2022 Annual

WATER QUALITY REPORT

5 & 20 Mile Water System
PWS ID: 3304020

QUALITY. ONE MORE WAY
WE KEEP LIFE FLOWING.

WEST VIRGINIA
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 1-800-685-8660.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-800-685-8660.

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 1-800-685-8660.

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 **1-800-685-8660**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 **1-800-685-8660** र हमें काल करें।

Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-800-685-8660.

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 1-800-685-8660.

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 1-800-685-8660.

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A message from **West Virginia American Water's President**

Robert Burton

President, West Virginia American Water

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A Message from the President

At West Virginia American Water, our customers are at the center of everything we do. That's why we work diligently to protect our water supplies and provide our communities with safe, reliable drinking water that meets and often surpasses drinking water standards. We care about protecting our precious water resources, and we've invested millions of dollars into technology and equipment to test and monitor our drinking water supplies.

I am pleased to share with you another excellent report on the quality of your drinking water. As you read through this annual water quality information, you will see that we continue to supply the highest quality drinking water to help keep your life flowing.

Last year, we invested $83 million to upgrade our water treatment and pipeline systems across West Virginia. This investment allowed us to improve water quality, water pressure and service reliability for our customers. These investments included the replacement of aging water lines and valves, upgrades to our water treatment processes to comply with water quality standards, enhancing fire protection and much, much more.

I am also delighted to remind customers that all seven of our water treatment plants have been nationally recognized with prestigious Directors Awards from the American Water Works Association and U.S. EPA's Partnership for Safe Water program. This program recognizes water systems that surpass federal and state drinking water standards. All of our plants have achieved this award for many years – some as many as 20 consecutive years – and are the only water treatment plants in West Virginia to do so.

West Virginia American Water remains committed to protecting your drinking water. We have been recognized nationally for advanced technology and detection methods that are paving the way for source water protection across the country. Additionally, our Kanawha Valley and Huntington treatment plants are part of the ORSANCO Organics Detection System monitoring network, providing source water monitoring data that is vital for detecting trends and understanding source water conditions.

We hope our commitment to you and our passion for water is evident in this report detailing the source and quality of your drinking water over the last year. It is our honor to help keep your life flowing – today, tomorrow and for future generations.

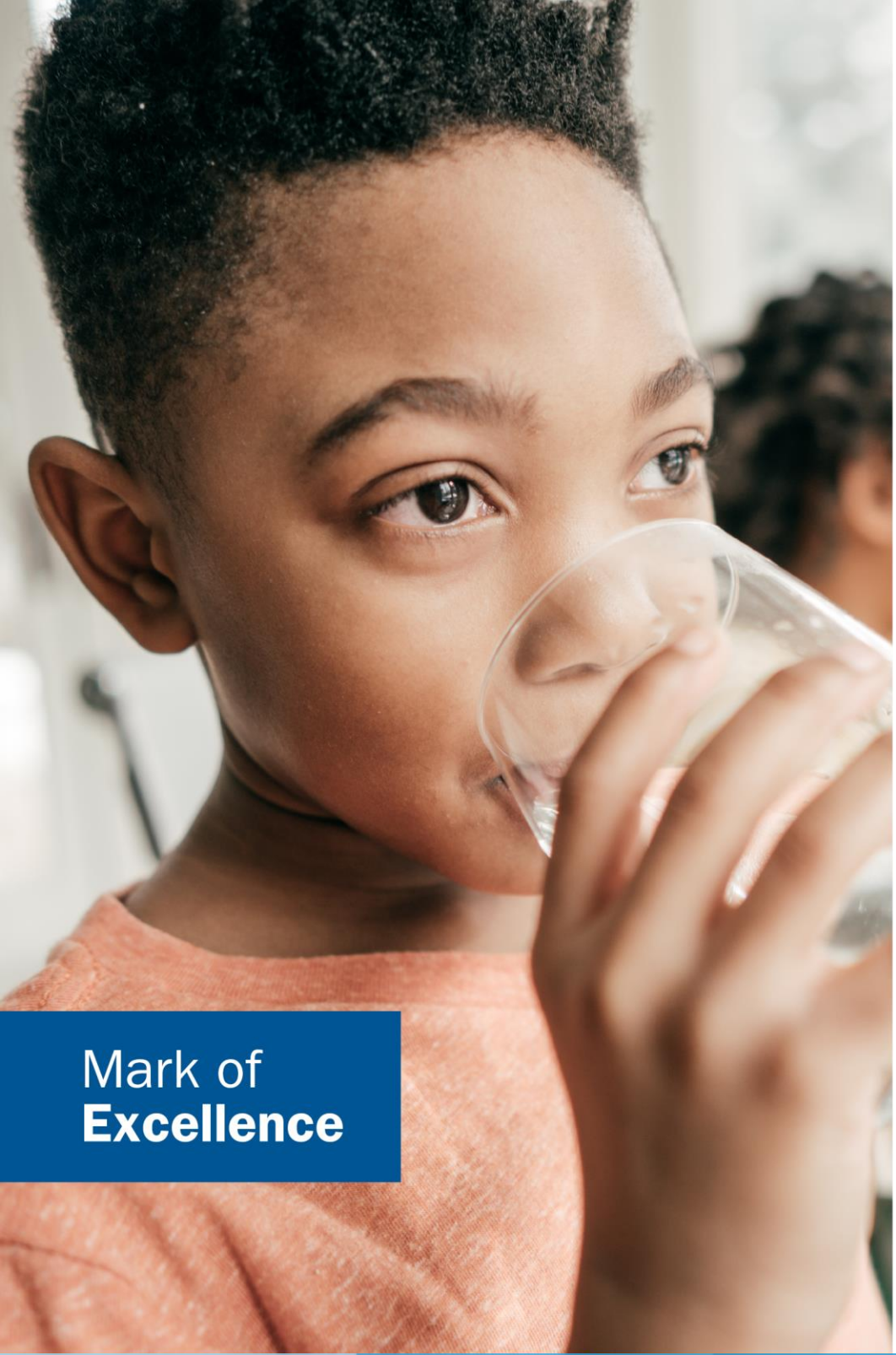
Proud to be your local water service provider,

Robert Burton
West Virginia American Water

This report contains important information about your drinking water. Translate it or speak with someone who understands it at 1-800-685-8660, 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.

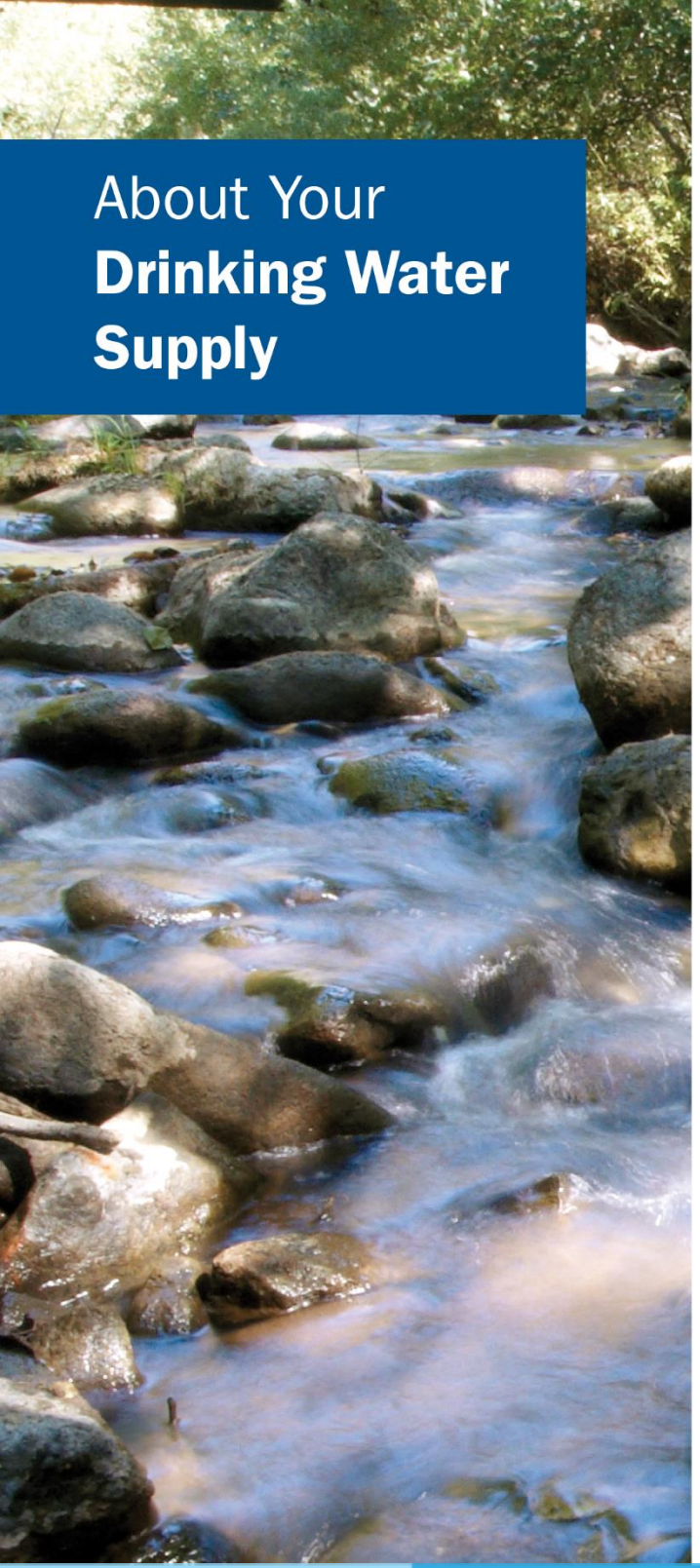
American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. We are recognized 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 West Virginia 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 $78 million to improve our water and wastewater treatment and pipeline systems.**

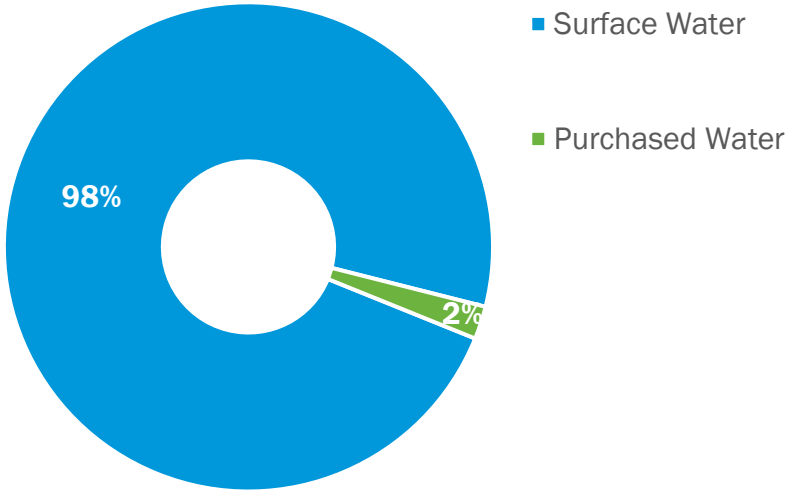


About Your **Drinking Water Supply**

WHERE YOUR WATER COMES FROM

West Virginia American Water and its customers in the 5 & 20 Mile District are supplied water from Mason County – Ashton Public Service District (PWSID WV3302717.) The source of supply for the Ashton water treatment facility is the four groundwater wells which take water from the Ohio River alluvial aquifer located at Gallipolis Ferry. Learn more about the watershed and local waterways at https://www.epa.gov/surf2

SOURCE OF SUPPLY FOR WEST VIRGINIA AMERICAN WATER SYSTEMS



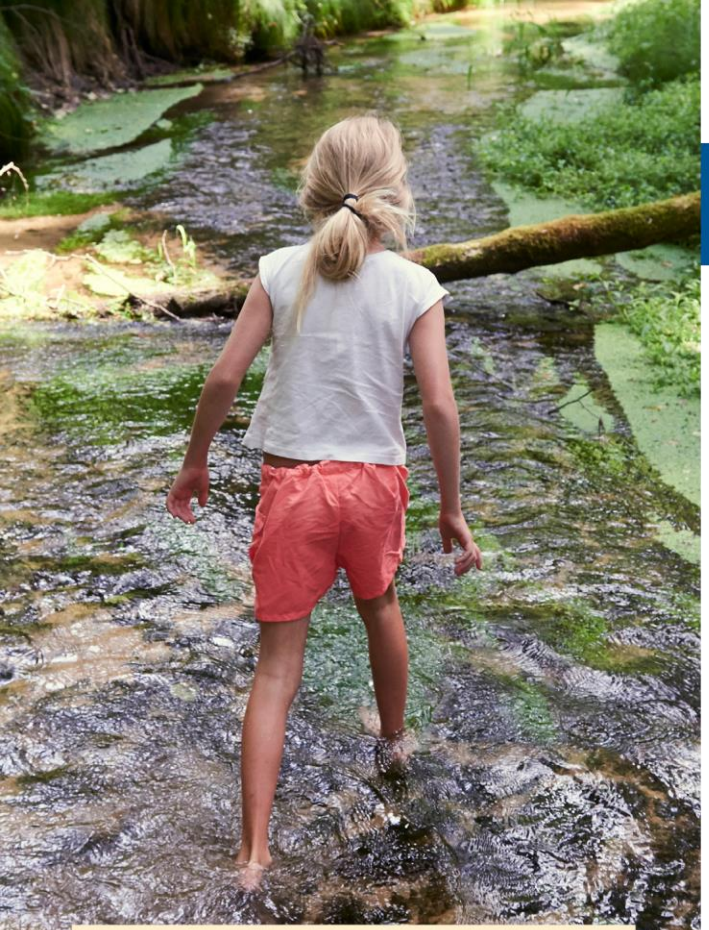
QUICK FACTS ABOUT THE 5 & 20 MILE WATER SYSTEM

Communities served:
5 & 20 Mile Road

Water source:
4 Groundwater Wells

Average amount of water supplied to customers on a daily basis:
1900 hundred gallons per day

Current treatment: The groundwater water supply is treated with filtration and disinfection.



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).

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.

CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:	
Microbial Contaminants	such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
Inorganic Contaminants	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.
Pesticides and Herbicides	which may come from a variety of sources, such as agriculture, urban storm water runoff, and residential uses.
Organic Chemical Contaminants	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.
Radioactive Contaminants	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 in the trash.
- 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 West Virginia DEP Spill Line at 1-800-642-3074.

FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at westvirginiaamwater.com or contact our Source Water Protection Program Manager, Erica Pauken, at erica.pauken@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. We have developed a Source Water Protection Plan for each West Virginia American Water system, and those plans are publicly available at westvirginiaamwater.com. These plans proactively identify and address potential threats to drinking water supplies. Stakeholder involvement is an important part of the program, and we partner with external stakeholders to host regular meetings to review progress on the plans. We also welcome input on the plan or local water supplies through our online feedback form.

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.

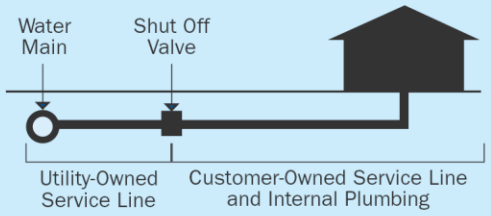
Environmental Grant Program: Each year, we fund projects that improve water resources in our local communities.

Protect Our Watersheds Art Contest: Open to fourth, fifth and sixth graders, the contest encourages students to use their artistic skills to express the importance of protecting our water resources.

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. Your water utility 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 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 1-800-685-8660.

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**

SODIUM

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 of 250 ppm may be of concern to individuals on a sodium restricted diet. The sodium level of the 5 & 20 Mile Water System is approximately 46 ppm.

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.

PFAS 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.

West Virginia 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 West Virginia 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 West Virginia 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.

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 WV Bureau for Public Health 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.

Compliance Achieved: Indicates that the levels found were all withing the allowable levels as determined by the USEPA.

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.

MREM/year: Millirems per year (a measure of radiation absorbed by the body).

MFL: Million fibers per liter.

NA: Not applicable

ND: Not detected

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

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.

RAA: Running Annual Average

Range of Detections: The range of individual sample results, from lowest to highest, that were collected during the sample period.

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

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**

West Virginia 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 5 tap water samples collected at customers' taps every 3 years

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90th Percentile	No. of Homes Sampled	Homes Above Action Level	Typical Source
Lead (ppb)	2020	Yes	1	15	2.2	5	0	Corrosion of household plumbing systems.
Copper (ppm)	2020	Yes	0	1.3	0.79	5	0	Corrosion of household plumbing systems.

TOTAL COLIFORM RULE
At least 1 samples collected each month in the distribution system

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Number of Samples	Typical Source
Total Coliform	2022	Yes	NA	MCL = No more than 1 positive monthly sample	0	Naturally present in the environment.
E. Coli	2022	Yes	0	TT = No confirmed samples	0	Human and animal fecal waste.

NOTE: Coliforms are bacteria that are naturally present in the environment and are used as an indicator of the general bacteriological quality of the water. We are reporting the highest percentage of positive samples / highest number of positive samples in any month.

DISINFECTION BYPRODUCTS - Collected at Box 300, 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	10	NA	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2022	Yes	NA	60	2.6	NA	By-product of drinking water disinfection.

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	4.0	1.3 [1]	0.6 to 1.3	Water additive used to control microbes.

1 - Data represents the highest monthly average of chlorine residuals measured throughout our distribution system.

REGULATED SUBSTANCE Collected at the Mason County-Ashton PSD Treatment Plant							
Substance (with units)	**Year Sampled**	**Compliance Achieved**	**MCLG**	**MCL**	**Highest Compliance Result**	**Range Detected**	**Typical Source**
Barium (ppm)	2022	Yes	2.0	2.0	0.047	NA	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits.
Nitrate (ppm)	2022	Yes	10	10	3.5	NA	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits.
Chromium (ppb)	2022	Yes	100	100	3.6	NA	Discharge from steel and pump mills; Erosion of natural deposits
Nitrite (ppm)	2019	Yes	1	1	0.32	NA	Runoff from fertilizer use; industrial or domestic wastewater discharges; erosion of natural deposits
Gross Alpha – excluding Uranium (pCi/L)	2022	Yes	0	15	0.981	NA	Radioactive decay of natural deposits
Combined Uranium (pCi/L)	2022	Yes	0	5	0.09	NA	Radioactive decay of natural deposits

OTHER SUBSTANCES OF INTEREST Collected at the Mason County - Ashton PSD Treatment Plant							
Substance (with units)	**Year Sampled**	**Compliance Achieved**	**MCLG**	**Limit[1]**	**Highest Result**	**Range Detected**	**Comments**
Sodium (ppm)[2]	2019	NA	NA	NA	46.8	NA	Element that occurs naturally in water and soil; road salt; water softeners
Sulfate (ppm)	2019	NA	NA	250	36.6	NA	Mineral that occurs naturally in the soil

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 - USEPA's Health Advisories are non-enforceable and provide technical guidance to states agencies and other public health officials on health effects, analytical methodologies, and treatment technologies associated with drinking water contamination.

PER- AND POLYFLUOROALKYL SUBSTANCES

Per- or polyfluoroalkyl substances (PFASs) are synthetic substances used in a variety of products, such as: stain resistant fabric, non-stick coatings, firefighting foam, paints, waxes, and cleaning products. They are also components in some industrial processes like electronics manufacturing and oil recovery. While the EPA has not developed drinking water standards for PFAS, West Virginia American Water recognizes the importance of testing for these contaminants. Compounds detected are tabulated below, along with typical sources.

UNREGULATED PERFLUORINATED COMPOUNDS Collected at the Entry Point of the 5 & 20 Mile System					
Parameter	**Units**	**Year**	**Average Result**	**Range Detected**	**Typical Source**
Perfluorooctanoic Acid (PFOA)	ppt	2020	<5.0	NA	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
Perfluorooctanesulfonic Acid (PFOS)	ppt	2020	<5.0	NA	Synthetic chemical; used in products for stain, grease, heat and water resistance

Public **Notification**

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

ESTE INFORME CONTIENE INFORMACION MUY IMPORTANTE SOBRE SU AGUA DE BEBER. TRADUZCALO O HABLE CON ALGUIEN QUE LO ENTIENDA BIEN.

Monitoring Requirements Not Met for *Mason County PSD*

Mason County PSD – Ashton, whom water is purchased to supply the 5 & 20 Mile water system, violated drinking water standards in 2022. Even though these were not emergencies, as our customers, you have a right to know what happened.

Water systems are required to monitor for specific contaminants in the drinking water on a regular basis. Results of regular monitoring are an indicator of whether or not drinking water meets health standards. Mason County PSD did not Monitor as required of the WV Bureau for Public Health for certain contaminants and therefore received a Notice of Violation.

What should I do?
There is nothing you need to do at this time.

The table below lists the type of violation, the category of violation, the contaminant(s) Mason County PSD did not properly test for during the last year and the compliance period of when they were supposed to sample for *these contaminants*.

Water System	Type of Violation	Category	Contaminant	Compliance Period
Mason County PSD- Ashton	Monitoring, Routine	Monitoring	Styrene	04/01/2022 – 06/30/2022
Mason County PSD- Ashton	Monitoring, Routine	Monitoring	Ethylbenzene	04/01/2022 – 06/30/2022
Mason County PSD- Ashton	Monitoring, Routine	Monitoring	Toluene	04/01/2022 – 06/30/2022

Public **Notification**

Water System	Type of Violation	Category	Contaminant	Compliance Period
Mason County PSD- Ashton	Monitoring, Routine	Monitoring	Benzene	04/01/2022 – 06/30/2022
Mason County PSD- Ashton	Monitoring, Routine	Monitoring	Chlorobenzene	04/01/2022 – 06/30/2022
Mason County PSD- Ashton	Monitoring, Routine	Monitoring	Tetrachloroethylene	04/01/2022 – 06/30/2022
Mason County PSD- Ashton	Monitoring, Routine	Monitoring	1,1,2-Trichloroethane	04/01/2022 – 06/30/2022
Mason County PSD- Ashton	Monitoring, Routine	Monitoring	Trichlorethylene	04/01/2022 – 06/30/2022
Mason County PSD- Ashton	Monitoring, Routine	Monitoring	Carbon Tetrachloride	04/01/2022 – 06/30/2022
Mason County PSD- Ashton	Monitoring, Routine	Monitoring	1,1,1-Trichloroethane	04/01/2022 – 06/30/2022
Mason County PSD- Ashton	Monitoring, Routine	Monitoring	1,2-dichloropropane	04/01/2022 – 06/30/2022
Mason County PSD- Ashton	Monitoring, Routine	Monitoring	1,2-Dichloroethane	04/01/2022 – 06/30/2022
Mason County PSD- Ashton	Monitoring, Routine	Monitoring	Trans-1,2-Dichloroethylene	04/01/2022 – 06/30/2022
Mason County PSD- Ashton	Monitoring, Routine	Monitoring	1,1-Dichloroehtylene	04/01/2022 – 06/30/2022
Mason County PSD- Ashton	Monitoring, Routine	Monitoring	Vinyl Chloride	04/01/2022 – 06/30/2022

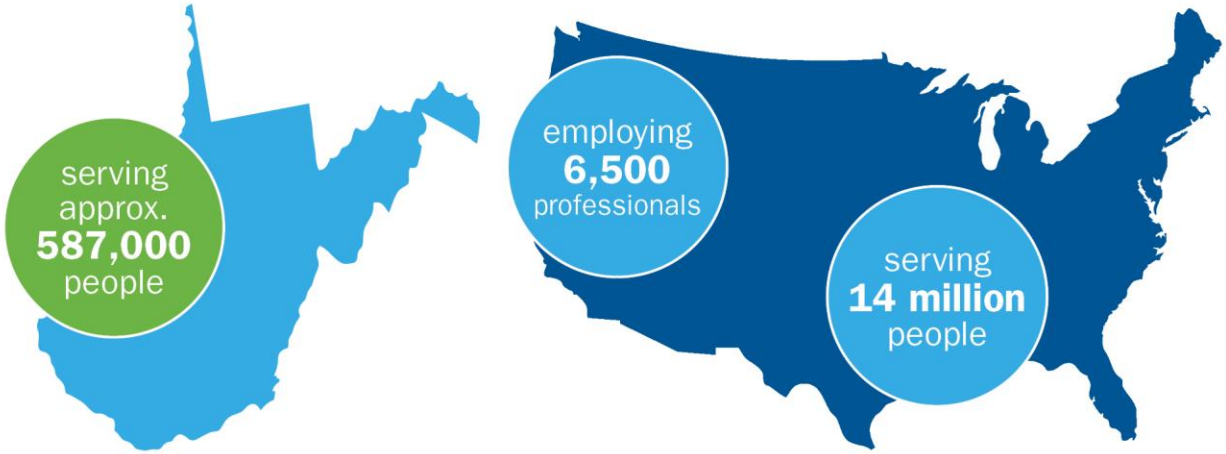
Public **Notification**

Water System	Type of Violation	Category	Contaminant	Compliance Period
Mason County PSD- Ashton	Monitoring, Routine	Monitoring	P-Dichlorobenzene	04/01/2022 – 06/30/2022
Mason County PSD- Ashton	Monitoring, Routine	Monitoring	O-Dichlorobenzene	04/01/2022 – 06/30/2022
Mason County PSD- Ashton	Monitoring, Routine	Monitoring	Dichloromethane	04/01/2022 – 06/30/2022
Mason County PSD- Ashton	Monitoring, Routine	Monitoring	Xylenes, Total	04/01/2022 – 06/30/2022
Mason County PSD- Ashton	Monitoring, Routine	Monitoring	Cis-1,2-Dichloroethylene	04/01/2022 – 06/30/2022
Mason County PSD- Ashton	Monitoring, Routine	Monitoring	1,2,4-Trichlorobenzene	04/01/2022 – 06/30/2022
Mason County PSD- Ashton	Monitoring, Routine	Monitoring	Chlorine, DBP	04/01/2022 – 06/30/2022
Mason County PSD- Ashton	Failure to Complete or Submit	Reporting	Chlorine	04/01/2022 – 06/30/2022
Mason County PSD- Ashton	Monitoring, Routine	Monitoring	PCBs	07/01/2022 – 09/30/2022
Mason County PSD- Ashton	Monitoring, Routine	Monitoring	Chlordane	07/01/2022 – 09/30/2022

About Us

West Virginia American Water, a subsidiary of American Water, is the largest investor-owned water utility in the state, providing high-quality and reliable water and/or wastewater services to approximately 587,000 people. For more information, visit **westvirginiaamwater.com** and follow us on Twitter, Facebook, Instagram and YouTube.

With a history dating back to 1886, **American Water (NYSE: AWK)** is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs approximately 6,500 dedicated professionals who provide regulated and regulated-like drinking water and wastewater services to an estimated 14 million people in 24 states. American Water provides safe, clean, affordable, and reliable water services to our customers to help keep their lives flowing.



WEST VIRGINIA AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**
  401 communities located in 19 counties
- **POPULATION SERVED**
  Water: 587,000 people
  Wastewater: 1,100 people
- **EMPLOYEES**
  318 full-time
- **TREATMENT FACILITIES**
  Seven surface water treatment plants (average daily delivery - 44 million gallons per day (MGD); Two wastewater plants (average daily production - 0.5 MGD)
- **MILES OF PIPELINE**
  4,618 miles of water and wastewater pipe
- **STORAGE AND TRANSMISSION**
  200 water storage facilities (combined storage capacity of 76.2 million gallons); 265 water booster pumping stations; and 9 wastewater lift stations
- **SOURCE OF SUPPLY**
  Elk River, New River, Ohio River, West Fork River, Ada Dam, Horton Dam and Kee Dam
- **PARTNERSHIP FOR SAFE WATER AWARDS**
  Seven Directors Awards

How to **Contact Us**

If you have any questions about this report, your drinking water, or service, please contact West Virginia American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-800-685-8660.

WATER INFORMATION SOURCES

West Virginia American Water
www.westvirginiaamwater.com

West Virginia Department of Health and Human Resources:
www.dhhr.wv.gov

West Virginia Bureau for Public Health:
www.dhhr.wv.gov

West Virginia Department of Environmental Protection:
www.dep.wv.gov

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

Safe Drinking Water Hotline: (800) 426-4791

Centers for Disease Control and Prevention: www.cdc.gov

American Water Works Association: www.awwa.org

Water Quality Association: www.wqa.org

National Library of Medicine/National Institute of Health:
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 1-800-685-8660.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-800-685-8660.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-800-685-8660.

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 1-800-685-8660.

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 **1-800-685-8660** 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 **1-800-685-8660** र हमें काल करें।

Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-800-685-8660.

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 1-800-685-8660.

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 1-800-685-8660.