



An Essential Utilities Company

**Aqua Ohio – Mentor 2022 Water Quality Report\***  
**PWSID # OH4301511**

*Este informe contiene información muy importante sobre su agua de beber.  
Tradúzcalo o hable con alguien que lo entienda bien.*

A Message to Our Valued Customers

Thank you for taking a few minutes to review our 2022 Consumer Confidence Report (CCR). While state and Federal regulations require immediate public notification about critical events or contaminants in water systems, this annual report is a summary of the characteristics of the water we supplied to your tap over the past year for about a penny a gallon. The results are evidence of our dedication to Aqua's core values of integrity, respect and the pursuit of excellence. It is important that you understand the hard work, dedication and continual investment that Aqua applies to the water system and you should have confidence in the quality of the water we deliver.

Pursuing excellence isn't limited to the areas of quality and safety; we're also dedicated to providing reliable service. That reliability requires ongoing investment in our treatment and delivery systems including pumps, pipes and valves that need regular maintenance and occasional replacement. We continually evaluate each system's performance and invest in areas with the greatest need. In fact, from 2012 through 2022, Aqua invested nearly \$415 million in Ohio water systems to maintain reliability and ensure regulatory compliance. During 2023 we plan to invest approximately \$62 million in these areas.

We hope that this level of investment helps build understanding when it comes to our commitment to bringing you safe, reliable water. The water quality results summarized in this report, combined with our ongoing investments should give you confidence that we are striving every day to deliver reliable water service that meets all EPA requirements for health and safety at a reasonable price.

For more information or for additional copies of this report, please contact our customer service center at 877.987.2782. You can also view an electronic version of this report on our website.

Sincerely,

Robert L. Davis, President

**About Your Drinking Water** -- Aqua Ohio, Inc. (Aqua) is pleased to provide you with its 2022 Consumer Confidence Report for the Aqua Ohio - Mentor water system (public water supply ID-OH4301511), which contains important information about your drinking water. The report summarizes the quality of water Aqua provided in 2022 - including details about water sources, what the water at your tap contains, and how it compares to standards set by regulatory agencies. We have a current, unconditional license to operate our water system. Although the report lists only those regulated substances that were detected in your water, we test for more than what is reported. This report is only a summary of our activities during 2022. If you have any questions about the information in this report, please call 877.987.2782 or visit our website at [Aquawater.com](http://Aquawater.com).

Aqua Ohio does not hold regular public meetings on consumers' drinking water quality. However, you can call Aqua Ohio (877.987.2782); the Public Utilities Commission of Ohio (800.686.7826) or the Office of Ohio Consumers' Counsel (877.742.5622) if you have a concern or inquiry about your drinking water quality.

**Sources of Supply** -- Water for the Aqua Ohio - Mentor Division comes from Lake Erie. For the purpose of source water assessments, in Ohio, all surface waters are considered to be susceptible to contamination. By their nature, surface waters are accessible and can be readily contaminated by chemicals and pathogens with relatively short travel times from source to intake. Although Aqua's surface water intake is located offshore in Lake Erie, the proximity of several onshore sources increases the susceptibility of the source water to contamination. The Mentor Division's drinking water source protection area is susceptible to contamination from municipal wastewater treatment discharges, runoff from residential, agricultural, and urban areas, oil and gas production and transportation and accidents, releases and spills from vehicular traffic as well as from commercial shipping operations and recreational boating. Aqua treats the water to meet drinking water quality standards, but no single treatment technique can address all potential contaminants. The potential for water quality impacts can be further decreased by implementing measures to protect Lake Erie. More detailed information is provided in Aqua's Mentor Division water system Drinking Water Assessment report, which can be obtained by calling Aqua at 877.987.2782. In addition, consumers can learn more about common household hazardous wastes and how to properly dispose of them on our website <https://www.aquawater.com/hazardouswaste>.

**The sources of drinking water (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 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 result from urban storm 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, stormwater runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organics, are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.
- 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 that 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.

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 (EPA) Safe Drinking Water Hotline at 800.426.4791.

**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 at 800.426.4791.**

**Our water systems are designed and operated to deliver water to our customers' plumbing systems that complies with state and federal drinking water standards. This water is disinfected using chlorine, but it is not necessarily sterile. Customers' plumbing, including treatment devices, might remove, introduce or increase contaminants in tap water. All customers, and in particular operators of facilities like hotels and institutions serving susceptible populations (like hospitals and nursing homes), should properly operate and maintain the plumbing systems in these facilities. You can obtain additional information from the EPA's Safe Drinking Water Hotline at 800.426.4791.**

Per the Ohio Administrative Code 3745-95-03, as your water supplier, Aqua must conduct periodic on-site investigations for cross connection or provide ongoing education to residential customers informing them of common backflow hazards created during residential water use. Aqua Ohio provides residential customers ongoing education information about cross connection and backflow on our website <https://www.aquawater.com/crossconnection>.

**Aqua Ohio – Mentor, PWSID#: OH4301511**

The following table lists contaminants that were detected during 2022 (unless otherwise noted) in your water system. The table provides the level found and the range of detections of regulated contaminants.

Contaminants	Level Found	Range of Detections	MCL	MCLG	Sample Date	Violation Y/N	Major Sources in Drinking Water
Total Chlorine, ppm	1.5	1.3 – 1.7	MRDL = 4	MRDLG = 4	2022	N	Water additive used to control microbes
Turbidity, NTU (a)	0.22	0.03 - 0.22	TT	NA	2022	N	Soil runoff
Turbidity, % meeting plant performance level	100.0%	100.0 - 100.0%	TT	NA	2022	N	Soil runoff
Total organic carbon, removal ratio (b)	0.8	0.1 – 1.2	≥ 1.00, TT	NA	2022	N	Naturally present in the environment
<b>Inorganic Contaminants</b>							
Barium, ppm	0.02	NA	2	2	2022	N	Erosion of natural deposits
Chromium, ppb	1.2	NA	100	100	2022	N	Discharge from steel and pulp mills; erosion of natural deposits
Fluoride, ppm	1.0	0.8 - 1.1	4	4	2022	N	Erosion of natural deposits; water additive to promote strong teeth
Nitrate, ppm	0.9	ND – 0.9	10	10	2022	N	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Nickel, ppb	1.7	NA	100	100	2022	N	Erosion of natural deposits; discharge from electroplating, stainless steel, and alloy products; mining and refining operations
<b>Disinfection Byproducts-</b> For Haloacetic Acids (HAAs) and Trihalomethanes (TTHMs) the level found is the highest locational running annual average of the quarterly averages. Range of Results is the range of all test results (lowest to highest) at individual sampling sites.							
Haloacetic acids, ppb	33.9	14 – 42.1	60	NA	2022	N	Byproduct of drinking water chlorination
Total Trihalomethanes, ppb	56.5	17.3 – 87.7	80	NA	2022	N	

- a) Turbidity is a measure of the cloudiness of the water and is an indication of the effectiveness of the filtration process. The turbidity limit set by EPA is 0.3 NTU in 95% of the daily samples and shall not exceed 1 NTU at any time
- b) The value reported under "Level Found" is the lowest ratio between percentage of TOC actually removed to the percentage of TOC required to be removed. A value greater than or equal to 1.0 indicates that the water system is in compliance with TOC removal requirements. A value of less than 1.0 indicates a violation of TOC requirements. The Mentor PWS has maintained alternative TOC compliance in 2022

**Lead and Copper Results**

Lead and Copper	90 <sup>th</sup> Percentile	Total Number of Samples	Samples Exceeding Action Level	Action Level	MCLG	Sample Date	Violation Y/N	Major Sources in Drinking Water
Copper, ppm	0.05	31	0	AL= 1.3	1.3	2020	N	Corrosion of household plumbing
Lead, ppb	ND	31	0	AL= 15	0	2020	N	

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. Lake Shore Division– Lake County 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 cold water 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 at 800.426.4791 or at <http://www.epa.gov/safewater/lead>.

**Voluntary PFAS (Forever Chemicals) Entry Point Sampling During 2019-2022**

Name	Chemical Name	Range of Detections (ppt)
PFOA	Perfluorooctanoic acid	ND
PFOS	Perfluorooctane sulfonate	ND
GenX	Hexafluoropropylene oxide (dimer acid and ammonium salt)	ND
PFBS	Perfluorobutane sulfonic acid and Perfluorobutane sulfonate	ND
PFHxS	Perfluorohexanesulfonic acid	ND
PFNA	Perfluorononanoic acid	ND

Note: Please refer to [www.aquawater.com/pfas](http://www.aquawater.com/pfas) to obtain additional information.

ND = Not Detected

The 1996 amendments to the Safe Drinking Water Act (SDWA) require that once every 5 years, the U.S. Environmental Protection Agency (EPA) issue a new list of no more than 30 unregulated contaminants to be monitored by public water systems (PWS). The Unregulated Contaminant Monitoring Rule (UCMR) provides EPA and other interested parties with scientifically valid data on the occurrence of contaminants in drinking water. These data serve as a primary source of occurrence and exposure information that the agency uses to develop regulatory decisions. If a PWS monitoring for UCMR4 finds contaminants in its drinking water, it must provide the information to its customers in this annual water quality report. Below is a table of the results of our UCMR4 monitoring in 2019 and 2020. All other contaminants tested during UCMR4 were Not Detected.

Unregulated Contaminants Detected During 2019- 2020			
Unregulated Contaminant	Average Detection	Range of Detections	MCL
<b>Entry Point Samples</b>			
Manganese, ppb	0.23	ND - 0.85	NA
<b>Distribution Samples</b>			
Haloacetic Acids (HAA5) (ppb)	32.25	44.97 - 12.31	NA
Haloacetic Acids (HAA9) (ppb)	45.02	63.39 - 20.24	NA
Haloacetic Acids (HAA6Br) (ppb)	12.93	19.19 - 7.93	NA

**Notes:**

**Action Level (AL):** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements.

**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.

**NA:** Not applicable.

**ND:** Not detected.

**NTU:** Nephelometric turbidity unit (cloudiness of water).

**ppb:** A unit of concentration equal to one part per billion.

**ppm:** A unit of concentration equal to one part per million.

**PWSID:** Public water supply identification number.

**Total Organic Carbon:** The level reported under "Level Found" for Total Organic Carbon (TOC) is the lowest ratio between percentage of TOC actually removed to the percentage of TOC required to be removed. A value greater than one indicates that the water system is in compliance with the TOC removal requirements. A value of less than one indicates a Treatment Technique violation of the TOC removal requirements.

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

**Turbidity:** A measure of the cloudiness of water and is an indication of the effectiveness of our filtration system.

\* This consumer confidence report contains regulatorily required or recommended language, and nothing herein is, is intended as, nor should be construed as, a promise of or contract for payment or reimbursement of expenses incurred for any action you take on account of this consumer confidence report.