

2017

Consumer Confidence Report Ashland Water Utility

Customer Service 606-327-2018

CCR Questions 606-327-2008



A Proud Past • A Bright Future

Water Plant (24-emergency) 606-327-2058

Pay your bill online at www.ashlandky.gov

Commitment to Excellence

Since 1920, the City of Ashland has been providing the region with high quality drinking water at very affordable rates. The Ashland water system has grown to include a network of waterlines stretching over 300 miles, with 12 water storage tanks, 18 pump stations and a state-of-the-art water treatment plant capable of producing up to 24 million gallons of treated drinking water per day. With over our team of highly qualified certified water plant operators, water distribution operators, and laboratory technicians on staff, we are committed to excellence in our stewardship of your water system.



12 Storage Tanks

18 Pump stations

10 Million gallons per day
average production

Ashland Board of Commissioners:

Steve Gilmore – Mayor

Amanda Clark – Commissioner

Marty Gute – Commissioner

Matt Perkins – Commissioner

Pat Steen – Commissioner

Commission Meetings:

2nd Thursday of the month – 12:00pm

4th Thursday of the month – 6:00pm

1700 Greenup Avenue

3rd Floor Commission Chambers

Ashland, KY 41101

Meetings are open to the public

For additional information:

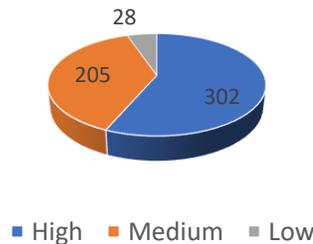
Environmental Protection Agency Safe

Drinking Water Hotline 800-426-4791

<http://www.epa.gov/safewater/lead>

Ashland Water Works PWSID-KY0100011

Number of KY Protection Zone Contaminant Sources and Rating



The source of water for our drinking water treatment plant is surface water from the Ohio River. An analysis of the source water indicates that its susceptibility to contamination is moderately high.

The City of Ashland maintains a 25-million-gallon reservoir, allowing the intake to shut down for contaminants to pass. The reservoir provides a reliable source of raw water.



The complete Source Water Assessment Plan is available for public inspection at the FIVCO Area Development District office located in the Industrial Park at 32 FIVCO Court, Grayson, KY 41134.

This report is only mailed by request. Please call 606-327-2058 to request a copy.

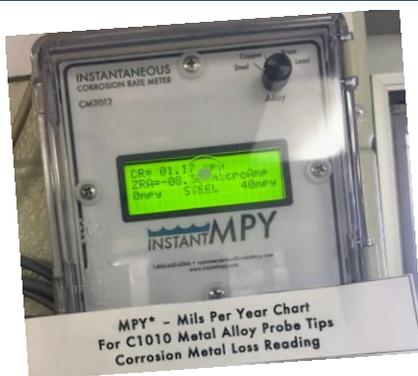
Safe Water is our Mission

NOTICE: 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 may 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, and wells. 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 may 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, (sewage plants, septic systems, livestock operations, or wildlife); inorganic contaminants, such as salts and metals, (naturally occurring or from stormwater runoff, wastewater discharges, oil and gas production, mining, or farming); pesticides and herbicides, (stormwater runoff, agriculture or residential uses); organic chemical contaminants, including synthetic and volatile organic chemicals, (by-products of industrial processes and petroleum production, or from gas stations, stormwater runoff, or septic systems); and radioactive contaminants, (naturally occurring or from oil and gas production or mining activities). In order to ensure that tap water is safe to drink, EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water to 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 and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

Information about Lead and Copper



What is Corrosive water? Corrosive water is a naturally occurring water condition that can dissolve materials from its surroundings. This can become problematic, as it is many times responsible for dissolving metals into the water system such as lead from household plumbing.

Our Corrosivity meter allows the City of Ashland to record corrosion levels in the water to ensure it is not responsible for adding contaminants in the water system.

The City of Ashland is not, and has never been, in violation of the EPA's Lead and Copper regulations.

In July 2017, the Ashland Water Plant completed a series of tests for Lead and Copper in our system. Lead is a common metal found throughout the environment in air, soil, household dust, food, certain types of pottery, porcelain, pewter, lead-based paint, and water.

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 local public water system 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>.

Tips for reducing lead in your water: Let your water run from the tap before using for drinking or cooking if the water has gone unused for over 6 hours. Do not cook or drink water from the hot water tap as lead is dissolved more quickly in hot water. This also applies to preparing baby formula or mixing concentrated drinks. Boiling water does not reduce lead levels – in fact, it may make lead levels more concentrated.

Spanish (Español) Este informe contiene información muy importante sobre la calidad de su agua beber. Tradúzcalo o hable con alguien que lo entienda bien.

Water Quality Data

Of the 100+ regulated contaminants tested for in accordance with EPA requirements, only one was found in violation in the City of Ashland water system. TTHM's, explained on the reverse page, are formed in the disinfection of drinking water. The Water Quality Team has worked diligently to ensure these numbers are back into compliance.

The data presented in this report are from the most recent testing done in accordance with administrative regulations in 401 KAR Chapter 8. As authorized and approved by EPA, the State has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data in this table, though representative, may be more than one year old.

Regulated Contaminant Test Results								
Contaminant [code] (units)	MCL	MCLG	Report Level	Range of Detection		Date of Sample	Violation	Likely Source of Contamination
Arsenic [1005] (ppb)	10	N/A	0.5	0.5	to 0.5	Feb-17	No	Natural erosion; runoff from orchards or glass and electronics production wastes
Barium [1010] (ppm)	2	2	0.038	0.038	to 0.038	Feb-17	No	Drilling wastes; metal refineries; erosion of natural deposits
Copper [1022] (ppm) sites exceeding action level 0	AL = 1.3	1.3	0.107 (90 th percentile)	0.0026	to 0.392	Jul-17	No	Corrosion of household plumbing systems
Fluoride [1025] (ppm)	4	4	0.50	0.5	to 0.5	Feb-17	No	Water additive which promotes strong teeth
Lead [1030] (ppb) sites exceeding action level 0	AL = 15 0.00	0	4 (90 th percentile)	0	to 9	Jul-17	No	Corrosion of household plumbing systems
Mercury [1035] (ppb)	2	2	0.2	0.2	to 0.2	Feb-17	No	Erosion of natural deposits; refineries and factories; landfills; runoff from cropland
Nitrate [1040] (ppm)	10	10	0.8	0.8	to 0.8	Feb-17	No	Fertilizer runoff; leaching from septic tanks, sewage; erosion of natural deposits
Total Organic Carbon (ppm) (measured as ppm, but reported as a ratio)	TT*	N/A	1.32 (lowest average)	1.00	to 2.32 (monthly ratios)	2017	No	Naturally present in environment.
*Monthly ratio is the % TOC removal achieved to the % TOC removal required. Annual average must be 1.00 or greater for compliance.								
Chlorine (ppm)	MRDL = 4	MRDLG = 4	1.05 (highest average)	0.23	to 1.91	2017	No	Water additive used to control microbes.
HAA (ppb) (Stage 2) [Haloacetic acids]	60	N/A	59 (high site average)	18.7	to 113.6 (range of individual sites)	2017	No	Byproduct of drinking water disinfection
TTHM (ppb) (Stage 2) [total trihalomethanes]	80	N/A	93 (high site average)	23.2	to 95.9 (range of individual sites)	2017	YES	Byproduct of drinking water disinfection.
	Allowable Levels		Highest Single Measurement	Lowest Monthly %	Violation	Likely Source of Turbidity		
Turbidity (NTU) TT * Representative samples of filtered water	No more than 1 NTU* Less than 0.3 NTU in 95% of monthly samples		0.51	99	No	Soil runoff		

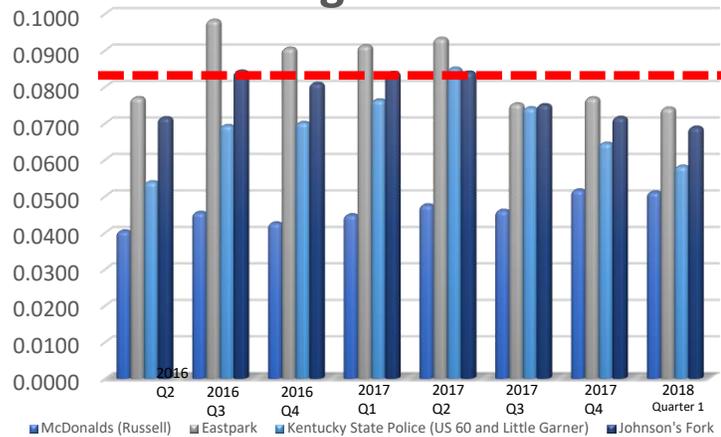
The Facts about Disinfection Byproducts

A single glass of untreated river water has the potential to contain enough bacteria, viruses and parasites that could be lethal to humans in just a few hours. Fortunately, chlorine disinfection has almost completely eliminated risks of deadly waterborne diseases such as typhoid fever, cholera, and dysentery.

However, the chlorination process has also produced Disinfection Byproducts (DBPs) known as Trihalomethanes (THMs), and Haloacetic Acids (HAAs). Disinfection Byproducts (DBPs) are a chronic contaminant, meaning their health effects only show up after continued long-term exposure. American Water Works Association has determined that a person would have to drink 2 liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of experiencing problems with their liver, kidneys, or central nervous system, and may have an increased risk of cancer.

The following DBP Violations were mistakenly left off of the CCR for 2016:
 HAA 7/1/2016 through 9/30/2016 was 0.068mg/L; 10/1/2016 through 12/31/2016 was 0.061mg/L
 TTHM 7/1/2016 through 9/30/2016 was 0.098mg/L; 10/1/2016 through 12/31/2016 was 0.091mg/L

Stage 2 TTHM Results



Graph shows trend toward FULL compliance in 2018. For the Stage 2 DBPR requirements we monitor for trihalomethanes (THM) and haloacetic acids (HAA). The standard for THM is 0.080 mg/L and the standard for HAA is 0.060 mg/L.



		Average		Range of Detection		
Fluoride (added for dental health)		0.7		0.23 to 1.2		
Sodium (EPA guidance level = 20 mg/L)		25.3		25.3 to 25.3		
TTHM(ppb) Individual Site		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Violation
AR2		84.10	84.10	75.18	71.60	84.1 Yes
TM3		91.13	93.20	75.25	76.98	93.2 Yes
H52		76.28	85.03	74.18	64.53	85.03 Yes

The City of Ashland has been working diligently to comply with the newly enforced rules. While the solution involves some cost and time to implement, the City of Ashland Utilities team is carefully assessing changes made so as not to run the risk of causing different, more significant, problems to occur. **The above chart and graph show how the system is trending toward full compliance in 2018.**

Violations 2017-9951252 and 2017-9951253

Testing results showed that our system exceeded the standard, or maximum contaminant level (MCL), for trihalomethanes. The standard for trihalomethanes is 0.080 mg/L. It is determined by averaging all samples at each sampling location for the last 12 months. Trihalomethanes averaged at one of our system's locations for:

- 1/1/2017 through 3/31/2017 was 0.091 mg/L
- 4/1/2017 through 6/30/2017 was 0.093 mg/L

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.

We made changes regarding our distribution system flushing program and have since come back into compliance. Public notices were issued for each quarter we were out of compliance.

For more information, please contact Joseph D. Fliehm at 606-327-2058 or PO Box 1839, Ashland, KY 41105.

Violation 2017-9951254

Our water system recently violated a drinking water standard. Although this incident was not an emergency, as our customers, you have a right to know what happened and what we did (are doing) to correct this situation.

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During 4/1/2017-6/30/2017, we did not complete all monitoring by failing to report or correctly report testing for Operational Evaluation Level Report. Therefore, we could not verify the quality of your drinking water to the primacy agency during that time.

A calculation of analytical results is part of an Operational Evaluation Level Report (OEL) to determine the potential of exceeding these standards. The operational evaluation requirements are intended as an indicator of operational performance and to allow systems to identify proactive steps to remain in compliance. Failure to submit an evaluation report to the State in the required time frame is a violation and requires a public notification.

We failed to submit an OEL for the period 4/1/2017-6/30/2017. **There is nothing you need to do. The report has been submitted to the Division of Water.**

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

There is nothing you need to do at this time. You may continue to drink the water. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours.

Violation 2018-9951255

Our water system recently failed to comply with a required testing procedure. Even though this was not an emergency, as our customers, you have a right to know what happened and what we did to correct the situation.

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During September 2017, we did not complete all monitoring or testing for total coliforms, and therefore cannot be sure of the quality of your drinking water during that time.

Each month we are required to submit the results of our total coliform monitoring to the state. We submitted our results to the electronic database in a timely manner, but were unaware that a formatting error prevented our results from being accepted by the state's database. As soon as we were made aware of the error, we uploaded our results again, but they were late. We upload our results monthly and continue to do so.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

Definitions

Some or all of these definitions may be found in this report:

Action Level (AL) - the concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system shall follow.

Below Detection Levels (BDL) - laboratory analysis indicates that the contaminant is not present.

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.

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 a 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.

Variations & Exemptions (V&E) - State or EPA permission not to meet an MCL or a treatment technique under certain conditions.

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

Parts per million (ppm) - or milligrams per liter, (mg/l). One part per million corresponds to one minute in two years or a single penny in \$10,000.

Parts per billion (ppb) - or micrograms per liter, ($\mu\text{g/L}$). One part per billion corresponds to one minute in 2,000 years, or a single penny in \$10,000,000.

Parts per trillion (ppt) - one part per trillion corresponds to one minute in 2,000,000 years, or a single penny in \$10,000,000,000.

Parts per quadrillion (ppq) - one part per quadrillion corresponds to one minute in 2,000,000,000 years or one penny in \$10,000,000,000,000.

Picocuries per liter (pCi/L) - a measure of the radioactivity in water.

Millirems per year (mrem/yr) - measure of radiation absorbed by the body.

Million Fibers per Liter (MFL) - a measure of the presence of asbestos fibers that are longer than 10 micrometers.

Nephelometric Turbidity Unit (NTU) - a measure of the clarity of water. Turbidity has no health effects. However, turbidity can provide a medium for microbial growth. Turbidity is monitored because it is a good indicator of the effectiveness of the filtration system.

Not Applicable (N/A) - does not apply.



A Proud Past • A Bright Future

2017

Consumer Confidence Report Ashland Water Utility

This report is designed to inform the public about the quality of water and services provided on a daily basis. Our commitment is to provide a *safe, clean, and reliable* supply of drinking water.

The City of Ashland assures you, the citizen, that we will continue to monitor, improve, and protect the water system while delivering a high quality product.

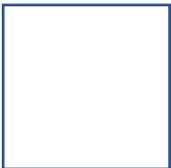


Have a question about your water, need to request a water tap? Visit www.ashlandky.gov and let us know how we can help.



- Ashland Water Quality Management Team:**
Ryan Eastwood – Utility Director
Joe Fliehm – Water Plant Superintendent
Frank Worsley – Water Plant Chief Operator
Reed Downs – Water Distribution Superintendent

Questions about the Consumer Confidence Report?
Give us a call 606-327-2008



City of Ashland
PO Box 1839
Ashland, KY 41105