated Contaminants Monitoring Rule (UCMR1) testing was completed in 2003 for a list of contaminants specified by the EPA. Unregulated contaminants are those for which the EPA has not established drinking water standards. UCMR2 testing was conducted between November 2008 and August 2009, and UCMR3 assessment monitoring was conducted between January 2013 and December 2016. The fourth list of contaminants to monitor as part of the UCMR was published by the EPA in December 2016. UCMR4 testing began in 2018 and continued into 2020. UCMR5 testing began 2023 and continues into 2025. The results from the UCMR monitoring are reported directly to the EPA. The results of this monitoring are incorporated in the data tables in this report as appropriate. For more information, contact our Customer Service Center at 1-866-736-6420.



# Important Information About **Drinking Water**

## PFAS

Per- and polyfluoroalkyl substances (PFAS) are manufactured chemicals used in many household products including nonstick cookware (e.g., Teflon™), stain repellants (e.g., Scotchgard™), and waterproofing (e.g., GORE-TEX™). They are also used in industrial applications such as in firefighting foams and electronics production. There are thousands of PFAS chemicals, and they persist in the environment. Two well-known PFAS chemicals are perfluorooctanoic acid (PFOA) and perfluorooctane sulfonic acid (PFOS). These were phased out of production in the United States and replaced by hexafluoropropylene oxide-dimer acid (commonly known as GenX), perfluorobutane sulfonic acid (PFBS) and others.

Tennessee American Water has performed voluntary sampling to better understand occurrence of certain PFAS in drinking water sources. This sampling allows us to be better prepared as U.S. EPA has finalized drinking water standards for six PFAS chemicals. For more information on the PFAS drinking water standards, please visit <https://www.epa.gov/sdwa/and-polyfluoroalkyl-substances-pfas>. Additionally, in 2025, Tennessee American Water's Sequatchie Valley's plant will be testing the drinking water for 29 PFAS chemicals through our participation in the U.S. EPA Unregulated Contaminant Monitoring Rule program, or UCMR. Through the UCMR program, water systems collect data on a group of contaminants that are currently not regulated in drinking water at the federal level. U.S. EPA uses this information when deciding if it needs to create new drinking water limits. If you are interested in examining the results, please contact Customer Service at 1-866-736-6420.

The science and regulation of PFAS and other contaminants is always evolving, and Tennessee American Water strives to be a leader in research and development. PFAS contamination is one of the most rapidly changing areas in the drinking water field. We have invested in our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critically important to addressing this issue.



Our scientists and engineers are experts in addressing this important issue and have a long history of researching and addressing contaminants of concern in our water. We continue to focus on water quality and treatment technologies and processes that can effectively remove PFAS from drinking water.

**Lauren Weinrich, Ph.D.**  
Principal Scientist,  
Water Research and Development



# Water Quality Results

## WATER QUALITY STATEMENT

We are pleased to report that during calendar year 2024, the results of testing of your drinking water complied with all state and federal drinking water requirements.

For your information, we have compiled a list in the table below showing the testing of your drinking water during 2024. The Tennessee Department of Environment and Conservation (TDEC) allows us to monitor for some contaminants less than once per year because the concentration of the contaminants does not change frequently. Some of our data, though representative, are more than one year old.

## EVER WONDER WHY OR WHAT ABOUT DRINKING WATER?

Below are links to YouTube videos and the topics they address. The videos are short - around 1 minute long with subtitles. Click on the links to learn more!

**Taste and Smell of Water Explained:**

<https://youtu.be/a4uaaxTOWoE>

**Sulfur Smell Explained:**

[https://youtu.be/DX0EYWnB\\_ek](https://youtu.be/DX0EYWnB_ek)

**Chlorine in Drinking Water:**

<https://youtu.be/QUaldDT7nEg>

**Cloudy Water Explained:**

<https://youtu.be/uYkCcW9RE4c>

**Residue from Water Explained:**

[https://youtu.be/x7\\_pwehvgmA](https://youtu.be/x7_pwehvgmA)

**Toilet Leaks:**

<https://youtu.be/OzlrOfYgzY>

**Lead in Drinking Water:**

<https://youtu.be/xNihqfuyhaA>

**Fluoride in Drinking Water:**

<https://youtu.be/g-03JCe9AjY>

**Discolored Water Explained:**

<https://youtu.be/W21NUWP9oa8>

**What are PFAS?:**

[https://youtu.be/vWo0tHOVb\\_c](https://youtu.be/vWo0tHOVb_c)

## CONTACT INFORMATION

This CCR was prepared by our Water Quality Team. If you have questions about this report, want additional information about your drinking water, or want to know how to participate in local activities that may help protect the quality of your drinking water, please contact: Lori Stenzel, Manager, Water Quality & Environmental Compliance, email: [lori.stenzel@amwater.com](mailto:lori.stenzel@amwater.com)



# Definition of Terms

These are terms that may appear in your report.

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

**Level 1 Assessment:** A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

**Level 2 Assessment:** A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

**LRAA:** Locational Running Annual Average

**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. See also Secondary Maximum Contaminant Level (SMCL).

**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 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.

**MFL:** Million fibers per liter.

**micromhos per centimeter ( $\mu\text{mhos/cm}$ ):** A measure of electrical conductance.

**NA:** Not applicable

**ND:** Not detected

**Nephelometric Turbidity Units (NTU):** Measurement of the clarity, or turbidity, of the water.

**pH:** A measurement of acidity, 7.0 being neutral.

**picocuries per liter (pCi/L):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

**parts per billion (ppb):** One part substance per billion parts water, or micrograms per liter.

**parts per million (ppm):** One part substance per million parts water, or milligrams per liter.

**parts per trillion (ppt):** One part substance per trillion parts water, or nanograms per liter.

**Secondary Maximum Contaminant Level (SMCL):** Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**TON:** Threshold Odor Number

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

**%:** Percent

## MEASUREMENTS

### Parts Per Million



in a 10 gallon fish tank

### Parts Per Billion



in a 10,000 gallon swimming pool

### Parts Per Trillion



in 35 junior size Olympic pools

# Water Quality Results

Tennessee American Water conducts extensive monitoring to determine if your water meets all water quality standards. The detections of our monitoring are reported in the following tables. While most monitoring was conducted in 2024, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see the “Definition of Terms” on the previous page. Some unregulated substances are measured, but maximum contaminant levels have not been established by the government. These contaminants are shown for your information.

**NOTE:** Regulated contaminants not listed in this table were not found in the treated water supply.

## LEAD AND COPPER MONITORING PROGRAM - At least 20 tap water samples collected at customers’ taps every 3 years

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90 <sup>th</sup> Percentile	Range	No. of Premises Sampled	Premises Above Action Level	Typical Source
Lead (ppb)	2024	Yes	0	15	<1	<1 - 1	20	0	Corrosion of household plumbing systems.
Copper (ppm)	2024	Yes	1.3	1.3	<0.025	<0.025 - <0.025	20	0	Corrosion of household plumbing systems.

## DISINFECTION BYPRODUCTS - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest LRAA	Range Detected	Typical Source
Total Trihalomethanes (TTHMs) (ppb)	2024	Yes	NA	80	50	22.2 to 71.6	By-product of drinking water disinfection.
Haloacetic Acids (HAA5s) (ppb)	2024	Yes	NA	60	40.3	24.9 to 56.5	By-product of drinking water disinfection.

NOTE: Compliance is based on the running annual average at each location (LRAA). The Highest LRAA reflects the highest average at any location and the Range Detected reflects all samples used to calculate the running annual averages. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of cancer.

## DISINFECTANTS - Collected in the Distribution System and at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MRDLG	MRDL	MCL	Compliance Result	Range Detected	Typical Source
Distribution System Chlorine Residual (ppm) <sup>1</sup>	2024	Yes	4	4	4	1.74 <sup>1</sup>	0.59 to 2.20	Water additive used to control microbes.
Entry Point Chlorine Residual (ppm) <sup>2</sup>	2024	Yes	4	4	4	1.59 <sup>2</sup>	1.59 to 2.28	Water additive used to control microbes.

<sup>1</sup> Data represents the highest quarterly running annual average of chlorine residuals measured in the distribution system of compliance samples.

<sup>2</sup> Data represents the lowest chlorine residual entering the distribution system from our surface water treatment plant.

**TREATMENT BYPRODUCTS PRECURSOR REMOVAL - Collected at the Treatment Plant**

Substance	Year Sampled	Compliance Achieved	MCLG	MCL	Range of % Removal Required	Range of % Removal Achieved	Number of Quarters Out of Compliance	Typical Source
Total Organic Carbon (TOC)	2024	Yes	NA	TT	15 - 35% Removal	4.5% to 46%	0	Naturally present in the environment.

The treatment technique requirement for Total Organic Carbon was met 100% of the time in 2024.

**TURBIDITY - Continuous Monitoring at the Treatment Plant**

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Amount Detected	Range Detected	Typical Source
Turbidity (NTU)	2024	Yes	0	TT: Single result >1 NTU	0.20	0.02 – 0.20	Soil runoff.
	2024	Yes	NA	TT: At least 95% of samples ≤0.3 NTU	100%	NA	Soil runoff.

Turbidity is a measure of the cloudiness of the water. Turbidity is monitored because it is a good indicator of the effectiveness of the filtration system. During 2024, 100% of all samples taken to measure turbidity met water quality standard of less than 0.3 NTU. Turbidity in excess of 5 NTUs is just noticeable to the average person.

**REGULATED SUBSTANCES – Collected in the Distribution System and at the Treatment Plant**

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Compliance Result	Range Detected	Typical Source
Fluoride <sup>1</sup> (ppm)	2024	Yes	4	4	0.59	0.55 to 0.63	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories.
Nitrate <sup>2</sup> (ppm) (Entry Point)	2024	Yes	10	10	0.41	0.41	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.

<sup>1</sup> Fluoride compliance result is the average of quarterly distribution samples.

<sup>2</sup> Nitrate compliance result is the highest result achieved in 2024 at the entry point to the distribution system.

**OTHER SUBSTANCES OF INTEREST - Collected at the Treatment Plant**

Substance (with units)	Year Sampled	SMCL <sup>1</sup>	Amount Detected	Range Detected	Comments
Aluminum (ppm)	2024	0.2	0.06	0.06	Secondary Standard Limit
Calcium (ppm)	2024	NA	15	15	Hardness compound
Chloride (ppm)	2024	250	14.3	14.3	Secondary Standard Limit
Iron (ppm)	2024	0.3	<0.10	<0.10	Secondary Standard Limit
Magnesium (ppm)	2024	NA	3	3	Hardness compound
Manganese (ppm)	2024	0.05	<0.01	<0.01	Secondary Standard Limit
pH	2024	6.5 – 8.5	7.6	6.9 – 8.0	pH is a measure of the acid/base properties of water
Sodium <sup>2</sup> (ppm)	2024	NA	10	10	Erosion from naturally occurring deposits: Used in water softener regeneration.
Sulfate (ppm)	2024	250	10.9	10.9	Secondary Standard Limit
Total Dissolved Solids (ppm)	2024	500	86	86	Secondary Standard Limit
Total Hardness (as CaCO <sub>3</sub> ) (ppm)*	2024	NA	111	34 – 158	Soft 0 - 60 mg/L Moderately Hard 61 - 120 Hard 121 - 180 Very Hard greater than 180
Total Hardness (grains per gallon)*	2024	NA	6.5	2.0 – 9.2	Naturally occurring.
Zinc (ppm)	2024	5.0	<0.050	<0.050	Secondary Standard Limit

<sup>1</sup>Substances with Secondary MCLs do not have MCLGs and are not legally enforceable; these limits are primarily established to address aesthetic concerns.

<sup>2</sup> For healthy individuals the sodium intake from water is not important because a much greater intake of sodium takes place from salt in the diet. However, sodium levels above the recommended upper limit may be of concern to individuals on a sodium restricted diet.

\*Hardness Amount Detected are annual averages



## Every Drop Counts

# Six Simple Steps to Save Water



### Fix any leaking faucets.

One drop every 2 seconds from a leaky faucet wastes 2 gallons of water every day. That's water — and money — down the drain.



### Don't let faucets run when brushing, shaving, or washing the dishes.

Just turning off the water while you brush can save 200 gallons a month.



**Run washing machines and dishwashers only when they are full**, or select the properly-sized wash cycle for the current laundry load.



### Install water-saving shower heads and faucet aerators

in the bathroom and kitchen (available at most home improvement stores and some supermarkets).



**Don't wash your car at home.** A car wash uses much less water and often recycles it, too.



### Turn off automatic lawn and garden sprinklers

when it's raining outside and at the end of the growing season.



## About Us

**American Water (NYSE: AWK)** is the largest regulated water and wastewater utility company in the United States. With a history dating back to 1886, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to approximately 14 million people with regulated operations in 14 states and on 18 military installations. American Water's 6,700 talented professionals leverage their significant expertise and the company's national size and scale to achieve excellent outcomes for the benefit of customers, employees, investors and other stakeholders.

**Tennessee American Water**, a subsidiary of American Water, is the largest regulated water utility in the state, providing high-quality and reliable water services to approximately 406,000 people in Tennessee and north Georgia. For more information, visit [tennesseeamwater.com](http://tennesseeamwater.com) and follow us on Facebook, X, Instagram and YouTube.



## TENNESSEE AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**  
14 communities in three TN counties (Hamilton, Marion & Sequatchie), two GA counties (Walker & Catoosa) and including Sale for Resale Customers (Signal Mountain, TN; Ft. Oglethorpe, GA; Catoosa Utility District Authority, GA; Walker County Water & Sewerage Authority, GA.)
- **PEOPLE SERVED**  
Approximately 406,000 residents in Tennessee and northern Georgia (86% residential, 10% commercial/Industrial, 4% public entities such as schools, hospitals, government facilities)
- **EMPLOYEES**  
106
- **TREATMENT FACILITIES**  
Two surface water treatment plants and one groundwater source
- **MILES OF PIPELINE & OTHER DISTRIBUTION FACILITIES**
  - Miles of pipe: 1,471 miles
  - Hydrants: 5,851
  - Valves: 19,914
- **Storage and transmission**
  - Boosters: 33
  - Tanks: 38

# How to Contact Us

If you have any questions about this report, your drinking water, or service, please contact Tennessee American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-866-736-6420.



## WATER INFORMATION SOURCES

**Tennessee American Water**  
[www.tennesseeamwater.com](http://www.tennesseeamwater.com)

**Tennessee Department of Environment and Conservation(TDEC):**  
[www.tn.gov/environment](http://www.tn.gov/environment)

**United States Environmental Protection Agency (USEPA):**  
[www.epa.gov/safewater](http://www.epa.gov/safewater)

**Safe Drinking Water Hotline:** (800) 426-4791

**Centers for Disease Control and Prevention:** [www.cdc.gov](http://www.cdc.gov)

**American Water Works Association:** [www.awwa.org](http://www.awwa.org)

**Water Quality Association:** [www.wqa.org](http://www.wqa.org)

**National Library of Medicine/National Institute of Health:**  
[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

**This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.**

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-866-736-6420** र हमें काल करें।

**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-866-736-6420.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.



2020 Annual  
**WATER QUALITY  
REPORT**

**Suck Creek Water Treatment Plant**  
PWS ID: 0000909



**QUALITY. ONE MORE WAY  
WE KEEP LIFE FLOWING.**



**TENNESSEE  
AMERICAN WATER**

**WE KEEP LIFE FLOWING™**



## A message from Tennessee American Water's President



**Grant A. Evitts**

President,  
Tennessee American Water

Dear Tennessee American Water Customer,

Having access to safe, reliable water service is something that can be easily taken for granted. At Tennessee American Water, it's our top priority.

I am pleased to share with you our 2020 Consumer Confidence Report, which is a testament to the hard work and dedication of our employees. As you read through this annual water quality information, you will see that we continue to supply high quality drinking water service to keep your life flowing.

We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. In fact, we test for about 100 regulated contaminants as required by state and federal drinking water standards.

**QUALITY:** Our employees take water quality seriously because we know our customers rely on the essential water services we provide. We remain committed to protecting our sources of drinking water. We utilize advanced technology and detection methods that are paving the way for source water protection across the country.

**SERVICE:** Last year, we invested over \$28 million to upgrade our water treatment and pipeline systems in the communities we serve. These investments allowed us to improve water quality, water pressure and service reliability for our customers.

**VALUE:** While costs to provide water service continue to increase across the country, our investments help us provide high quality water service that remains an exceptional value for such an essential service.

We hope our commitment to you and our passion for water shines through in this report detailing the source and quality of your drinking water in 2020. We will continue to work to keep your life flowing – today, tomorrow and for future generations.

Proud to be your local water service provider,

A handwritten signature in blue ink that reads "Grant A. Evitts". The signature is fluid and cursive.

Grant A. Evitts  
Tennessee American Water

**This report contains important information about your drinking water. Translate it or speak with someone who understands it at (866) 736-6420, Monday-Friday, 7 a.m. to 7 p.m.**



### **ATTENTION: Landlords and Apartment Owners**

**Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.**

# What is a Consumer Confidence Report (CCR)

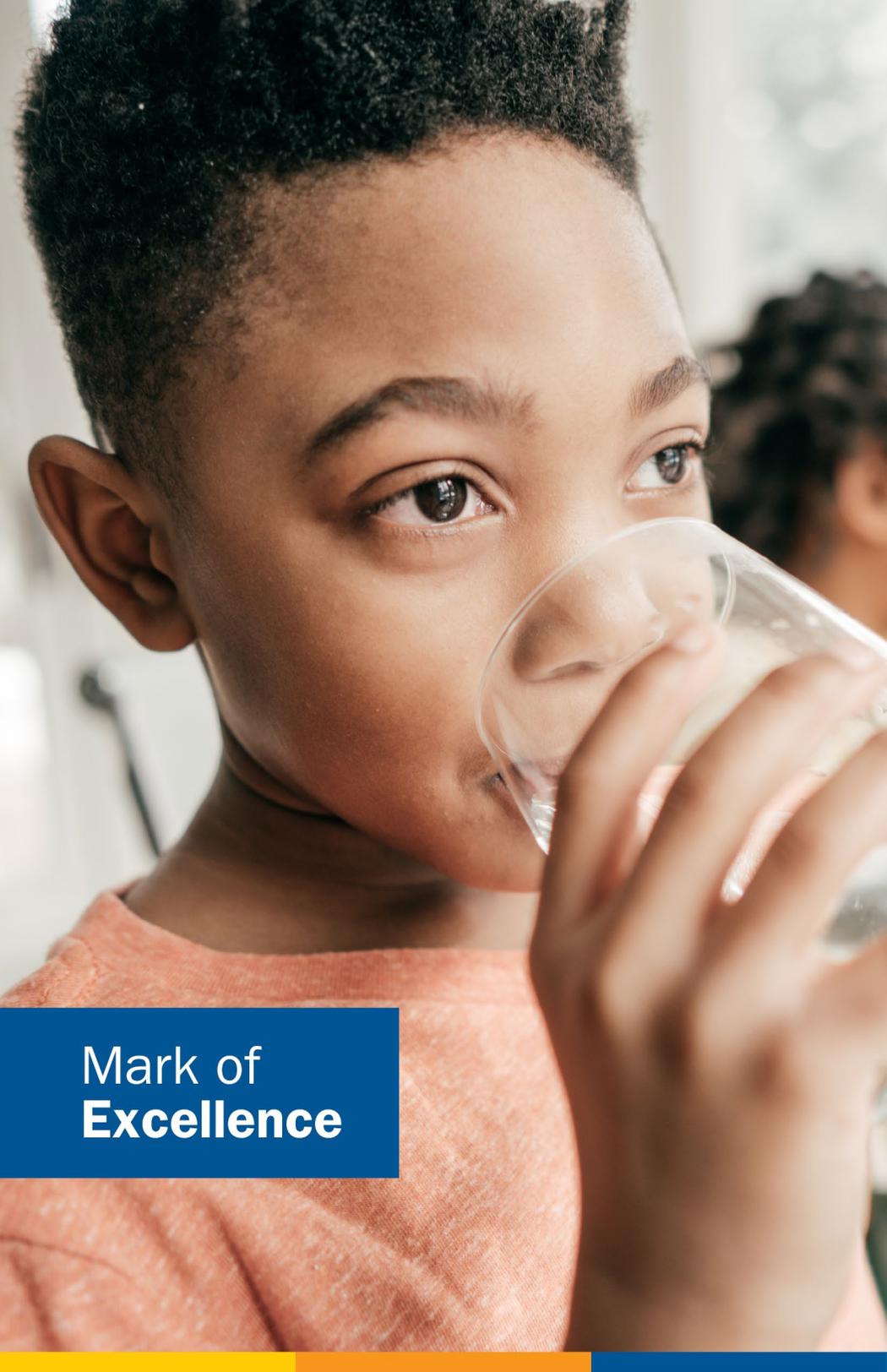


Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

Tennessee American Water is committed to delivering high quality drinking water service. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

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Mark of  
Excellence



### EVERY STEP OF THE WAY.

We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. **In fact, American Water performs over one million tests annually for about 100 regulated contaminants, nationwide.**



### EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. We are recognized as an industry leader in water quality and work cooperatively with the EPA so that drinking water standards and new regulations produce benefits for customers and public water suppliers. American Water has earned awards from the EPA's Partnership for Safe Water as well as awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.



### WATER QUALITY. DOWN TO A SCIENCE.

We also have access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. Here, American Water scientists refine testing procedures, innovate new methods, and look for ways to detect potentially new contaminants—even before regulations are in place.



### MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as Tennessee American Water is investing in research and testing, we also understand the importance of investing in the infrastructure that provides high-quality water service to you. Last year alone, **we invested more than \$28 million to improve our water treatment and pipeline systems.**

# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

Your water, which is ground water, comes from a Cambrian-Ordovician carbonate the type aquifer from two water supply wells located on Suck Creek Mountain. To supplement your supply, we also purchase water from Lone Oak Utility District whose original source is Hixson Utility District. Hixson Utility District draws ground water from a Cambrian-Ordovician carbonate type aquifer in the Chickamauga watershed. Our goal is to protect our water from contamination, and we are working with the state to determine the vulnerability of our water source to potential contamination. The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the untreated water sources serving this water system. The SWAP Report assesses the susceptibility of untreated water sources to potential contamination.

To ensure safe drinking water, all public water systems treat and routinely test their water. Water sources have been rated as reasonably susceptible (high), moderately susceptible (moderate) or slightly susceptible (low) based on geologic factors and human activities in the vicinity of the water source. Tennessee American Water source is rated as reasonably susceptible to potential contamination.

An explanation of Tennessee's SWAP, the Source Water Assessment summaries, susceptibility scorings and the overall TDEC report to EPA can be viewed online at <https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html> or contact TDEC EAC at 1-888-891-8332 (1-888-891-TDEC) to obtain copies of specific assessments. Tennessee American Water can also be contacted at 1-866-736-6420 to obtain a copy of the source water assessment specifically for our company.

**Protecting our Vital Wellhead Area** Suck Creek Water System recognizes its responsibility to protect its wellhead area. No chemicals other than water treatment chemicals will be stored within 750 feet of the wellhead, and the Utility will not apply chemicals on property it owns within 100 feet of the water sources. Applicable signs will be posted. Further, activity within our wellhead management area will be continuously monitored; all discrepancies will be reported to the Tennessee Division of Water Supply. Please call Tennessee American Water at 1-866-736-6420 between 7 AM and 7 PM for more information on this plan.



## QUICK FACTS ABOUT THE SUCK CREEK SYSTEM

**Communities served:**  
Suck Creek Mountain

**Water source:**  
Cambrian-Ordovician carbonate aquifer from two water supply wells (groundwater)

**Average amount of water supplied to customers on a daily basis:**  
0.03 million gallons per day

**Disinfection treatment:**  
Groundwater supplies are disinfected with chlorine.



# What are the Sources of Contaminants?

To provide tap water that is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. 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 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 (800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, aquifers and/or groundwater. 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.

**SPECIAL HEALTH INFORMATION**

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/Centers for Disease Control and Prevention (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 (800-426-4791).

## CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

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



# Protecting Your Drinking Water Supply

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect our shared water resources. This includes utilities, businesses, residents, government agencies and organizations. Everyone who lives, works, and plays in the area has a role and stake in clean water supplies.

## WHAT CAN YOU DO?

Quality drinking water starts upstream. Everyone can help maintain and improve drinking water supplies through the following actions:

- Properly dispose of pharmaceuticals, household chemicals, oils and paints. Materials can impact water ways if poured down the drain, flushed down the toilet, or dumped on the ground.
- Check for leaks from automobiles and heating fuel tanks. Clean up any spills using an absorbent material like cat litter. Sweep up the material and put it in a sealed bag. Check with the local refuse facility for proper disposal.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.

**Report any spills, illegal dumping or suspicious activity to the Tennessee Department of Environment & Conservation: 1-888-891-8332 or [Ask.TDEC@tn.gov](mailto:Ask.TDEC@tn.gov)**

## FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at [tennesseeamwater.com](http://tennesseeamwater.com) or contact the regional Source Water Protection Lead, David McBay at 423-658-9497.

## WHAT ARE WE DOING?

Our priority is to provide reliable, quality drinking water service for customers. The source of supply is an important part of that mission. We work to understand and reduce potential risks to your drinking water supply. In addition to the Source Water Protection Plan we have developed under the Tennessee Source Water Assessment Program (SWAP), we work with organizations to support their work in protecting our water sources. We believe that everyone plays a role and by partnering with environmental organizations, we help spread awareness of ways individuals can make a positive impact. Examples of the types of activities we support include river, stream and creek clean ups, “skip the straw” awareness to reduce microplastics, bank stabilization and prevention of run-off, and benefits of gardening with native plants.

**Here are a few of the efforts underway to protect our shared water resources:**



**Community Involvement:** We have a proactive public outreach program to help spread the word and get people involved. This includes school education, contests, and other community activities.



**Environmental Grant Program:** Each year, we fund projects that improve water resources in our local communities.



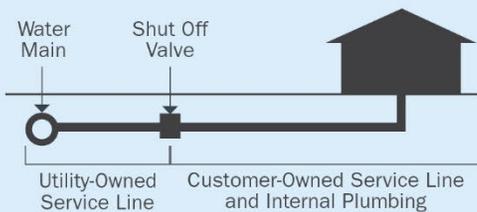
**Pharmaceutical Collection:** We partner with local law enforcement & drug abuse prevention organizations to sponsor Drug Take Back events in our community. These events as well as local permanent lock boxes offer residents a way to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies. Learn more [here](#).



# About Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. American 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 or at <http://www.epa.gov/safewater/lead>.

## UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



Please note: This diagram is a generic representation. Variations may apply.

## The most common source of lead in tap water is from the customer's plumbing and their service line.

Our water mains are not made of lead; however, the water service line that carries the water from the water main in the street to your home could be. Homeowners' service lines may be made of lead, copper, galvanized steel or plastic. You can assess your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve.

### MINIMIZING YOUR POTENTIAL EXPOSURE

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

### CHECK YOUR PLUMBING AND SERVICE LINE

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at 423-771-4749.



**1. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than six hours, flush the tap with cold water for 30 seconds to two minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.



**2. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.



**3. Routinely remove and clean all faucet aerators.**



**4. Look for the "Lead Free" label** when replacing or installing plumbing fixtures.



**5. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.



**6. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.

# Important Information About **Drinking Water**

## **PFOA/PFOS Monitoring**

PFAS refers to per- and polyfluoroalkyl substances, a class of synthetic chemicals, manufactured for industrial applications and commercial household products such as: non-stick cookware; waterproof and stain resistant fabrics and carpets; firefighting foam and cleaning products. The properties that make these chemicals useful in so many of our every-day products also resist breaking down and therefore persist in the environment. Exposure may be from food, food packaging, consumer products, house dust, indoor and outdoor air, drinking water and at workplaces where PFAS are made or used.

Tennessee American Water is currently performing voluntary sampling to better understand certain occurrence of PFAS levels in drinking water sources. This testing allows us to understand how our water compares against the non-enforceable Health Advisory Level set by USEPA of 70 nanograms per liter or parts per trillion for a combination of two PFAS compounds, PFOA and PFOS. Testing also allows Tennessee American Water to be better prepared if the USEPA or state environmental regulator develop a drinking water standard for those PFAS for which we have USEPA approved testing methods.

The science and regulation of PFAS and other contaminants is always evolving, and Tennessee American Water strives to be a leader in research and development. PFAS contamination is one of the most rapidly changing areas in the drinking water field. We have invested in our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critically important to addressing this issue.

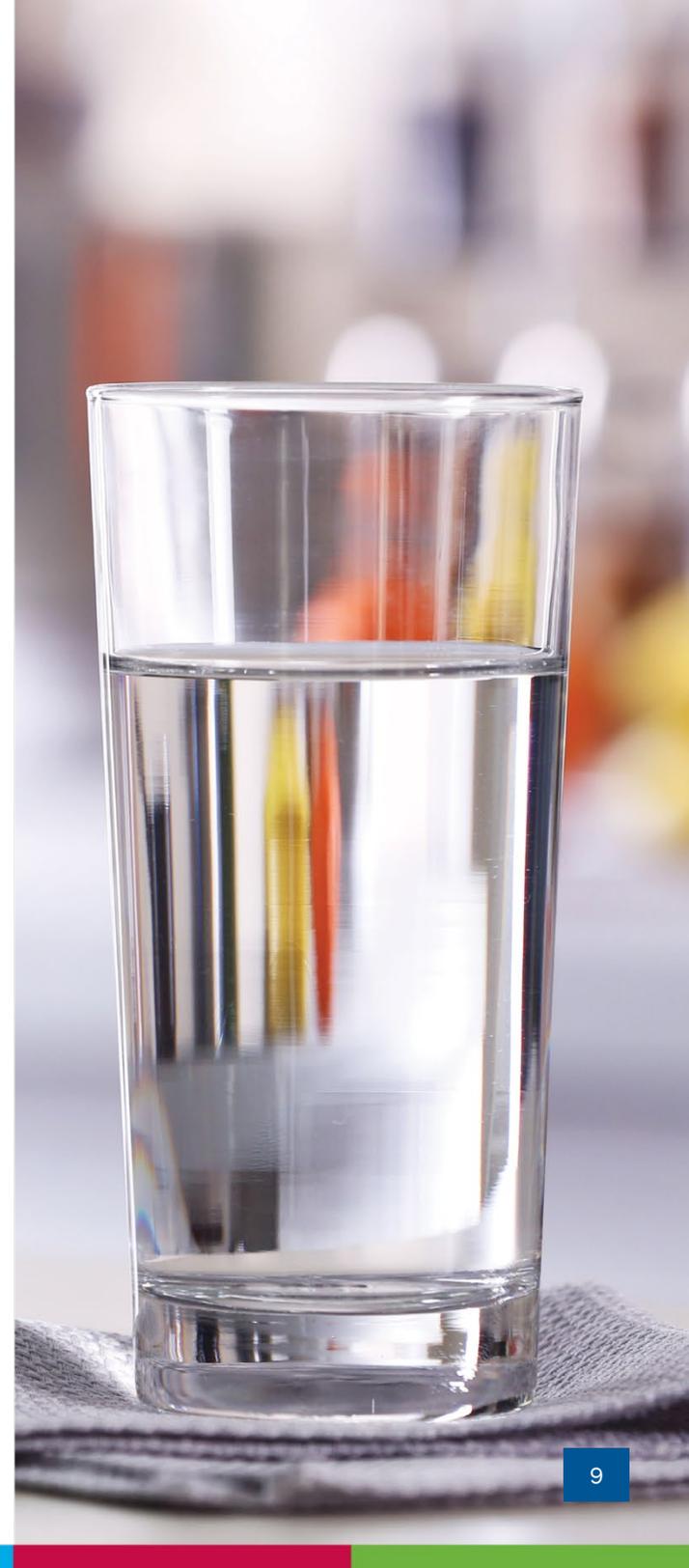
## **FLUORIDE**

Fluoride is a naturally occurring substance. It can be present in drinking water from two sources:

1. **By nature** when groundwater comes into contact with fluoride-containing minerals naturally present in the earth; or
2. **By a water purveyor** through addition of fluoride to the water they are providing in the distribution system.

The Suck Creek System has naturally-occurring fluoride in the groundwater. Beginning July 22, 2011, the fluoride levels at Suck Creek treatment plant was adjusted to achieve an optimal fluoride level of 0.7 parts per million (ppm) and a control range of 0.6 ppm to 0.9 ppm to comply with the state's Water Fluoridation Standards. The naturally-occurring fluoride levels in the Suck Creek groundwater sources are close to optimal levels (approximately 0.1 ppm) and with Suck Creek's fluoride addition, the fluoride levels in the entire system are consistent year-round.

If you have any questions on fluoride, please call Tennessee American Water's Customer Service Center at (866) 736-6420.





## Water Quality Results

### **WATER QUALITY STATEMENT**

We are pleased to report that during calendar year 2020, the results of testing of your drinking water complied with all state and federal drinking water requirements.

For your information, we have compiled a list in the table below showing the testing of your drinking water during 2020. The Tennessee Department of Environment and conservation allows us to monitor for some contaminants less than once per year because the concentration of the contaminants does not change frequently. Some of our data, though representative, are more than one year old.

# Definition of Terms

These are terms that may appear in your report.

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

**Level 1 Assessment:** A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

**Level 2 Assessment:** A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

**LRAA:** Locational Running Annual Average

**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. See also Secondary Maximum Contaminant Level (SMCL).

**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 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.

**MFL:** Million fibers per liter.

**micromhos per centimeter ( $\mu\text{mhos/cm}$ ):** A measure of electrical conductance.

**NA:** Not applicable

**ND:** Not detected

**Nephelometric Turbidity Units (NTU):** Measurement of the clarity, or turbidity, of the water.

**pH:** A measurement of acidity, 7.0 being neutral.

**picocuries per liter (pCi/L):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

**parts per billion (ppb):** One part substance per billion parts water, or micrograms per liter.

**parts per million (ppm):** One part substance per million parts water, or milligrams per liter.

**parts per trillion (ppt):** One part substance per trillion parts water, or nanograms per liter.

**Secondary Maximum Contaminant Level (SMCL):** Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**TON:** Threshold Odor Number

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

**%:** Percent

## MEASUREMENTS

### Parts Per Million



1 drop  
in a 10 gallon fish tank

### Parts Per Billion



1 drop  
in a 10,000 gallon swimming pool

### Parts Per Trillion



1 drop  
in 35 junior size Olympic pools

# Water Quality Results

Tennessee American Water conducts extensive monitoring to determine if your water meets all water quality standards. The detections of our monitoring are reported in the following tables. While most monitoring was conducted in 2020, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see the “Definition of Terms” on the previous page. Some unregulated substances are measured, but maximum contaminant levels have not been established by the government. These contaminants are shown for your information.

**NOTE: Regulated contaminants not listed in this table were not found in the treated water supply.**

## LEAD AND COPPER MONITORING PROGRAM - At least 10 tap water samples collected at customers' taps every 3 years

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90 <sup>th</sup> Percentile	No. of Homes Sampled	Homes Above Action Level	Typical Source
Lead (ppb)	2018	Yes	0	15	<1	12	0	Corrosion of household plumbing systems.
Copper (ppm)	2018	Yes	1.3	1.3	0.163	12	0	Corrosion of household plumbing systems.

## REVISED TOTAL COLIFORM RULE - At least 1 sample collected each month in the distribution system

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Percentage <b>OR</b> Highest No. of Samples	Typical Source
E. Coli	2020	Yes	0	TT = No confirmed samples	0	Human and animal fecal waste.

NOTE: System is in compliance for E.Coli MCL unless it has E.coli positive repeat sample for total coliform positive routine sample, total coliform positive repeat sample for an E.coli positive routine sample, system fails to collect all required repeat samples following an E. Coli positive routine sample, or system fails to test repeat total coliform positive samples for E.Coli.

## TURBIDITY - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Amount Detected	Range Detected	Typical Source
Turbidity (NTU)	2020	Yes	0	TT: Single result>1 NTU	0.07	0.03 to 0.07	Soil runoff.
	2020	Yes	NA	TT: At least 95% of samples <0.3 NTU	100%	NA	Soil runoff.

Turbidity is a measure of the cloudiness of the water. Turbidity is monitored because it is a good indicator of the effectiveness of the filtration system. During 2020, 100% of all samples taken to measure turbidity met water quality standard of less than 0.3 NTU.

### DISINFECTANTS - Collected in the Distribution System and at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Compliance Result	Range Detected	Typical Source
Chlorine (ppm) (Distribution System)	2020	Yes	MRDLG = 4	4	1.44 <sup>1</sup>	0.56 to 2.08	Water additive used to control microbes.
Chlorine (ppm) (Entry Point)	2020	Yes	MRDLG=4	4	1.50 <sup>2</sup>	1.50 to 2.19	Water additive used to control microbes.

1 - Data represents the highest quarterly running annual average of chlorine residuals measured in distribution system of compliance samples.

2 - Data represents the lowest residual entering the distribution system from our ground water treatment plant.

### DISINFECTION BYPRODUCTS - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Total Trihalomethanes (TTHMs) (ppb)	2020	Yes	NA	80	30.7 (max LRAA)	23.1 to 30.7	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2020	Yes	NA	60	14.1 (max LRAA)	9.0 to 14.1	By-product of drinking water disinfection.

NOTE: Compliance is based on the running annual average at each location. The Highest Compliance Result reflects the highest average at any location and the Range Detected reflects all samples from this year used to calculate the running annual average. Some people who drink water containing trihalomethanes in excess of the MCL over many years could have problems with their liver, kidneys, or central nervous systems and may have an increased risk of getting cancer.

### REGULATED SUBSTANCES - Collected in the Distribution System and at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Compliance Result	Range Detected	Typical Source
Fluoride <sup>1</sup> (ppm)	2020	Yes	4	4	0.59	0.54 to 0.70	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Nitrate <sup>2</sup> (ppm)	2020	Yes	10	10	0.08	<0.1 to 0.08	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.

1-Fluoride compliance result is the average of quarterly distribution samples.

2-Nitrate compliance result is the highest result achieved in 2020 at the entry point.

### OTHER SUBSTANCES OF INTEREST - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Limit	Average Compliance Result	Range Detected	Comments
Iron <sup>1</sup> (ppm)	2020	NA	NA	NA	<0.10	<0.10	Secondary standard limit = 0.3 mg/L
Manganese <sup>1</sup> (ppm)	2020	NA	NA	NA	<0.010	<0.010	Secondary standard limit = 0.05 mg/L
Sodium <sup>2</sup> (ppm)	2020	NA	NA	NA	17.2	15.3 to 19.1	Erosion of natural deposits; used in water treatment
Alkalinity	2020	NA	NA	NA	67	58 to 74	
Hardness	2020	NA	NA	NA	40	28 to 56	Naturally occurring
Hardness (grains/gal)	2020	NA	NA	NA	2.3	1.6 to 3.3	Naturally occurring
pH	2020	NA	NA	NA	7.2	6.9 to 7.7	
Temp <sup>3</sup> (Celsius)	2020	NA	NA	NA	17	14 to 18	
Zinc(ppm)	2020	NA	NA	NA	<0.05	<0.05	

1 - Substances with Secondary MCLs do not have MCLGs and are not legally enforceable; these limits are primarily established to address aesthetic concerns.

2 - For healthy individuals the sodium intake from water is not important because a much greater intake of sodium takes place from salt in the diet. However, sodium levels above the recommended upper limit may be of concern to individuals on a sodium restricted diet.

3-Temp is measured on the source water.

### PER- AND POLYFLUOROALKYL SUBSTANCES

#### UNREGULATED PERFLUORINATED COMPOUNDS

Parameter	Units	Average Result	Range Detected	Typical Source
Perfluorooctanoic Acid (PFOA)	ppt	ND	ND	Used for its emulsifier and surfactant properties in or as fluoropolymers (such as Teflon), fire fighting foams, cleaners, cosmetics, lubricants, paints, polishes, adhesives and photographic films
Perfluorooctane Sulfonate (PFOS)	ppt	1.6	1.6	Manmade chemical; used in products for stain, grease, heat and water resistance

The charts on this page and the next are the 2020 water quality information from Lone Oak Utility District and Hixson Utility District. This information is being provided due to Suck Creek obtaining water for their customers as needed from Lone Oak Utility District (LOUD). Water from LOUD was produced by Hixson Utility District.

**Lone Oak Utility District : 2020 WATER QUALITY DATA (PWS ID # 0008228)**

REGULATED SUBSTANCES - Collected in the Distribution System							
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Chlorine (ppm)	2020	Yes	MRDLG = 4	MRDL = 4	0.9	0.4 to 0.9	Water additive used to control microbes.
Total Trihalomethanes (TTHMs) (ppb)	2020	Yes	NA	80	17.4		By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2020	Yes	NA	60	4.62		By-product of drinking water disinfection.
Lead <sup>1</sup> (ppb)	2019	Yes	0	AL = 15	90%= 0.5	ND to 0.5	Corrosion of household plumbing systems.
Copper <sup>1</sup> (ppm)	2019	Yes	1.3	AL = 1.3	90%= 0.393	0.016 to 0.456	Corrosion of household plumbing systems.

1- During the most recent round of lead and copper testing, 0 out of 5 households sampled contained concentrations exceeding the action level.

## Hixson Utility District : 2020 WATER QUALITY DATA (PWS ID # 0000303)

REGULATED SUBSTANCES - Collected in the Distribution System							
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Lead <sup>1</sup> (ppb)	2020	Yes	0	AL = 15	90%=ND	ND to 8.13	Corrosion of household plumbing systems.
Copper <sup>1</sup> (ppm)	2020	Yes	1.3	AL = 1.3	90%=0.593	0.0167 to 0.652	Corrosion of household plumbing systems.
Fluoride (ppm)	2020	Yes	4	4	0.71	0.67 to 0.71	Erosion of natural deposits
Total Trihalomethanes (TTHMs) (ppb)	2020	Yes	NA	80	6.43	4.08 to 6.43	By-product of drinking water disinfection.
Chlorine (ppm)	2020	Yes	MRDLG = 4	MRDL = 4	1.3	0.7 to 1.3	Water additive used to control microbes.
Haloacetic Acids (HAAs) (ppb)	2020	Yes	NA	60	1.18	1.17 to 1.18	By-product of drinking water disinfection.

REGULATED SUBSTANCES - Collected at the Treatment Plant							
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Turbidity <sup>1</sup> (NTU)	2020	Yes	NA	TT	1.3	0.1 to 1.3	Soil runoff.
Nitrate (ppm)	2020	Yes	10	10	0.863	0.848 to 0.863	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.
Sodium (ppm)	2019	Yes	NA	NA	1.72	1.54 to 1.72	Erosion of natural deposits; used in water treatment.

1 - Turbidity is a measure of the cloudiness of the water. During 2020, 8 days daily average exceeded 1.0 NTU. No monthly averages exceeded 1.0 NTU.



## About Us

With a history dating back to 1886, **American Water Works Company, Inc.** (NYSE: AWK) is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 7,000 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to 15 million people in 46 states. American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing.

**Tennessee American Water**, a subsidiary of American Water, is the largest investor-owned water utility in the state, providing high-quality and reliable water service to approximately 380,000 residents in Tennessee and northern Georgia. For more information, visit [tennesseeamwater.com](http://tennesseeamwater.com) and follow us on Twitter, Facebook, Instagram and YouTube.



## TENNESSEE AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**  
14 communities in three TN counties (Hamilton, Marion & Sequatchie), two GA counties (Walker & Catoosa) and including Sale for Resale Customers (Signal Mountain, TN; Ft. Oglethorpe, GA; Catoosa Utility District Authority, GA)
- **PEOPLE SERVED**  
Approximately 380,000 residents in Tennessee and northern Georgia (88% residential, 11% commercial/Industrial, 1% public entities such as schools, hospitals, government facilities)
- **EMPLOYEES**  
110
- **TREATMENT FACILITIES**  
Two surface water treatment plants and one groundwater source
- **MILES OF PIPELINE & OTHER DISTRIBUTION FACILITIES**
  - Miles of pipe: 1,443 miles
  - Hydrants: 5,723
  - Valves: 19,609
- **Storage and transmission**
  - Boosters: 33
  - Tanks: 38

# How to Contact Us

If you have any questions about this report, your drinking water, or service, please contact Tennessee American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-866-736-6420.



## WATER INFORMATION SOURCES

Tennessee American Water  
[www.tennesseeamwater.com](http://www.tennesseeamwater.com)

Tennessee Department of Environment and Conservation (TDEC):  
[www.tn.gov/environment](http://www.tn.gov/environment)

United States Environmental Protection Agency (USEPA):  
[www.epa.gov/safewater](http://www.epa.gov/safewater)

Safe Drinking Water Hotline: (800) 426-4791

Centers for Disease Control and Prevention: [www.cdc.gov](http://www.cdc.gov)

American Water Works Association: [www.awwa.org](http://www.awwa.org)

Water Quality Association: [www.wqa.org](http://www.wqa.org)

National Library of Medicine/National Institute of Health:  
[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

**This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.**

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-866-736-6420** र हमें काल करें।

**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-866-736-6420.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.



2021 Annual  
**WATER QUALITY  
REPORT**

**Suck Creek Water Treatment Plant**  
PWS ID: 0000909

**QUALITY. ONE MORE WAY  
WE KEEP LIFE FLOWING.**



**TENNESSEE  
AMERICAN WATER**

**WE KEEP LIFE FLOWING®**

# What is a Consumer Confidence Report (CCR)

Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

We are committed to delivering high quality drinking water service. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

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Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

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**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

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## A message from Tennessee **American Water's President**



**Grant A. Evitts**

President,  
Tennessee American Water

Dear Tennessee American Water Customer,

Having access to safe, reliable water service is something that can be easily taken for granted. At Tennessee American Water, it's our top priority.

I am pleased to share with you our 2021 Consumer Confidence Report, which is a testament to the hard work and dedication of our employees. As you read through this annual water quality information, you will see that we continue to supply high quality drinking water service to keep your life flowing.

We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. In fact, we test for about 100 regulated contaminants as required by state and federal drinking water standards.

**QUALITY:** Our employees take water quality seriously because we know our customers rely on the essential water services we provide. We remain committed to protecting our sources of drinking water. We utilize advanced technology and detection methods that are paving the way for source water protection across the country.

**SERVICE:** Over the last 10 years, we invested over \$197 million to upgrade our water treatment and pipeline systems in the communities we serve. These investments allowed us to improve water quality, water pressure and service reliability for our customers.

**VALUE:** While costs to provide water service continue to increase across the country, our investments help us provide high quality water service that remains an exceptional value for such an essential service.

We hope our commitment to you and our passion for water shines through in this report detailing the source and quality of your drinking water in 2021. We will continue to work to keep your life flowing – today, tomorrow and for future generations.

Proud to be your local water service provider,

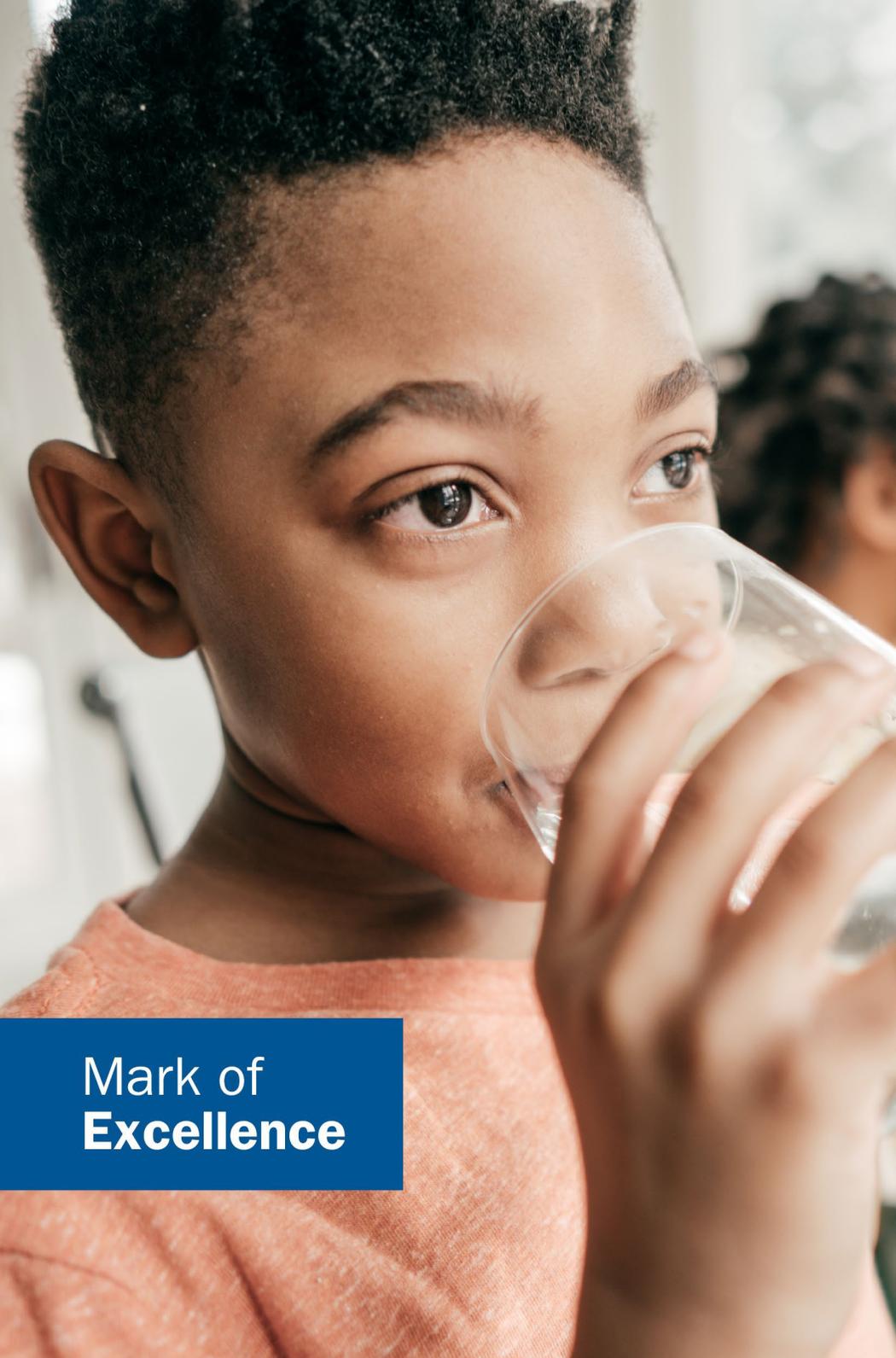
Grant A. Evitts  
Tennessee American Water

**This report contains important information about your drinking water. Translate it or speak with someone who understands it at (866) 736-6420, Monday-Friday, 7 a.m. to 7 p.m.**



### **ATTENTION: Landlords and Apartment Owners**

**Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.**



Mark of  
Excellence



### EVERY STEP OF THE WAY.

We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. **In fact, American Water performs over one million tests annually for about 100 regulated contaminants, nationwide.**



### EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. We are recognized as an industry leader in water quality and work cooperatively with the EPA so that drinking water standards and new regulations produce benefits for customers and public water suppliers. American Water has earned awards from the EPA's Partnership for Safe Water as well as awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.



### WATER QUALITY. DOWN TO A SCIENCE.

We also have access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. Here, American Water scientists refine testing procedures, innovate new methods, and look for ways to detect potentially new contaminants—even before regulations are in place.



### MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as Tennessee American Water is investing in research and testing, we also understand the importance of investing in the infrastructure that provides high-quality water service to you. Last year alone, **we invested \$24 million to improve our water treatment and pipeline systems.**

# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

Your water, which is ground water, comes from a Cambrian-Ordovician carbonate the type aquifer from two water supply wells located on Suck Creek Mountain. To supplement your supply, we also purchase water from Lone Oak Utility District whose original source is Hixson Utility District. Hixson Utility District draws ground water from a Cambrian-Ordovician carbonate type aquifer in the Chickamauga watershed. Our goal is to protect our water from contamination, and we are working with the state to determine the vulnerability of our water source to potential contamination. . Learn more about local waterways at <https://mywaterway.epa.gov/>. The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the untreated water sources serving this water system. The SWAP Report assesses the susceptibility of untreated water sources to potential contamination.

To ensure safe drinking water, all public water systems treat and routinely test their water. Water sources have been rated as reasonably susceptible (high), moderately susceptible (moderate) or slightly susceptible (low) based on geologic factors and human activities in the vicinity of the water source. Tennessee American Water source is rated as reasonably susceptible to potential contamination.

An explanation of Tennessee's SWAP, the Source Water Assessment summaries, susceptibility scorings and the overall TDEC report to EPA can be viewed online at <https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html> or contact TDEC EAC at 1-888-891-8332 (1-888-891-TDEC) to obtain copies of specific assessments. Tennessee American Water can also be contacted at 1-866-736-6420 to obtain a copy of the source water assessment specifically for our company.

**Protecting our Vital Wellhead Area** Suck Creek Water System recognizes its responsibility to protect its wellhead area. No chemicals other than water treatment chemicals will be stored within 750 feet of the wellhead, and the Utility will not apply chemicals on property it owns within 100 feet of the water sources. Applicable signs will be posted. Further, activity within our wellhead management area will be continuously monitored; all discrepancies will be reported to the Tennessee Division of Water Supply. Please call Tennessee American Water at 1-866-736-6420 between 7 AM and 7 PM for more information on this plan.



## QUICK FACTS ABOUT THE SUCK CREEK SYSTEM

**Communities served:**  
Suck Creek Mountain

**Water source:**  
Cambrian-Ordovician carbonate aquifer from two water supply wells (groundwater)

**Average amount of water supplied to customers on a daily basis:**  
0.03 million gallons per day

**Disinfection treatment:**  
Groundwater supplies are disinfected with chlorine.



# What are the Sources of Contaminants?

To provide tap water that is safe to drink, EPA and the Tennessee Department of Environment and Conservation prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. 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 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 (800-426-4791)..

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, aquifers and/or groundwater. 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.

**SPECIAL HEALTH INFORMATION**

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/Centers for Disease Control and Prevention (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 (800-426-4791).

## CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

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



# Protecting Your Drinking Water Supply

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect our shared water resources. This includes utilities, businesses, residents, government agencies and organizations. Everyone who lives, works, and plays in the area has a role and stake in clean water supplies.

## WHAT CAN YOU DO?

Quality drinking water starts upstream. Everyone can help maintain and improve drinking water supplies through the following actions:

- Properly dispose of pharmaceuticals, household chemicals, oils and paints. Materials can impact water ways if poured down the drain, flushed down the toilet, or dumped on the ground.
- Check for leaks from automobiles and heating fuel tanks. Clean up any spills using an absorbent material like cat litter. Sweep up the material and put it in a sealed bag. Check with the local refuse facility for proper disposal.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.

**Report any spills, illegal dumping or suspicious activity to the Tennessee Department of Environment & Conservation:** 1-888-891-8332 or [Ask.TDEC@tn.gov](mailto:Ask.TDEC@tn.gov)

## FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at [tennesseeamwater.com](http://tennesseeamwater.com) or contact the regional Source Water Protection Lead, David McBay at 423-658-9497.

## WHAT ARE WE DOING?

Our priority is to provide reliable, quality drinking water service for customers. The source of supply is an important part of that mission. We work to understand and reduce potential risks to your drinking water supply. In addition to the Source Water Protection Plan we have developed under the Tennessee Source Water Assessment Program (SWAP), we work with organizations to support their work in protecting our water sources. We believe that everyone plays a role and by partnering with environmental organizations, we help spread awareness of ways individuals can make a positive impact. Examples of the types of activities we support include river, stream and creek clean ups, “skip the straw” awareness to reduce microplastics, bank stabilization and prevention of run-off, and benefits of gardening with native plants.

**Here are a few of the efforts underway to protect our shared water resources:**



**Community Involvement:** We have a proactive public outreach program to help spread the word and get people involved. This includes school education, contests, and other community activities.



**Environmental Grant Program:** Each year, we fund projects that improve water resources in our local communities.



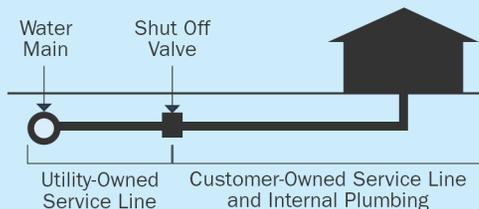
**Pharmaceutical Collection:** We partner with local law enforcement & drug abuse prevention organizations to sponsor Drug Take Back events in our community. These events as well as local permanent lock boxes offer residents a way to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies. Learn more [here](#).



# About Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. American 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 or at <http://www.epa.gov/safewater/lead>.

## UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



Please note: This diagram is a generic representation. Variations may apply.

## The most common source of lead in tap water is from the customer's plumbing and their service line.

Our water mains are not made of lead; however, the water service line that carries the water from the water main in the street to your home could be. Homeowners' service lines may be made of lead, copper, galvanized steel or plastic. You can assess your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve.

### MINIMIZING YOUR POTENTIAL EXPOSURE

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

### CHECK YOUR PLUMBING AND SERVICE LINE

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at **423-771-4749**.



**1. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than six hours, flush the tap with cold water for 30 seconds to two minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.



**2. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.



**3. Routinely remove and clean all faucet aerators.**



**4. Look for the "Lead Free" label** when replacing or installing plumbing fixtures.



**5. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.



**6. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.

# Important Information About **Drinking Water**

## **PFOA/PFOS Monitoring**

PFAS refers to per- and polyfluoroalkyl substances, a class of synthetic chemicals, manufactured for industrial applications and commercial household products such as: non-stick cookware; waterproof and stain resistant fabrics and carpets; firefighting foam and cleaning products. The properties that make these chemicals useful in so many of our every-day products also resist breaking down and therefore persist in the environment. Exposure may be from food, food packaging, consumer products, house dust, indoor and outdoor air, drinking water and at workplaces where PFAS are made or used.

Tennessee American Water is currently performing voluntary sampling to better understand certain occurrence of PFAS levels in drinking water sources. This testing allows us to understand how our water compares against the non-enforceable Health Advisory Level set by USEPA of 70 nanograms per liter or parts per trillion for a combination of two PFAS compounds, PFOA and PFOS. Testing also allows Tennessee American Water to be better prepared if the USEPA or state environmental regulator develop a drinking water standard for those PFAS for which we have USEPA approved testing methods.

The science and regulation of PFAS and other contaminants is always evolving, and Tennessee American Water strives to be a leader in research and development. PFAS contamination is one of the most rapidly changing areas in the drinking water field. We have invested in our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critically important to addressing this issue.

## **FLUORIDE**

Fluoride is a naturally occurring substance. It can be present in drinking water from two sources:

1. **By nature** when groundwater comes into contact with fluoride-containing minerals naturally present in the earth; or
2. **By a water purveyor** through addition of fluoride to the water they are providing in the distribution system.

The Suck Creek System has naturally-occurring fluoride in the groundwater. Beginning July 22, 2011, the fluoride levels at Suck Creek treatment plant was adjusted to achieve an optimal fluoride level of 0.7 parts per million (ppm) and a control range of 0.6 ppm to 0.9 ppm to comply with the state's Water Fluoridation Standards. The naturally-occurring fluoride levels in the Suck Creek groundwater sources are close to optimal levels (approximately 0.1 ppm) and with Suck Creek's fluoride addition, the fluoride levels in the entire system are consistent year-round.

If you have any questions on fluoride, please call Tennessee American Water's Customer Service Center at (866) 736-6420.





# Water Quality Results

## WATER QUALITY STATEMENT

We are pleased to report that during calendar year 2021, the results of testing of your drinking water complied with all state and federal drinking water requirements.

For your information, we have compiled a list in the table below showing the testing of your drinking water during 2021. The Tennessee Department of Environment and Conservation (TDEC) allows us to monitor for some contaminants less than once per year because the concentration of the contaminants does not change frequently. Some of our data, though representative, are more than one year old.

## EVER WONDER WHY OR WHAT ABOUT DRINKING WATER?

Below are links to YouTube videos and the topics they address. The videos are short - around 1 minute long with subtitles. Click on the links to learn more!

Taste and Smell of Water Explained:	<a href="https://youtu.be/a4uaaxTOWoE">https://youtu.be/a4uaaxTOWoE</a>
Sulfur Smell Explained:	<a href="https://youtu.be/DXOEYWnB_ek">https://youtu.be/DXOEYWnB_ek</a>
Chlorine in Drinking Water:	<a href="https://youtu.be/QUaldDT7nEg">https://youtu.be/QUaldDT7nEg</a>
Cloudy Water Explained:	<a href="https://youtu.be/uYkCcW9RE4c">https://youtu.be/uYkCcW9RE4c</a>
Residue from Water Explained:	<a href="https://youtu.be/x7_pwehvgmA">https://youtu.be/x7_pwehvgmA</a>
Toilet Leaks:	<a href="https://youtu.be/OzlrOfYgzY">https://youtu.be/OzlrOfYgzY</a>
Lead in Drinking Water:	<a href="https://youtu.be/xNihqfuyhaA">https://youtu.be/xNihqfuyhaA</a>
Fluoride in Drinking Water:	<a href="https://youtu.be/g-03JCe9AjY">https://youtu.be/g-03JCe9AjY</a>
Discolored Water Explained:	<a href="https://youtu.be/W21NUWP9oa8">https://youtu.be/W21NUWP9oa8</a>
What are PFAS?:	<a href="https://youtu.be/vWoOtHOVb_c">https://youtu.be/vWoOtHOVb_c</a>

## CONTACT INFORMATION

This CCR was prepared by TNAW Water Quality Team. If you have questions about this report, you want additional information about your drinking water, or want to know how to participate in local activities that may help protect the quality of your drinking water, please contact: Lori Stenzel, Manager, Water Quality & Environmental Compliance, email: [lori.stenzel@amwater.com](mailto:lori.stenzel@amwater.com) or phone: (423)771-4705.

# Definition of Terms

These are terms that may appear in your report.

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

**Level 1 Assessment:** A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

**Level 2 Assessment:** A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

**LRAA:** Locational Running Annual Average

**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. See also Secondary Maximum Contaminant Level (SMCL).

**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 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.

**MFL:** Million fibers per liter.

**micromhos per centimeter ( $\mu\text{mhos/cm}$ ):** A measure of electrical conductance.

**NA:** Not applicable

**ND:** Not detected

**Nephelometric Turbidity Units (NTU):** Measurement of the clarity, or turbidity, of the water.

**pH:** A measurement of acidity, 7.0 being neutral.

**picocuries per liter (pCi/L):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

**parts per billion (ppb):** One part substance per billion parts water, or micrograms per liter.

**parts per million (ppm):** One part substance per million parts water, or milligrams per liter.

**parts per trillion (ppt):** One part substance per trillion parts water, or nanograms per liter.

**Secondary Maximum Contaminant Level (SMCL):** Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**TON:** Threshold Odor Number

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

**%:** Percent

## MEASUREMENTS

### Parts Per Million



in a 10 gallon fish tank

### Parts Per Billion



in a 10,000 gallon swimming pool

### Parts Per Trillion



in 35 junior size Olympic pools

# Water Quality Results

Tennessee American Water conducts extensive monitoring to determine if your water meets all water quality standards. The detections of our monitoring are reported in the following tables. While most monitoring was conducted in 2021, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see the “Definition of Terms” on the previous page. Some unregulated substances are measured, but maximum contaminant levels have not been established by the government. These contaminants are shown for your information.

**NOTE: Regulated contaminants not listed in this table were not found in the treated water supply.**

## LEAD AND COPPER MONITORING PROGRAM - At least 10 tap water samples collected at customers' taps every 3 years

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90 <sup>th</sup> Percentile	No. of Homes Sampled	Homes Above Action Level	Typical Source
Lead (ppb)	2021	Yes	0	15	<1	12	0	Corrosion of household plumbing systems.
Copper (ppm)	2021	Yes	1.3	1.3	0.144	12	0	Corrosion of household plumbing systems.

## TURBIDITY - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Amount Detected	Range Detected	Typical Source
Turbidity (NTU)	2021	Yes	0	TT: Single result >1 NTU	0.080	0.029 to 0.080	Soil runoff.
	2021	Yes	NA	TT: At least 95% of samples <0.3 NTU	100%	NA	Soil runoff.

Turbidity is a measure of the cloudiness of the water. Turbidity is monitored because it is a good indicator of the effectiveness of the filtration system. During 2021, 100% of all samples taken to measure turbidity met water quality standard of less than 0.3 NTU. Turbidity in excess of 5 NTUs is just noticeable to the average person.

## REGULATED SUBSTANCES - Collected in the Distribution System and at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Compliance Result	Range Detected	Typical Source
Fluoride <sup>1</sup> (ppm)	2021	Yes	4	4	0.64	0.58 to 0.70	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Nitrate <sup>2</sup> (ppm)	2021	Yes	10	10	<0.01	<0.01	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.

1 - Fluoride compliance result is the average of quarterly distribution samples.

2 - Nitrate compliance result is the highest result achieved in 2021 at the entry point.

### DISINFECTANTS - Collected in the Distribution System and at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Compliance Result	Range Detected	Typical Source
Chlorine (ppm) (Distribution System)	2021	Yes	MRDLG = 4	4	1.45 <sup>1</sup>	0.52 to 1.97	Water additive used to control microbes.
Chlorine (ppm) (Entry Point)	2021	Yes	MRDLG=4	4	1.59 <sup>2</sup>	1.59 to 2.21	Water additive used to control microbes.

1 - Data represents the highest quarterly running annual average of chlorine residuals measured in distribution system of compliance samples.

2 - Data represents the lowest residual entering the distribution system from our ground water treatment plant.

### DISINFECTION BYPRODUCTS - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest LRAA	Range Detected	Typical Source
Total Trihalomethanes (TTHMs) (ppb)	2021	Yes	NA	80	29.1	29.1	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2021	Yes	NA	60	5.9	4.8 to 5.9	By-product of drinking water disinfection.

NOTE: For annual sampling, the Highest Compliance Result reflects the highest amount detected. The Range Detected reflects 2 samples collected from the reporting year. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems and may have an increased risk of getting cancer.

### OTHER SUBSTANCES OF INTEREST - Collected at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Limit	Average Compliance Result	Range Detected	Comments
Iron <sup>1</sup> (ppm)	2021	NA	NA	NA	<0.10	<0.10	Secondary standard limit = 0.3 mg/L
Manganese <sup>1</sup> (ppm)	2021	NA	NA	NA	<0.010	<0.010	Secondary standard limit = 0.05 mg/L
Sodium <sup>2</sup> (ppm)	2021	NA	NA	NA	26.6	24.6 to 28.6	Erosion of natural deposits; used in water treatment
Alkalinity	2021	NA	NA	NA	70	63 to 79	
Hardness	2021	NA	NA	NA	35	27 to 42	Naturally occurring
Hardness (grains/gal)	2021	NA	NA	NA	2.0	1.6 to 2.5	Naturally occurring
pH	2021	NA	NA	NA	7.3	7.0 to 7.8	
Temp <sup>3</sup> (Celsius)	2021	NA	NA	NA	16	15 to 17	
Zinc(ppm)	2021	NA	NA	NA	<0.05	<0.05	

1- Substances with Secondary MCLs do not have MCLGs and are not legally enforceable; these limits are primarily established to address aesthetic concerns.

2- For healthy individuals the sodium intake from water is not important because a much greater intake of sodium takes place from salt in the diet. However, sodium levels above the recommended upper limit may be of concern to individuals on a sodium restricted diet.

3-Temp is measured on the source water.

### PER- AND POLYFLUOROALKYL SUBSTANCES

#### UNREGULATED PERFLUORINATED COMPOUNDS

Parameter	Year	Units	Average Result	Range Detected	Typical Source
Perfluorooctanoic Acid (PFOA)	2021	ppt	ND	ND	Manufactured chemical(s); used in household goods for stain, grease, heat and water resistance
Perfluorooctanesulfonic Acid (PFOS)	2021	ppt	ND	ND	

Unregulated perfluorinated compounds (a class of synthetic chemicals) voluntary sampling was conducted to better understand certain occurrences of PFAS levels in drinking water sources. The non-enforceable Health Advisory Level set by USEPA is 70 nanograms per liter or parts per trillion for a combination of two PFAS compounds, PFOA and PFOS.

The charts on this page and the next are the 2021 water quality information from Lone Oak Utility District and Hixson Utility District. This information is being provided due to Suck Creek obtaining water for their customers as needed from Lone Oak Utility District (LOUD). Water from LOUD was produced by Hixson Utility District.

**Lone Oak Utility District : 2021 WATER QUALITY DATA (PWS ID # 0008228)**

REGULATED SUBSTANCES - Collected in the Distribution System							
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Chlorine (ppm)	2021	Yes	MRDLG = 4	MRDL = 4	0.8 average	0.6 to 0.9	Water additive used to control microbes.
Total Trihalomethanes (TTHMs) <sup>1</sup> (ppb)	11/11/2021	Yes	NA	80	14.6		By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2/12/2021	Yes	NA	60	3.38		By-product of drinking water disinfection.
Lead <sup>2</sup> (ppb)	2019	Yes	0	AL = 15	90%= 0.5	ND to 0.5	Corrosion of household plumbing systems.
Copper <sup>2</sup> (ppm)	2019	Yes	1.3	AL = 1.3	90%= 0.393	0.016 to 0.456	Corrosion of household plumbing systems.

1 - Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems and may have an increased risk of getting cancer.

2 - During the most recent round of lead and copper testing, 0 out of 5 households sampled contained concentrations exceeding the action level.

## Hixson Utility District : 2021 WATER QUALITY DATA (PWS ID # 0000303)

REGULATED SUBSTANCES - Collected in the Distribution System							
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Lead <sup>1</sup> (ppb)	2020	Yes	0	AL = 15	90%=ND	ND to 8.13	Corrosion of household plumbing systems.
Copper <sup>1</sup> (ppm)	2020	Yes	1.3	AL = 1.3	90%=0.593	0.0167 to 0.652	Corrosion of household plumbing systems.
Fluoride (ppm)	2021	Yes	4	4	0.74	0.62 to 0.74	Erosion of natural deposits
Chlorine (ppm)	2021	Yes	MRDLG = 4	MRDL = 4	1.4	0.9 to 1.4	Water additive used to control microbes.
Total Trihalomethanes (TTHMs) <sup>2</sup> (ppb)	2021	Yes	NA	80	4.79	4.20 to 4.79	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2021	Yes	NA	60	1.62	1.36 to 1.62	By-product of drinking water disinfection.

1 - During the most recent round of lead and copper testing, 0 out of 5 households sampled contained concentrations exceeding the action level.

2 - Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems and may have an increased risk of getting cancer.

REGULATED SUBSTANCES - Collected at the Treatment Plant							
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Turbidity <sup>1</sup> (NTU)	2021	Yes	NA	TT	0.81	0.1 to 1.0	Soil runoff.
Nitrate (ppm)	2021	Yes	10	10	0.818	0.474 to 0.818	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.
Sodium (ppm)	2021	Yes	NA	NA	1.34	1.26 to 1.34	Erosion of natural deposits; used in water treatment.
Barium (ppm)	2021	Yes	NA	NA	0.025	0.0132 to 0.025	Erosion of natural deposits; used in water treatment.
Alpha Emitters (pCi/L)	2014	Yes	0	15	1.4	1.36 to 1.4	Erosion of natural deposits.
Combined Radium (pCi/L)	2014	Yes	0	5	0.96	ND to 0.96	Erosion of natural deposits.

1 - Turbidity is a measure of the cloudiness of the water. During 2021, no monthly averages exceeded 1.0 NTU.



## About Us

With a history dating back to 1886, **American Water Works Company, Inc.** (NYSE: AWK) is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 7,000 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to 15 million people in 46 states. American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing.

**Tennessee American Water**, a subsidiary of American Water, is the largest investor-owned water utility in the state, providing high-quality and reliable water service to approximately 380,000 residents in Tennessee and northern Georgia. For more information, visit [tennesseeamwater.com](http://tennesseeamwater.com) and follow us on Twitter, Facebook, Instagram and YouTube.



## TENNESSEE AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**  
14 communities in three TN counties (Hamilton, Marion & Sequatchie), two GA counties (Walker & Catoosa) and including Sale for Resale Customers (Signal Mountain, TN; Ft. Oglethorpe, GA; Catoosa Utility District Authority, GA)
- **PEOPLE SERVED**  
Approximately 380,000 residents in Tennessee and northern Georgia (88% residential, 11% commercial/Industrial, 1% public entities such as schools, hospitals, government facilities)
- **EMPLOYEES**  
110
- **TREATMENT FACILITIES**  
Two surface water treatment plants and one groundwater source
- **MILES OF PIPELINE & OTHER DISTRIBUTION FACILITIES**
  - Miles of pipe: 1,443 miles
  - Hydrants: 5,723
  - Valves: 19,609
- **Storage and transmission**
  - Boosters: 33
  - Tanks: 38

# How to Contact Us

If you have any questions about this report, your drinking water, or service, please contact Tennessee American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-866-736-6420.



## WATER INFORMATION SOURCES

**Tennessee American Water**  
[www.tennesseamwater.com](http://www.tennesseamwater.com)

**Tennessee Department of Environment and Conservation (TDEC):**  
[www.tn.gov/environment](http://www.tn.gov/environment)

**United States Environmental Protection Agency (USEPA):**  
[www.epa.gov/safewater](http://www.epa.gov/safewater)

**Safe Drinking Water Hotline:** (800) 426-4791

**Centers for Disease Control and Prevention:** [www.cdc.gov](http://www.cdc.gov)

**American Water Works Association:** [www.awwa.org](http://www.awwa.org)

**Water Quality Association:** [www.wqa.org](http://www.wqa.org)

**National Library of Medicine/National Institute of Health:**  
[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

**This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.**

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-866-736-6420** र हमें काल करें।

**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-866-736-6420.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.



2022 Annual  
**WATER QUALITY  
REPORT**

**Suck Creek Water Treatment Plant**  
PWS ID: 0000909

**QUALITY. ONE MORE WAY  
WE KEEP LIFE FLOWING.**



**TENNESSEE  
AMERICAN WATER**

**WE KEEP LIFE FLOWING®**

# What is a Consumer Confidence Report (CCR)

Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

We are committed to delivering high quality drinking water service. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

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**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

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Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.

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## A message from **Tennessee American Water's President**



**Grant A. Evitts**

President, Tennessee  
American Water

Dear Tennessee American Water Customer,

Having access to safe, reliable water service is something that can be easily taken for granted. At Tennessee American Water, it's our top priority.

I am pleased to share with you our 2022 Consumer Confidence Report, which is a testament to the hard work and dedication of our employees.

As you read through this annual water quality information, you will see that we continue to supply high quality drinking water service to keep your life flowing. We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. In fact, we test for about 100 regulated contaminants as required by state and federal drinking water standards.

**QUALITY:** We take water quality so seriously that our water treatment plant has been nationally recognized for over 22 years with Directors Awards from the U.S. Environmental Protection Agency's (EPA) Partnership for Safe Water program for surpassing federal and state drinking water standards. We remain committed to protecting our sources of drinking water. We utilize advanced technology and detection methods that are paving the way for source water protection across the country.

**SERVICE:** In 2022, we invested over \$27 million to upgrade our water treatment and pipeline systems in the communities we serve. These investments allow us to improve water quality, water pressure, fireflow capacity and service reliability for our customers.

**VALUE:** While costs to provide water service continue to increase across the country, our investments help us provide high quality water service that remains an exceptional value for such an essential service. We hope our commitment to you and our passion for water shines through in this report detailing the source and quality of your drinking water in 2022. We will continue to work to keep your life flowing – today, tomorrow and for future generations.

Proud to be your local water service provider,

A handwritten signature in blue ink that reads "Grant A. Evitts". The signature is fluid and cursive.

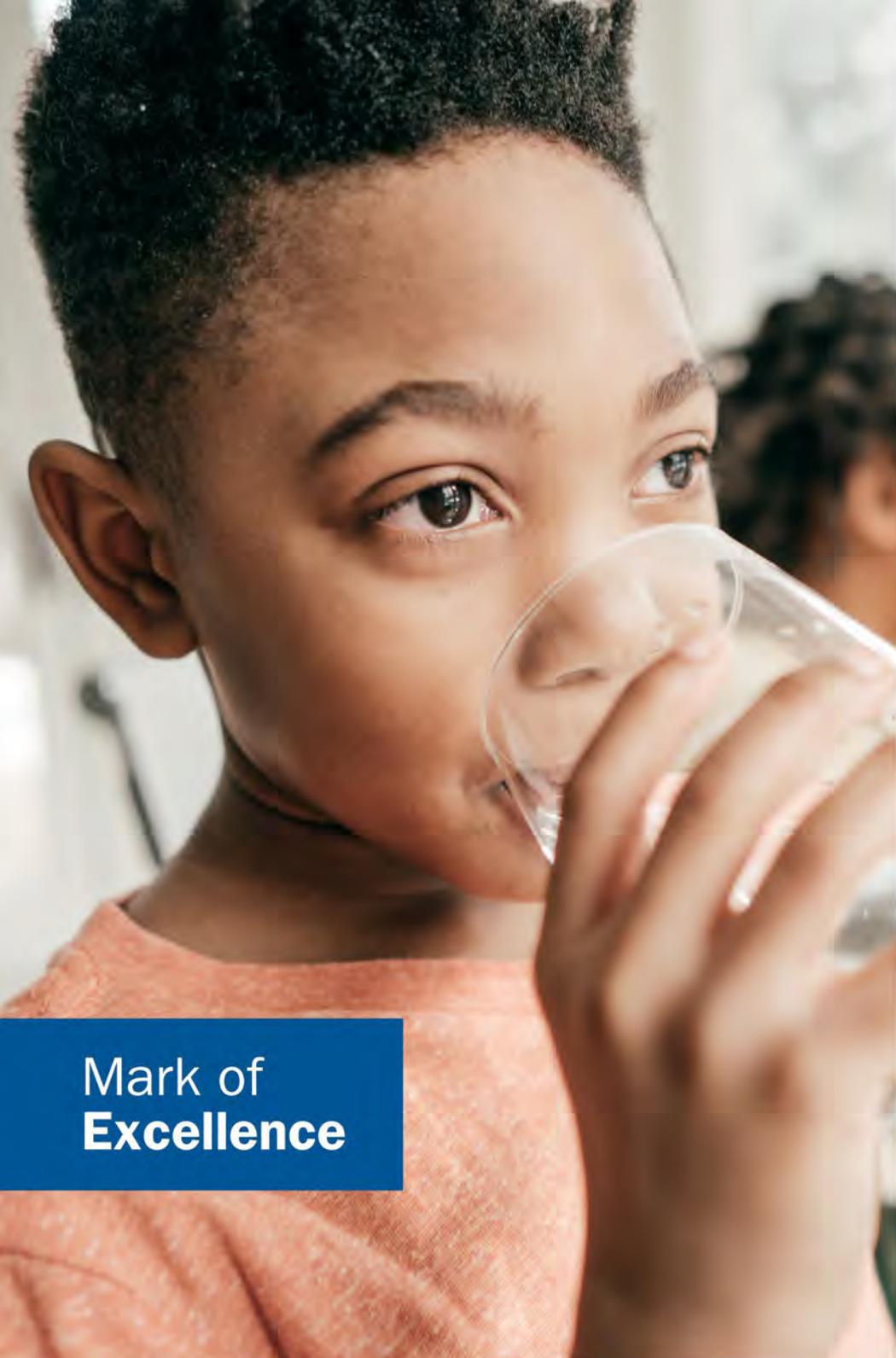
Grant A. Evitts  
Tennessee American Water

**This report contains important information about your drinking water. Translate it or speak with someone who understands it at (866) 736-6420, Monday-Friday, 7 a.m. to 7 p.m.**



### **ATTENTION: Landlords and Apartment Owners**

**Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.**



Mark of  
Excellence



### EVERY STEP OF THE WAY.

We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. **In fact, American Water performs over one million tests annually for about 100 regulated contaminants, nationwide.**



### EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. We are recognized as an industry leader in water quality and work cooperatively with the EPA so that drinking water standards and new regulations produce benefits for customers and public water suppliers. American Water has earned awards from the EPA's Partnership for Safe Water as well as awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.



### WATER QUALITY. DOWN TO A SCIENCE.

We also have access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. Here, American Water scientists refine testing procedures, innovate new methods, and look for ways to detect potentially new contaminants—even before regulations are in place.



### MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as Tennessee American Water is investing in research and testing, we also understand the importance of investing in the infrastructure that provides high-quality water service to you. Last year alone, **we invested over \$27 million to improve our water treatment and pipeline systems.**

# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

Your water, which is ground water, comes from a Cambrian-Ordovician carbonate the type aquifer from two water supply wells located on Suck Creek Mountain. To supplement your supply, we also purchase water from Lone Oak Utility District whose original source is Hixson Utility District. Hixson Utility District draws ground water from a Cambrian-Ordovician carbonate type aquifer in the Chickamauga watershed. Our goal is to protect our water from contamination, and we are working with the state to determine the vulnerability of our water source to potential contamination. . Learn more about local waterways at <https://mywaterway.epa.gov/>. The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the untreated water sources serving this water system. The SWAP Report assesses the susceptibility of untreated water sources to potential contamination.

To ensure safe drinking water, all public water systems treat and routinely test their water. Water sources have been rated as reasonably susceptible (high), moderately susceptible (moderate) or slightly susceptible (low) based on geologic factors and human activities in the vicinity of the water source. Tennessee American Water source is rated as reasonably susceptible to potential contamination.

An explanation of Tennessee's SWAP, the Source Water Assessment summaries, susceptibility scorings and the overall TDEC report to EPA can be viewed online at <https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html> or contact TDEC EAC at 1-888-891-8332 (1-888-891-TDEC) to obtain copies of specific assessments. Tennessee American Water can also be contacted at 1-866-736-6420 to obtain a copy of the source water assessment specifically for our company.

**Protecting our Vital Wellhead Area** Suck Creek Water System recognizes its responsibility to protect its wellhead area. No chemicals other than water treatment chemicals will be stored within 750 feet of the wellhead, and the Utility will not apply chemicals on property it owns within 100 feet of the water sources. Applicable signs will be posted. Further, activity within our wellhead management area will be continuously monitored; all discrepancies will be reported to the Tennessee Division of Water Supply. Please call Tennessee American Water at 1-866-736-6420 between 7 AM and 7 PM for more information on this plan.



## QUICK FACTS ABOUT THE SUCK CREEK SYSTEM

**Communities served:**  
Suck Creek Mountain

**Water source:**  
Cambrian-Ordovician carbonate aquifer from two water supply wells (groundwater)

**Average amount of water supplied to customers on a daily basis:**  
0.03 million gallons per day

**Disinfection treatment:**  
Groundwater supplies are disinfected with chlorine.



## What are the Sources of Contaminants?

To provide tap water that is safe to drink, EPA and the Tennessee Department of Environment and Conservation prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. 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 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 (800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, aquifers and/or groundwater. 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.

### SPECIAL HEALTH INFORMATION

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/Centers for Disease Control and Prevention (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 (800-426-4791).

### CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

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



# Protecting Your Drinking Water Supply

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect our shared water resources. This includes utilities, businesses, residents, government agencies and organizations. Everyone who lives, works, and plays in the area has a role and stake in clean water supplies.

## WHAT CAN YOU DO?

Quality drinking water starts upstream. Everyone can help maintain and improve drinking water supplies through the following actions:

- Properly dispose of pharmaceuticals, household chemicals, oils and paints. Materials can impact water ways if poured down the drain, flushed down the toilet, or dumped on the ground.
- Check for leaks from automobiles and heating fuel tanks. Clean up any spills using an absorbent material like cat litter. Sweep up the material and put it in a sealed bag. Check with the local refuse facility for proper disposal.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.

**Report any spills, illegal dumping or suspicious activity to the Tennessee Department of Environment & Conservation:** 1-888-891-8332 or [Ask.TDEC@tn.gov](mailto:Ask.TDEC@tn.gov)

## FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at [tennesseeamwater.com](http://tennesseeamwater.com) or contact the regional Source Water Protection Lead, Thalika Hollingsworth at 423-771-4751.

## WHAT ARE WE DOING?

Our priority is to provide reliable, quality drinking water service for customers. The source of supply is an important part of that mission. We work to understand and reduce potential risks to your drinking water supply. In addition to the Source Water Protection Plan we have developed under the Tennessee Source Water Assessment Program (SWAP), we work with organizations to support their work in protecting our water sources. We believe that everyone plays a role and by partnering with environmental organizations, we help spread awareness of ways individuals can make a positive impact. Examples of the types of activities we support include river, stream and creek clean ups, “skip the straw” awareness to reduce microplastics, bank stabilization and prevention of run-off, and benefits of gardening with native plants.

**Here are a few of the efforts underway to protect our shared water resources:**



**Community Involvement:** We have a proactive public outreach program to help spread the word and get people involved. This includes school education, contests, and other community activities.



**Environmental Grant Program:** Each year, we fund projects that improve water resources in our local communities.

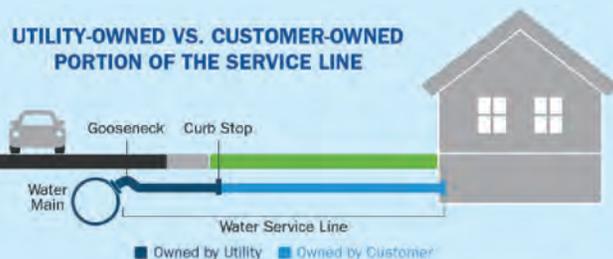


**Pharmaceutical Collection:** We partner with local law enforcement & drug abuse prevention organizations to sponsor Drug Take Back events in our community. These events as well as local permanent lock boxes offer residents a way to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies. Learn more [here](#).



# About Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. American 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 or at <http://www.epa.gov/safewater/lead>.



Please note: This diagram is a generic representation. Variations may apply.

## The most common source of lead in tap water is from the customer's plumbing and their service line.

The utility-owned water mains are not made of lead; however, the water service line that carries the water from the water main in the street to your home could be. Homeowners' service lines may be made of lead, copper, galvanized steel or plastic. You can assess your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve.

### MINIMIZING YOUR POTENTIAL EXPOSURE

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

### CHECK YOUR PLUMBING AND SERVICE LINE

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at 423-771-4749.



**1. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than six hours, flush the tap with cold water for 30 seconds to two minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.



**2. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.



**3. Routinely remove and clean all faucet aerators.**



**4. Look for the "Lead Free" label** when replacing or installing plumbing fixtures.



**5. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.



**6. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.

# Determining Your Service Line Material

Homeowners' service lines are most commonly made of lead, copper, galvanized steel or plastic. Homes built before 1930 are more likely to have lead plumbing systems.

## There are different ways that you can determine if you have a lead service line.

- You can access your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve and identify the pipe material using the chart on the right.
- A licensed and insured plumber can inspect your pipes and plumbing.
- Lead test kits can be purchased at local hardware and home improvement stores. These kits are used to test paint, but can also be used to test pipe – not the water inside. Look for an EPA recognized kit. Wash your hands after inspecting plumbing and pipes.

## TYPES OF PIPE

	<ul style="list-style-type: none"> <li>Galvanized: A dull, silver-gray color. Use a magnet - strong magnets will typically cling to galvanized pipes.</li> </ul>
	<ul style="list-style-type: none"> <li>Copper: The color of a copper penny.</li> </ul>
	<ul style="list-style-type: none"> <li>Plastic: Usually white, rigid pipe that is jointed to water supply piping with a clamp. Note: It can be other colors, including blue and black.</li> </ul>
	<ul style="list-style-type: none"> <li>Lead: A dull, silver-gray color that is easily scratched with a coin. Use a magnet - strong magnets will <u>not</u> cling to lead pipes.</li> </ul>

## YOUR SERVICE LINE MATERIAL

Please note if your service lines contain lead, it does not mean you cannot use water as you normally do. Tennessee American Water continues to meet all state and federal water quality regulations stipulated in the Lead and Copper Rule (<https://www.epa.gov/dwreginfo/lead-and-copper-rule>). We also have a corrosion control program that mitigates interactions between pipe material and distributed water. Our most recent lead and copper program was completed in 2021. All homes with service lines containing lead from our state-approved sampling sites did not exceed the action level for lead. If you're wanting to have your water tested, here's a list of state-approved laboratories for drinking water analyses:

[https://www.tn.gov/content/dam/tn/environment/water/drinking-water-unit/wr\\_wq\\_dw\\_approved-commercial-labs.pdf](https://www.tn.gov/content/dam/tn/environment/water/drinking-water-unit/wr_wq_dw_approved-commercial-labs.pdf)

Plastic	Galvanized	Copper	Lead
			
<p><b>Color:</b> May be white, black, blue or grey. May have identification on sidewall indicating type of plastic</p> <p><b>Scratch test:</b> Not needed</p> <p><b>Magnet:</b> Will <b>NOT</b> stick</p> <p><b>Coin tap:</b> Non-tinny, sharp noise</p>	<p><b>Color:</b> Dull gray</p> <p><b>Scratch test:</b> Dull silver</p> <p><b>Magnet:</b> WILL stick</p> <p><b>Coin tap:</b> Tinny noise</p> <p><b>Note:</b> Galvanized, will have threaded joints</p>	<p><b>Color:</b> Copper/bronze</p> <p><b>Scratch test:</b> Shiny copper</p> <p><b>Magnet:</b> Will <b>NOT</b> stick</p> <p><b>Coin tap:</b> Tinny noise</p>	<p><b>Color:</b> Dull gray</p> <p><b>Scratch test:</b> Bright silvery, easily scratched</p> <p><b>Magnet:</b> Will <b>NOT</b> stick</p> <p><b>Coin tap:</b> Dull noise</p> <p><b>Note:</b> Look for a lead bulb; Not always rigid, look for a bend</p>

 We Need Your Help!

If you know what type your service line material is coming into your house from the street, please email [tawleadinquiries@amwater.com](mailto:tawleadinquiries@amwater.com) and also include a picture for validation.

# Important Information About **Drinking Water**



## **PFAS**

Per- and polyfluoroalkyl substances (PFAS) are manufactured chemicals used in many household products including nonstick cookware (e.g., Teflon™), stain repellants (e.g., Scotchgard™), and waterproofing (e.g., GORE-TEX™). They are also used in industrial applications such as in firefighting foams and electronics production. There are thousands of PFAS chemicals, and they persist in the environment. Two well-known PFAS chemicals are perfluorooctanoic acid (PFOA) and perfluorooctane sulfonic acid (PFOS). These were phased out of production in the United States and replaced by hexafluoropropylene oxide-dimer acid (commonly known as GenX), perfluorobutane sulfonic acid (PFBS) and others.

Tennessee American Water has performed voluntary sampling to better understand occurrence of certain PFAS in drinking water sources. This sampling allows us to understand how our water compares against the non-enforceable Health Advisory Level set by U.S. EPA. Sampling also allows Tennessee American Water to be better prepared as U.S. EPA and Tennessee Department of Environment and Conservation are currently developing drinking water standards for PFOA and PFOS.

The science and regulation of PFAS and other contaminants is always evolving, and Tennessee American Water strives to be a leader in research and development. PFAS contamination is one of the most rapidly changing areas in the drinking water field. We have invested in our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critically important to addressing this issue.

## **FLUORIDE**

Fluoride is a naturally occurring substance. It can be present in drinking water from two sources:

1. **By nature** when groundwater comes into contact with fluoride-containing minerals naturally present in the earth; or
2. **By a water purveyor** through addition of fluoride to the water they are providing in the distribution system.

The Suck Creek System has naturally-occurring fluoride in the groundwater. The fluoride levels at Suck Creek treatment plant was adjusted to achieve an optimal fluoride level of 0.7 parts per million (ppm) and a control range of 0.6 ppm to 0.9 ppm to comply with the state's Water Fluoridation Standards. The naturally-occurring fluoride levels in the Suck Creek groundwater sources are close to optimal levels (approximately 0.1 ppm) and with Suck Creek's fluoride addition, the fluoride levels in the entire system are consistent year-round.

If you have any questions on fluoride, please call Tennessee American Water's Customer Service Center at (866-736-6420).



American Water has a history of leading research to understand contaminants that can make their way through the environment. Our dedicated scientists work with leaders in the water community to develop methods to detect, sample, measure and address these contaminants. Because investment in research is critical to address PFAS, American Water actively assesses treatment technologies that can effectively remove PFAS from drinking water.

**Lauren A. Wehrich, Ph.D.**  
Principal Scientist



# Water Quality Results

## WATER QUALITY STATEMENT

We are pleased to report that during calendar year 2022, the results of testing of your drinking water complied with all state and federal drinking water requirements.

For your information, we have compiled a list in the table below showing the testing of your drinking water during 2022. The Tennessee Department of Environment and Conservation (TDEC) allows us to monitor for some contaminants less than once per year because the concentration of the contaminants does not change frequently. Some of our data, though representative, are more than one year old.

## EVER WONDER WHY OR WHAT ABOUT DRINKING WATER?

Below are links to YouTube videos and the topics they address. The videos are short - around 1 minute long with subtitles. Click on the links to learn more!

Taste and Smell of Water Explained:	<a href="https://youtu.be/a4uaaxTOWoE">https://youtu.be/a4uaaxTOWoE</a>
Sulfur Smell Explained:	<a href="https://youtu.be/DXOEYWnB_ek">https://youtu.be/DXOEYWnB_ek</a>
Chlorine in Drinking Water:	<a href="https://youtu.be/QUaldDT7nEg">https://youtu.be/QUaldDT7nEg</a>
Cloudy Water Explained:	<a href="https://youtu.be/uYkCcW9RE4c">https://youtu.be/uYkCcW9RE4c</a>
Residue from Water Explained:	<a href="https://youtu.be/x7_pwehvgmA">https://youtu.be/x7_pwehvgmA</a>
Toilet Leaks:	<a href="https://youtu.be/OzlrOfYgzY">https://youtu.be/OzlrOfYgzY</a>
Lead in Drinking Water:	<a href="https://youtu.be/xNihqfuyhaA">https://youtu.be/xNihqfuyhaA</a>
Fluoride in Drinking Water:	<a href="https://youtu.be/g-03JCe9AjY">https://youtu.be/g-03JCe9AjY</a>
Discolored Water Explained:	<a href="https://youtu.be/W21NUWP9oa8">https://youtu.be/W21NUWP9oa8</a>
What are PFAS?:	<a href="https://youtu.be/vWoOtHOVb_c">https://youtu.be/vWoOtHOVb_c</a>

## CONTACT INFORMATION

This CCR was prepared by TNAW Water Quality Team. If you have questions about this report, you want additional information about your drinking water, or want to know how to participate in local activities that may help protect the quality of your drinking water, please contact: Lori Stenzel, Manager, Water Quality & Environmental Compliance, email: [lori.stenzel@amwater.com](mailto:lori.stenzel@amwater.com) or phone: (423)771-4705.

# Definition of Terms

These are terms that may appear in your report.

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

**Level 1 Assessment:** A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

**Level 2 Assessment:** A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

**LRAA:** Locational Running Annual Average

**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. See also Secondary Maximum Contaminant Level (SMCL).

**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 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.

**MFL:** Million fibers per liter.

**micromhos per centimeter ( $\mu\text{mhos/cm}$ ):** A measure of electrical conductance.

**NA:** Not applicable

**ND:** Not detected

**Nephelometric Turbidity Units (NTU):** Measurement of the clarity, or turbidity, of the water.

**pH:** A measurement of acidity, 7.0 being neutral.

**picocuries per liter (pCi/L):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

**parts per billion (ppb):** One part substance per billion parts water, or micrograms per liter.

**parts per million (ppm):** One part substance per million parts water, or milligrams per liter.

**parts per trillion (ppt):** One part substance per trillion parts water, or nanograms per liter.

**Secondary Maximum Contaminant Level (SMCL):** Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**TON:** Threshold Odor Number

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

**%:** Percent

## MEASUREMENTS

### Parts Per Million



in a 10 gallon fish tank

### Parts Per Billion



in a 10,000 gallon swimming pool

### Parts Per Trillion



in 35 junior size Olympic pools

# Water Quality Results

Tennessee American Water conducts extensive monitoring to determine if your water meets all water quality standards. The Tennessee American Water Suck Creek Groundwater Treatment Plant also purchases water from the Lone Oak Utility District which in turn purchases from Hixson Utility District. The detections are reported in the following tables. While most monitoring was conducted in 2022, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see the “Definition of Terms” on the previous page. Some unregulated substances are measured, but maximum contaminant levels have not been established by the government. These contaminants are shown for your information.

**NOTE: Regulated contaminants not listed in this table were not found in the treated water supply.**

REGULATED SUBSTANCES - Collected at the Treatment Plant and in the Distribution System													
	Suck Creek Utility District	Lone Oak Utility District	Hixson Utility District				Suck Creek Utility		Lone Oak Utility District		Hixson Utility District		
Substance (with units)	Year Sampled			Compliance Achieved	MCLG	MCL	Compliance Result	Range Detected	Compliance Result	Range Detected	Compliance Result	Range Detected	Typical Source
Lead <sup>1</sup> (ppb)	2021	2022	2020	Yes	0	AL = 15	90th % = <1	all samples <1	90th % = 0.001	ND - 0.0	90th % = ND	ND - 8.13	Corrosion of household plumbing systems.
Copper <sup>1</sup> (ppm)	2021	2022	2020	Yes	1.3	AL = 1.3	90th % = 0.144	<0.025 - 0.166	90th % = 0.218	0.016 - 0.456	90th % = 0.593	0.0167 - 0.652	Corrosion of household plumbing systems.
Turbidity <sup>2</sup> (NTU)	2022	NA	2022	Yes	0	TT: single result >1 NTU	0.086	0.020 - 0.086	NA	NA	0.70	0.1 - 1.0	Soil runoff.
				Yes	NA	TT: At least 95% of samples <0.3	100%	NA	NA	NA	NA	NA	
Fluoride <sup>3</sup> (ppm)	2022	NA	2022	Yes	4	4	0.67	0.51 - 0.77	NA	NA	1.75	0.50 - 1.75	Erosion of natural deposits
Nitrate <sup>4</sup> (ppm)	2022	NA	2022	Yes	10	10	0.05	0.05	NA	NA	0.78	0.482 - 0.780	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.

1 During the most recent round of lead and copper testing for Suck Creek, 0 out of 12 households sampled contained concentrations exceeding the action level.

During the most recent round of lead and copper testing for Lone Oak, 0 out of 5 households sampled contained concentrations exceeding the action level.

2 Turbidity is a measure of the cloudiness of the water. Turbidity is monitored because it is a good indicator of the effectiveness of the filtration system. During 2022 at Suck Creek Utility, 100% of all samples taken to measure turbidity met water quality standard of less than 0.3 NTU. Turbidity in excess of 5 NTUs is just noticeable to the average person.

3 Fluoride compliance result is the average of quarterly distribution samples.

4 Nitrate compliance result is the highest result achieved in 2022 at the entry point.

**REGULATED SUBSTANCES - Collected at the Treatment Plant and in the Distribution System**

Substance (with units)	Suck Creek	Lone Oak Utility District	Hixson Utility District				Suck Creek		Lone Oak Utility District		Hixson Utility District		Typical Source
	Year Sampled			Compliance Achieved	MCLG	MCL	Compliance Result	Range Detected	Compliance Result	Range Detected	Compliance Result	Range Detected	
Chlorine <sup>5</sup> (ppm) (Distribution System)	2022	2022	2022	Yes	MRDLG = 4	MRDL = 4	1.65	1.18 - 2.11	0.8 average	0.4 - 1.1	1.6	0.7 - 1.6	Water additive used to control microbes.
Chlorine <sup>6</sup> (ppm) (Entry Point)	2022	NA	NA				1.52	1.52 - 2.17	NA	NA	NA	NA	
Total Trihalomethanes (TTHMs) <sup>7</sup> (ppb)	2022	11/8/2022	2022	Yes	NA	80	45.2	32.9 - 45.2	11.7	NA	7.07	5.24 - 7.07	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) <sup>7</sup> (ppb)	2022	2/9/2022	2022	Yes	NA	60	14.4	10.8 - 14.4	4.16	NA	1.43	1.38 - 1.43	By-product of drinking water disinfection.

5 Data represents the highest quarterly running annual average of chlorine residuals measured in distribution system of compliance samples.

6 Data represents the lowest residual entering the distribution system.

7 The compliance result reflects the highest amount detected. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems and may have an increased risk of getting cancer.

**OTHER REGULATED SUBSTANCES - Collected at the Hixson Utility District Treatment Plant**

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Sodium (ppm)	2021	Yes	NA	NA	1.34	1.26 - 1.34	Erosion of natural deposits; used in water treatment.
Barium (ppm)	2021	Yes	NA	NA	0.025	0.0132 - 0.025	Erosion of natural deposits; used in water treatment.
Alpha Emitters (pCi/L)	2014	Yes	0	15	1.4	1.36 - 1.4	Erosion of natural deposits.
Combined Radium (pCi/L)	2014	Yes	0	5	0.96	ND - 0.96	Erosion of natural deposits.

### OTHER SUBSTANCES OF INTEREST - Collected at the Suck Creek Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Limit	Average Amount Detected	Range Detected	Comments
Iron <sup>1</sup> (ppm)	2022	NA	NA	NA	<0.10	<0.10	Secondary standard limit = 0.3 mg/L
Manganese <sup>1</sup> (ppm)	2022	NA	NA	NA	<0.010	<0.010	Secondary standard limit = 0.05 mg/L
Sodium <sup>2</sup> (ppm)	2022	NA	NA	NA	27.9	27.5 - 28.2	Erosion of natural deposits; used in water treatment
Chloride <sup>1</sup> (ppm)	2022	NA	NA	NA	9.1	7.7 - 10.5	Secondary standard limit =250 mg/L
Hardness (ppm)	2022	NA	NA	NA	30	28 - 33	Soft 0 - 60 mg/L Moderately Hard 61 - 120 Hard 121 - 180 Very Hard greater than 180
Hardness (grains/gal)	2022	NA	NA	NA	1.8	1.6 - 1.9	Naturally occurring
pH <sup>1</sup>	2022	NA	NA	NA	7.3	7.0 - 8.1	Secondary standard limit = 6.5 - 8.5
Temp <sup>3</sup> (Celsius)	2022	NA	NA	NA	16	15 - 17	
Total Dissolved Solids <sup>1</sup> (ppm)	2022	NA	NA	NA	114	80 - 148	Secondary standard limit = 500 mg/L
Zinc <sup>1</sup> (ppm)	2022	NA	NA	NA	<0.05	<0.05	Secondary standard limit = 5.0 mg/L

1-Substances with Secondary MCLs do not have MCLGs and are not legally enforceable; these limits are primarily established to address aesthetic concerns.

2-For healthy individuals, the sodium intake from water is not important because a much greater intake of sodium takes place from salt in the diet. However, sodium levels above the recommended upper limit may be of concern to individuals on a sodium restricted diet.

3-Temp is measured on the source water.

### PFAS

Tennessee American Water -Suck Creek Utility has performed voluntary sampling to better understand the occurrence of certain PFAS in drinking water sources. This sampling allows us to understand how our water compares against the non-enforceable Health Advisory Level set by U.S. EPA. Sampling also allows Tennessee American Water to be better prepared as U.S. EPA and Tennessee Department of Environment and Conservation is currently developing drinking water standards for

#### UNREGULATED PERFLUORINATED COMPOUNDS

Parameter	Units	Year	Average Result	Range Detected	Typical Source
Perfluorooctanoic Acid (PFOA)	ppt	2021	ND	ND	Manufactured chemical(s); used in household goods for stain, grease, heat and water resistance
Perfluorooctanesulfonic Acid (PFOS)	ppt	2021	ND	ND	
Hexafluoropropylene oxide-dimer acid (GenX)	ppt	2021	ND	ND	
Perfluorobutane sulfonic acid (PFBS)	ppt	2021	ND	ND	

PFAS are currently not regulated in Tennessee. In 2022, U.S. EPA set health advisory levels for four PFAS chemicals – PFOA (0.004 part per trillion (ppt), PFOS (0.02 ppt), GenX (10 ppt), and PFBS (2,000 ppt). Based on current analytical methods, however, the health advisory levels for PFOA and PFOS are below the level of both detection (determining whether or not a substance is present) and quantitation (the ability to reliably determine how much of a substance is present). This means that it is possible for PFOA or PFOS to be present in drinking water at levels that exceed health advisories even if testing indicates no level of these chemicals. U.S. EPA is currently developing drinking water regulations for PFOA or PFOS that take these challenges into consideration and Tennessee American Water will take appropriate actions to meet any new regulations. Finally, PFAS chemicals are unique, therefore, two PFAS chemicals at the same level typically do not present the same risk. Therefore, you should not compare the results for one PFAS chemical against the results of another. For more information on PFAS, please visit: <https://www.amwater.com/resources/pdf/american-water-PFAS.pdf>



Every Drop  
Counts

## Six Simple Steps to Save Water



### Fix any leaking faucets.

One drop every 2 seconds from a leaky faucet wastes 2 gallons of water every day. That's water — and money — down the drain.



**Don't let faucets run when brushing, shaving, or washing the dishes.** Just turning off the water while you brush can save 200 gallons a month.



**Run washing machines and dishwashers only when they are full**, or select the properly-sized wash cycle for the current laundry load.



**Install water-saving shower heads and faucet aerators** in the bathroom and kitchen (available at most home improvement stores and some supermarkets).



**Don't wash your car at home.** A car wash uses much less water and often recycles it, too.



**Turn off automatic lawn and garden sprinklers** when it's raining outside and at the end of the growing season.



## About Us

With a history dating back to 1886, **American Water Works Company, Inc.** (NYSE: AWK) is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 7,000 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to 15 million people in 46 states. American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing.

**Tennessee American Water**, a subsidiary of American Water, is the largest investor-owned water utility in the state, providing high-quality and reliable water service to approximately 380,000 residents in Tennessee and northern Georgia. For more information, visit [tennesseeamwater.com](http://tennesseeamwater.com) and follow us on Twitter, Facebook, Instagram and YouTube.



## TENNESSEE AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**  
14 communities in three TN counties (Hamilton, Marion & Sequatchie), two GA counties (Walker & Catoosa) and including Sale for Resale Customers (Signal Mountain, TN; Ft. Oglethorpe, GA; Catoosa Utility District Authority, GA; Walker County Water Authority)
- **PEOPLE SERVED**  
Approximately 380,000 residents in Tennessee and northern Georgia (88% residential, 11% commercial/Industrial, 1% public entities such as schools, hospitals, government facilities)
- **EMPLOYEES**  
110
- **TREATMENT FACILITIES**  
Two surface water treatment plants and one groundwater source
- **MILES OF PIPELINE & OTHER DISTRIBUTION FACILITIES**
  - Miles of pipe: 1,443 miles
  - Hydrants: 5,723
  - Valves: 19,609
- **Storage and transmission**
  - Boosters: 33
  - Tanks: 38

# How to Contact Us

If you have any questions about this report, your drinking water, or service, please contact Tennessee American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-866-736-6420.



## WATER INFORMATION SOURCES

**Tennessee American Water**  
[www.tennesseamwater.com](http://www.tennesseamwater.com)

**Tennessee Department of Environment and Conservation (TDEC):**  
[www.tn.gov/environment](http://www.tn.gov/environment)

**United States Environmental Protection Agency (USEPA):**  
[www.epa.gov/safewater](http://www.epa.gov/safewater)

**Safe Drinking Water Hotline:** (800) 426-4791

**Centers for Disease Control and Prevention:** [www.cdc.gov](http://www.cdc.gov)

**American Water Works Association:** [www.awwa.org](http://www.awwa.org)

**Water Quality Association:** [www.wqa.org](http://www.wqa.org)

**National Library of Medicine/National Institute of Health:**  
[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

**This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.**

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-866-736-6420** र हमें काल करें।

**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-866-736-6420.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.



2023 Annual  
**WATER QUALITY  
REPORT**

**Suck Creek Water Treatment Plant**  
PWS ID: 0000909

**QUALITY. ONE MORE WAY  
WE KEEP LIFE FLOWING.**



**TENNESSEE  
AMERICAN WATER**

**WE KEEP LIFE FLOWING®**

# What is a Consumer Confidence Report (CCR)

Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

We are committed to delivering high quality drinking water service. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

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## A message from Tennessee American Water's President



**Grant A. Evitts**

President, Tennessee  
American Water

Dear Tennessee American Water Customer,

Having access to safe, reliable water service is something that can be easily taken for granted. At Tennessee American Water, it's our top priority.

I am pleased to share with you our 2023 Consumer Confidence Report, which is a testament to the hard work and dedication of our employees.

As you read through this annual water quality information, you will see that we continue to supply high quality drinking water service to keep your life flowing. We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. In fact, we test for about 100 regulated contaminants as required by state and federal drinking water standards.

**QUALITY:** We take water quality so seriously that our water treatment plant has been nationally recognized for over 23 years with Directors Awards from the U.S. Environmental Protection Agency's (EPA) Partnership for Safe Water program for surpassing federal and state drinking water standards. We remain committed to protecting our sources of drinking water. We utilize advanced technology and detection methods that are paving the way for source water protection across the country.

**SERVICE:** In 2023, we invested over \$35 million to upgrade our water treatment and pipeline systems in the communities we serve. These investments allow us to improve water quality, water pressure, fireflow capacity and service reliability for our customers.

**VALUE:** While costs to provide water service continue to increase across the country, our investments help us provide high quality water service that remains an exceptional value for such an essential service. We hope our commitment to you and our passion for water shines through in this report detailing the source and quality of your drinking water in 2023. We will continue to work to keep your life flowing – today, tomorrow and for future generations.

Proud to be your local water service provider,

A handwritten signature in blue ink that reads "Grant A. Evitts". The signature is written in a cursive, flowing style.

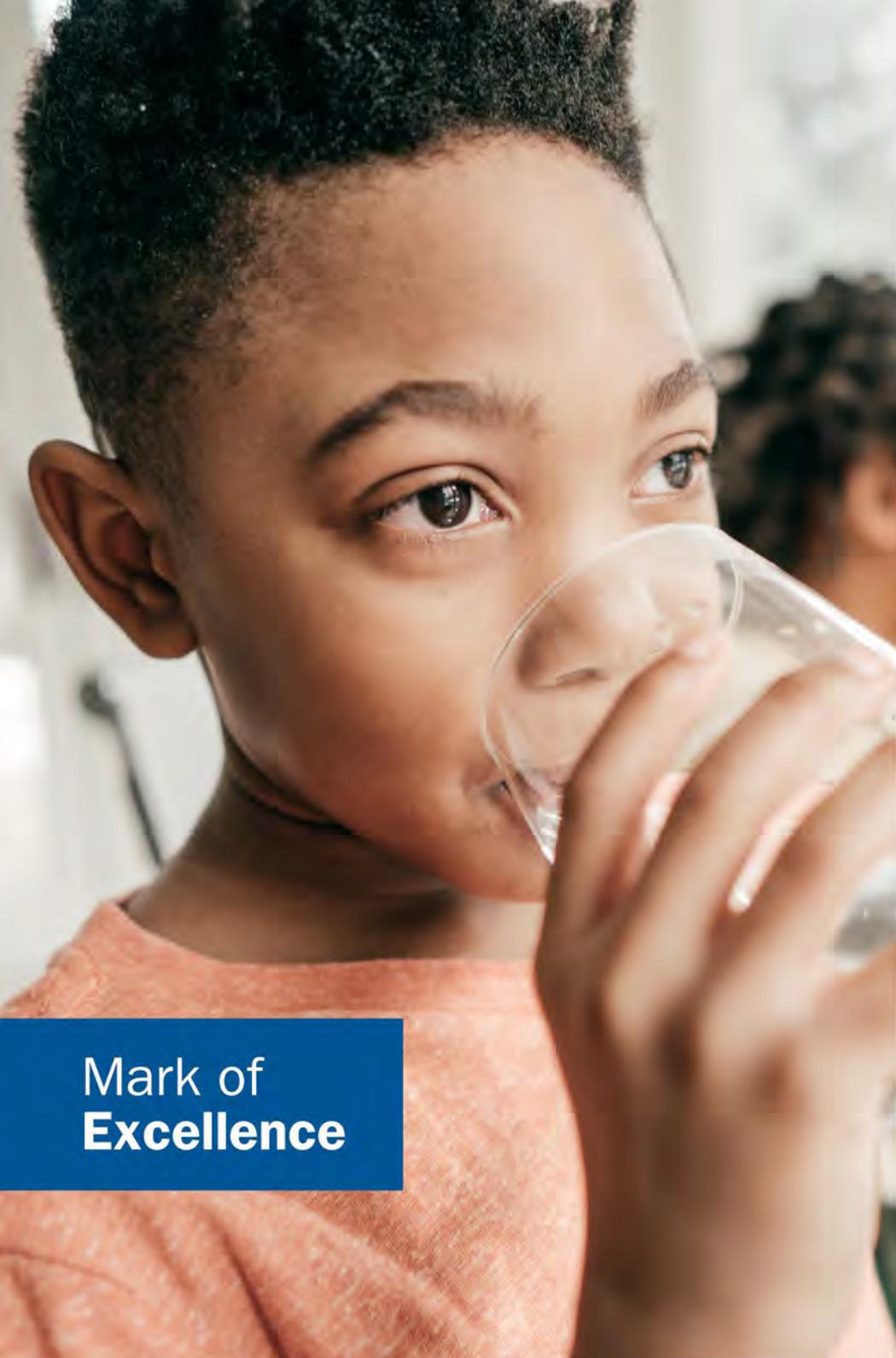
Grant A. Evitts  
Tennessee American Water

**This report contains important information about your drinking water. Translate it or speak with someone who understands it at (866) 736-6420, Monday-Friday, 7 a.m. to 7 p.m.**



### **ATTENTION: Landlords and Apartment Owners**

**Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.**



Mark of  
Excellence



### EVERY STEP OF THE WAY.

We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. **In fact, American Water performs over one million tests annually for about 100 regulated contaminants, nationwide.**



### EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. We are recognized as an industry leader in water quality and work cooperatively with the EPA so that drinking water standards and new regulations produce benefits for customers and public water suppliers. American Water has earned awards from the EPA's Partnership for Safe Water as well as awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.



### WATER QUALITY. DOWN TO A SCIENCE.

We also have access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. Here, American Water scientists refine testing procedures, innovate new methods, and look for ways to detect potentially new contaminants—even before regulations are in place.



### MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as Tennessee American Water is investing in research and testing, we also understand the importance of investing in the infrastructure that provides high-quality water service to you. Last year alone, **we invested over \$35 million to improve our water treatment and pipeline systems.**

# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

Your water, which is ground water, comes from a Cambrian-Ordovician carbonate the type aquifer from two water supply wells located on Suck Creek Mountain. To supplement your supply, we also purchase water from Lone Oak Utility District whose original source is Hixson Utility District. Hixson Utility District draws ground water from a Cambrian-Ordovician carbonate type aquifer in the Chickamauga watershed. Our goal is to protect our water from contamination, and we are working with the state to determine the vulnerability of our water source to potential contamination. Learn more about local waterways at <https://mywaterway.epa.gov/>. The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the untreated water sources serving this water system. The SWAP Report assesses the susceptibility of untreated water sources to potential contamination.

To ensure safe drinking water, all public water systems treat and routinely test their water. Water sources have been rated as reasonably susceptible (high), moderately susceptible (moderate) or slightly susceptible (low) based on geologic factors and human activities in the vicinity of the water source. Tennessee American Water source is rated as reasonably susceptible to potential contamination.

An explanation of Tennessee's SWAP, the Source Water Assessment summaries, susceptibility scorings and the overall TDEC report to EPA can be viewed online at <https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html> or contact TDEC EAC at 1-888-891-8332 (1-888-891-TDEC) to obtain copies of specific assessments. Tennessee American Water can also be contacted at 1-866-736-6420 to obtain a copy of the source water assessment specifically for our company.

**Protecting our Vital Wellhead Area** Suck Creek Water System recognizes its responsibility to protect its wellhead area. No chemicals other than water treatment chemicals will be stored within 750 feet of the wellhead, and the Utility will not apply chemicals on property it owns within 100 feet of the water sources. Applicable signs will be posted. Further, activity within our wellhead management area will be continuously monitored; all discrepancies will be reported to the Tennessee Division of Water Supply. Please call Tennessee American Water at 1-866-736-6420 between 7 AM and 7 PM for more information on this plan.



## QUICK FACTS ABOUT THE SUCK CREEK SYSTEM

**Communities served:**  
Suck Creek Mountain

**Water source:**  
Cambrian-Ordovician carbonate aquifer from two water supply wells (groundwater)

**Average amount of water supplied to customers on a daily basis:**  
0.03 million gallons per day

**Disinfection treatment:**  
Groundwater supplies are disinfected with chlorine.



## What are the Sources of Contaminants?

To provide tap water that is safe to drink, EPA and the Tennessee Department of Environment and Conservation prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. 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 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 (800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, aquifers and/or groundwater. 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.

### SPECIAL HEALTH INFORMATION

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/Centers for Disease Control and Prevention (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 (800-426-4791).

### CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

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



# Protecting Your Drinking Water Supply

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect our shared water resources. This includes utilities, businesses, residents, government agencies and organizations. Everyone who lives, works, and plays in the area has a role and stake in clean water supplies.

## WHAT CAN YOU DO?

Quality drinking water starts upstream. Everyone can help maintain and improve drinking water supplies through the following actions:

- Properly dispose of pharmaceuticals, household chemicals, oils and paints. Materials can impact water ways if poured down the drain, flushed down the toilet, or dumped on the ground.
- Check for leaks from automobiles and heating fuel tanks. Clean up any spills using an absorbent material like cat litter. Sweep up the material and put it in a sealed bag. Check with the local refuse facility for proper disposal.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.

**Report any spills, illegal dumping or suspicious activity to the Tennessee Department of Environment & Conservation:** 1-888-891-8332 or [Ask.TDEC@tn.gov](mailto:Ask.TDEC@tn.gov)

## FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at [tennesseamwater.com](http://tennesseamwater.com) or contact us or contact the regional Source Water Protection Lead, Thalika Hollingsworth at [thalika.saintil@amwater.com](mailto:thalika.saintil@amwater.com)

## WHAT ARE WE DOING?

Our priority is to provide reliable, quality drinking water service for customers. The source of supply is an important part of that mission. We work to understand and reduce potential risks to your drinking water supply. In addition to the Source Water Protection Plan we have developed under the Tennessee Source Water Assessment Program (SWAP), we work with organizations to support their work in protecting our water sources. We believe that everyone plays a role and by partnering with environmental organizations, we help spread awareness of ways individuals can make a positive impact. Examples of the types of activities we support include river, stream and creek clean ups, “skip the straw” awareness to reduce microplastics, bank stabilization and prevention of run-off, and benefits of gardening with native plants.

**Here are a few of the efforts underway to protect our shared water resources:**



**Community Involvement:** We have a proactive public outreach program to help spread the word and get people involved. This includes school education, contests, and other community activities.



**Environmental Grant Program:** Each year, we fund projects that improve water resources in our local communities.

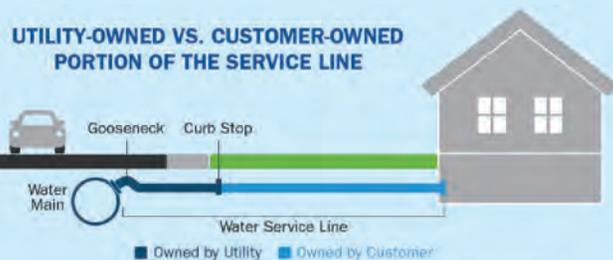


**Pharmaceutical Collection:** We partner with local law enforcement & drug abuse prevention organizations to sponsor Drug Take Back events in our community. These events as well as local permanent lock boxes offer residents a way to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies. Learn more [here](http://tn.gov/opioids/education-and-prevention/prevention/safe-disposal-of-unwanted-medication.html) (tn.gov/opioids/education-and-prevention/prevention/safe-disposal-of-unwanted-medication.html).



# About Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. American 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 or at <http://www.epa.gov/safewater/lead>.



Please note: This diagram is a generic representation. Variations may apply.

## The most common source of lead in tap water is from the customer's plumbing and their service line.

The utility-owned water mains are not made of lead; however, the water service line that carries the water from the water main in the street to your home could be. Homeowners' service lines may be made of lead, copper, galvanized steel or plastic. You can assess your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve.

### MINIMIZING YOUR POTENTIAL EXPOSURE

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

### CHECK YOUR PLUMBING AND SERVICE LINE

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at [tawleadinquiries@amwater.com](mailto:tawleadinquiries@amwater.com)



**1. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than six hours, flush the tap with cold water for 30 seconds to two minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.



**2. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.



**3. Routinely remove and clean all faucet aerators.**



**4. Look for the "Lead Free" label** when replacing or installing plumbing fixtures.



**5. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.



**6. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.

# Determining Your Service Line Material

Homeowners' service lines are most commonly made of lead, copper, galvanized steel or plastic. Homes built before 1930 are more likely to have lead plumbing systems.

## There are different ways that you can determine if you have a lead service line.

- You can access your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve and identify the pipe material using the chart on the right.
- A licensed and insured plumber can inspect your pipes and plumbing.
- Lead test kits can be purchased at local hardware and home improvement stores. These kits are used to test paint, but can also be used to test pipe – not the water inside. Look for an EPA recognized kit. Wash your hands after inspecting plumbing and pipes.

## TYPES OF PIPE

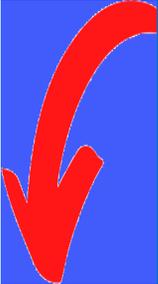
	• Galvanized: A dull, silver-gray color. Use a magnet - strong magnets will typically cling to galvanized pipes.
	• Copper: The color of a copper penny.
	• Plastic: Usually white, rigid pipe that is jointed to water supply piping with a clamp. Note: It can be other colors, including blue and black.
	• Lead: A dull, silver-gray color that is easily scratched with a coin. Use a magnet - strong magnets will <u>not</u> cling to lead pipes.

## YOUR SERVICE LINE MATERIAL

Please note if your service lines contain lead, it does not mean you cannot use water as you normally do. Tennessee American Water continues to meet all state and federal water quality regulations stipulated in the Lead and Copper Rule (<https://www.epa.gov/dwreginfo/lead-and-copper-rule>). We also have a corrosion control program that mitigates interactions between pipe material and distributed water. Our most recent lead and copper program was completed in 2021. All homes with service lines containing lead from our state-approved sampling sites did not exceed the action level for lead. If you're wanting to have your water tested, here's a list of state-approved laboratories for drinking water analyses:

[https://www.tn.gov/content/dam/tn/environment/water/drinking-water-unit/wr\\_wq\\_dw\\_approved-commercial-labs.pdf](https://www.tn.gov/content/dam/tn/environment/water/drinking-water-unit/wr_wq_dw_approved-commercial-labs.pdf)

Plastic	Galvanized	Copper	Lead
			
<b>Color:</b> May be white, black, blue or grey. May have identification on sidewall indicating type of plastic <b>Scratch test:</b> Not needed <b>Magnet:</b> Will <b>NOT</b> stick <b>Coin tap:</b> Non-tinny, sharp noise	<b>Color:</b> Dull gray <b>Scratch test:</b> Dull silver <b>Magnet:</b> <b>WILL</b> stick <b>Coin tap:</b> Tinny noise <b>Note:</b> Galvanized, will have threaded joints	<b>Color:</b> Copper/bronze <b>Scratch test:</b> Shiny copper <b>Magnet:</b> Will <b>NOT</b> stick <b>Coin tap:</b> Tinny noise	<b>Color:</b> Dull gray <b>Scratch test:</b> Bright silvery, easily scratched <b>Magnet:</b> Will <b>NOT</b> stick <b>Coin tap:</b> Dull noise <b>Note:</b> Look for a lead bulb; Not always rigid, look for a bend

 We Need Your Help!

If you know what type your service line material is coming into your house from the street, please email [tawleadinquiries@amwater.com](mailto:tawleadinquiries@amwater.com) and also include picture for validation. For more information visit: <https://www.amwater.com/tnaw/Water-Information/Water-Quality/Lead-and-Drinking-Water/>

# Important Information About Drinking Water



## PFAS

Per- and polyfluoroalkyl substances (PFAS) are manufactured chemicals used in many household products including nonstick cookware (e.g., Teflon™), stain repellants (e.g., Scotchgard™), and waterproofing (e.g., GORE-TEX™). They are also used in industrial applications such as in firefighting foams and electronics production. There are thousands of PFAS chemicals, and they persist in the environment. Two well-known PFAS chemicals are perfluorooctanoic acid (PFOA) and perfluorooctane sulfonic acid (PFOS). These were phased out of production in the United States and replaced by hexafluoropropylene oxide-dimer acid (commonly known as GenX), perfluorobutane sulfonic acid (PFBS) and others.

Tennessee American Water has performed voluntary sampling to better understand occurrence of certain PFAS in drinking water sources. This sampling allows us to be better prepared as U.S. EPA is currently developing drinking water standards for six PFAS chemicals - PFOA (4 ppt), PFOS (4 ppt), and GenX, PFBS, PFNA, and PFHxS as a group using a Hazard Index of 1. For more information on the proposed PFAS drinking water standards, please visit <https://www.epa.gov/pfas>.

The science and regulation of PFAS and other contaminants is always evolving, and Tennessee American Water strives to be a leader in research and development. PFAS contamination is one of the most rapidly changing areas in the drinking water field. We have invested in our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critically important to addressing this issue.

## FLUORIDE

Fluoride is a naturally occurring substance. It can be present in drinking water from two sources:

1. **By nature** when groundwater comes into contact with fluoride-containing minerals naturally present in the earth; or
2. **By a water purveyor** through addition of fluoride to the water they are providing in the distribution system.

The Suck Creek System has naturally-occurring fluoride in the groundwater. The fluoride levels at Suck Creek treatment plant was adjusted to achieve an optimal fluoride level of 0.7 parts per million (ppm) and a control range of 0.6 ppm to 0.9 ppm to comply with the state's Water Fluoridation Standards. The naturally-occurring fluoride levels in the Suck Creek groundwater sources are close to optimal levels (approximately 0.1 ppm) and with Suck Creek's fluoride addition, the fluoride levels in the entire system are consistent year-round.

If you have any questions on fluoride, please call Tennessee American Water's Customer Service Center at (866-736-6420).



American Water has a history of leading research to understand contaminants that can make their way through the environment. Our dedicated scientists work with leaders in the water community to develop methods to detect, sample, measure and address these contaminants. Because investment in research is critical to address PFAS, American Water actively assesses treatment technologies that can effectively remove PFAS from drinking water.

**Lauren A. Wehrich, Ph.D.**  
Principal Scientist



# Water Quality Results

## WATER QUALITY STATEMENT

We are pleased to report that during calendar year 2023, the results of testing of your drinking water complied with all state and federal drinking water requirements.

For your information, we have compiled a list in the table below showing the testing of your drinking water during 2023. The Tennessee Department of Environment and Conservation (TDEC) allows us to monitor for some contaminants less than once per year because the concentration of the contaminants does not change frequently. Some of our data, though representative, are more than one year old.

## EVER WONDER WHY OR WHAT ABOUT DRINKING WATER?

Below are links to YouTube videos and the topics they address. The videos are short - around 1 minute long with subtitles. Click on the links to learn more!

Taste and Smell of Water Explained:	<a href="https://youtu.be/a4uaaxTOWoE">https://youtu.be/a4uaaxTOWoE</a>
Sulfur Smell Explained:	<a href="https://youtu.be/DXOEYWnB_ek">https://youtu.be/DXOEYWnB_ek</a>
Chlorine in Drinking Water:	<a href="https://youtu.be/QUaldDT7nEg">https://youtu.be/QUaldDT7nEg</a>
Cloudy Water Explained:	<a href="https://youtu.be/uYkCcW9RE4c">https://youtu.be/uYkCcW9RE4c</a>
Residue from Water Explained:	<a href="https://youtu.be/x7_pwehvgmA">https://youtu.be/x7_pwehvgmA</a>
Toilet Leaks:	<a href="https://youtu.be/OzlrOfYgzY">https://youtu.be/OzlrOfYgzY</a>
Lead in Drinking Water:	<a href="https://youtu.be/xNihqfuyhaA">https://youtu.be/xNihqfuyhaA</a>
Fluoride in Drinking Water:	<a href="https://youtu.be/g-03JCe9AjY">https://youtu.be/g-03JCe9AjY</a>
Discolored Water Explained:	<a href="https://youtu.be/W21NUWP9oa8">https://youtu.be/W21NUWP9oa8</a>
What are PFAS?:	<a href="https://youtu.be/vWoOtHOVb_c">https://youtu.be/vWoOtHOVb_c</a>

## CONTACT INFORMATION

This CCR was prepared by TNAW Water Quality Team. If you have questions about this report, you want additional information about your drinking water, or want to know how to participate in local activities that may help protect the quality of your drinking water, please contact: Lori Stenzel, Manager, Water Quality & Environmental Compliance, email: [lori.stenzel@amwater.com](mailto:lori.stenzel@amwater.com)

# Definition of Terms

These are terms that may appear in your report.

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

**Level 1 Assessment:** A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

**Level 2 Assessment:** A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

**LRAA:** Locational Running Annual Average

**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. See also Secondary Maximum Contaminant Level (SMCL).

**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 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.

**MFL:** Million fibers per liter.

**micromhos per centimeter ( $\mu\text{mhos/cm}$ ):** A measure of electrical conductance.

**NA:** Not applicable

**ND:** Not detected

**Nephelometric Turbidity Units (NTU):** Measurement of the clarity, or turbidity, of the water.

**pH:** A measurement of acidity, 7.0 being neutral.

**picocuries per liter (pCi/L):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

**parts per billion (ppb):** One part substance per billion parts water, or micrograms per liter.

**parts per million (ppm):** One part substance per million parts water, or milligrams per liter.

**parts per trillion (ppt):** One part substance per trillion parts water, or nanograms per liter.

**Secondary Maximum Contaminant Level (SMCL):** Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**TON:** Threshold Odor Number

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

**%:** Percent

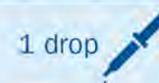
## MEASUREMENTS

### Parts Per Million



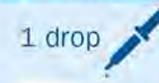
in a 10 gallon fish tank

### Parts Per Billion



in a 10,000 gallon swimming pool

### Parts Per Trillion



in 35 junior size Olympic pools

# Water Quality Results

Tennessee American Water conducts extensive monitoring to determine if your water meets all water quality standards. The Tennessee American Water Suck Creek Groundwater Treatment Plant also purchases water from the Lone Oak Utility District which in turn purchases from Hixson Utility District. The detections are reported in the following tables. While most monitoring was conducted in 2023, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see the “Definition of Terms” on the previous page. Some unregulated substances are measured, but maximum contaminant levels have not been established by the government. These contaminants are shown for your information.

**NOTE: Regulated contaminants not listed in this table were not found in the treated water supply.**

**REGULATED SUBSTANCES - Collected at the Treatment Plant and in the Distribution System**

Substance (with units)	Year Sampled			Suck Creek Utility			Lone Oak Utility District		Hixson Utility District		Typical Source		
	Suck Creek Utility	Lone Oak Utility District	Hixson Utility District	Compliance Achieved	MCLG	MCL	Compliance Result	Range Detected	Compliance Result	Range Detected		Compliance Result	Range Detected
Lead <sup>1</sup> (ppb)	2021	2022	2023	Yes	0	AL = 15	90th % = <1	all samples <1	90th % = 0.001	ND - 0.001	90th % = 3.68	ND - 6.20	Corrosion of household plumbing systems.
Copper <sup>1</sup> (ppm)	2021	2022	2023	Yes	1.3	AL = 1.3	90th % = 0.144	<0.025 - 0.166	90th % = 0.218	0.016 - 0.456	90th % = 0.588	0.114 - 0.723	Corrosion of household plumbing systems.
Turbidity <sup>2</sup> (NTU)	2023	NA	2023	Yes	0	TT: single result >1 NTU	0.084	0.032 - 0.084	NA	NA	0.29	0.1 - 0.9	Soil runoff.
				Yes	NA	TT: At least 95 % of samples <0.3	100%	NA	NA	NA	NA	NA	
Fluoride <sup>3</sup> (ppm)	2023	NA	2023	Yes	4	4	0.76	0.69 - 0.81	NA	NA	0.94	0.41 - 0.94	Erosion of natural deposits
Nitrate <sup>4</sup> (ppm)	2023	NA	2023	Yes	10	10	0.07	0.05 - 0.07	NA	NA	0.822	0.607 - 0.822	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.

1 During the most recent round of lead and copper testing for Suck Creek, 0 out of 12 households sampled contained concentrations exceeding the action level.

During the most recent round of lead and copper testing for Lone Oak, 0 out of 5 households sampled contained concentrations exceeding the action level.

2 Turbidity is a measure of the cloudiness of the water. Turbidity is monitored because it is a good indicator of the effectiveness of the filtration system. During 2023 at Suck Creek Utility, 100% of all samples taken to measure turbidity met water quality standard of less than 0.3 NTU. Turbidity in excess of 5 NTUs is just noticeable to the average person.

3 Fluoride compliance result is the average of quarterly distribution samples.

4 Nitrate compliance result is the highest result achieved in 2023 at the entry point.

REGULATED SUBSTANCES - Collected at the Treatment Plant and in the Distribution System													
Substance (with units)	Suck Creek	Lone Oak Utility District	Hixson Utility District				Suck Creek		Lone Oak Utility District		Hixson Utility District		Typical Source
	Year Sampled			Compliance Achieved	MCLG	MCL	Compliance Result	Range Detected	Compliance Result	Range Detected	Compliance Result	Range Detected	
Chlorine <sup>5</sup> (ppm) (Distribution System)	2023	2023	2023	Yes	MRDLG = 4	MRDL = 4	1.71	0.87 - 1.97	0.9 average	0.5 - 1.1	1.6	0.7 - 1.6	Water additive used to control microbes.  By-product of drinking water disinfection.  By-product of drinking water disinfection.
Chlorine <sup>6</sup> (ppm) (Entry Point)	2023	NA	NA				1.63	1.63 - 2.19	NA	NA	NA	NA	
Total Trihalomethanes (TTHMs) <sup>7</sup> (ppb)	2023	2023	2023	Yes	NA	80	34.0	24.5 - 34.0	11.4	NA	5.74	5.00 - 5.74	
Haloacetic Acids (HAAs) <sup>7</sup> (ppb)	2023	2023	2023	Yes	NA	60	13.4	10.5 - 13.4	3.77	NA	1.92	1.64 - 1.92	

5 Data represents the highest quarterly running annual average of chlorine residuals measured in distribution system of compliance samples.

6 Data represents the lowest residual entering the distribution system.

7 The compliance result reflects the highest amount detected. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems and may have an increased risk of getting cancer.

OTHER REGULATED SUBSTANCES - Collected at the Hixson Utility District Treatment Plant							
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Sodium (ppm)	2021	Yes	NA	NA	1.34	1.26 - 1.34	Erosion of natural deposits; used in water treatment.
Barium (ppm)	2021	Yes	NA	NA	0.025	0.0132 - 0.025	Erosion of natural deposits; used in water treatment.
Alpha Emitters (pCi/L)	2023	Yes	0	15	0.608	0.143-0.608	Erosion of natural deposits.
Combined Radium (pCi/L)	2023	Yes	0	5	0.327	0.037-0.327	Erosion of natural deposits.

**OTHER SUBSTANCES OF INTEREST - Collected at the Suck Creek Treatment Plant**

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Limit	Average Amount Detected	Range Detected	Comments
Iron <sup>1</sup> (ppm)	2023	NA	NA	NA	<0.10	<0.10	Secondary standard limit = 0.3 mg/L
Manganese <sup>1</sup> (ppm)	2023	NA	NA	NA	<0.010	<0.010	Secondary standard limit = 0.05 mg/L
Sodium <sup>2</sup> (ppm)	2023	NA	NA	NA	24.65	24.6- 24.7	Erosion of natural deposits; used in water treatment
Chloride <sup>1</sup> (ppm)	2023	NA	NA	NA	7.7	7.5 - 7.9	Secondary standard limit =250 mg/L
Hardness (ppm)	2023	NA	NA	NA	30.5	26 - 40	Soft 0 - 60 mg/L Moderately Hard 61 - 120 Hard 121 - 180 Very Hard greater than 180
Hardness (grains/gal)	2023	NA	NA	NA	1.8	1.5 - 2.3	Naturally occurring
pH <sup>1</sup>	2023	NA	NA	NA	7.29	7.10 - 7.61	Secondary standard limit = 6.5 - 8.5
Temp <sup>3</sup> (Celsius)	2023	NA	NA	NA	17	15 - 18	
Total Dissolved Solids <sup>1</sup> (ppm)	2023	NA	NA	NA	89	86 - 92	Secondary standard limit = 500 mg/L
Zinc <sup>1</sup> (ppm)	2023	NA	NA	NA	<0.05	<0.05	Secondary standard limit = 5.0 mg/L

1-Substances with Secondary MCLs do not have MCLGs and are not legally enforceable; these limits are primarily established to address aesthetic concerns.

2-For healthy individuals, the sodium intake from water is not important because a much greater intake of sodium takes place from salt in the diet. However, sodium levels above the recommended upper limit may be of concern to individuals on a sodium restricted diet.

3-Temp is measured on the source water.



Every Drop  
Counts

## Six Simple Steps to Save Water



### Fix any leaking faucets.

One drop every 2 seconds from a leaky faucet wastes 2 gallons of water every day. That's water — and money — down the drain.



**Don't let faucets run when brushing, shaving, or washing the dishes.** Just turning off the water while you brush can save 200 gallons a month.



**Run washing machines and dishwashers only when they are full,** or select the properly-sized wash cycle for the current laundry load.



**Install water-saving shower heads and faucet aerators** in the bathroom and kitchen (available at most home improvement stores and some supermarkets).



**Don't wash your car at home.** A car wash uses much less water and often recycles it, too.



**Turn off automatic lawn and garden sprinklers** when it's raining outside and at the end of the growing season.



## About Us

**American Water (NYSE: AWK)** is the largest regulated water and wastewater utility company in the United States. With a history dating back to 1886, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to more than 14 million people with regulated operations in 14 states and on 18 military installations. American Water's 6,500 talented professionals leverage their significant expertise and the company's national size and scale to achieve excellent outcomes for the benefit of customers, employees, investors and other stakeholders.

**Tennessee American Water**, a subsidiary of American Water, is the largest investor-owned water utility in the state, providing high-quality and reliable water services to approximately 420,000 people in Tennessee and north Georgia. For more information, visit [tennesseeamwater.com](http://tennesseeamwater.com) and follow us on X, Facebook, Instagram and YouTube.



## TENNESSEE AMERICAN WATER FACTS AT A GLANCE

- COMMUNITIES SERVED**  
 14 communities in three TN counties (Hamilton, Marion & Sequatchie), two GA counties (Walker & Catoosa) and including Sale for Resale Customers (Signal Mountain, TN; Ft. Oglethorpe, GA; Catoosa Utility District Authority, GA; Walker Utility District Authority.
- PEOPLE SERVED**  
 Approximately 420,000 residents in Tennessee and northern Georgia (88% residential, 11% commercial/Industrial, 1% public entities such as schools, hospitals, government facilities)
- EMPLOYEES**  
 110
- TREATMENT FACILITIES**  
 Two surface water treatment plants and one groundwater source
- MILES OF PIPELINE & OTHER DISTRIBUTION FACILITIES**
  - Miles of pipe: 1,443 miles
  - Hydrants: 5,723
  - Valves: 19,609
- Storage and transmission**
  - Boosters: 33
  - Tanks: 38

# How to Contact Us

If you have any questions about this report, your drinking water, or service, please contact Tennessee American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-866-736-6420.



## WATER INFORMATION SOURCES

**Tennessee American Water**  
[www.tennesseamwater.com](http://www.tennesseamwater.com)

**Tennessee Department of Environment and Conservation (TDEC):**  
[www.tn.gov/environment](http://www.tn.gov/environment)

**United States Environmental Protection Agency (USEPA):**  
[www.epa.gov/safewater](http://www.epa.gov/safewater)

**Safe Drinking Water Hotline:** (800) 426-4791

**Centers for Disease Control and Prevention:** [www.cdc.gov](http://www.cdc.gov)

**American Water Works Association:** [www.awwa.org](http://www.awwa.org)

**Water Quality Association:** [www.wqa.org](http://www.wqa.org)

**National Library of Medicine/National Institute of Health:**  
[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

**This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.**

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-866-736-6420** र हमें काल करें।

**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-866-736-6420.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.



2024 Annual  
**WATER QUALITY  
REPORT**

**Suck Creek Water Treatment Plant**  
PWS ID: 0000909

**QUALITY. ONE MORE WAY  
WE KEEP LIFE FLOWING.**



**TENNESSEE  
AMERICAN WATER**

**WE KEEP LIFE FLOWING®**

# What is a Consumer Confidence Report (CCR)

Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

We are committed to delivering high quality drinking water service. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

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**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

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## A message from Tennessee American Water's President

Dear Tennessee American Water Customer,

Having access to safe, reliable water service is something that can be easily taken for granted. At Tennessee American Water, it's our top priority.

I am pleased to share with you our 2024 Consumer Confidence Report, which is a testament to the hard work and dedication of our employees.

As you read through this annual water quality information, you will see that we continue to supply high quality drinking water service to keep your life flowing. We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. In fact, we test for about 100 regulated contaminants as required by state and federal drinking water standards.

**QUALITY:** We take water quality so seriously that our water treatment plant has been nationally recognized for over 24 years with Directors Awards from the U.S. Environmental Protection Agency's (EPA) Partnership for Safe Water program for surpassing federal and state drinking water standards. We remain committed to protecting our sources of drinking water. We utilize advanced technology and detection methods that are paving the way for source water protection across the country.

**SERVICE:** In 2024, we invested over \$37 million to upgrade our water treatment and pipeline systems in the communities we serve. These investments allow us to improve water quality, water pressure, fireflow capacity and service reliability for our customers.

**VALUE:** While costs to provide water service continue to increase across the country, our investments help us provide high quality water service that remains an exceptional value for such an essential service. We hope our commitment to you and our passion for water shines through in this report detailing the source and quality of your drinking water in 2024. We will continue to work to keep your life flowing – today, tomorrow and for future generations.

Proud to be your local water service provider,



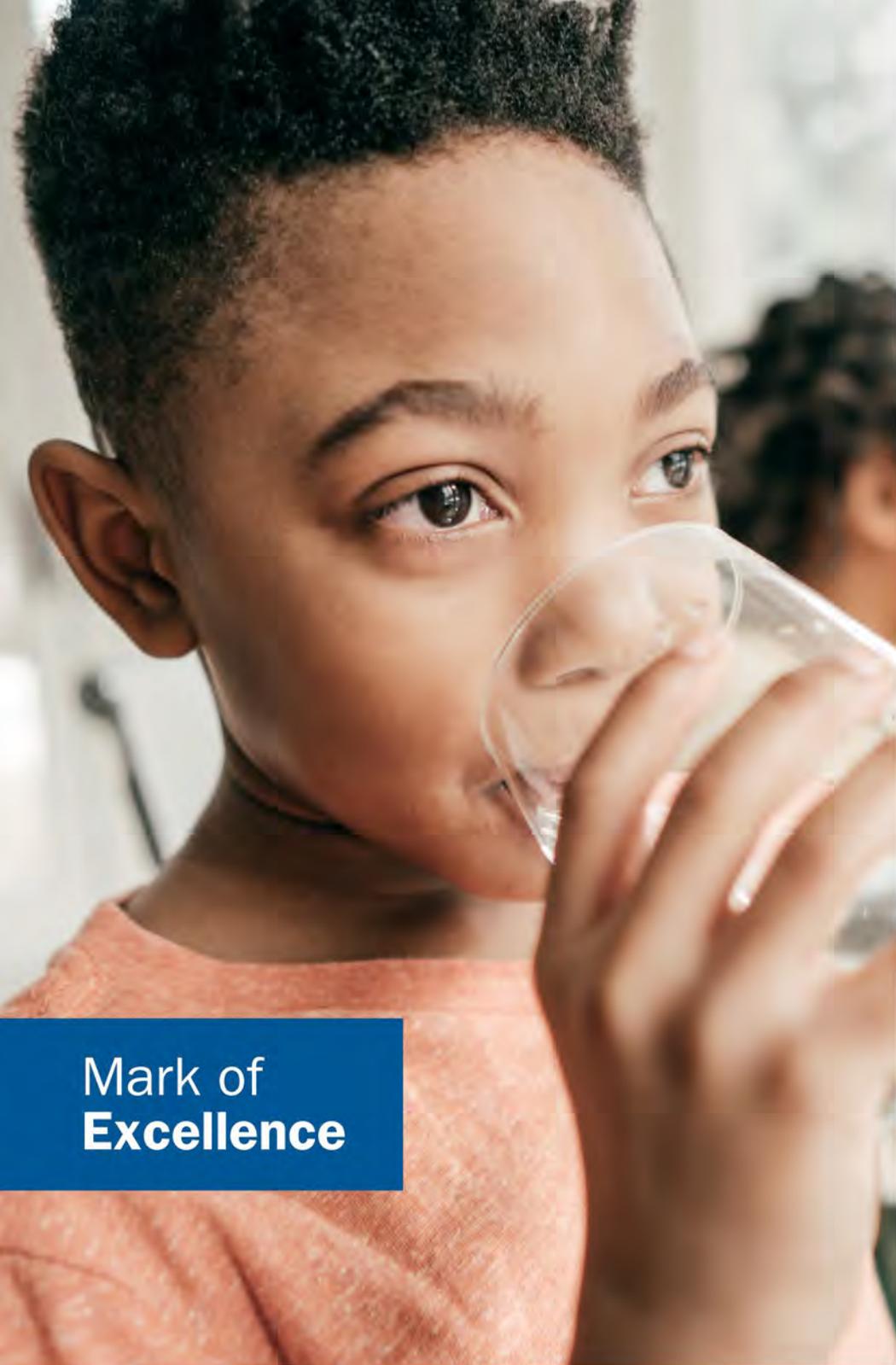
Grant A. Evitts  
Tennessee American Water

**This report contains important information about your drinking water. Translate it or speak with someone who understands it at (866) 736-6420, Monday-Friday, 7 a.m. to 7 p.m.**



### **ATTENTION: Landlords and Apartment Owners**

**Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.**



Mark of  
Excellence



### EVERY STEP OF THE WAY.

Our team monitors and tests your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. **In fact, American Water performs over one million tests annually for more than 90 regulated contaminants, nationwide.**



### EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. American Water is recognized as an industry leader in water quality and works cooperatively with the EPA so that drinking water standards and new regulations produce benefits for customers and public water suppliers. American Water has earned awards from the EPA's Partnership for Safe Water as well as awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.



### WATER QUALITY. DOWN TO A SCIENCE.

Our team also has access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. American Water scientists refine testing procedures, innovate new methods, and set new standards for detecting potentially new contaminants—even before regulations are in place.



### MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as Tennessee American Water are investing in research and testing, we also understand the importance of investing in the infrastructure that provides high-quality water service to you. Last year alone, **we invested more than \$37 million to improve our water and wastewater treatment and pipeline systems.**

# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

Your water, which is ground water, comes from a Cambrian-Ordovician carbonate the type aquifer from two water supply wells located on Suck Creek Mountain. To supplement your supply, we also purchase water from Lone Oak Utility District whose original source is Hixson Utility District. Hixson Utility District draws ground water from a Cambrian-Ordovician carbonate type aquifer in the Chickamauga watershed. Our goal is to protect our water from contamination, and we are working with the state to determine the vulnerability of our water source to potential contamination. Learn more about local waterways

at <https://mywaterway.epa.gov/>. The Tennessee Department of Environment and Conservation (TDEC) has prepared a Source Water Assessment Program (SWAP) Report for the untreated water sources serving this water system. The SWAP Report assesses the susceptibility of untreated water sources to potential contamination.

To ensure safe drinking water, all public water systems treat and routinely test their water. Water sources have been rated as reasonably susceptible (high), moderately susceptible (moderate) or slightly susceptible (low) based on geologic factors and human activities in the vicinity of the water source. Tennessee American Water source is rated as reasonably susceptible to potential contamination.

An explanation of Tennessee's SWAP, the Source Water Assessment summaries, susceptibility scorings and the overall TDEC report to EPA can be viewed online at:

<https://www.tn.gov/environment/program-areas/wr-water-resources/water-quality/source-water-assessment.html>

or contact TDEC at 1-888-891-8332 (1-888-891-TDEC) to obtain copies of specific assessments. Tennessee American Water can also be contacted at 1-866-736-6420 to obtain a copy of the source water assessment specifically for our company.

**Protecting our Vital Wellhead Area** Suck Creek Water System recognizes its responsibility to protect its wellhead area. No chemicals other than water treatment chemicals will be stored within 750 feet of the wellhead, and the Utility will not apply chemicals on property it owns within 100 feet of the water sources. Applicable signs will be posted. Further, activity within our wellhead management area will be continuously monitored; all discrepancies will be reported to the Tennessee Division of Water Supply. Please call Tennessee American Water at 1-866-736-6420 between 7 AM and 7 PM for more information on this plan.



## QUICK FACTS ABOUT QUICK FACTS ABOUT THE SUCK CREEK SYSTEM

**Communities served:**  
Suck Creek Mountain

**Water source:**  
Cambrian-Ordovician carbonate aquifer from two water supply wells

**Average amount of water supplied to customers on a daily basis:**  
0.05 million gallons per day

**Disinfection treatment:**  
Groundwater supplies are disinfected with chlorine.



# What are the Sources of Contaminants?

To provide tap water that is safe to drink, EPA and the Tennessee Department of Environment and Conservation prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. 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 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 (800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, aquifers and/or groundwater. 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.

**SPECIAL HEALTH INFORMATION**

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/Centers for Disease Control and Prevention (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 (800-426-4791).

## CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

<b>Microbial Contaminants</b>	such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
<b>Inorganic Contaminants</b>	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.
<b>Pesticides and Herbicides</b>	which may come from a variety of sources, such as agriculture, urban storm water runoff, and residential uses.
<b>Organic Chemical Contaminants</b>	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.
<b>Radioactive Contaminants</b>	which can be naturally occurring or be the result of oil and gas production and mining activities.



# Protecting Your Drinking Water Supply

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect our shared water resources. This includes utilities, businesses, residents, government agencies and organizations. Everyone who lives, works, and plays in the area has a role and stake in clean water supplies.

## WHAT CAN YOU DO?

Quality drinking water starts upstream. Everyone can help maintain and improve drinking water supplies through the following actions:

- Properly dispose of pharmaceuticals, household chemicals, oils and paints. Materials can impact waterways if poured down the drain, flushed down the toilet, or dumped on the ground.
- Check for leaks from automobiles and heating fuel tanks. Clean up any spills using an absorbent material like cat litter. Sweep up the material and put it in a sealed bag. Check with the local refuse facility for proper disposal.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.

**Report any spills, illegal dumping or suspicious activity to [insert regulatory agency] here:** 1-888-891-8332 or [Ask.TDEC@tn.gov](mailto:Ask.TDEC@tn.gov).

## FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at [tennesseeamwater.com](http://tennesseeamwater.com) or contact the regional Source Water Protection Lead, Thalika Hollingsworth at [thalika.saintil@amwater.com](mailto:thalika.saintil@amwater.com).

## WHAT ARE WE DOING?

Our priority is to provide reliable, quality drinking water service for customers. The source of supply is an important part of that mission. We work to understand and reduce potential risks to your drinking water supply. In addition to the Source Water Protection Plan we have developed under the Tennessee Source Water Assessment Program (SWAP), we work with organizations to support their work in protecting our water sources. We believe that everyone plays a role and by partnering with environmental organizations. We help spread awareness of ways individuals can make a positive impact. Examples of the types of activities we support include river, stream and creek clean ups, bank stabilization and prevention of run-off, and benefits of gardening with native plants.

**Here are a few of the efforts underway to protect our shared water resources:**



**Community Involvement:** We have a proactive public outreach program to help spread the word and get people involved. This includes school education, contests, and other community activities.



**Environmental Grant Program:** Each year, we fund projects that improve water resources in our local communities.



**Pharmaceutical Collection:** We partner with local law enforcement & drug abuse prevention organizations to sponsor Drug Take Back events in our community. These events as well as local permanent lock boxes offer residents a way to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies. Learn more [click here](https://www.tn.gov/environment/sustainability/programs/pharmaceuticals-takeback.html) (<https://www.tn.gov/environment/sustainability/programs/pharmaceuticals-takeback.html>).

# About Lead

Lead can cause serious health effects in people of all ages, especially for pregnant women, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts associated with service lines and home plumbing. Tennessee American Water is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in 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, 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, contact Tennessee American Water at [tawleadinquiries@amwater.com](mailto:tawleadinquiries@amwater.com) or Customer Service at 1-866-736-6420. 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>. Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

## The most common source of lead in tap water is from the customer's plumbing and their service line.

The utility-owned water mains are not made of lead; however, the water service line that carries the water from the water main in the street to your home could be. Homeowners' service lines may be made of lead, copper, galvanized steel or plastic. You can assess your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve.

### REDUCING YOUR POTENTIAL EXPOSURE

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

### CHECK YOUR PLUMBING AND SERVICE LINE

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at 1-866-736-6420 or [tawleadinquiries@amwater.com](mailto:tawleadinquiries@amwater.com).



**1. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than six hours, flush the tap with cold water for 30 seconds to two minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.



**2. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.



**3. Routinely remove and clean all faucet aerators.**



**4. Look for the "Lead Free" label** when replacing or installing plumbing fixtures.



**5. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.



**6. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.

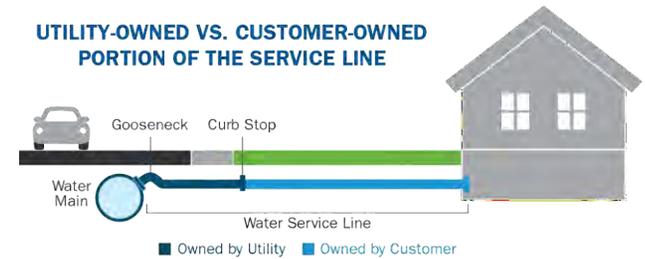
# Determining Your Service Line Material

Homeowners' service lines are most commonly made of lead, copper, galvanized steel or plastic. Homes built before 1930 are more likely to have lead plumbing systems.

## There are different ways that you can determine if you have a lead service line.

- You can access your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve and identify the pipe material using the chart on the right.
- A licensed and insured plumber can inspect your pipes and plumbing.
- Lead test kits can be purchased at local hardware and home improvement stores. These kits are used to test paint, but can also be used to test pipe – not the water inside. Look for an EPA recognized kit. Wash your hands after inspecting plumbing and pipes.

## UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



Please note: This diagram is a generic representation. Variations may apply.

## TYPES OF PIPE

	• Galvanized: A dull, silver-gray color. Use a magnet - strong magnets will typically cling to galvanized pipes.
	• Copper: The color of a copper penny.
	• Plastic: Usually white, rigid pipe that is jointed to water supply piping with a clamp. Note: It can be other colors, including blue and black.
	• Lead: A dull, silver-gray color that is easily scratched with a coin. Use a magnet - strong magnets will <u>not</u> cling to lead pipes.

## YOUR SERVICE LINE MATERIAL

Tennessee American Water, providing safe, reliable water service is our top priority. The Lead and Copper Rule Revisions finalized in 2021 require that all water providers share with customers the material of the utility-owned and customer-owned service lines that provide water to their property.

To support this initiative, Tennessee American Water created an interactive map to help our customers learn or identify their service line material and the next steps they can take to support this initiative. To access the online inventory map, please visit [tennesseeamwater.com/leadfacts](https://tennesseeamwater.com/leadfacts).

Please note: if your service lines contain lead, it does not mean you cannot use water as you normally do. Tennessee American Water tests for lead in drinking water and our water meets state and federal water quality regulations, including those set for lead (<https://www.epa.gov/dwreginfo/lead-and-copper-rule>).

We also have a corrosion control program that mitigates interactions between pipe material and distributed water. Our most recent lead and copper program was completed in 2024. All homes with service lines containing lead from our state-approved sampling sites did not exceed the action level for lead. If you want to have your water tested, below is a link to state-approved laboratories for drinking water analyses: [https://www.tn.gov/content/dam/tn/environment/water/drinking-water-unit/wr\\_wq\\_dw\\_approved-commercial-labs.pdf](https://www.tn.gov/content/dam/tn/environment/water/drinking-water-unit/wr_wq_dw_approved-commercial-labs.pdf)

If you know what type your service line material is coming into your house from the street, please email [tawleadinginquiries@amwater.com](mailto:tawleadinginquiries@amwater.com) and include a picture for validation.

For more information visit: <https://www.amwater.com/tnaw/Water-Information/Water-Quality/Lead-and-Drinking-Water/>

## WE NEED YOU

to check your home's water service line for lead or galvanized steel

LEARN HOW at [tennesseeamwater.com/leadfacts](https://tennesseeamwater.com/leadfacts)



# Important Information About **Drinking Water**

## PFAS

Per- and polyfluoroalkyl substances (PFAS) are manufactured chemicals used in many household products including nonstick cookware (e.g., Teflon™), stain repellants (e.g., Scotchgard™), and waterproofing (e.g., GORE-TEX™). They are also used in industrial applications such as in firefighting foams and electronics production. There are thousands of PFAS chemicals, and they persist in the environment. Two well-known PFAS chemicals are perfluorooctanoic acid (PFOA) and perfluorooctane sulfonic acid (PFOS). These were phased out of production in the United States and replaced by hexafluoropropylene oxide-dimer acid (commonly known as GenX), perfluorobutane sulfonic acid (PFBS) and others.

Tennessee American Water has performed voluntary sampling to better understand occurrence of certain PFAS in drinking water sources. This sampling allows us to be better prepared as U.S. EPA has finalized drinking water standards for six PFAS chemicals. For more information on the PFAS drinking water standards, please visit <https://www.epa.gov/sdwa/and-polyfluoroalkyl-substances-pfas>. Through the UCMR program, water systems collect data on a group of contaminants that are currently not regulated in drinking water at the federal level. U.S. EPA uses this information when deciding if it needs to create new drinking water limits. If you are interested in examining the results, please contact Customer Service at 1-866-736-6420.

The science and regulation of PFAS and other contaminants is always evolving, and Tennessee American Water strives to be a leader in research and development. PFAS contamination is one of the most rapidly changing areas in the drinking water field. We have invested in our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critically important to addressing this issue.

## FLUORIDE

Fluoride is a naturally occurring substance. It can be present in drinking water from two sources:

1. **By nature** when groundwater comes into contact with fluoride-containing minerals naturally present in the earth; or
2. **By a water purveyor** through addition of fluoride to the water they are providing in the distribution system.

The Suck Creek System has naturally-occurring fluoride in the groundwater. The fluoride levels at Suck Creek treatment plant was adjusted to achieve an optimal fluoride level of 0.7 parts per million (ppm) and a control range of 0.6 ppm to 0.7 ppm to comply with the state's Water Fluoridation Standards. The naturally-occurring fluoride levels in the Suck Creek groundwater sources are close to optimal levels (approximately 0.1 ppm) and with Suck Creek's fluoride addition, the fluoride levels in the entire system are consistent year-round.

If you have any questions on fluoride, please call Tennessee American Water's Customer Service Center at (866 -736-6420).



Our scientists and engineers are experts in addressing this important issue and have a long history of researching and addressing contaminants of concern in our water. We continue to focus on water quality and treatment technologies and processes that can effectively remove PFAS from drinking water.

**Lauren Weinrich, Ph.D.**

Principal Scientist,  
Water Research and Development



# Water Quality Results

## WATER QUALITY STATEMENT

We are pleased to report that during calendar year 2024, the results of testing of your drinking water complied with all state and federal drinking water requirements.

For your information, we have compiled a list in the table below showing the testing of your drinking water during 2024. The Tennessee Department of Environment and Conservation (TDEC) allows us to monitor for some contaminants less than once per year because the concentration of the contaminants does not change frequently. Some of our data, though representative, are more than one year old.

## EVER WONDER WHY OR WHAT ABOUT DRINKING WATER?

Below are links to YouTube videos and the topics they address. The videos are short - around 1 minute long with subtitles. Click on the links to learn more!

**Taste and Smell of Water Explained:**

<https://youtu.be/a4uaaxTOWoE>

**Sulfur Smell Explained:**

[https://youtu.be/DX0EYWnB\\_ek](https://youtu.be/DX0EYWnB_ek)

**Chlorine in Drinking Water:**

<https://youtu.be/QUaldDT7nEg>

**Cloudy Water Explained:**

<https://youtu.be/uYkCcW9RE4c>

**Residue from Water Explained:**

[https://youtu.be/x7\\_pwehvgmA](https://youtu.be/x7_pwehvgmA)

**Toilet Leaks:**

<https://youtu.be/OzlrOfYgzY>

**Lead in Drinking Water:**

<https://youtu.be/xNihqfuyhaA>

**Fluoride in Drinking Water:**

<https://youtu.be/g-03JCe9AjY>

**Discolored Water Explained:**

<https://youtu.be/W21NUWP9oa8>

**What are PFAS?:**

[https://youtu.be/vWo0tHOVb\\_c](https://youtu.be/vWo0tHOVb_c)

## CONTACT INFORMATION

This CCR was prepared by our Water Quality Team. If you have questions about this report, want additional information about your drinking water, or want to know how to participate in local activities that may help protect the quality of your drinking water, please contact: Lori Stenzel, Manager, Water Quality & Environmental Compliance, email: [lori.stenzel@amwater.com](mailto:lori.stenzel@amwater.com)



# Definition of Terms

These are terms that may appear in your report.

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

**Level 1 Assessment:** A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

**Level 2 Assessment:** A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

**LRAA:** Locational Running Annual Average

**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. See also Secondary Maximum Contaminant Level (SMCL).

**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 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.

**MFL:** Million fibers per liter.

**micromhos per centimeter ( $\mu\text{mhos/cm}$ ):** A measure of electrical conductance.

**NA:** Not applicable

**ND:** Not detected

**Nephelometric Turbidity Units (NTU):** Measurement of the clarity, or turbidity, of the water.

**pH:** A measurement of acidity, 7.0 being neutral.

**picocuries per liter (pCi/L):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

**parts per billion (ppb):** One part substance per billion parts water, or micrograms per liter.

**parts per million (ppm):** One part substance per million parts water, or milligrams per liter.

**parts per trillion (ppt):** One part substance per trillion parts water, or nanograms per liter.

**Secondary Maximum Contaminant Level (SMCL):** Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**TON:** Threshold Odor Number

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

**%:** Percent

## MEASUREMENTS

### Parts Per Million



in a 10 gallon fish tank

### Parts Per Billion



in a 10,000 gallon swimming pool

### Parts Per Trillion



in 35 junior size Olympic pools

# Water Quality Results

Tennessee American Water conducts extensive monitoring to determine if your water meets all water quality standards. The Tennessee American Water Suck Creek Groundwater Treatment Plant also purchases water from Lone Oak Utility District which in turn purchases from Hixson Utility District whose data is included below Suck Creek. The detections of our monitoring are reported in the following tables. While most monitoring was conducted in 2024, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see the "Definition of Terms" on the previous page. Some unregulated substances are measured, but maximum contaminant levels have not been established by the government. These contaminants are shown for your information.

**NOTE: Regulated contaminants not listed in this table were not found in the treated water supply.**

## SUCK CREEK - LEAD AND COPPER MONITORING PROGRAM - At least 10 tap water samples collected at customers' taps every 3 years

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90 <sup>th</sup> Percentile	Range	No. of Premises Sampled	Premises Above Action Level	Typical Source
Lead (ppb)	2024	Yes	0	15	<1	<1 - <1	10	0	Corrosion of household plumbing systems.
Copper (ppm)	2024	Yes	1.3	1.3	0.200	<0.025 - 0.244	10	0	Corrosion of household plumbing systems.

## SUCK CREEK - DISINFECTION BYPRODUCTS - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest LRAA	Range Detected	Typical Source
Total Trihalomethanes (TTHMs) (ppb)	2024	Yes	NA	80	33.5	25.4 to 33.5	By-product of drinking water disinfection.
Haloacetic Acids (HAA5s) (ppb)	2024	Yes	NA	60	13.9	11.4 to 13.9	By-product of drinking water disinfection.

NOTE: Compliance is based on the running annual average at each location (LRAA). The Highest LRAA reflects the highest average at any location and the Range Detected reflects all samples used to calculate the running annual averages. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of cancer.

## SUCK CREEK - TURBIDITY - Continuous Monitoring at the Treatment Plant

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Amount Detected	Range Detected	Typical Source
Turbidity (NTU)	2024	Yes	0	TT: Single result >1 NTU	0.068	0.017 - 0.096	Soil runoff.
	2024	Yes	NA	TT: At least 95% of samples ≤0.3 NTU	100%	NA	Soil runoff.

Turbidity is a measure of the cloudiness of the water. Turbidity is monitored because it is a good indicator of the effectiveness of the filtration system. During 2024, 100% of all samples taken to measure turbidity met water quality standard of less than 0.3 NTU. Turbidity in excess of 5 NTUs is just noticeable to the average person.

**SUCK CREEK DISINFECTANTS - Collected in the Distribution System and at the Treatment Plant**

Substance (with units)	Year Sampled	Compliance Achieved	MRDLG	MRDL	MCL	Compliance Result	Range Detected	Typical Source
Distribution System Chlorine Residual <sup>1</sup> (ppm)	2024	Yes	4	4	4	1.66 <sup>1</sup>	0.49 to 2.12	Water additive used to control microbes.
Entry Point Chlorine Residual <sup>2</sup> (ppm)	2024	Yes	4	4	4	1.40 <sup>2</sup>	1.40 to 2.11	Water additive used to control microbes.

<sup>1</sup> Data represents the highest quarterly running annual average of chlorine residuals measured in the distribution system of compliance samples.

<sup>2</sup> Data represents the lowest chlorine residual entering the distribution system from our surface water treatment plant.

**SUCK CREEK - REGULATED SUBSTANCES – Collected in the Distribution System**

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Compliance Result	Range Detected	Typical Source
Fluoride <sup>1</sup> (ppm)	2024	Yes	4	4	0.78	0.72 to 0.82	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories.

<sup>1</sup> Fluoride compliance result is the average of quarterly distribution samples.

**SUCK CREEK - REGULATED SUBSTANCES – Collected at the Treatment Plant**

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Nitrate <sup>1</sup> (ppm) (Entry Point)	2024	Yes	10	10	<0.01	<0.01	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.

<sup>1</sup> Nitrate compliance result is the highest result achieved in 2024 at the entry point to the distribution system.

**SUCK CREEK - OTHER SUBSTANCES OF INTEREST - Collected at the Treatment Plant**

Substance (with units)	Year Sampled	SMCL <sup>1</sup>	Average Amount Detected	Range Detected	Comments
Calcium (ppm)	2024	NA	10	10	Hardness compound
Chloride (ppm)	2024	250	8.7	8.7	Secondary Standard Limit
Copper (ppm)	2024	1.0	0.057	0.057	Corrosion of household plumbing systems.
Iron (ppm)	2024	0.3	<0.10	<0.10	Secondary Standard Limit
Magnesium (ppm)	2024	NA	2	2	Hardness compound
Manganese (ppm)	2024	0.05	<0.01	<0.01	Secondary Standard Limit
pH	2024	6.5 - 8.5	7.2	7.1 - 7.7	pH is a measure of the acid/base properties of water
Sodium <sup>2</sup> (ppm)	2024	NA	22.2	22.2	Erosion from naturally occurring deposits: Used in water softener regeneration.
Sulfate (ppm)	2024	250	13.3	13.3	Secondary Standard Limit
Total Dissolved Solids (ppm)	2024	500	64	64	Secondary Standard Limit
Total Hardness (as CaCO <sub>3</sub> ) (ppm)	2024	NA	36	27 - 76	Soft 0 - 60 mg/L Moderately Hard 61 - 120 Hard 121 - 180 Very Hard greater than 180
Total Hardness (grains per gallon)	2024	NA	2.1	1.6 - 4.4	Naturally occurring.

<sup>1</sup>Substances with Secondary MCLs do not have MCLGs and are not legally enforceable; these limits are primarily established to address aesthetic concerns.

<sup>2</sup> For healthy individuals the sodium intake from water is not important because a much greater intake of sodium takes place from salt in the diet. However, sodium levels above the recommended upper limit may be of concern to individuals on a sodium restricted diet.

**HIXSON UTILITY DISTRICT - REGULATED SUBSTANCES – Collected at the Treatment Plant**

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Nitrate <sup>1</sup> (ppm) (Entry Point)	2024	Yes	10	10	0.74	0.48 to 0.74	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.
Combined Radium (pCi/L)	2023	Yes	0	5	0.57	0.11 – 0.57	Erosion of natural deposits.
Gross Alpha (pCi/L)	2023	Yes	0	15	0.63	0.14 – 0.63	Erosion of natural deposits.
Barium (mg/L)	2021	Yes	2	2	0.025	0.013 – 0.025	Erosion of natural deposits.
Sodium <sup>2</sup> (mg/L)	2024	Yes	NA	NA	1.25	1.19 – 1.25	Erosion of natural deposits; used in water treatment
Turbidity <sup>3</sup> (NTU)	2024	Yes	NA	TT	0.70	0.10 – 0.70	Soil runoff

<sup>1</sup> Nitrate compliance result is the highest result achieved in 2024 at the entry point to the distribution system.

<sup>2</sup> For healthy individuals the sodium intake from water is not important because a much greater intake of sodium takes place from salt in the diet. However, sodium levels above the recommended upper limit may be of concern to individuals on a sodium restricted diet.

<sup>3</sup> Turbidity is a measure of the cloudiness of the water. During 2024, no monthly averages exceeded 1.0 NTU.

**HIXSON UTILITY DISTRICT - REGULATED SUBSTANCES – Collected in the Distribution System**

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Compliance Result	Range Detected	Typical Source
Fluoride <sup>1</sup> (ppm)	2024	Yes	4	4	0.62	0.57 to 0.62	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories.
Chlorine (ppm)	2024	Yes	4	4	1.14	0.8 – 1.4	Drinking water disinfectant.
Total Trihalomethanes <sup>2</sup> (TTHMs) (ppb)	2024	Yes	NA	80	5.51	4.62 – 5.51	By-product of drinking water disinfection.
Haloacetic Acids <sup>2</sup> (HAA5s) (ppb)	2024	Yes	NA	60	1.73	1.25 – 1.73	By-product of drinking water disinfection.

<sup>1</sup> Fluoride compliance result is the average of quarterly distribution samples.

<sup>2</sup> Compliance is based on the running annual average at each location (LRAA). The Highest LRAA reflects the highest average at any location and the Range Detected reflects all samples used to calculate the running annual averages. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of cancer.

**HIXSON UTILITY DISTRICT - LEAD AND COPPER MONITORING PROGRAM - At least 30 tap water samples collected at customers' taps every 3 years**

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90 <sup>th</sup> Percentile	Range	No. of Premises Sampled	Premises Above Action Level	Typical Source
Lead (ppb)	2023	Yes	0	15	2.20	BDL – 6.20	30	0	Corrosion of household plumbing systems.
Copper (ppm)	2023	Yes	1.3	1.3	0.575	0.114 – 0.723	30	0	Corrosion of household plumbing systems.

BDL = Below the Detection Limit.

## UNREGULATED CONTAMINANT MONITORING RULE

Unregulated contaminants are those for which the EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist the EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is necessary. Every five years, the EPA issues a new list of no more than 30 unregulated contaminants to be monitored. If you are interested in examining the results, please contact Customer Service at 866-736-6420. The table below provides information on the unregulated contaminants that were detected in the water system under the current round of monitoring.

HIXSON UTILITY DISTRICT - UNREGULATED CHEMICALS					
Parameter	Year Sampled	Average Amount Detected	Range Low-High	U.S. EPA MCL (effective 2029)	Typical Source
Perfluorooctanoic acid (PFOA) (ppt)	2024	ND	ND	4.0	Discharge from manufacturing and industrial chemical facilities, use of certain consumer products, occupational exposures, and certain firefighting activities.
Perfluorooctanesulfonic acid (PFOS) (ppt)	2024	ND	ND	4.0	
Hexafluoropropylene oxide dimer acid (HFPO-DA) (GenX chemicals) <sup>1</sup> (ppt)	2024	ND	ND	10	
Perfluorohexane sulfonic acid (PFHxS) <sup>1</sup> (ppt)	2024	6.1	6.1	10	
Perfluorononanoic acid (PFNA) <sup>1</sup> (ppt)	2024	ND	ND	10	
Perfluorobutanesulfonic acid (PFBS) <sup>1</sup> (ppt)	2024	6	6	N/A	
Hazard Index <sup>1</sup>	2024	NA	NA	1	

<sup>1</sup>Hazard Index or HI. The Hazard Index is an approach that determines the health concerns associated with mixtures of certain PFAS in finished drinking water. Low levels of multiple PFAS that individually would not likely result in adverse health effects may pose health concerns when combined in a mixture. The Hazard Index MCL represents the maximum level for mixtures of two or more of the following: PFHxS, PFNA, HFPO-DA, and/or PFBS allowed in water delivered by a public water system. A Hazard Index greater than 1 requires a system to take action.

“Hixson Utility District tested for 29 PFAS chemicals at the entry point as part of the U.S. EPA’s Unregulated Contaminant Monitoring Rule program, or UCMR5 during 2024. PFAS not listed in the table were below the reporting limit.

For more information on the U.S. EPA’s PFAS drinking water standards, including the Hazard Index, please visit <https://www.epa.gov/sdwa/and-polyfluoroalkyl-substances-pfas>

PFAS chemicals are unique, so two PFAS chemicals at the same level typically do not present the same risk. Therefore, you should not compare the results for one PFAS chemical against the results of another.



Every Drop  
Counts

## Six Simple Steps to Save Water



### Fix any leaking faucets.

One drop every 2 seconds from a leaky faucet wastes 2 gallons of water every day. That's water — and money — down the drain.



### Don't let faucets run when brushing, shaving, or washing the dishes.

Just turning off the water while you brush can save 200 gallons a month.



**Run washing machines and dishwashers only when they are full**, or select the properly-sized wash cycle for the current laundry load.



### Install water-saving shower heads and faucet aerators

in the bathroom and kitchen (available at most home improvement stores and some supermarkets).



**Don't wash your car at home.** A car wash uses much less water and often recycles it, too.



### Turn off automatic lawn and garden sprinklers

when it's raining outside and at the end of the growing season.



## About Us

**American Water (NYSE: AWK)** is the largest regulated water and wastewater utility company in the United States. With a history dating back to 1886, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to approximately 14 million people with regulated operations in 14 states and on 18 military installations. American Water's 6,700 talented professionals leverage their significant expertise and the company's national size and scale to achieve excellent outcomes for the benefit of customers, employees, investors and other stakeholders.

**Tennessee American Water**, a subsidiary of American Water, is the largest regulated water utility in the state, providing high-quality and reliable water services to approximately 406,000 people in Tennessee and north Georgia. For more information, visit [tennesseeamwater.com](http://tennesseeamwater.com) and follow us on Facebook, X, Instagram and YouTube.



## TENNESSEE AMERICAN WATER FACTS AT A GLANCE

- COMMUNITIES SERVED**  
 14 communities in three TN counties (Hamilton, Marion & Sequatchie), two GA counties (Walker & Catoosa) and including Sale for Resale Customers (Signal Mountain, TN; Ft. Oglethorpe, GA; Catoosa Utility District Authority, GA; Walker County Water & Sewerage Authority, GA.)
- PEOPLE SERVED**  
 Approximately 406,000 residents in Tennessee and northern Georgia (86% residential, 10% commercial/Industrial, 4% public entities such as schools, hospitals, government facilities)
- EMPLOYEES**  
 106
- TREATMENT FACILITIES**  
 Two surface water treatment plants and one groundwater source
- MILES OF PIPELINE & OTHER DISTRIBUTION FACILITIES**
  - Miles of pipe: 1,471 miles
  - Hydrants: 5,851
  - Valves: 19,914
- Storage and transmission**
  - Boosters: 33
  - Tanks: 38

# How to Contact Us

If you have any questions about this report, your drinking water, or service, please contact Tennessee American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-866-736-6420.



## WATER INFORMATION SOURCES

**Tennessee American Water**

[www.tennesseeamwater.com](http://www.tennesseeamwater.com)

**Tennessee Department of Environment and Conservation(TDEC):**

[www.tn.gov/environment](http://www.tn.gov/environment)

**United States Environmental Protection Agency (USEPA):**

[www.epa.gov/safewater](http://www.epa.gov/safewater)

**Safe Drinking Water Hotline:** (800) 426-4791

**Centers for Disease Control and Prevention:** [www.cdc.gov](http://www.cdc.gov)

**American Water Works Association:** [www.awwa.org](http://www.awwa.org)

**Water Quality Association:** [www.wqa.org](http://www.wqa.org)

**National Library of Medicine/National Institute of Health:**

[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

**This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.**

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-736-6420.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-736-6420.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-736-6420.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-736-6420** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-866-736-6420** र हमें काल करें।

**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-736-6420.**

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-866-736-6420.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-736-6420.

# **PUBLIC VERSION**

**CONFIDENTIAL EXHIBIT 1-008 – WATERSHED STUDY RESULT**



**TENNESSEE AMERICAN WATER COMPANY  
DOCKET NO. 25-00086  
FIRST DISCOVERY REQUEST OF THE  
CONSUMER ADVOCATE DIVISION**

**Responsible Witness: Jon Sparkman**

**Question 1-9:** PFAS Remediation Liability. Identify and provide a copy of all PFAS Mitigation Costs that TAWC expects to incur.

**RESPONSE:**

TAWC objects to this request to the extent that “PFAS Mitigation Costs” is used here by the CAD as a defined term on the grounds that the Company is not aware of any such defined term. Subject to and without waiving this objection, TAWC responds as follows: See response CAD DR 1-1(d).

**TENNESSEE AMERICAN WATER COMPANY  
DOCKET NO. 25-00086  
FIRST DISCOVERY REQUEST OF THE  
CONSUMER ADVOCATE DIVISION**

**Responsible Witness:** Robert Lane

**Question 1-10:** PFAS Remediation Liability. Identify any insurance coverage that TAWC can utilize for recovery of PFAS Mitigation Costs.

**RESPONSE:**

TAWC objects to this request to the extent that “PFAS Mitigation Costs” is used here by the CAD as a defined term on the grounds that the Company is not aware of any such defined term. Subject to and without waiving this objection, TAWC responds as follows: At this time, TAWC is unaware of available insurance that would cover routine or ongoing capital costs or operating expenses incurred during the normal course of business for PFAS-related water quality requirements.

**TENNESSEE AMERICAN WATER COMPANY  
DOCKET NO. 25-00086  
FIRST DISCOVERY REQUEST OF THE  
CONSUMER ADVOCATE DIVISION**

**Responsible Witness: Robert Lane**

**Question 1-11:** Customer Refund Methodology. Refer to the *Letter & Tariff Page*, PLUS Tariff, Original Sheet 60. It appears that TAWC is proposing to refund all PFAS Settlement Proceeds received over a 1-month period equally to all customers of record. Explain the Company's rationale for not refunding PFAS Proceeds over a longer period.

**RESPONSE:**

The Company is proposing to quickly distribute PFAS litigation proceeds to customers through direct credits because of the benefits to its customers and simpler administration of these proceeds.

First, direct credit allows for rapid distribution of funds to customers with limited regulatory or administrative costs. The PLUS tariff creates a formula that easily adapts to periodic, somewhat unpredictable cash flows, enabling credits as funds arrive and without delay.

Second, the PLUS tariff quickly returns funds to customers so that they can put these resources to their own highest and best use. A customer could utilize the proceeds today for something more important to that customer or save the credit and use it to offset higher costs incurred later due to PFAS treatment. This approach leaves the decision in the hands of the customer who is best situated to evaluate the highest and most meaningful use of the proceeds for them.

Third, the credits enable customers to directly experience the benefit of intentional efforts pursued on their behalf to provide safe and reliable water and to reduce their costs. Too often customers see the regulatory process as only raising rates—the benefits from utility efforts to manage costs and the Commission's focus on ensuring rates are just and reasonable are not as transparent to our customers. These efforts are baked into the rates and are not tangible for the customers who may still be managing higher bills due to other prudent cost increases. PLUS credits provide a direct opportunity for the customer to see tangible benefits from the regulatory process.

Lastly, the PLUS tariff avoids the complications of tracking the proceeds that could arise if PFAS regulations are scaled back in the future and the costs of remediation are less than the litigation proceeds.

Overall, direct customer credits through the PLUS tariff offer a simple, timely, and efficient solution.

**TENNESSEE AMERICAN WATER COMPANY  
DOCKET NO. 25-00086  
FIRST DISCOVERY REQUEST OF THE  
CONSUMER ADVOCATE DIVISION**

**Responsible Witness:** Robert Lane

**Question 1-12:** Customer Refund Methodology. Refer to the *Letter & Tariff Page*, PLUS Tariff, Original Sheet 60. It appears that TAWC is proposing to refund all PFAS Settlement Proceeds received over a 1-month period equally to all customers of record. Explain the Company's rationale for not refunding PFAS Proceeds based on customer usage.

**RESPONSE:**

TAWC is proposing a universal credit on a per customer basis, rather than one allocated based on usage or revenue, for administrative and regulatory ease. Also please see response to CAD DR 1-

11.

# PUBLIC VERSION

TENNESSEE AMERICAN WATER COMPANY  
DOCKET NO. 25-00086  
FIRST DISCOVERY REQUEST OF THE  
CONSUMER ADVOCATE DIVISION

**Responsible Witness:** Robert Lane

**Question 1-13:** Jurisdictional Treatment. Identify the PFAS Settlement Proceeds that have been received to date by each American Water Operating Company by each PFAS Manufacturer.

**CONFIDENTIAL RESPONSE:**

TAWC objects to this request to the extent that it seeks information regarding American Water operating companies other than TAWC. Such information is not relevant to TAWC's proposed PLUS Tariff and is subject to the jurisdiction of other state utility commissions. Subject to and without waiving the foregoing objections, TAWC responds as follows: Distribution of proceeds to each American Water entity are determined by the settlement administrator in accordance with the allocation procedures filed with the MDL Court. At this time, distributions have been made in connection with the 3M and DuPont settlements only.

Subject to the protective order in this proceeding, the following approximate amounts for American Water operating companies other than TAWC are being submitted **UNDER SEAL** as **CONFIDENTIAL INFORMATION**:

10) TAWC -- \$4.4 million;

At this time, TAWC does not have estimated net proceeds figures for each American Water entity in connection with the recent DuPont settlement payment.

**TENNESSEE AMERICAN WATER COMPANY  
DOCKET NO. 25-00086  
FIRST DISCOVERY REQUEST OF THE  
CONSUMER ADVOCATE DIVISION**

**Responsible Witness:** Robert Lane

**Question 1-14:** Jurisdictional Treatment. Provide a copy of all regulatory commission orders that identify the methodology approved to refund PFAS Settlement Proceeds for each American Water Operating Company.

**RESPONSE:**

To date, five state utility commissions have approved a requested tariff to refund the PFAS settlement proceeds to customers submitted by American Water operating companies. Those states are: Illinois, Indiana, Iowa, Pennsylvania and Kentucky.

Illinois approval is attached as Attachment 1

Indiana's approval is attached as Attachment 2

Iowa's approval is attached as Attachment 3

Kentucky's approval is attached as Attachment 4

Pennsylvania's approval is attached as Attachment 5



September 19, 2025

Nichol Toomire  
Chief Operating Officer  
Iowa Utilities Commission  
1375 East Court Avenue  
Des Moines, IA 50319—0069

RE: Iowa-American Water Company (“Iowa-American”)  
PFAS Litigation Universal Surcredit (“PLUS”) Tariff Filing  
Docket No. TF-2025-XXXX

Dear Ms. Toomire:

Iowa-American Water Company (“IAWC”) is submitting for filing revised and original tariff sheets implementing Iowa-American’s PFAS Litigation Universal Surcredit (“PLUS”) tariff applicable to customers taking service under Rate Schedule 1 and 5. The PLUS tariff is being implemented to distribute proceeds received by the Company resulting from litigation against manufacturers of perfluoroalkyl and polyfluoroalkyl substances (“PFAS”) to its customers.

PFAS are manufactured chemicals historically used in household products such as nonstick cookware (e.g., Teflon™), stain repellants (e.g., Scotchgard™), and waterproofing (e.g., GORE-TEX™). They are or were also used in industrial applications such as firefighting foams and electronics production. Thousands of PFAS chemicals persist in the environment.

In 2024, the United States Environmental Protection Agency (“EPA”) announced PFAS drinking water regulations and identified PFAS as a hazardous substance under the Comprehensive Environmental Response, Compensation, and Liability Act (“ERCLA”). Drinking water limits of four parts per trillion were instituted, with a compliance deadline of 2029.

Water utilities are passive receivers of PFAS and their removal from drinking water generally requires construction of either granular activated carbon (“GAC”) or ion exchange (“IX”) facilities. Operating costs can include filter media reactivation and waste disposal services.

Iowa-American Water has engaged legal counsel and is actively participating in litigation against several of the major manufacturers of PFAS. More than 7,000 lawsuits related to PFAS contamination brought against primary and secondary PFAS manufacturers were consolidated into a multidistrict litigation docket before the U.S. District Court for the District of South Carolina. A multi-district litigation (“MDL”) docket is comprised of multiple civil cases involving one or more common issues in cases that are pending at the same time in different courts. The consolidation promotes judicial efficiency. A settlement judge was appointed for the water utilities, both private and publicly owned, to evaluate the potential for settlement with PFAS primary and secondary manufacturers. These efforts resulted in settlements between the impacted water utilities and the following PFAS manufacturers:

- 3M Company (“3M”)
- The Chemours Company, The Chemours Company FC, LLC, DuPont de Nemours, Inc., Corteva, Inc., and E.I. DuPont de Nemours and Company n/k/a EIDP, Inc. collectively “DuPont”)
- Tyco Fire Products LP (“Tyco”); and
- BASF Corporation (“BASF”)

The MDL settlement was reached with 3M and DuPont in March of 2024 and with Tyco and BASF in November 2024. These settlements have all been approved by the federal court. The 3M settlement is expected to yield two payments in 2025, followed by annual payments for a number of years. The DuPont, Tyco, and BASF settlements are expected to result in one-time payments.

While the total amount of the settlements is known, Iowa-American Water does not yet know the specific amounts it will receive, in total, from the settlements. Although the settlements are not identical, they all use a methodology for allocating the settlement among participating water utilities assigning scores based on various criteria determined in the settlement agreement and applied by the settlement administrator. The settlement administrator and the settling parties have been working closely to submit the appropriate system-specific data necessary to calculate a score under the settlements. The 3M settlement was the first agreement approved and the scoring metrics have been completed for the initial payment. Iowa-American Water will receive \$737,761 in the first payment; net of the litigation costs and fees it incurred to pursue this litigation.

Iowa-American Water is proposing the PLUS tariff to distribute PFAS litigation proceeds to customers as they are received. Under the PLUS tariff, Iowa-American Water would calculate a one-time credit each time a PFAS litigation payment is received that would be reflected on customers' bills for customers taking service under Rate Schedule 1 and 5. The amount of the credit would vary based on the proceeds received (net of attorneys' fees and costs) and the number of customers at the time. Iowa-American Water will credit the full amount of the proceeds to customers after deducting its legal expenses. Iowa-American will file information sheets prior to applying a PLUS credit to customer bills. Iowa-American will file along with its information sheets, a cover letter that describes the specific litigation that resulted in litigation proceeds and how the total amount of litigation proceeds included in the PLUS calculation was determined. Each subsequent information sheet will maintain a listing of all previous litigation proceeds and PLUS amounts credited to customers. An exemplar information sheet is attached.

The PLUS tariff provides for rapid delivery of proceeds to customers taking service under Rate Schedule No. 1 and No. 5, regulatory efficiency, flexibility, and ease of customer communication and understanding. Iowa-American respectfully requests the Commission approve the tariffs submitted herewith related to Iowa-American's PLUS tariff. Please contact the undersigned with any questions or concerns.

Very truly yours,

/s/ Rachel L. Niemeier

Rachel L. Niemeier  
Director, Corporate Counsel  
Iowa-American Water Company  
Phone: 314-996-2390  
Email: rachel.niemeier@amwater.com



October 9, 2025

Nichol Toomire  
Chief Operating Officer  
Iowa Utilities Commission  
1375 East Court Avenue  
Des Moines, IA 50319—0069

RE: Iowa-American Water Company (“Iowa-American”)  
PFAS Litigation Universal Surcredit (“PLUS”) Tariff Filing  
Docket No. TF-2025-XXXX

Dear Ms. Toomire:

On September 19, 2025, Iowa-American Water Company (“IAWC”) submitted for filing revised and original tariff sheets implementing Iowa-American’s PFAS Litigation Universal Surcredit (“PLUS”) tariff applicable to customers taking service under Rate Schedule 1 and 5. The PLUS tariff is being implemented to distribute proceeds received by the Company resulting from litigation against manufacturers of perfluoroalkyl and polyfluoroalkyl substances (“PFAS”) to its customers.

Iowa-American Water is proposing the PLUS tariff to distribute PFAS litigation proceeds to customers as they are received. Under the PLUS tariff, Iowa-American Water would calculate a one-time credit each time a PFAS litigation payment is received that would be reflected on customers’ bills for customers taking service under Rate Schedule 1 and 5. The amount of the credit would vary based on the proceeds received (net of attorneys’ fees and costs) and the number of customers at the time. Iowa-American Water will credit the full amount of the proceeds to customers after deducting its legal expenses. Iowa-American will file information sheets prior to applying a PLUS credit to customer bills. Iowa-American will file along with its information sheets, a cover letter that describes the specific litigation that resulted in litigation proceeds and how the total amount of litigation proceeds included in the PLUS calculation was determined. Each subsequent information sheet will maintain a listing of all previous litigation proceeds and PLUS amounts credited to customers. An exemplar information sheet is attached.

After conversations with the Office of Consumer Advocate (“OCA”), Iowa-American has agreed to update the original filing to reflect agreement between IAWC and OCA regarding language to be included in the tariff. We appreciate OCA’s willingness to collaborate and reach resolution before filing its Response so that this tariff process is not delayed.

The updated Water Tariff, Sheet No. 4L reflects that agreement and provides for rapid delivery of proceeds to customers taking service under Rate Schedule No. 1 and No. 5, regulatory efficiency, flexibility, and ease of customer communication and understanding. Iowa-American respectfully requests the Commission approve the updated tariff submitted herewith related to Iowa-American’s PLUS tariff. Please contact the undersigned with any questions or concerns.

Very truly yours,

/s/ Rachel L. Niemeier

Rachel L. Niemeier  
Director, Corporate Counsel  
Iowa-American Water Company  
Phone: 314-996-2390  
Email: rachel.niemeier@amwater.com



**Iowa-American Water Company**  
**PFAS Litigation Universal Surcredit ("PLUS") Calculation**  
**Docket No. TF-2025-XXXX**

PLUS Credit = (MDLP)  
CC

PLUS credit represents the proceeds credit each customer will receive as a result of proceeds paid from multi-district litigation ("MDL") settlements.

MDLP represents the proceeds received from one or more MDL settlements.

CC total active water customer counts in rate schedule no.1 and no.5, at the time of credit calculation.

MDL proceeds	\$737,761
Active Customer Count July 2025	69,649

One-Time Surcredit	<b>\$10.59</b>
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**RATE SCHEDULE NO. 2 – PFAS LITIGATION UNIVERSAL SURCREDIT (“PLUS”)** (N)

**APPLICABILITY** (D)  
(N)

Applicable to customers taking service under Rate Schedules No. 1 and No. 5.

Iowa-American sought compensation from various manufacturers of chemicals of Aqueous Film Forming Foam. This litigation was consolidated for the limited purpose of pursuing settlements into multi-district litigation no. 2873 (“MDL”) which are overseen by the United States District Court of South Carolina. Iowa-American has entered into multiple settlements in the MDL and may enter into further agreements. These settlements may provide one or more payments. The proceeds will be net of any costs to be paid out of the settlement funds incurred to administer or achieve the settlement. The purpose of this tariff is to credit Iowa-American customers the proceeds Iowa-American receives from these MDL settlements.

The proceeds from the MDL shall be applied to customers within a reasonable time after Iowa-American Water receives the payment of the funds. Iowa-American shall provide notice to the Commission of the amount of proceed included and a workpaper showing the method it proposes to apply the funds to customers. Iowa-American may propose to apply funds as outlined below and may propose an alternative proposal for treatment in the future. Iowa-American may combine proceeds resulting from the MDL settlements

**DETERMINATION OF THE CREDIT**

The litigation or settlement proceed credit shall be calculated as follows:

$$\frac{\text{MDL Proceeds}}{\text{Total Water Customer Count}}$$

PLUS Credit =  $\frac{\text{(MDLP)}}{\text{CC}}$

Where:

PLUS credit represents the credit from the proceeds that each customer will receive as a result of proceeds paid from MDL settlements.

MDLP represents the proceeds received from one or more MDL settlements.

CC represents the total active water customer counts, inclusive of all customer classes at the time of the credit calculation.

**RATE SCHEDULE NO. 2 – PFAS LITIGATION UNIVERSAL SURCREDIT (“PLUS”)** (N)

**Reserved for Future Use** (D)

**APPLICABILITY** (N)

Applicable to customers taking service under Rate Schedules No. 1 and No. 5.

Iowa-American sought compensation from various manufacturers of chemicals of Aqueous Film Forming Foam. This litigation was consolidated for the limited purpose of pursuing settlements into multi-district litigation no. 2873 (“MDL”) which are overseen by the United States District Court of South Carolina. Iowa-American has entered into multiple settlements in the MDL and may enter into further agreements. These settlements may provide one or more payments. The proceeds will be net of any costs to be paid out of the settlement funds incurred to administer or achieve the settlement. The purpose of this tariff is to credit Iowa-American customers the proceeds Iowa-American receives from these MDL settlements.

The proceeds from the MDL shall be applied to customers within a reasonable time after Iowa-American Water receives the payment of the funds. Iowa-American shall provide notice to the Commission of the amount of proceed included and a workpaper showing the method it proposes to apply the funds to customers. Iowa-American may propose to apply funds as outlined below and may propose an alternative proposal for treatment in the future. Iowa-American may combine proceeds resulting from the MDL settlements

**DETERMINATION OF THE CREDIT**

The litigation or settlement proceed credit shall be calculated as follows:

$$\frac{\text{MDL Proceeds}}{\text{Total Water Customer Count}}$$

PLUS Credit =  $\frac{\text{(MDLP)}}{\text{CC}}$

Where:

PLUS credit represents the credit from the proceeds that each customer will receive as a result of proceeds paid from MDL settlements.

MDLP represents the proceeds received from one or more MDL settlements.

CC represents the total active water customer counts, inclusive of all customer classes at the time of the credit calculation.



Iowa Utilities Commission

Sarah M. Martz, Chair  
Joshua J. Byrnes, Commissioner  
Erik M. Helland, Commissioner

October 15, 2025

Haley R. Van Loon  
Attorney for Iowa-American Water Company  
666 Grand Ave. Ste 2000  
Des Moines, IA 50309

RE: PFAS Litigation Universal Surcredit (PLUS) Tariff Filing – Docket No. TF-2025-0072

Dear Ms. Van Loon:

On September 19, 2025 and updated on October 9, 2025, Iowa-American Water Company (Iowa-American) filed with the Utilities Commission (IUC), a request for approval of water tariff revisions to add a PFAS Litigation Universal Surcredit (PLUS), identified as Docket No. TF-2025-0072. Iowa-American's filing includes its proposed water tariff Sheet Nos. 1 and 4L.

IUC has completed its review. No objections have been filed.

Iowa-American's proposed tariff revisions in Docket No. TF-2025-0072, filed on September 19, 2025 and updated on October 9, 2025, are approved, effective October 15, 2025, subject to complaint or investigation.

Sincerely,

Carl Baker  
Utility Specialist

# STATE of INDIANA



INDIANA UTILITY REGULATORY COMMISSION  
101 WEST WASHINGTON STREET, SUITE 1500 EAST  
INDIANAPOLIS, INDIANA 46204-3419

[www.in.gov/iurc](http://www.in.gov/iurc)  
Office: (317) 232-2701  
Facsimile: (317) 232-6758

October 8, 2025

Email To: [Phil.Drennan@amwater.com](mailto:Phil.Drennan@amwater.com)  
Attn: Phil Drennan

Re: Indiana American Water  
30-Day Filing No. 50856  
Received: August 29, 2025

Dear Phil Drennan:

The Indiana Utility Regulatory Commission (Commission) received your request for approval of:

**Establishment of a Perfluoroalkyl and Polyfluoroalkyl Substances (“PFAS”) Litigation Universal Surcredit (“PLUS”) to credit PFAS litigation settlement proceeds to customers of Indiana American.**

This filing was submitted on August 29, 2025, pursuant to the Commission’s 30-day filing procedure under 170 Indiana Administrative Code 1-6. The 30-day filing process is available for certain routine and non-controversial requests to facilitate expedited consideration of these matters by the Commission.

Your filing was reviewed and recommended to be approved by the Commission’s Water-Wastewater Division. The Commission approved your filings at conference held on October 8, 2025. Attached is a copy of the approved tariff.

If you have any questions, please contact me at (317) 232-2749 or by e-mail at [cgassert@urc.in.gov](mailto:cgassert@urc.in.gov).

Sincerely,

E. Curtis Gassert  
Director

ECG/SE

---

**SCHEDULE OF RATES AND CHARGES**

---

**CLASSIFICATION OF SERVICE**  
**PFAS LITIGATION UNIVERSAL SURCREDIT "PLUS"**

**APPLICABILITY**

Applicable to General Water Service and Sale-For-Resale water customers

Indiana American sought compensation from various manufacturers of chemicals of Aqueous Film Forming Foam. This litigation was consolidated for the limited purpose of pursuing settlements into multi-district litigation no. 2873 ("MDL") which are overseen by the United States District Court for the District of South Carolina. Indiana American has entered into multiple settlements in the MDL and may enter into further agreements. These settlements may provide one or more payments. The proceeds will be net of any costs to be paid out of the settlement funds incurred to administer or achieve the settlement. The purpose of this tariff is to credit Indiana American customers the proceeds Indiana American receives from these MDL settlements.

The proceeds from the MDL shall be credited to customers as a one-time credit within a reasonable time after Indiana American receives payment of the funds. Indiana American shall provide notice to the Commission of the amount of proceed included and a workpaper showing the determination of the credit as outlined below. Indiana American may combine proceeds resulting from the MDL settlement.

**Determination of the Credit**

The litigation or settlement proceed credit shall be calculated as follows:

$$\frac{\text{MDL Proceeds}}{\text{Total Water Customer Count}}$$

$$\text{PLUS Credit} = \frac{\text{MDLP}}{\text{CC}}$$

Where:

- PLUS Credit: represents the proceeds credit each customer will receive as a result of proceeds paid from MDL settlements.
- MDLP: represents the proceeds received from the one or more MDL settlements. MDL proceeds will be adjusted for over- or under-credited amounts reconciled from the previous PLUS Credit calculation.
- CC: total active water customer count, consisting of all general water service and sale-for-resale customers at the time of credit calculation.

---

Issued:

Effective:

Issued by: Barry Suits, President  
153 North Emerson Avenue  
Greenwood, Indiana 46143

**APPROVED BY**  
**CONFERENCE MINUTES**  
**30-Day Filing No. 50856**  
**October 8, 2025**



September 19, 2025

Nichol Toomire  
Chief Operating Officer  
Iowa Utilities Commission  
1375 East Court Avenue  
Des Moines, IA 50319—0069

RE: Iowa-American Water Company (“Iowa-American”)  
PFAS Litigation Universal Surcredit (“PLUS”) Tariff Filing  
Docket No. TF-2025-XXXX

Dear Ms. Toomire:

Iowa-American Water Company (“IAWC”) is submitting for filing revised and original tariff sheets implementing Iowa-American’s PFAS Litigation Universal Surcredit (“PLUS”) tariff applicable to customers taking service under Rate Schedule 1 and 5. The PLUS tariff is being implemented to distribute proceeds received by the Company resulting from litigation against manufacturers of perfluoroalkyl and polyfluoroalkyl substances (“PFAS”) to its customers.

PFAS are manufactured chemicals historically used in household products such as nonstick cookware (e.g., Teflon™), stain repellants (e.g., Scotchgard™), and waterproofing (e.g., GORE-TEX™). They are or were also used in industrial applications such as firefighting foams and electronics production. Thousands of PFAS chemicals persist in the environment.

In 2024, the United States Environmental Protection Agency (“EPA”) announced PFAS drinking water regulations and identified PFAS as a hazardous substance under the Comprehensive Environmental Response, Compensation, and Liability Act (“ERCLA”). Drinking water limits of four parts per trillion were instituted, with a compliance deadline of 2029.

Water utilities are passive receivers of PFAS and their removal from drinking water generally requires construction of either granular activated carbon (“GAC”) or ion exchange (“IX”) facilities. Operating costs can include filter media reactivation and waste disposal services.

Iowa-American Water has engaged legal counsel and is actively participating in litigation against several of the major manufacturers of PFAS. More than 7,000 lawsuits related to PFAS contamination brought against primary and secondary PFAS manufacturers were consolidated into a multidistrict litigation docket before the U.S. District Court for the District of South Carolina. A multi-district litigation (“MDL”) docket is comprised of multiple civil cases involving one or more common issues in cases that are pending at the same time in different courts. The consolidation promotes judicial efficiency. A settlement judge was appointed for the water utilities, both private and publicly owned, to evaluate the potential for settlement with PFAS primary and secondary manufacturers. These efforts resulted in settlements between the impacted water utilities and the following PFAS manufacturers:

- 3M Company (“3M”)
- The Chemours Company, The Chemours Company FC, LLC, DuPont de Nemours, Inc., Corteva, Inc., and E.I. DuPont de Nemours and Company n/k/a EIDP, Inc. collectively “DuPont”)
- Tyco Fire Products LP (“Tyco”); and
- BASF Corporation (“BASF”)

The MDL settlement was reached with 3M and DuPont in March of 2024 and with Tyco and BASF in November 2024. These settlements have all been approved by the federal court. The 3M settlement is expected to yield two payments in 2025, followed by annual payments for a number of years. The DuPont, Tyco, and BASF settlements are expected to result in one-time payments.

While the total amount of the settlements is known, Iowa-American Water does not yet know the specific amounts it will receive, in total, from the settlements. Although the settlements are not identical, they all use a methodology for allocating the settlement among participating water utilities assigning scores based on various criteria determined in the settlement agreement and applied by the settlement administrator. The settlement administrator and the settling parties have been working closely to submit the appropriate system-specific data necessary to calculate a score under the settlements. The 3M settlement was the first agreement approved and the scoring metrics have been completed for the initial payment. Iowa-American Water will receive \$737,761 in the first payment; net of the litigation costs and fees it incurred to pursue this litigation.

Iowa-American Water is proposing the PLUS tariff to distribute PFAS litigation proceeds to customers as they are received. Under the PLUS tariff, Iowa-American Water would calculate a one-time credit each time a PFAS litigation payment is received that would be reflected on customers' bills for customers taking service under Rate Schedule 1 and 5. The amount of the credit would vary based on the proceeds received (net of attorneys' fees and costs) and the number of customers at the time. Iowa-American Water will credit the full amount of the proceeds to customers after deducting its legal expenses. Iowa-American will file information sheets prior to applying a PLUS credit to customer bills. Iowa-American will file along with its information sheets, a cover letter that describes the specific litigation that resulted in litigation proceeds and how the total amount of litigation proceeds included in the PLUS calculation was determined. Each subsequent information sheet will maintain a listing of all previous litigation proceeds and PLUS amounts credited to customers. An exemplar information sheet is attached.

The PLUS tariff provides for rapid delivery of proceeds to customers taking service under Rate Schedule No. 1 and No. 5, regulatory efficiency, flexibility, and ease of customer communication and understanding. Iowa-American respectfully requests the Commission approve the tariffs submitted herewith related to Iowa-American's PLUS tariff. Please contact the undersigned with any questions or concerns.

Very truly yours,

/s/ Rachel L. Niemeier

Rachel L. Niemeier  
Director, Corporate Counsel  
Iowa-American Water Company  
Phone: 314-996-2390  
Email: rachel.niemeier@amwater.com



October 9, 2025

Nichol Toomire  
Chief Operating Officer  
Iowa Utilities Commission  
1375 East Court Avenue  
Des Moines, IA 50319—0069

RE: Iowa-American Water Company (“Iowa-American”)  
PFAS Litigation Universal Surcredit (“PLUS”) Tariff Filing  
Docket No. TF-2025-XXXX

Dear Ms. Toomire:

On September 19, 2025, Iowa-American Water Company (“IAWC”) submitted for filing revised and original tariff sheets implementing Iowa-American’s PFAS Litigation Universal Surcredit (“PLUS”) tariff applicable to customers taking service under Rate Schedule 1 and 5. The PLUS tariff is being implemented to distribute proceeds received by the Company resulting from litigation against manufacturers of perfluoroalkyl and polyfluoroalkyl substances (“PFAS”) to its customers.

Iowa-American Water is proposing the PLUS tariff to distribute PFAS litigation proceeds to customers as they are received. Under the PLUS tariff, Iowa-American Water would calculate a one-time credit each time a PFAS litigation payment is received that would be reflected on customers’ bills for customers taking service under Rate Schedule 1 and 5. The amount of the credit would vary based on the proceeds received (net of attorneys’ fees and costs) and the number of customers at the time. Iowa-American Water will credit the full amount of the proceeds to customers after deducting its legal expenses. Iowa-American will file information sheets prior to applying a PLUS credit to customer bills. Iowa-American will file along with its information sheets, a cover letter that describes the specific litigation that resulted in litigation proceeds and how the total amount of litigation proceeds included in the PLUS calculation was determined. Each subsequent information sheet will maintain a listing of all previous litigation proceeds and PLUS amounts credited to customers. An exemplar information sheet is attached.

After conversations with the Office of Consumer Advocate (“OCA”), Iowa-American has agreed to update the original filing to reflect agreement between IAWC and OCA regarding language to be included in the tariff. We appreciate OCA’s willingness to collaborate and reach resolution before filing its Response so that this tariff process is not delayed.

The updated Water Tariff, Sheet No. 4L reflects that agreement and provides for rapid delivery of proceeds to customers taking service under Rate Schedule No. 1 and No. 5, regulatory efficiency, flexibility, and ease of customer communication and understanding. Iowa-American respectfully requests the Commission approve the updated tariff submitted herewith related to Iowa-American’s PLUS tariff. Please contact the undersigned with any questions or concerns.

Very truly yours,

/s/ Rachel L. Niemeier

Rachel L. Niemeier  
Director, Corporate Counsel  
Iowa-American Water Company  
Phone: 314-996-2390  
Email: rachel.niemeier@amwater.com



**Iowa-American Water Company**  
**PFAS Litigation Universal Surcredit ("PLUS") Calculation**  
**Docket No. TF-2025-XXXX**

PLUS Credit = (MDLP)  
CC

PLUS credit represents the proceeds credit each customer will receive as a result of proceeds paid from multi-district litigation ("MDL") settlements.

MDLP represents the proceeds received from one or more MDL settlements.

CC total active water customer counts in rate schedule no.1 and no.5, at the time of credit calculation.

MDL proceeds	\$737,761
Active Customer Count July 2025	69,649

One-Time Surcredit	<b>\$10.59</b>
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**RATE SCHEDULE NO. 2 – PFAS LITIGATION UNIVERSAL SURCREDIT (“PLUS”)** (N)

**APPLICABILITY** (D)  
(N)

Applicable to customers taking service under Rate Schedules No. 1 and No. 5.

Iowa-American sought compensation from various manufacturers of chemicals of Aqueous Film Forming Foam. This litigation was consolidated for the limited purpose of pursuing settlements into multi-district litigation no. 2873 (“MDL”) which are overseen by the United States District Court of South Carolina. Iowa-American has entered into multiple settlements in the MDL and may enter into further agreements. These settlements may provide one or more payments. The proceeds will be net of any costs to be paid out of the settlement funds incurred to administer or achieve the settlement. The purpose of this tariff is to credit Iowa-American customers the proceeds Iowa-American receives from these MDL settlements.

The proceeds from the MDL shall be applied to customers within a reasonable time after Iowa-American Water receives the payment of the funds. Iowa-American shall provide notice to the Commission of the amount of proceed included and a workpaper showing the method it proposes to apply the funds to customers. Iowa-American may propose to apply funds as outlined below and may propose an alternative proposal for treatment in the future. Iowa-American may combine proceeds resulting from the MDL settlements

**DETERMINATION OF THE CREDIT**

The litigation or settlement proceed credit shall be calculated as follows:

$$\frac{\text{MDL Proceeds}}{\text{Total Water Customer Count}}$$

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Where:

PLUS credit represents the credit from the proceeds that each customer will receive as a result of proceeds paid from MDL settlements.

MDLP represents the proceeds received from one or more MDL settlements.

CC represents the total active water customer counts, inclusive of all customer classes at the time of the credit calculation.

**RATE SCHEDULE NO. 2 – PFAS LITIGATION UNIVERSAL SURCREDIT (“PLUS”)** (N)

**Reserved for Future Use** (D)

**APPLICABILITY** (N)

Applicable to customers taking service under Rate Schedules No. 1 and No. 5.

Iowa-American sought compensation from various manufacturers of chemicals of Aqueous Film Forming Foam. This litigation was consolidated for the limited purpose of pursuing settlements into multi-district litigation no. 2873 (“MDL”) which are overseen by the United States District Court of South Carolina. Iowa-American has entered into multiple settlements in the MDL and may enter into further agreements. These settlements may provide one or more payments. The proceeds will be net of any costs to be paid out of the settlement funds incurred to administer or achieve the settlement. The purpose of this tariff is to credit Iowa-American customers the proceeds Iowa-American receives from these MDL settlements.

The proceeds from the MDL shall be applied to customers within a reasonable time after Iowa-American Water receives the payment of the funds. Iowa-American shall provide notice to the Commission of the amount of proceed included and a workpaper showing the method it proposes to apply the funds to customers. Iowa-American may propose to apply funds as outlined below and may propose an alternative proposal for treatment in the future. Iowa-American may combine proceeds resulting from the MDL settlements

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Where:

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MDLP represents the proceeds received from one or more MDL settlements.

CC represents the total active water customer counts, inclusive of all customer classes at the time of the credit calculation.



Iowa Utilities Commission

Sarah M. Martz, Chair  
Joshua J. Byrnes, Commissioner  
Erik M. Helland, Commissioner

October 15, 2025

Haley R. Van Loon  
Attorney for Iowa-American Water Company  
666 Grand Ave. Ste 2000  
Des Moines, IA 50309

RE: PFAS Litigation Universal Surcredit (PLUS) Tariff Filing – Docket No. TF-2025-0072

Dear Ms. Van Loon:

On September 19, 2025 and updated on October 9, 2025, Iowa-American Water Company (Iowa-American) filed with the Utilities Commission (IUC), a request for approval of water tariff revisions to add a PFAS Litigation Universal Surcredit (PLUS), identified as Docket No. TF-2025-0072. Iowa-American's filing includes its proposed water tariff Sheet Nos. 1 and 4L.

IUC has completed its review. No objections have been filed.

Iowa-American's proposed tariff revisions in Docket No. TF-2025-0072, filed on September 19, 2025 and updated on October 9, 2025, are approved, effective October 15, 2025, subject to complaint or investigation.

Sincerely,

Carl Baker  
Utility Specialist

Andy Beshear  
Governor

Rebecca W. Goodman  
Secretary  
Energy and Environment Cabinet



Commonwealth of Kentucky  
**Public Service Commission**

211 Sower Blvd.  
P.O. Box 615  
Frankfort Kentucky 40602-0615  
Telephone: (502) 564-3940  
psc.ky.gov

Angie Hatton  
Chair

Mary Pat Regan  
Commissioner

Andrew W. Wood  
Commissioner

November 13, 2025

Kentucky American Water  
Stoll Keenon Ogden  
300 West Vine Street  
Suite 2100  
Lexington, KY 40507-1801

RE: Filing No. **TFS2025-00445**  
KAW Tariff Sheet for PFAS Litigation Credits

Dear Kentucky American Water:

The above referenced filing has been received and reviewed. An accepted copy is enclosed for your files. You may also use the following link to access documents related to this filing.

<https://psc.ky.gov/trf4/TRFListFilings.aspx?ID=TFS2025-00445>

Sincerely,

A handwritten signature in blue ink that reads "Linda C. Bridwell".

Linda C. Bridwell  
Executive Director

KENTUCKY-AMERICAN WATER COMPANY

P.S.C. KY NO. 10

Original Sheet Nos. 1, 3-28, 30, 32, 34-46, 37.1-42, 44-48

Second Sheet Nos. 2, 29, 31, 33, 37, 43

Fourth Sheet No. 49

Cancelling P.S.C KY NO. 9

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KENTUCKY-AMERICAN WATER COMPANY

---

2300 Richmond Road  
Lexington, KY 40502

<http://www.amwater.com/kyaw>

---

RATES – CHARGES – RULES – REGULATIONS

FOR FURNISHING

WATER SERVICE

AT

---

BOURBON, CLARK, FAYETTE, FRANKLIN, GALLATIN, GRANT, HARRISON,  
JACKSON, JESSAMINE, NICHOLAS, OWEN, SCOTT, WOODFORD, AND ROCKCASTLE  
COUNTIES IN KENTUCKY

---

FILED WITH THE

PUBLIC SERVICE COMMISSION

OF

KENTUCKY

---

ISSUED: October 15, 2025  
EFFECTIVE: November 14, 2025

ISSUED BY: /s/ Robert Burton  
Robert Burton  
President  
2300 Richmond Road, Lexington, KY 40502

KENTUCKY  
PUBLIC SERVICE COMMISSION

Approved: Linda C. Bridwell  
Executive Director



EFFECTIVE

**11/14/2025**

PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

Service Classification No. 6-	Billing of License, Occupational, Franchise Or Other Similar Charges or Taxes including School Taxes	36	
	Kentucky River Authority Withdrawal Fee	37	
	PFAS Litigation Universal Surcredit (“PLUS”)	37.1	N
	Reconnection Charge	38	
	Insufficient Funds Charge	39	
	Service Line Inspection Fee	40	
	New Account Set-up –Activation Fee	41	
	Late Payment Fee	42	
	Loading Stations	43	
	Service Line Leak Adjustment	44	
	Sample Bill	45	
	Qualified Infrastructure Program Rider	48	

APPENDIX

A-1

ISSUED: October 15, 2025  
 EFFECTIVE: November 14, 2025

ISSUED BY: /s/ Robert Burton  
 Robert Burton  
 President  
 2300 Richmond Road, Lexington, KY 40502

<b>KENTUCKY PUBLIC SERVICE COMMISSION</b>
Approved: <del>Linda C. Bridwell</del> Executive Director

<b>EFFECTIVE 11/14/2025</b> PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

**CLASSIFICATION OF SERVICE**  
**PFAS LITIGATION UNIVERSAL SURCREDIT (“PLUS”)**

N  
N

**APPLICABILITY**

N

Applicable to the entire Service Territory of Kentucky-American Water Company.

N

Kentucky-American Water Company sought compensation from various manufacturers of chemicals of Aqueous Film Forming Foam. This litigation was consolidated for the limited purpose of pursuing settlements into multi-district litigation No. 2873 (“MDL”) which are overseen by the United States District Court for the District of South Carolina. Kentucky-American Water Company has entered into multiple settlements in the MDL and may enter into further agreements. These settlements may provide one or more payments. The proceeds will be net of any costs to be paid out of the settlement funds incurred to administer or achieve the settlement. The purpose of this tariff is to credit Kentucky-American Water Company customers the proceeds Kentucky-American Water Company receives from these MDL settlements.

N  
N  
N  
N  
N  
N  
N  
N

The proceeds from the MDL shall be credited to customers as a one-time credit within a reasonable time after Kentucky-American Water Company receives payment of the funds. Kentucky-American Water Company shall provide notice to the Commission of the amount of proceed included and a workpaper showing the determination of the credit as outlined below. Kentucky-American Water Company may combine proceeds resulting from the MDL settlement.

N  
N  
N  
N  
N

**Determination of the Credit**

N

The litigation or settlement proceed credit shall be calculated as follows:

N

$$\frac{\text{MDL Proceeds}}{\text{Total Water Customer Count}}$$

N  
N

$$\text{PLUS Credit} = \frac{\text{MDLP}}{\text{CC}}$$

N  
N

Where:

N

- PLUS Credit      Represents the proceeds credit each customer will receive as a result of proceeds paid from MDL settlements.
- MDLP              Represents the proceeds received from the one or more MDL settlements.
- CC                  Total active water customer counts, inclusive of all customer classes at the time of credit calculation.

N  
N  
N  
N

**ISSUED:**            **October 15, 2025**  
**EFFECTIVE:**      **November 14, 2025**

**ISSUED BY:**     /s/ Robert Burton  
**Robert Burton**  
**President**  
**2300 Richmond Road, Lexington, KY 40502**

**KENTUCKY  
PUBLIC SERVICE COMMISSION**

---

**Approved:** **Linda C. Bridwell**  
Executive Director



---

**EFFECTIVE**  
**11/14/2025**  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

# Morgan Lewis

**Kenneth M. Kulak**  
Partner  
+1.215.963.5384  
Ken.Kulak@morganlewis.com

September 23, 2025

## VIA E-FILING

Matthew L. Homsher, Secretary  
Commonwealth of Pennsylvania  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building, 2nd Floor  
400 North Street  
Harrisburg, PA 17120

Re: Pennsylvania-American Water Company  
Supplement No. 55 to Tariff Water-PA P.U.C. No. 5  
Docket No. R-2025-

---

Dear Secretary Homsher:

On September 18, 2025, Pennsylvania-American Water Company (the “Company”) filed materials in support of Supplement No. 55 to Tariff Water-PA P.U.C. No. 5 (“Supplement No. 55”) but inadvertently omitted the Supplement No. 55 tariff pages. With this letter, the Company is submitting the proposed Supplement No. 55 tariff pages.

As indicated on the enclosed Certificate of Service, the proposed Supplement No. 55 tariff pages will be served upon the Commission’s Bureau of Investigation and Enforcement, the Office of Small Business Advocate, and the Office of Consumer Advocate.

**Morgan, Lewis & Bockius LLP**

2222 Market Street  
Philadelphia, PA 19103-3007  
United States

**T** +1.215.963.5000  
**F** +1.215.963.5001

Matthew L. Homsher, Secretary  
September 23, 2025  
Page 2

If you have any questions, please do not hesitate to contact me.

Sincerely,



Kenneth M. Kulak

KMK  
Enclosure

cc: All Parties on the Attached Certificate of Service  
Christina Chard (Christina.Chard@amwater.com)  
Elizabeth Rose Triscari (Elizabeth.Triscari@amwater.com)  
Paul T. Diskin (pdiskin@pa.gov)  
Mark A. Lazaroff (mark.lazaroff@morganlewis.com)  
Brooke E. McGlinn (brooke.mcglinn@morganlewis.com)

DB1/ 162595289.1

**PENNSYLVANIA-AMERICAN WATER COMPANY**  
(hereinafter referred to as the "Company")

**D/B/A**

**Pennsylvania American Water**

**RATES, RULES AND REGULATIONS**

**GOVERNING THE DISTRIBUTION AND SALE OF**

**WATER SERVICE**

**IN CERTAIN MUNICIPALITIES AND TERRITORIES LOCATED ADJACENT THERETO IN:**

ADAMS, ALLEGHENY, ARMSTRONG, BEAVER, BERKS, BUCKS,  
BUTLER, CENTRE, CHESTER, CLARION, CLEARFIELD, CLINTON, COLUMBIA,  
CUMBERLAND, DAUPHIN, FAYETTE, GREENE, INDIANA, JEFFERSON, LACKAWANNA,  
LANCASTER, LAWRENCE, LEBANON, LUZERNE, MCKEAN, MONROE, MONTGOMERY,  
NORTHAMPTON, NORTHUMBERLAND, PIKE, SCHUYLKILL, SUSQUEHANNA,  
UNION, WARREN, WASHINGTON, WAYNE, WYOMING, AND YORK COUNTIES.

**Issued: September 18, 2025**

**Effective: November 17, 2025**

Issued by:  
Justin Ladner, President  
Pennsylvania American Water  
852 Wesley Drive  
Mechanicsburg, PA 17055

<https://www.amwater.com/paaw/>

# **NOTICE**

**This Tariff supplement authorizes Pennsylvania American Water Company to implement a tariff rider, the PFAS Litigation Universal Credit Rider, to credit to customers net proceeds that the Company receives from litigation against manufacturers of perfluoroalkyl and polyfluoroalkyl substances.  
(Refer to pages 2, 4, 5, and 40)**

**LIST OF CHANGES**

This Tariff supplement authorizes Pennsylvania American Water Company to implement a tariff rider, the PFAS Litigation Universal Credit Rider, to credit to customers net proceeds that the Company receives from litigation against manufacturers of perfluoroalkyl and polyfluoroalkyl substances.

**PENNSYLVANIA-AMERICAN WATER COMPANY**

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(C) means Change

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(C) means Change

**PFAS LITIGATION UNIVERSAL CREDIT RIDER**

**(C)**

**Purpose:** This Rider provides a mechanism to distribute the net proceeds from the Company's participation in ongoing litigation against manufacturers of perfluoroalkyl and polyfluoroalkyl substances ("PFAS") uniformly to all customer classes as those proceeds are received. The Company entered into settlement agreements with certain of the defendants in the PFAS litigation that allocate payments to the Company, and pending litigation may result in further compensation through settlement proceeds or judgments. The Company will credit customers proceeds from the PFAS litigation (net of attorneys' fees and costs) through bill credits within a reasonable time after the Company receives payment of such funds. The amount of the credit will vary based on the net proceeds received and the number of customers at the time the Company calculates the credit. If proceeds remain from a disbursement due to rounding or a fluctuation in the Company's customer count, those remaining proceeds shall be transferred by the Company to the H2O Help to Others Program and used to fund customer Hardship Grants. No more than ten (10) days after issuing credits to customer accounts in accordance with this Rider, the Company shall report to the Commission the amount of the PFAS Credit, including a workpaper showing the calculation of the credit as outlined below.

**Determination of the Credit**

The PFAS litigation credit shall be calculated as follows:

$$\text{PFAS Credit} = \frac{\text{PFAS Funds}}{\text{CC}}$$

Where:

- PFAS Credit: Represents the credit each customer will receive as a result of PFAS Funds paid to the Company. The credit will be rounded down to the nearest whole penny.
- PFAS Funds: Represents the net proceeds received by the Company from litigation against manufacturers of PFAS.
- CC: Total active water customer counts, inclusive of all customer classes at the time of credit calculation.

(C) means Change

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**IN RE: PENNSYLVANIA-AMERICAN** :  
**WATER COMPANY: SUPPLEMENT NO.** : **Docket No R-2025-**  
**55 TO TARIFF WATER-PA P.U.C. NO. 5** :

**CERTIFICATE OF SERVICE**

I hereby certify and affirm that I have this day served a true copy of the foregoing Tariff Supplement No. 55 on the following persons in the manner specified in accordance with the requirements of 52 Pa. Code § 1.54:

**VIA ELECTRONIC MAIL**

Office of Consumer Advocate  
555 Walnut Street  
Forum Place – 5th Floor  
Harrisburg, PA 17101-1921  
[ra-oca@paoca.org](mailto:ra-oca@paoca.org)

Allison Kaster  
Bureau of Investigation and Enforcement  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2nd Floor West  
Harrisburg, PA 17120  
[akaster@pa.gov](mailto:akaster@pa.gov)

Office of Small Business Advocate  
555 Walnut Street  
Forum Place – 1st Floor  
Harrisburg, PA 17101  
[ra-sba@pa.gov](mailto:ra-sba@pa.gov)

Dated: September 23, 2025

  
\_\_\_\_\_  
Kenneth M. Kulak  
Morgan Lewis & Bockius LLP  
2222 Market Street  
Philadelphia, PA 19103-2921  
(215) 963-5834  
[ken.kulak@morganlewis.com](mailto:ken.kulak@morganlewis.com)

# Morgan Lewis

**Mark A. Lazaroff**

Partner

+1.215.963.4603

mark.lazaroff@morganlewis.com

September 26, 2025

**VIA E-FILING**

Matthew L. Homsher, Secretary  
Commonwealth of Pennsylvania  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building, 2nd Floor  
400 North Street  
Harrisburg, PA 17120

Re: Pennsylvania-American Water Company  
Supplement No. 55 to Tariff Water-PA P.U.C. No. 5  
Docket No. R-2025-

---

Dear Secretary Homsher:

On September 18, 2025, Pennsylvania-American Water Company (the “Company”) filed materials in support of Supplement No. 55 to Tariff Water-PA P.U.C. No. 5 (“Supplement No. 55”) with the Pennsylvania Public Utility Commission (“Commission”) but inadvertently omitted the Supplement No. 55 tariff pages. The Company filed the Supplement No. 55 tariff pages with the Commission on September 23, 2025. Supplement No. 55 authorizes the Company to implement a tariff rider, the PFAS Litigation Universal Credit Rider, to credit to customers net proceeds that the Company receives from litigation against manufacturers of perfluoroalkyl and polyfluoroalkyl substances.

On September 26, 2025, we received a request from the Secretary’s Bureau to re-file the documents that had initially been filed on September 18, 2025. In response to that request, please find the following materials in support of the Company’s proposed tariff change, which were previously filed with the Commission on September 18, 2025:

- a. Statement of Reasons;
- b. Responses to 52 Pa. Code §§ 53.52(a) and (b); and
- c. the Verifications of Dr. Christina E. Chard and Tony M. Nokovich, P.E.

**Morgan, Lewis & Bockius LLP**

2222 Market Street  
Philadelphia, PA 19103-3007  
United States

**T** +1.215.963.5000  
**F** +1.215.963.5001

Matthew L. Homsher, Secretary  
September 26, 2025  
Page 2

As indicated on the enclosed Certificate of Service, copies of the foregoing materials will be served upon the Commission's Bureau of Investigation and Enforcement, the Office of Small Business Advocate, and the Office of Consumer Advocate.

If you have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in blue ink, appearing to read "Mark A. Lazaroff".

Mark A. Lazaroff

MAL  
Enclosure

cc: All Parties on the Attached Certificate of Service  
Christina Chard (Christina.Chard@amwater.com)  
Elizabeth Rose Triscari (Elizabeth.Triscari@amwater.com)  
Paul T. Diskin (pdiskin@pa.gov)  
Kenneth M. Kulak (ken.kulak@morganlewis.com)  
Brooke E. McGlinn (brooke.mcglinn@morganlewis.com)

## **PENNSYLVANIA-AMERICAN WATER COMPANY**

### **STATEMENT OF REASONS**

Pennsylvania-American Water Company (“PAWC” or the “Company”) is filing herewith Supplement No. 55 to Tariff Water PA P.U.C. No. 5, which bears an effective date of November 17, 2025 (“Supplement No. 55”). The purpose of Supplement No. 55 is to implement a tariff rider – the PFAS Litigation Universal Credit Rider (“Rider”) – to credit to customers net proceeds that the Company receives from litigation against manufacturers of perfluoroalkyl and polyfluoroalkyl substances (“PFAS”) (such amounts, “PFAS Funds”).

PFAS consists of manufactured chemicals historically used in household products such as nonstick cookware, stain repellants, and waterproofing materials. PFAS are (or were) also used in industrial applications such as firefighting foams and electronics production. Thousands of PFAS chemicals persist in the environment.

In 2024, the United States Environmental Protection Agency (“EPA”) announced PFAS drinking water regulations and identified PFAS as a hazardous substance under the Comprehensive Environmental Response, Compensation, and Liability Act (“CERCLA”). Drinking water limits of four parts per trillion were instituted, with a compliance deadline of 2029. The Pennsylvania Department of Environmental Protection (“DEP”) separately implemented its own PFAS regulations in 2023. *See* 52 Pa. Code § 109.1 *et. seq.* PAWC proactively implemented a number of projects in order to comply with these EPA and DEP regulations and to safeguard its water supplies and customers.<sup>1</sup>

More than 7,000 lawsuits related to PFAS contamination were brought against primary and secondary PFAS manufacturers and were consolidated into multidistrict litigation docket no. 2873 before the U.S. District Court for the District of South Carolina (the “MDL”).<sup>2</sup> PAWC, along with many other water utilities, actively participated in litigation against several of the major manufacturers of PFAS. These efforts resulted in settlements between the impacted water utilities and several PFAS manufacturers.<sup>3</sup> As a result of these settlements, PAWC has received approximately \$5.4 million (two payments of \$4,924,456 and \$447,522 = \$5,371,978) in settlement

<sup>1</sup> *See, .e.g.*, Direct Testimony of Bruce W. Aiton, *Pa. P.U.C. v. Pennsylvania-American Water Co.*, Docket Nos. 2023-3043189; 2023-3043190, pp. 5-9, 44-45, 56-57.

<sup>2</sup> Multi-district litigation is a judicial tool to promote judicial efficiency among multiple civil cases involving one or more common issues in cases that are pending at the same time in different courts.

<sup>3</sup> Documents and other material pertinent to the settlement agreements are available at the Court’s website for this litigation: <https://www.pfaswatersettlement.com/>.

payments and expects to receive additional compensation from ongoing PFAS litigation in the future.

The Company is proposing to utilize a tariff rider to enable it to distribute PFAS Funds via bill credits to customers as payments are received.<sup>4</sup> This approach would allow customers to benefit immediately rather than PAWC holding the proceeds for a future rate case. The Company would optimally apply credits at the beginning of a month, so that customers would receive credits within that month's billing cycle. Utilizing the Rider would also eliminate the need to determine any interest on PFAS Funds because they will be distributed to customers quickly following receipt.

The Rider also promotes regulatory efficiency. PAWC chose a formulaic design so that it could credit any current and future PFAS Funds without further tariff revisions in the future, thereby reducing the amount of regulatory and legal resources expended for the purpose of delivering funds to customers. Similarly, the Rider is flexible – it can accommodate varying payment timelines and amounts, none of which are predictable or controllable by the Company, and the Rider will ensure customers receive funds as they are paid to the Company, without unnecessary barriers, costs, or delays.

The methodology of calculating the credit is simple and will remain constant. The PFAS Funds will be divided by the number of the Company's active water customers at the time of calculation and each will receive an equal share of the PFAS Funds. PAWC will report to the Pennsylvania Public Utility Commission ("Commission") no more than 10 days after crediting PFAS Funds to customer accounts with a workpaper showing its calculation of the credit so that the Commission can ensure the full proceeds received by the Company were distributed to customers. The Company will round customer credits down to the nearest whole penny. If any portion of PFAS Funds are leftover as a result of rounding or a fluctuation in the Company's customer count between the date the credit is calculated and when credits are issued to customers, those remaining funds will be transferred by the Company to its H2O Help to Others Program and used to fund customer Hardship Grants.

The first credit proposed under the Rider will include two settlement payments received by the Company, net of attorneys' fees and costs, in the aggregate amount of \$5,371,978. As of August 31, 2025, the Company had 694,673 water customers. If the Rider is approved, the resulting one-time credit per customer will be approximately \$7.73.

<sup>4</sup> The amounts received by the Company will be the amount awarded net of attorneys' fees and costs.

**52 Pa. Code § 53.52(a)(1): The specific reasons for each change.**

**Response:**

The Company proposes to implement a tariff rider – the PFAS Litigation Universal Credit Rider (“Rider”) – to credit to customers net proceeds that the Company receives from litigation against manufacturers of perfluoroalkyl and polyfluoroalkyl substances (“PFAS”) (such amounts, “PFAS Funds”). Please refer to the Statement of Reasons for further information.

**52 Pa. Code § 53.52(a)(2): The total number of customers served by the utility.**

**Response:**

As of August 31, 2025, PAWC furnished water service to 694,673 customers.

**52 Pa. Code § 53.52(a)(3): A calculation of the number of customers, by tariff subdivision, whose bills will be affected by the change.**

**Response:**

The proposed change would affect all PAWC active water customers at the time the credits are issued.

**52 Pa. Code § 53.52(a)(4): The effect of the change on the utility's customers.**

**Response:**

Water customers would receive periodic one-time bill credits calculated with receipt of PFAS Funds (as defined in the Statement of Reasons).

**52 Pa. Code § 53.52(a)(5): The direct or indirect effect of the proposed change on the utility's revenue and expenses.**

**Response:**

There will be no impact to utility revenue or expenses as the Rider will serve as a pass-thru mechanism of PFAS settlement proceeds received by the Company to customers through one-time bill credits.

**52 Pa. Code § 53.52(a)(6): The effect of the change on the service rendered by the utility.**

**Response:**

None.

**52 Pa. Code § 53.52(a)(7): A list of factors considered by the utility in its determination to make the change. The list shall include a comprehensive statement about why these factors were chosen and the relative importance of each. This subsection does not apply to a portion of a tariff change seeking a general rate increase as defined in 66 Pa.C.S. § 1308 (relating to voluntary changes in rates).**

**Response:**

Please refer to the Statement of Reasons. Utilizing the Rider would enable the Company to distribute PFAS Funds via bill credits to customers as payments are received.<sup>1</sup> This approach would allow customers to benefit immediately from these funds rather than deferring the proceeds for application in a future rate case.

---

<sup>1</sup> The amounts received by the Company will be the amount awarded net of attorneys' fees and costs.

**52 Pa. Code § 53.52(a)(8): Studies undertaken by the utility in order to draft its proposed change. This paragraph does not apply to a portion of a tariff change seeking a general rate increase as defined in 66 Pa.C.S. § 1308.**

**Response:**

None.

**52 Pa. Code § 53.52(a)(9): Customer polls taken and other documents which indicate customer acceptance and desire for the proposed change. If the poll or other documents reveal discernible public opposition, an explanation of why the change is in the public interest shall be provided.**

**Response:**

No customer polls were taken.

**52 Pa. Code § 53.52(a)(10): Plans the utility has for introducing or implementing the changes with respect to its ratepayers.**

**Response:**

Please refer to the Statement of Reasons. As PFAS Funds are received, PAWC will calculate per customer bill credits and apply them to each active water customer account. Bill messages will identify the reason for the adjustment.

**52 Pa. Code § 53.52(a)(11): FCC, FERC or Commission orders or rulings applicable to the filing.**

**Response:**

None.

**52 Pa. Code § 53.52(b)(1): The specific reasons for each increase or decrease.**

**Response:**

Please refer to the Company's response to 52 Pa. Code § 53.52(a)(7) as well as the Statement of Reasons.

**52 Pa. Code § 53.52(b)(2): The operating income statement of the utility for a 12-month period, the end of which may not be more than 120 days prior to the filing. Water and wastewater utilities with annual revenues under \$100,000 and municipal corporations subject to Commission jurisdiction may provide operating income statements for a 12-month period, the end of which may not be more than 180 days prior to the filing.**

**Response:**

Please see below for PAWC’s income statement for the 12 months ended June 30, 2025. This is the per-books income statement for water and wastewater operations and does not reflect any additional adjustments or allocations between water and wastewater operations.

**Pennsylvania-American Water Company  
Water & Wastewater Operations  
Income Statement  
12 months ending June 30, 2025 (unaudited)  
(Dollars in thousands)**

<b>DESCRIPTION</b>	<b>Total Company PER BOOKS</b>
Operating Revenue	\$1,106,234
Operating Expenses	
Operation and Maintenance	316,812
Depreciation & Amortizations	247,279
General Taxes and Other	18,606
Total Operating Expenses	<u>582,697</u>
Operating Income	523,537
Other Income/(Expenses)	
Other Income/(Expenses), Net	17,556
Interest Expense, Net	<u>(115,158)</u>
Total Other Expenses	(97,602)
Operating Income Before Taxes	425,935
Provision for Income Taxes	102,061
Net Income	<u>\$323,874</u>

**52 Pa. Code § 53.52(b)(3): A calculation of the number of customers, by tariff subdivision, whose bills will be increased.**

**Response:**

None.

**52 Pa. Code § 53.52(b)(4): A calculation of the total increases, in dollars, by tariff subdivision, projected to an annual basis.**

**Response:**

None.

**52 Pa. Code § 53.52(b)(5) A calculation of the number of customers, by tariff subdivision, whose bills will be decreased.**

**Response:**

The proposed credit would affect all PAWC active water customers in all rate zones at the time the credits are issued.

**52 Pa. Code § 53.52(b)(6) A calculation of the total decreases, in dollars, by tariff subdivision, projected to an annual basis.**

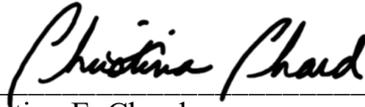
**Response:**

The first credit proposed under the Rider will include two settlement payments received by the Company, net of attorneys' fees and costs, in the aggregate amount of approximately \$5.4M. The Company is proposing a per-customer credit that would apply equally to all customers in all rate zones.

The annual total credits cannot be determined as the payment timelines and amounts are not predictable or controllable by the Company. See Statement of Reasons for further explanation.

## VERIFICATION

I, Dr. Christina E. Chard, hereby state that the facts above set forth in the attached are true and correct to the best of my knowledge, information and belief, and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements made herein are made subject to the penalties of 18 Pa. Cons. Stat. §4904 relating to unsworn falsification to authorities.



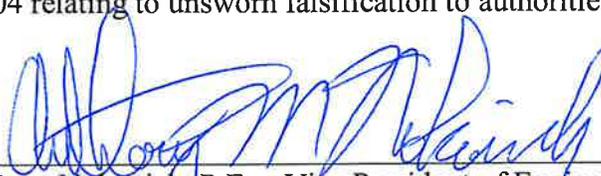
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Dr. Christina E. Chard  
Senior Director of Rates and Regulatory  
American Water Works Service Company, Inc.

Dated: September 18, 2025

## VERIFICATION

I, Tony M. Nokovich, hereby states that the facts above set forth are true and correct to the best of my knowledge, information and belief, and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements made herein are made subject to the penalties of 18 Pa. Cons. Stat. §4904 relating to unsworn falsification to authorities.



Tony Nokovich, P.E. – Vice President of Engineering  
Pennsylvania-American Water Company

Dated: 9/17/2005

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**IN RE: PENNSYLVANIA-AMERICAN** :  
**WATER COMPANY: SUPPLEMENT NO.** : **Docket No R-2025-**  
**55 TO TARIFF WATER-PA P.U.C. NO. 5** :

**CERTIFICATE OF SERVICE**

I hereby certify and affirm that I have this day served a true copy of the foregoing **Tariff Supplement** on the following persons in the manner specified in accordance with the requirements of 52 Pa. Code § 1.54:

**VIA ELECTRONIC MAIL**

Office of Consumer Advocate  
555 Walnut Street  
Forum Place – 5th Floor  
Harrisburg, PA 17101-1921  
[ra-oca@paoca.org](mailto:ra-oca@paoca.org)

Allison Kaster  
Bureau of Investigation and Enforcement  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2nd Floor West  
Harrisburg, PA 17120  
[akaster@pa.gov](mailto:akaster@pa.gov)

Office of Small Business Advocate  
555 Walnut Street  
Forum Place – 1st Floor  
Harrisburg, PA 17101  
[ra-sba@pa.gov](mailto:ra-sba@pa.gov)

Dated: September 26, 2025



---

Mark A. Lazaroff  
Morgan Lewis & Bockius LLP  
2222 Market Street  
Philadelphia, PA 19103-2921  
(215) 963-4603  
[mark.lazaroff@morganlewis.com](mailto:mark.lazaroff@morganlewis.com)

**PENNSYLVANIA  
PUBLIC UTILITY COMMISSION  
HARRISBURG, PA 17120**

Public Meeting held November 6, 2025

Commissioners Present:

Stephen M. DeFrank, Chairman, Statement  
Kimberly Barrow, Vice Chair, Statement  
Kathryn L. Zerfuss, Statement  
John F. Coleman, Jr.  
Ralph V. Yanora

Pennsylvania-American Water Company  
Supplement No. 55 to Tariff Water-PA  
P.U.C. No. 5

Docket No.  
R-2025-3057687

**ORDER**

**BY THE COMMISSION:**

On September 23, 2025, Pennsylvania-American Water Company (PAWC), Utility Code 212285, filed Supplement No. 55 to Tariff Water-PA P.U.C. No. 5 (Supplement No. 55) with the Pennsylvania Public Utility Commission (Commission) to become effective on November 17, 2025. Supplement No. 55 implements a tariff rider, titled as the PFAS Litigation Universal Credit Rider (PFAS Rider), to credit to customers the net proceeds that PAWC receives from litigation against manufacturers of perfluoroalkyl and polyfluoroalkyl substances (PFAS).

**I. AFFECTED ENTITIES AND BACKGROUND**

PAWC is a regulated public utility company, duly organized and existing under the laws of the Commonwealth with a mailing address of 852 Wesley Drive, Mechanicsburg, Pennsylvania 17055. PAWC provides water service to approximately 694,673 customers throughout Pennsylvania. PAWC also provides wastewater service throughout Pennsylvania as Pennsylvania-American Water Company – Wastewater Division (PAWC-

WD), Utility Code 230073, and is a wholly owned subsidiary of American Water Works Company, Inc.

On September 18, 2025, PAWC filed materials in support of Supplement No. 55 (Supporting Data) with the Commission but inadvertently omitted Supplement No. 55 tariff pages, and thus the matter was not docketed as a tariff supplement. On September 23, 2025, PAWC filed Supplement No. 55 tariff pages with the Commission, which was then docketed at R-2025-3057687. On September 26, 2025, the Commission's Secretary's Bureau requested that PAWC refile the documents it initially filed on September 18, 2025. On September 26, 2025, PAWC refiled its Supporting Data with the Commission at Docket No. R-2025-3057687.

Supplement No. 55 included an issued date of September 18, 2025, and an effective date of November 17, 2025. However, pursuant to 66 Pa.C.S. § 1308(a) and 52 Pa. Code §§ 53.101-53.103, public utilities are prohibited from filing any tariff, revision, or supplement with the Commission on less than 60 days' notice, unless the public utility first receives special permission from the Commission to do so. We address the effective date for Supplement No. 55 in Section III, below.

PAWC submitted proof of service of Supplement No. 55 on the Office of Consumer Advocate, the Office of Small Business Advocate (OSBA), and the Commission's Bureau of Investigation and Enforcement. On October 7, 2025, OSBA filed a Notice of Intervention. No complaints were filed, and no hearings were held.

## **II. SUPPLEMENT NO. 55**

Supplement No. 55 revised Page No. 40 to PAWC's existing tariff to implement the PFAS Rider, which provides a mechanism to distribute the proceeds, including accrued interest, that PAWC receives from litigation against manufacturers of PFAS, net of attorneys' fees and costs (PFAS Funds). The PFAS Rider would enable PAWC to distribute PFAS Funds by periodic one-time bill credits (PFAS Credits) to customers

within a reasonable time after PAWC receives payment of PFAS Funds. In supplemental information filed with the Commission, PAWC clarified that it anticipates applying credits within two to four weeks after Commission approval of the PFAS Rider.

PAWC noted in supplemental information filed with the Commission that when PFAS Funds are paid to PAWC through litigation, they are first paid to PAWC's counsel in the litigation. These proceeds are held in PAWC's counsel's escrow account, where proceeds accrue interest by a money market fund. PAWC and its counsel then review and verify the settlement administrator's allocations and the corresponding legal fees for PAWC's counsel. After this escrow and verification process is completed, PAWC averred that it expects that PFAS Funds will be credited to customer accounts within 30 days after receipt by PAWC.

In supplemental information filed with the Commission, PAWC specified that three settlement disbursements have been received in PAWC's counsel's escrow account. The first payment was received on or about June 5, 2025, and was a net amount of \$4,924,456, excluding interest. The second payment was received on or about July 9, 2025, and was a net amount of \$447,522, excluding interest. The third payment was received on or about August 22, 2025, and was a net amount of \$12,629,456, excluding interest. With these payments, PAWC currently expects PFAS Credits of approximately \$26 per customer.<sup>1</sup>

PFAS Credits are calculated by dividing PFAS Funds by the number of active water customers at the time of credit calculation, with each customer receiving an equal share of the PFAS Funds. The PFAS Credit will be rounded down to the nearest whole penny. Any PFAS Funds remaining from a disbursement due to rounding or a fluctuation in PAWC's customer count between the date PFAS Credits are calculated and when PFAS

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<sup>1</sup> PAWC's Supporting Data initially identified a preliminary PFAS Credit per customer of approximately \$7.73 for only the first two settlement payments (\$5,371,978 PFAS Funds / 694,673 customers as of August 31, 2025 = \$7.73 PFAS Credit). As noted below, final PFAS Credit amounts and calculations will be included in PAWC's workpapers filed with the Commission after Supplement No. 55's effective date.

Credits are issued must be transferred by PAWC to its H2O Help to Others Program and used to fund customer Hardship Grants.

PAWC will receive monthly statements from its litigation counsel accounting for PFAS Funds and any accrued interest. After PFAS Credits are applied, PAWC will run a report detailing the total number of accounts credited and the final dollar value. Due to the timing lag between monthly statement creation and the final clearing of funds, PAWC anticipates some residual accrued interest will remain. Any residual accrued interest will be held in a regulatory liability account and will be distributed to customers in the next credit issuance.

The PFAS Rider requires PAWC to report to the Commission, no more than 10 days after issuing PFAS Credits, the amount of the PFAS Credit, including a workpaper showing its calculation of the credit. PAWC noted that it proposed this reporting requirement so that the Commission can ensure that PFAS Funds are distributed to customers. In supplemental information filed with the Commission as TUS-R-10\_Attachment, PAWC provided sample workpapers showing its PFAS Credit calculations. PAWC also confirmed that its workpapers will include the total active water customer count, the date of credit calculation, the amount of PFAS Funds, and the calculated PFAS Credit per customer.

So that the Commission and other interested parties may be fully informed on the calculation of the PFAS Credit and any funds transferred by PAWC to the H2O Help to Other Program and used to fund customer Hardship Grants, through this Order, we direct PAWC to serve copies of its reports filed with the Commission pursuant to its PFAS Rider, including workpapers, upon the Office of Consumer Advocate, the Office of Small Business Advocate, and the Commission's Bureau of Investigation and Enforcement, and to provide a certificate of service pursuant to 52 Pa. Code §§ 1.57 - 1.58 with its reports

evidencing its compliance with this requirement.<sup>2</sup> In addition, we direct PAWC to include with its reports filed with the Commission pursuant to its PFAS Rider, including workpapers, the following information: (1) a workpaper that is consistent with the form of the workpaper provided by PAWC labeled as TUS-R-10\_Attachment filed with the Commission at this docket on October 22, 2025, with updated data and information based on the date of credit calculation; (2) a statement of the amount of any proceeds remaining from a disbursement due to rounding or a fluctuation in PAWC's customer count that have been, or will be, transferred by PAWC to its H2O Help to Others Program and used to fund customer Hardship Grants, and the date that these funds were, or will be, transferred by PAWC; and (3) a verification statement pursuant to 52 Pa. Code § 1.36 for the information provided in the report.<sup>3</sup> Finally, we direct Commission staff to review PAWC's reports, including workpapers, filed with the Commission pursuant to its PFAS Litigation Universal Credit Rider to evaluate whether PAWC provided the data required to be filed with the Commission by the PFAS Rider and this Order.<sup>4</sup>

The PFAS Rider does not impact utility revenue or expenses as it serves as a pass-through mechanism to distribute PFAS Funds to customers through PFAS Credits. The proposed change would affect all active PAWC water customers when credits are issued, and customers would receive PFAS Credits on their bills with a message that specifies the reason for the adjustment. In supplemental information filed with the Commission, PAWC indicated that while it does not yet have an example customer bill with a PFAS Credit, its current planned bill message is the following state: "In this month's bill, you will see a credit resulting from Pennsylvania-American Water Company receiving proceeds from a settlement with various PFAS manufacturers." PFAS Credits will be labeled as "Courtesy Adjustment" and will show as reductions to the various bill line items.

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<sup>2</sup> See, Ordering Paragraph 2.

<sup>3</sup> See, Ordering Paragraph 3.

<sup>4</sup> See, Ordering Paragraph 4. We note that the Commission's acceptance of PAWC's PFAS Rider reports shall not constitute approval of either the accuracy of the reported figures or the reasonableness of the rate.

PAWC indicated that it would optimally apply credits at the beginning of a month, so customers would receive credits within that month's billing cycle. PAWC averred that it chose a formulaic design so that it could credit any current and future PFAS Funds without further tariff revisions in the future, thereby reducing the regulatory and legal resources expended to deliver funds to customers. According to PAWC, the PFAS Rider is flexible as it can accommodate varying payment timelines and amounts, which are not predictable or controllable by PAWC, as PFAS Funds are paid to PAWC.

### **III. WAIVER REQUEST**

As noted in Section I, above, Supplement No. 55 included an issued date of September 18, 2025, and an effective date of November 17, 2025. Pursuant to 66 Pa.C.S. § 1308(a), unless the Commission otherwise orders, no public utility shall make any change in any existing and duly established rate, except after 60 days' notice to the Commission. Proposed changes shall be shown by filing new tariffs or supplements to existing tariffs. The Commission, for good cause shown, may allow changes in rates, without requiring 60 days' notice, under such conditions as it may prescribe.

Considering that Supplement No. 55 was filed with the Commission on September 23, 2025, instead of September 18, 2025, in supplemental information filed with the Commission, PAWC specified that it agrees that Supplement No. 55 should be deemed to have an issue date of September 23, 2025, and an effective date of November 22, 2025. In its Supporting Data, PAWC indicated that the PFAS Rider will allow customers to benefit immediately from PFAS Funds rather than deferring the proceeds for application in a future rate case. No customer bills will increase, and the PFAS Rider does not affect utility revenue and expenses. Considering these facts and the additional reporting requirements imposed on PAWC, discussed in Section II above, we believe that good cause has been shown to allow its proposed rate changes to take effect without delay.

#### IV. CONCLUSION

Investigation and analysis of this proposed tariff supplement and the supporting data indicates that the proposed tariff supplement does not appear to be unlawful, unjust, unreasonable, or contrary to the public interest. As such, the proposed tariff supplement should be permitted to become effective on the proposed November 17, 2025, effective date. However, this does not constitute a determination that this tariff supplement is lawful, just, and reasonable; rather, this is a determination that suspension or further investigation does not appear to be warranted at this time; **THEREFORE,**

#### **IT IS ORDERED:**

1. That Pennsylvania-American Water Company's proposed Supplement No. 5 to Tariff Water-PA P.U.C. No. 55 is hereby permitted to become effective November 17, 2025.

2. That Pennsylvania-American Water Company shall serve copies of its reports filed with the Commission pursuant to its PFAS Litigation Universal Credit Rider, including workpapers, upon the Office of Consumer Advocate, the Office of Small Business Advocate, and the Commission's Bureau of Investigation and Enforcement, and shall provide a certificate of service pursuant to 52 Pa. Code §§ 1.57 - 1.58 with its reports evidencing its compliance with this requirement.

3. That Pennsylvania-American Water Company shall include with its reports filed with the Commission pursuant to its PFAS Litigation Universal Credit Rider, including workpapers, the following information:

- a A workpaper that is consistent with the form of the workpaper provided by Pennsylvania-American Water Company labeled as TUS-R-10\_Attachment filed with the Commission at this docket on October 22, 2025, with updated data and information based on the date of credit calculation.

b A statement of the amount of any proceeds remaining from a disbursement due to rounding or a fluctuation in Pennsylvania-American Water Company's customer count that have been, or will be, transferred by Pennsylvania-American Water Company to its H2O Help to Others Program and used to fund customer Hardship Grants, and the date that these funds were, or will be, transferred by Pennsylvania-American Water Company.

c A verification statement pursuant to 52 Pa. Code § 1.36 for the information provided in the report.

4. That the Commission's Bureau of Technical Utility Services shall review Pennsylvania-American Water Company's reports filed with the Commission pursuant to its PFAS Litigation Universal Credit Rider, including workpapers, to evaluate whether Pennsylvania-American Water Company provided the data required to be filed with the Commission by the PFAS Litigation Universal Credit Rider and Ordering Paragraphs 2 and 3.

5. That this Order is without prejudice to any formal complaints timely filed against the proposed tariff supplement.

6. That a copy of this Order be served upon Pennsylvania-American Water Company, the Commission's Bureau of Investigation and Enforcement, the Commission's Bureau of Consumer Services, the Office of Consumer Advocate, the Office of Small Business Advocate, and any persons who have filed formal complaints against the proposed tariff supplement.

7. That the proceeding at Docket No. R-2025-3057687 be closed.

**BY THE COMMISSION,**

A handwritten signature in black ink, reading "Matthew L. Homsher". The signature is written in a cursive style with a large, stylized initial "M".

Matthew L. Homsher  
Secretary

(SEAL)

ORDER ADOPTED: November 6, 2025

ORDER ENTERED: November 6, 2025

**PENNSYLVANIA  
PUBLIC UTILITY COMMISSION  
Harrisburg, PA 17120**

**Pennsylvania-American Water Company  
Supplement No. 55 to Tariff Water – PA  
P.U.C. No. 5**

**Public Meeting held November 6, 2025  
Docket No. R-2025-3057687  
3057687-TUS**

**STATEMENT OF COMMISSIONER KATHRYN L. ZERFUSS**

By today's Order, the Commission is approving Pennsylvania-American Water Company's (PAWC's) tariff rider, the PFAS Litigation Universal Credit Rider, which will provide credit to customers stemming from the net proceeds that PAWC receives from litigation against manufacturers of perfluoroalkyl and polyfluoroalkyl substances (PFAS). PAWC will give a bill credit of approximately \$26 to each of its active customers.

I commend PAWC for its thoughtfulness in taking this proactive measure to help its customers. Pennsylvania families are facing rising costs for essential needs and services, including public utility services, and are increasingly forced to choose between spending money on food, diapers, and utility bills. Nation-wide, customers, on average, are paying at least 3% of their income for water services, a most basic necessity, according to the Environmental Protection Agency. The burden of this cost can be even greater in some instances for more vulnerable households, which may spend up to 40% or more of their income on water bills.<sup>1</sup> Many Pennsylvania families are also facing rising energy costs and energy insecurity, and a recent study showed that nearly 27% percent of Americans have reduced or eliminated expenses for food and medicine so they could afford to pay their energy bill.<sup>2</sup>

At the same time, federal funding availability for the Low Income Home Energy Assistance Program has been delayed, and the Low Income Household Water Assistance Program has been discontinued. I appreciate PAWC's mindful consideration of its customers' needs during these unprecedented times, and I encourage other public utilities to find similar ways to help their customers.

**DATE: November 6, 2025**

  
**Kathryn L. Zerfuss, Commissioner**

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<sup>1</sup> Brookings Research, Millions of Americans Lack Affordable Water Access. Here's How Local Utilities Can Help (February 27, 2025), available at [Millions of Americans lack affordable water access. Here's how local utilities can help. | Brookings.](#)

<sup>2</sup> HelpAdvisor Survey, Millions of Americans Struggling to Keep Up with Rising Energy Costs, available at <https://www.helpadvisor.com/housing/americans-struggling-to-pay-energy-bills-study>.

BEFORE THE TENNESSEE PUBLIC UTILITY COMMISSION  
NASHVILLE, TENNESSEE

IN RE: )  
)  
TENNESSEE-AMERICAN WATER )  
COMPANY'S PFAS (PER- AND POLY- )  
FLUOROALKYL SUBSTANCES) )  
LITIGATION UNIVERSAL )  
SURCREDIT TARIFF ("PLUS )  
TARIFF") )

DOCKET NO. 25-00086

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VERIFICATION

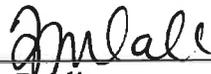
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STATE OF Tennessee )  
COUNTY OF Hamilton )

I, JON SPARKMAN, being duly sworn, state that I am authorized to testify on behalf of Tennessee-American Water Company in the above-referenced docket, that if present before the Commission and duly sworn, verifies that the data requests and discovery responses are accurate to the best of my knowledge.

  
\_\_\_\_\_  
JON SPARKMAN

Sworn to and subscribed before me  
this 18<sup>th</sup> day of November, 2025.

  
\_\_\_\_\_  
Notary Public

My Commission expires: 2-28-28



**BEFORE THE TENNESSEE PUBLIC UTILITY COMMISSION  
NASHVILLE, TENNESSEE**

**IN RE:** )  
 )  
**TENNESSEE-AMERICAN WATER** )  
**COMPANY'S PFAS (PER- AND POLY-** ) **DOCKET NO. 25-00086**  
**FLUOROALKYL SUBSTANCES)** )  
**LITIGATION UNIVERSAL** )  
**SURCREDIT TARIFF ("PLUS** )  
**TARIFF")** )

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**VERIFICATION**

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**STATE OF** Tennessee )  
**COUNTY OF** Hamilton )

I, ROBERT C. LANE, being duly sworn, state that I am authorized to testify on behalf of Tennessee-American Water Company in the above-referenced docket, that if present before the Commission and duly sworn, verifies that the data requests and discovery responses are accurate to the best of my knowledge.

  
\_\_\_\_\_  
ROBERT C. LANE

Sworn to and subscribed before me  
this 19<sup>th</sup> day of November, 2025.

  
\_\_\_\_\_  
Notary Public

My Commission expires: 2-28-28



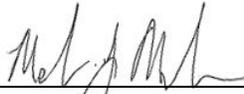
CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was served via U.S. Mail or electronic mail upon:

Shilina B. Brown, Esq.  
Senior Assistant Attorney General  
Office of the Tennessee Attorney General  
Consumer Advocate Division  
P.O. Box 20207  
Nashville, TN 37202-0207  
[Shilina.Brown@ag.tn.gov](mailto:Shilina.Brown@ag.tn.gov)

Karen H. Stachowski, Esq.  
Deputy Attorney General  
Office of the Tennessee Attorney General  
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Nashville, TN 37202-0207  
[Karen.Stachowski@ag.tn.gov](mailto:Karen.Stachowski@ag.tn.gov)

This the 19<sup>th</sup> day of November 2025.

  
\_\_\_\_\_  
Melvin Malone