



South Harrison Water Corporation

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2009 Annual Water Quality Report

Introduction:

Welcome to our consumer confidence report for 2009. Because we are now inserting this report in with your water bill, the format must be on letter sized paper. We're pleased to present to you this year's Annual Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water.

Summary:

This report covers the period from 1/1/09 to 12/31/09. South Harrison Water's drinking water meets or exceeds all federal and state drinking water standards. We had no violations during calendar year 2009.

More Information:

Consult our web site at www.southharrisonwater.com. We provide information about us at this site and also include many links to other drinking water information sites. You can also check the U. S. Environmental Protection Agency site at www.epa.gov/safewater/. We want our valued customers to be informed about their water utility. If you want to learn more, please attend any of our regularly scheduled board meetings. They are held on the second Wednesday of every month at 7:00 PM.

Overview:

In 2009 South Harrison Water treated and pumped 243 million gallons of water to our customers. On an average day, we pumped 665,000 gallons of water. We installed a permanently mounted generator at our office and booster station facility. We purchased a portable generator and set up five of our booster stations to accommodate it. We also finished up the Norstam Veneer 12" water main project. We connected 20 new water meters. We served 3,083 meters, or an approximate population of 8,321 at the end of calendar year 2009.

Planned Construction for 2010:

The only project planned for this year is to install a permanently mounted generator at our well field. Once completed, we will have generators at all of our key locations to enable us to continue to pump water during extended electrical power outages.

Membership:

As a reminder to our customers, you may transfer your membership by filling out a simple form and filing it with our office. Contact one of our customer service representatives for more information on this very simple procedure for transferring your membership. The form is also available for download from our web site. A membership can be listed in more than one name.

Source of Water:

South Harrison Water owns two ground water wells along the Ohio River in southern Harrison County. All of our water is pumped from these two wells. This aquifer reserve is adequate for our needs for many years to come. The Indiana Department of Environmental Management determined our source water to be at 'moderate risk' of contamination. This is mainly due to the small thickness of confining clay soil layer over our aquifer.

National Primary Drinking Water Regulation Compliance:

This report was prepared by Bruce A. Cunningham, South Harrison Water's General Manager. You may contact Bruce at South Harrison's office (812) 968-3425 for more information. Learn more about the South Harrison Water Corp. water system, including an online version of this report, at www.southharrisonwater.com. Previous CCR's may be downloaded from our web site.

Detected Contaminants

How do I read this chart?

Our water is tested to assure that it is safe and healthy. Please refer to the chart below. The column marked "Contaminant" lists the item detected. Only detected contaminants are shown on this chart. The column marked "Detected Level" shows the highest test result during the year. "Range" shows the minimum and maximum test results if more than one test was taken. The column marked "Sources" shows where this substance usually originates from. Footnotes explain other details. Columns with the headings "MCL" and "MCLG" refer to:

- MCL (Maximum Contaminant Level) - The highest level of a contaminant that is allowed in drinking water. MCLs are set by state or federal agencies and are set as close to the MCLGs as feasible using the best available treatment technology.
- MCLG (Maximum Contaminant Level Goal) - The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

Key to Table:

ppm - parts per million (same as mg/L). A part per million is the same as one penny out of \$10,000.00.

ppb - parts per billion (same as ug/L). A part per billion is the same as one penny out of \$10,000,000.00.

-----Begin Contaminant Chart -----

South Harrison Water—(No water was purchased from outside sources in 2009)

Contaminant	Date Tested	Unit	MCL	MCLG	Detected Level	Range	Sources	Violation
Nitrate	6/16/09	ppm	10.0	10.0	4.70	4.70-4.70	Runoff from fertilizers; leaching from septic tanks & sewage.	No.
Fluoride	12/7/09	ppm	4.0	4.0	0.80	0.80-0.80	Erosion of natural deposits; Additive that promotes strong teeth.	No.
Chlorine Residual	11/8/09	ppm	4.0	n/a	1.08	0.45-1.08	Water additive for disinfection.	No.
Barium	1/22/08	ppm	2.0	2.0	0.0139	0.0139-0.0139	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits.	No.
Lead*	8/13/08	ppm	0.015*	0	0.0061	<0.002-0.0061	Corrosion of household plumbing; erosion of natural deposits.	No.
Copper*	8/13/08	ppm	1.3*	0	0.534	<0.002-0.534	Corrosion of household plumbing; erosion of natural deposits; leaching of wood preservatives.	No.
Gross Alpha#	10/16/08	pCi/L	15	0	0.6	0.6-0.6	Erosion of natural deposits.	No.
Beta#	10/16/08	mrem/yr	4	0	2.6	2.6-2.6	Decay of natural and manmade deposits.	No.
Uranium#	10/16/08	ug/L	30	0	0.5	0.5-0.5	Erosion of natural deposits.	No.
Sodium**	1/22/08	ppm	n/a	n/a	74.6	74.6-74.6	Erosion of natural deposits; leaching.	No.
Total Coliform – no positive samples out of 108.							Naturally present in the environment.	No.

Footnotes:

We conducted 108 routine monthly total coliform bacteria tests on our drinking water and none were positive. We also tested for total trihalomethanes, haloacetic acids, 54 synthetic organic compounds, and 26 unregulated synthetic organic compounds. They were all under the detectable limits of testing.

* Lead & Copper are tested for every three years and have action levels, not MCLs. None of the 20 samples exceeded the appropriate action level. The 90th percentile level for lead was 0.0046 ppm and for copper was 0.167 ppm.

** Sodium is not regulated and has no MCL or MCLG. Results are shown for informational purposes.

These test results are for regulated radioactive contaminants that are tested for once every three years.

-----End Contaminant Chart -----

Explanation of Violations:

South Harrison Water did not report any violations during calendar year 2009.

Routine Testing:

During 2009, South Harrison Water tested for nitrate, total trihalomethanes, total haloacetic acids, 54 regulated synthetic organic compounds, 26 unregulated synthetic organic compounds, and 108 routine bacteria tests. All of these tests are part of our state and federal required testing that ensures your drinking water is safe to drink. Test results are shown in the table above. Our personnel also made over 4,800 routine daily checks of our drinking water to ensure its quality. Our water is tested every day of the year.

Lead & Copper Testing:

Lead and copper testing is conducted on a schedule prescribed by the Indiana Department of Environmental Management (IDEM). We currently are required to collect 20 lead and copper samples from residences around our service area every three years. The primary source of lead and copper in your drinking water is from the plumbing inside your home. Lead & copper are not present in our treated water.

Required Additional Health Information:

To ensure that tap water is safe to drink, EPA prescribes limits on the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at (800) 426-4791.

The sources of drinking water, both bottled and tap, includes rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and radio active material, and can pick up substances resulting from the presence of animal or human activity. Contaminants that may be present in source water include: (A) Microbial contaminants, such as viruses and bacteria, which may come from sewage plants, septic systems, livestock operations, and wildlife. (B) Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban storm runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming. (C) Pesticides and herbicides, which may come from a variety of sources such as agricultural, stormwater runoff, and residential uses. (D) Organic chemical contaminants, including synthetic and volatile organics, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff and septic systems. (E) Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities. In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

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

Required Statement 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**. South Harrison Water is responsible for providing high quality drinking water, but cannot control the variety of materials used in home 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>.

Retail Water Rates:

The board of directors and management of South Harrison Water have worked very hard to keep water rates low during the last 19 years. We have not had a retail water rate increase since 1991. In past years, we have used new service growth (and the resulting new revenue) to offset the increases in our operational expenses. In other words, new customers hooking on to our water system generated new monies coming into the water company and that helped us pay for increased expenses. With the national recession and the housing market shut down, we no longer have the new customer growth. Depreciation, electrical power, treatment plant chemicals, labor & benefits, construction materials, and transportation expenses, continue to increase every year.

The board of directors voted unanimously to file for a rate increase with the Indiana Utility Regulatory Commission (IURC). Other modifications will be made to the rate tariff structure. Our "average" customer uses 5,000 gallons of water per month, which presently results in a bill for \$38.77. With the proposed rate increase, the resulting bill under the new tariff for 5,000 gallons will be \$49.24. That is an increase of \$10.47, or 27%. The actual rate increase that eventually gets approved by the IURC will probably be less than what we have requested. We do not yet know when the increase will take affect. It will probably be sometime in the fall of 2010.

Grant Application: We are applying for a grant from the Indiana Office of Community and Rural Affairs (OCRA) for the construction of a 12" water main along Lake RD and New Middletown – Elizabeth RD. Project will begin at SR 337 and end at our office & headquarters building. This is the next project in our long range plan and will replace aging 6" water main with 12".

Customer Services:

Please be reminded that we offer the following customer billing services for your convenience:

- **Online Bill Payment** – We began online bill presentation and payments at the end of March. This service has been requested by many of our customers. Go to www.southharrisonwater.com and click the link that says "Access My Account / Online Bill Payment".
- **Automated Payment Plan** – We can draft your bank account automatically to pay your monthly water bill. Call one of our customer service representatives to start this service. There is no additional fee.
- **Credit Cards** – We accept credit cards for a nominal processing fee. Call one of our customer service representatives if you would like to make a credit card payment.
- **Meter Readings** – You may submit your water meter reading by US Mail, email, web site form, fax or phone.
- **24 Hour Answering Service** – We forward our phone line to an answering service during non-working hours. The answering service can take messages or meter readings. They do not have access to your billing records. Use this service to report water outages or suspected water main breaks.
- **Web Site** – Our web site can be used to view your bill, make online bill payments, submit meter readings, view our water rate tariff, view copies of the annual water quality reports, get directions to our office, and to download forms. See www.southharrisonwater.com for more information.
- **Location of Underground Facilities** – Please remember in Indiana it is a law that you must request location of underground facilities (water lines, phone, electric, gas, etc.) at least two working days prior to your actual digging. Just call 811 on your telephone to be connected with the Indiana one-call center where you can make the location request. This is a free service to those who call.