



South Harrison Water Corporation

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2014 Annual Water Quality Report

Introduction:

Welcome to our consumer confidence report for 2014. We're pleased to present to you this year's Annual Water Quality Report. This report is designed to inform you about the quality of 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 1/1/14 to 12/31/14. South Harrison Water's drinking water meets or exceeds all federal and state drinking water standards. We had no violations during calendar year 2014.

More Information:

Consult our web site at www.southharrisonwater.com. Information about South Harrison Water Corporation is provided at this site and we 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 2014 South Harrison Water treated and pumped 253 million gallons of water to our customers. On an average day, we pumped 693,000 gallons of water. We connected 19 new water meters. We served 3,179 meters, or an approximate population of 8,583 at the end of calendar year 2014.

Planned Construction for 2015:

We have no major construction plans for calendar year 2015. South Harrison Water will install water service to the new Harrison County highway garage on Old Hwy 135. We will replace a ½ mile section of line along Heth Washington RD just east of Central due to a high number of leaks. We are working with Harrison County officials for plans on Phase III of road construction along Corydon-New Middletown RD. We are being told that construction will probably begin in 2016. We are also continuing our conversion to automated meter reading and will change out 400 meters in the New Middletown area and then work toward Lanesville.

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. Memberships are not refundable.

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. Our Well Head Protection Plan (Phases I & II) have been approved by the State of Indiana. We are also proud to have received the Indiana Department of Environmental Management's Hoosier Water Guardian Award – With Distinction for our source water protection efforts.

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. Contaminants are tested for on a schedule dictated by the State of Indiana. Some contaminants are not checked annually. In those cases, the latest test result is shown. 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.

pCi/L – picocuries per liter (a measure of radioactivity).

mrem/yr – millirems per year (a measure of radioactivity).

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

South Harrison Water—(No water was purchased from outside sources in 2014)

Contaminant	Date Tested	Unit	MCL	MCLG	Detected Level	Range	Sources	Violation
Nitrate	5/6/14	ppm	10.0	10.0	4.69	4.69-4.69	Runoff from fertilizers; leaching from septic tanks & sewage.	No.
Chlorine Residual	12/22/14	ppm	4.0	4.0	1.20	0.87-1.20	Water additive for disinfection.	No.
Fluoride	12/7/14	ppm	4.0	4.0	1.14	0.29-1.14	Water additive to prevent tooth decay.	No.
Barium	5/31/11	ppm	2.0	2.0	0.012	0.012-0.012	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits.	No.
Lead*	9/23/14	ppm	0.015*	0	0.0069	<0.005-0.0069	Corrosion of household plumbing; erosion of natural deposits.	No.
Copper*	9/23/14	ppm	1.3*	0	0.208	<0.02-0.208	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**	5/6/14	ppm	n/a	n/a	14.0	14.0-14.0	Erosion of natural deposits; leaching.	No.
Total Trihalo-Methanes (TTHM)	8/11/14	ppb	80	n/a	20.0	15.0-20.0	Byproduct of water disinfection.	No.
Haloacetic Acids (HAA5)	8/11/14	ppb	60	n/a	18.0	12.0-18.0	Byproduct of water disinfection.	No.
Total Coliform – zero positive samples out of 120.							Naturally present in the environment.	No.

Footnotes:

We conducted 120 routine monthly total coliform bacteria tests on our drinking water and none were positive. We tested for 10 regulated inorganic compounds and they were all under the detectable limits of testing. We also tested for 21 regulated volatile organic compounds and 21 un-regulated volatile organic compounds and 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 <0.005 ppm and for copper was 0.186 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. We will next test for these in 2017.

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

Explanation of Violations:

South Harrison Water did not report any violations during calendar year 2014.

Routine Testing:

During 2014, South Harrison Water tested for nitrate, sodium, lead & copper, 21 regulated volatile organic compounds, 21 un-regulated volatile organic compounds, 10 inorganic compounds, total trihalomethanes, total halo acetic acids, and 120 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. We tested in 2014 and will next test in 2017. Results are shown in the table above.

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, storm water 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 storm water 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 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>.

Customer Services:

We offer many features that our customers have requested over the past several years. We have a full featured web site at www.southharrisonwater.com that includes a payment portal for viewing and paying your water bill. We accept E-checks and debit & credit cards online. You may sign up for E-billing. You may submit your meter reading by phone, fax, mail, email or web form. We may also automatically deduct your payment from your checking account (Automatic Payment Plan).

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 full 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.

Well Head Protection:

We are required to have an active well head protection plan. This plan helps us proactively protect our source of drinking water. South Harrison Water is proud to have a very active plan and we received an award in 2011 from the State of Indiana for our efforts. You can help us protect our water resources by doing several things:

- Always apply herbicides and pesticides in accordance with the manufacturer's directions.
- Dispose of chemicals properly. Do not flush chemicals down the toilet or other plumbing drains.
- Dispose of unused prescription drugs properly. Do not flush them down the toilet.

Please help us protect our most valuable asset your drinking water.

Automated Meter Reading (AMR) System:

We are installing AMR meters and now have nearly 600 in service. This new system allows us to simply drive by your residence and automatically collect the meter reading from your water meter. The system is being phased in over a number of years in order to keep costs down. You will receive a letter prior to the meter being changed out in your area. In 2015, we will finish installing meters in the New Middletown area and will work toward Lanesville. In 2016 we will finish up installing meters in the Lanesville area and then start toward Corydon. There are many benefits to the customer and to the utility, and this is being done at no additional cost to you. Please be patient as we work our way around the system. It is simply cost prohibitive to change them all out in the same year.

Online Bill Payment Portal Will Change Soon:

We will be changing our bill printing and mailing vendor in July. They also provide our online bill payment portal site. We have had issues with our current vendor and it is simply time for a change. If you do not use the online system and receive paper bills in the mail, you will see very little change. However, if you have created an online portal username and password, you must create a new account when the new system becomes active. Those customers that have signed up for e-bills will receive a paper bill in the mail in July instead of an e-bill notification. There is no way to "transfer" your private login information from one system to the other. You must go online, re-register, and sign up for e-billing again. Letters are being sent to our e-billing customers. We apologize for the inconvenience this may cause.

The new online payment system does not require you to continually change your login password. It also has the ability to store your debit / credit card info (only if you allow it). Processing fees will also change online. Instead of the flat \$2.00 fee, you will pay 30 cents plus 2.2% of the transaction amount. For the average customer, the fee will be less than \$2.00. E-check payments will also be charged the same fee. The new system uses PayPal, so if you already have a PayPal account, you can access it for online payments for your water bill. The system is different, but we feel it offers you many more options.

New Service Fee:

Our board of directors voted to raise the new service fee from \$750 to \$1,000 effective October 1, 2015. We last raised the fee in 2008. The increase is due to the US EPA's implementation of the Lead Free Brass Rule last year, which raised the cost of brass material items we use by over 30%. We delayed the increase until October to give customers adequate notice to go ahead and install any meter that they might have planned for this year. If you are not a member, the \$110.00 membership fee will also apply.

Water Rates:

During our public meetings regarding our last rate increase in 2010 and our public meetings to opt out of IURC regulatory authority in 2013, we were very open about the need to review our water rates every 5 years. We do not feel that it is smart to wait 20 years to review rates and then have a huge rate tariff increase. With that said, we will review water rates later this year and do expect a small increase. No decision has yet been made.