



Aqua Ohio - Massillon 2025 Water Quality Report*
PWSID: OH7604512

*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 Massillon Division water system (public water supply ID# OH7604512), which contains important information about your drinking water. The report summarizes the quality of water Aqua Ohio 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 -- Aqua Ohio -- Massillon is supplied by ten wells located in a sand and gravel aquifer in the Tuscarawas Valley. Aqua Ohio - Massillon Division also purchases water from the City of North Canton but did not in 2025. When used, the water purchased from North Canton supplements water to the City of Green and portions of the Stark County System. The Massillon Division has completed a wellhead protection/drinking water source protection plan endorsed by the Ohio Environmental Protection Agency (OEPA) in 2003. The aquifer that supplies drinking water to Aqua has a high susceptibility to contamination based on the aquifer's sensitivity to contamination, the numbers and types of potential contaminant sources within the protection area and evidence of historical ground water quality impacts from human activities. The susceptibility analysis evaluates the likelihood that a public water system's source water could become contaminated. More information regarding the Massillon Division wellhead protection/ drinking water source protection plan and what consumers can do to help protect the aquifer is available by calling 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.

Massillon Division- PWSID#: OH7604512

Contaminants	Level Found	Range of Detections	MCL	MCLG	Sample Date	Violation Y/N	Major Sources in Drinking Water
Total Chlorine, ppm	1.0	0.9 – 1.2	MRDL = 4	MRDLG = 4	2025	N	Water additive used to control microbes
Inorganic Contaminants							
Barium, ppm	0.01	NA	2	2	2025	N	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Fluoride, ppm	1.09	0.6 – 1.2	4	4	2025	N	Erosion of natural deposits; water additive to promote strong teeth
Arsenic, ppb	3.9	ND – 3.9	10	0	2025	N	Erosion of natural deposits; runoff from orchards, runoff from glass and electronics production
Disinfection Byproducts							
Total Trihalo-methanes, ppb	40.2	37.6 – 40.2	80	NA	2025	N	Byproduct of drinking water disinfection

Lead and Copper Results

Lead and Copper	90% of test levels were less than	Total Number of Samples	Individual result over the AL	Action Level	MCLG	Sample Date	Violation Y/N	Major Sources in Drinking Water
Copper, ppm	ND	33	0	AL= 1.3	1.3	2024	N	Corrosion of household plumbing
Lead, ppb	ND	33	0	AL= 15	0	2024	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 – Massillon completed 5 sampling events on 03/06/2023, 09/19/2023, 03/17/2025, 06/24/2025, 10/20/2025, 12/29/2025, analyzing for all six regulated PFAS: PFOA, PFOS, HFPO-DA, PFBS, PFHxS, and PFNA. All results were non-detect, unless listed below

Name	Chemical Name	Range of Detections, ppt
PFOA	Perfluorooctanoic Acid	2.0 – 2.9

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.

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