



Aqua Ohio – Mentor 2025 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 2025 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 2015 through 2025, Aqua invested nearly \$559 million in Ohio water systems to maintain reliability and ensure regulatory compliance. During 2026 we plan to invest approximately \$61 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 2025 Consumer Confidence Report for the Aqua Ohio - Mentor public water system (PWS), which contains important information about your drinking water. The report summarizes the quality of water Aqua Ohio - Mentor provided in 2025 - 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 2025. If you have any questions about the information in this report, please call 877.987.2782 or visit our website at [Aquawater.com](https://www.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. According to a source water assessment, completed by the Ohio Environmental Protection Agency in 2003, the water that supplies Aqua Ohio - Mentor has a high susceptibility 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. Aqua Ohio - Mentor'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 at <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, 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 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 organic chemicals, which are by-products 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 Federal Environmental Protection Agency's 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 infection. 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/sites/default/files/2026-03/oh-cross-connection-control-flyer.docx>

The following table lists contaminants that were detected during 2025 (unless otherwise noted) in your water system. The table provides the level found and the range of detections of regulated contaminants.

Aqua Ohio – Mentor, PWSID: OH4301511

Contaminants	Level Found	Range of Detections	MCL	MCLG	Sample Date	Violation Y/N	Major Sources in Drinking Water
Total Chlorine, ppm	1.3	1.0 – 1.7	MRDL = 4	MRDLG = 4	2025	N	Water additive used to control microbes
Turbidity, NTU ^(a)	0.09	0.03 - 0.09	TT	NA	2025	N	Soil runoff
Turbidity, % meeting plant performance level	100.0%	100.0 - 100.0%	TT	NA	2025	N	Soil runoff
Total organic carbon, removal ratio ^(b)	1.1	0.8 – 1.7	≥ 1.00, TT	NA	2025	N	Naturally present in the environment
Inorganic Contaminants							
Barium, ppm	0.02	NA	2	2	2025	N	Erosion of natural deposits
Fluoride, ppm	0.9	0.8 - 1.2	4	4	2025	N	Erosion of natural deposits; water additive to promote strong teeth
Nitrate, ppm	1.1	ND – 1.1	10	10	2025	N	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Disinfection Byproducts- 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	32.7	9.3 – 40.2	60	NA	2025	N	Byproduct of drinking water chlorination
Total Trihalomethanes, ppb	61.8	13.4 – 68.8	80	NA	2025	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 2025.

Lead and Copper Results

Lead and Copper	90 th Percentile	Total Number of Samples	# Samples Exceeding Action Level	Action Level	MCLG	Sample Date	Violation Y/N	Major Sources in Drinking Water
Copper, ppm	0.23	30	0	AL= 1.3	1.3	2023	N	Corrosion of household plumbing
Lead, ppb	ND	30	0	AL= 15	0	2023	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. Aqua Ohio 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 at 800.426.4791 or at <http://www.epa.gov/safewater/lead>.

Our distribution system has no lead, galvanized requiring replacement or lead status unknown service lines. To determine this, we used a combination of the following sources: construction and plumbing codes, Ohio lead ban date, historic records, visual inspections and other documentation that indicate the service line materials. A service line inventory has been prepared for this system and shows the composition of your service line. The inventory may be view at www.aquawater.com/leadmap.

As part of the federal 2024 PFAS drinking water rule, public water systems were required to monitor finished drinking water for PFAS by 4/26/2027. Aqua Ohio – Mentor completed 4 sampling events on 7/13/2023, 10/11/2023, 1/27/2025 and 7/7/2025, analyzing for all six regulated PFAS: PFOA, PFOS, HFPO-DA, PFBS, PFHxS, and PFNA. All results were non-detect.

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).

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.

PWS: Public water system

PWSID: Public water system 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.

The "<" symbol: A symbol which means less than. A result of <5 means that the lowest level that could be detected was 5 and the contaminant in that sample was not detected.

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.

DRINKING WATER NOTICE*

Monitoring requirements not met for Aqua Ohio - Mentor

We are required to monitor your drinking water for corrosion control indicators. During the January — June 2025 monitoring period, Aqua Ohio - Mentor failed to collect water quality parameter samples at the correct frequency required by Ohio EPA.

What Should I Do?

This notice is to inform you that Aqua Ohio - Mentor did not monitor and/or report results for corrosion control indicators as required by Ohio EPA during the January — June 2025 monitoring period. You do not need to take any action in response to this notice.

What Is Being Done?

Aqua Ohio - Mentor has taken steps to ensure that adequate monitoring is performed as required.

Additional information may be obtained by contacting Aqua Ohio - Mentor at:

Contact Person: Chris York

Phone Number: 440.255.3984

Mailing Address: 9345 Progress Parkway Mentor OH 44060

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.

Date Distributed: June 2026

PWSID: OH4301511 Facility ID: 4355445

Violation ID: 6578116

** This notice contains required or recommended regulatory 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 notice.*