



South Harrison Water Corporation

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2019 Annual Water Quality Report

Introduction:

Welcome to our consumer confidence report for 2019. 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 1/1/19 to 12/31/19. South Harrison Water's drinking water meets all federal and state drinking water standards. We had no violations during calendar year 2019.

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 2019 South Harrison Water treated and pumped 294 million gallons of water to our customers. On an average day, we pumped 806,000 gallons of water. We connected 40 new water meters. We served 3,343 meters, or an approximate population of 9,026 at the end of calendar year 2019.

Planned Construction for 2020:

We are painting two water storage tanks at our water treatment plant. We are also continuing our conversion to automated meter reading and will change out 600 meters in 2020. By the end of the summer, we plan to be finished with the automated meters and every customer should have one. Letters will be sent to customers before meters are changed. We have no water main jobs planned for this year.

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. Our 5 year update to the Well Head Protection Phase II was also approved in 2015. We will do another 5 year update to our plan this year. We are 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 2019)

Contaminant	Date Tested	Unit	MCL	MCLG	Detected Level	Range	Sources	Violation
Nitrate	2/27/19	ppm	10.0	10.0	2.29	2.29-2.29	Runoff from fertilizers; leaching from septic tanks & sewage.	No.
Chlorine Residual	04/02/19	ppm	4.0	4.0	1.44	0.64-1.44	Water additive for disinfection.	No.
Fluoride+	11/03/19	ppm	4.0	4.0	0.78	0.61-0.78	Water additive to prevent tooth decay.	No.
Total Trihalo-Methanes (TTHM)	8/06/19	ppb	80	n/a	<0.5	<0.5-<0.5	Byproduct of water disinfection.	No.
Haloacetic Acids (HAA5)	8/06/19	ppb	60	n/a	<1.0	<1.0-<1.0	Byproduct of water disinfection.	No.
Lead*	8/23/17	ppb	15*	0	4.1	<1.0-4.1	Corrosion of household plumbing; erosion of natural deposits.	No.
Copper*	8/23/17	ppm	1.3*	1.3	0.134	<0.002-0.134	Corrosion of household plumbing; erosion of natural deposits; leaching of wood preservatives.	No.
Sodium**	8/31/17	ppm	n/a	n/a	61.8	61.8-61.8	Erosion of natural deposits; leaching.	No.
Barium	8/31/17	ppm	2.0	2.0	0.0149	0.0149-0.0149	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits.	No.
Total Coliform – zero 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.

* Lead & Copper are tested for every three years and have action levels, not MCLs. The 90th percentile level for lead was 2.74 ppb and for copper was 0.072 ppm. SHW does not have any (zero) lead service lines. The primary source of lead and copper in your drinking water is from the plumbing inside your home.

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

+ State Dept. of Health lowered the recommended fluoride level from 1.0 ppm to 0.70 ppm in July 2015.

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

Explanation of Violations:

South Harrison Water did not report any violations during calendar year 2019.

Routine Testing:

During 2019, South Harrison Water tested for nitrate, fluoride, chlorine residual, total trihalomethanes, total halo acetic acids, 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. Remember only detected results are shown. All other test results were not detected (or below the detectable thresholds). Our personnel also made over 4,800 routine water quality 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. We have no (zero) lead service lines. The primary source of lead and copper in your drinking water is from the plumbing inside your home. We tested in 2017 and will next test in 2020. 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>.

South Harrison Water has no (zero) lead service lines in our water system.

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 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. Do not call our office Please call 811.

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 over 2,700 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. We will install 600 in 2020 and will have all customer meters changed by the end of this year. You will receive a letter prior to the meter being changed out in your area. 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.

How To Manually Read The New AMR Meter:

Every customer is mailed a letter before their meter is changed out. The letter also has a flyer included that explains how to read the new meter. The flyer is also on our web site under the link "Forms". The AMR meter is light activated. Flip open the plastic cover on the meter head and on a sunny day the ambient light will usually activate the meter. At night or on cloudy days, simply shine a flashlight on the meter face and the meter will activate. A manufacturer's code will display for about 3 seconds. Then the current meter reading will display. There is a decimal point and the meter reading will be shown down to the hundredth of a gallon. There is no "fixed zero" as with the old meters. After about 25 seconds, the meter display will begin to toggle between the current reading and the rate. The rate is how much water is passing through the meter at that moment, measured in gallons per minute. If all water is turned off inside the home, the rate should show 0.00 gallons per minute. If water is passing through the meter when everything is off, then you may have a water leak flowing at the gallons per minute shown on the meter face.

Customer Telephone Numbers:

Please contact our office and make sure we have a good phone number on file for you. Many of our customers have dropped their home phone land line in favor of mobile phones. We do not know of this change unless you contact us and let us know. On occasion, our office staff may need to contact you regarding a potentially high bill (do you have a leak??), or a scheduled water outage when our crews may be working on a water line in your area.

Customer Water Leaks – "My bill is too high, there must be something wrong with your meter!" This is a common customer comment to our staff. A small continuous water leak in the customer's plumbing of ½ gallon per minute will result in over 21,000 gallons of water going through your meter in 30 days, just due to the leak. A small leak like that might not even show up as a wet spot in your yard. Common plumbing problems that cause high water usage include frost free yard hydrants, cattle waterers, water softeners, dripping faucets, and leaking toilet tank flapper valves. We have no way of knowing where the water goes, only that it has registered on the water meter. We are also not licensed plumbers and CANNOT by law, work on your plumbing. If you have a leak, call a plumber and have it fixed. We do offer a once per year leakage adjustment AFTER the leak is fixed. And by the way, we have had many, many water meters tested (by an outside firm) and NONE have ever been found to be over registering water usage. Water meters are mechanical devices and slow down with age, they do not speed up.

Pressure Regulators – Every home should have a pressure regulator installed. This device makes sure that your plumbing is not subject to our full line pressure and fluctuations caused by pumps starting and stopping. If you need a regulator, please contact a plumber as we do not install or maintain these devices for you. This device may save you money on water consumption and may prevent expensive leaks and plumbing repairs.