AQUA℠
An Essential Utilities Company

2024Tiffin Water System Water Quality Report*
PWSID#: OH7400614

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 2024 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 2014 through 2024, Aqua invested nearly $522 million in Ohio water systems to maintain reliability and ensure regulatory compliance. During 2025 we plan to invest approximately $67 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 2024 Consumer Confidence Report for the Tiffin water system (public water supply ID# OH7400614), which contains important information about your drinking water. The report summarizes the quality of water Aqua Ohio provided in 2024 - 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 2024. If you have any questions about the information in this report, please call 877.987.2782 or visit our website at 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 -- The Tiffin water system uses the Sandusky River as its primary source of supply. The system is supplemented by five ground water wells. Aqua treats the water to meet drinking water quality standards, but no single treatment technique can address all potential contaminants. For the purpose of source water assessments, in Ohio, all surface waters are considered to be highly susceptible to contamination. Although the ground water is considered less susceptible than the surface water, the public water system is assigned a single susceptibility rating based on its most vulnerable source. 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. Tiffin's source water protection area contains potential contaminant sources such as agricultural runoff, home construction runoff, oil/ gas production activities, unsewered areas, wastewater treatment discharges, landfills, and commercial sources. The potential for water quality impacts can be further decreased by implementing measures to protect the well field and the Sandusky River. More detailed information is provided in Tiffin's Drinking Water Source Assessment report as well as its Wellhead Protection Plan 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/about-aqua/states-we-serve/aqua-ohio.

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 at https://www.aquawater.com/sites/default/files/2024-08/oh-cross-connection-control-flyer.pdf.

The following tables list contaminants that were detected during 2024 (unless otherwise noted) in your water system. The table provides the level found and the range of detections of regulated contaminants.

Tiffin Water System, PWSID#: OH7400614

Contaminants	Level Found	Range of Detections	MCL	MCLG	Sample Date	Violation Y/N	Major Sources in Drinking Water
Total Chlorine, ppm	1.2	1.1 – 1.4	MRDL = 4	MRDLG = 4	2024	N	Water additive used to control microbes
Turbidity- A measure of the clarity of the water							
Turbidity, NTU [a]	0.11	0.02 – 0.11	TT	NA	2024	N	Soil runoff
Turbidity % meeting standards	100.0%	100%	TT	NA	2024	N	Soil runoff
Plant Performance							
Total Organic Carbon (Removal Ratio) [b]	2.0	1.5 – 2.6	TT	NA	2024	N	Naturally present in the environment
Inorganic Contaminants							
Barium, ppm	0.05	NA	2	2	2024	N	Erosion of natural deposits; discharge of drilling wastes; discharge from metal refineries
Fluoride, ppm	1.0	0.8 - 1.1	4	4	2024	N	Erosion of natural deposits; water additive to promote strong teeth
Nitrate, ppm	7.9 [c]	0.12 – 7.9	10	10	2024	N	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Synthetic Organic Contaminants including Pesticides and Herbicides							
Atrazine, ppb	0.1	ND – 0.1	3	3	2024	N	Runoff from herbicide used on row crops
Radiological Contaminants							
Gross Alpha, pCi/L	2.7	NA	15	0	2019	N	Erosion of natural deposits
Combined Radium, pCi/L	0.67	NA	5	0	2019	N	Erosion of natural deposits
Disinfection Byproducts							
Haloacetic Acids- HAA5, ppb [d]	34.7	14.2 – 51.4	60	NA	2024	N	Byproduct of drinking water disinfection
Total Trihalomethanes- TTHM, ppb (d)	69.4	18.5 – 116.8	80	NA	2024	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. As reported in the table, Tiffin Water System's highest recorded turbidity measurement for 2024 was 0.14 NTU and the lowest monthly percentage of samples meeting the turbidity limits was 100%.

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.

c) Nitrate in drinking water at levels above 10 ppm is a health risk for infants 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.

d) For Haloacetic Acids and Total Trihalomethanes, the Level Found is the highest locational running annual average of the quarterly averages. The Range of Results lists the highest and lowest values among all individual samples.

Lead and Copper Results

Lead and Copper	90% of test levels were less than	Total Number of Samples	Individual result(s) over the AL	Action Level	MCLG	Sample Date	Violation Y/N	Major Sources in Drinking Water
Copper, ppm	0.16	30	1*	AL= 1.3	1.3	2024	N	Corrosion of household plumbing
Lead, ppb	4.7	30	0	AL= 15	0	2023	N	

* 1 out of 30 samples were over the AL for Copper with a result of 1.4 ppm

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. Aqua is responsible for providing high quality drinking water and removing lead pipes, but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water. If you are concerned about lead in your water and wish to have your water tested, contact Aqua at 877-987-2782. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at http://www.epa.gov/safewater/lead. A service line inventory has been prepared for this system and shows the composition of your service line. The inventory may be viewed at www.aquawater.com/leadmap.

Aqua conducted unregulated contaminant monitoring as required by the USEPA during 2023 and 2024. The purpose of unregulated contaminant monitoring is to assist USEPA in determining the occurrence of these contaminants in drinking water and whether further regulation is warranted. Contaminants in USEPA's current unregulated contaminant monitoring list include 29 per- and polyfluoroalkyl substances (PFAS) and lithium. Below is a table of the results for contaminants that were detected. All other contaminants tested were not detected.

Unregulated Contaminants Detected 2023 - 2024			
Unregulated Contaminant	**Average Detection**	**Range of Detections**	**MCL**
Entry Point Samples			
Lithium, ppm	14.7	ND – 14.7	NA

Notes and Definitions:

Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

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. Some levels are based on a running annual average.

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.

pCi/L: A common measure of radioactivity.

PFAS: Per- and polyfluoroalkyl substances (PFAS) are a group of man-made chemicals applied to many industrial, commercial and consumer products to make them waterproof, stain resistant, or nonstick. PFAS are also used in products like cosmetics, fast food packaging, and a type of firefighting foam called aqueous film forming foam (AFFF) which are used mainly on large spills of flammable liquids, such as jet fuel. PFAS are classified as contaminants of emerging concern, meaning that research into the harm they may cause to human health is still ongoing.

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.

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