

CONSUMER CONFIDENCE REPORT

Veolia Water New Jersey Hackensack PWSID # NJ0238001
2023 ANNUAL DRINKING WATER QUALITY Report - Issued April 2024

INTRODUCTION

Our goal is to provide you with drinking water that meets or surpasses all federal and state standards. That's why we're pleased to present your annual Consumer Confidence Report (CCR) which details the results of the most recent water quality tests performed on your drinking water through the entire 2023 calendar year. We do not hold regular public meetings. If at any time you have questions about your water quality or delivery, please call us at **800.422.5987** or visit us on the web at <https://mywater.veolia.us/> (and enter your billing zip code address to access information specific to your service area). We want you to be informed about your water supply.

Landlords must distribute this information to every tenant as soon as practicable, but no later than three business days after receipt. Delivery must be done by hand, mail, or email, and by posting the information in a prominent location at the entrance of each rental premises, pursuant to section 3 of P.L. 2021, c.82 (C.58:12A-12.4 et seq.).

Veolia North America, a subsidiary of Veolia group, offers a full spectrum of water, waste and energy management services, including water and wastewater treatment, commercial and hazardous waste collection and disposal, energy consulting and resource recovery. Headquartered in Boston, Massachusetts, Veolia North America has more than 10,000 employees working at more than 400 locations across the continent.

WHERE DOES OUR WATER SUPPLY COME FROM?

Our customers in portions of Bergen and Hudson counties receive their water primarily from four reservoirs – the Oradell, Woodcliff Lake, and Lake Tappan reservoirs in Bergen County, New Jersey, and Lake DeForest in Rockland County, New York. Lake DeForest and Lake Tappan reservoirs are located on the upper or freshwater portion of the Hackensack River. Woodcliff Lake reservoir is located on the Pascack Brook, while the Oradell reservoir is fed by both the Hackensack River and the Pascack Brook. Together they hold about 14 billion gallons of water and cover nearly 6,000 acres. Water from these surface supplies is treated to meet Federal Safe Drinking Water Act standards at the Haworth Water Treatment Plant.

From time to time, you may receive water from sources through interconnections with other water suppliers including the Boonton and Monksville reservoirs. Through these pipelines, we are able to supplement water supplies to meet customer needs. You may also receive treated water from the City of Jersey City, our New York operations in Rockland County, the Park Ridge Water Department, the Passaic Valley Water Commission, or Ridgewood Water. In addition, we are partners with the North Jersey District Water Supply Commission in the Wanaque South Project. This is a regional network of pipelines, pumping stations, and reservoirs that can provide up to 60 million gallons of water per day to our customers. Information about the sources we used last year is provided in this report.

ABOUT THE TREATMENT PROCESS

Our water treatment plant in Haworth, New Jersey, uses ozone, a form of oxygen, to purify your water and high-rate dissolved air flotation (DAF) for sedimentation clarification. State-of-the-art DAF technology facilitates improved water quality, enhanced service reliability, reduced chemical and energy usage, and the protection of sensitive ecosystems. Sulfuric acid and sodium hydroxide are added for pH adjustment. A corrosion inhibitor is added at the plant to reduce the possibility of lead and copper dissolving into the water from household plumbing. Water treated at the plant is also filtered and contains a small amount of chloramine — a combination of chlorine and ammonia — to help ensure the safety of your water. The water you receive from wells or interconnections with other water suppliers is disinfected with chlorine. To further ensure the safety of your water, we monitor it before, during, and after the treatment process. For example, we routinely test the water at the rivers, lakes, streams, and wells that supply drinking water. We also sample and test treated water directly from the distribution system in each community we serve. As you can see, we are committed to providing you with top-quality water.

SOURCE WATER ASSESSMENT PROGRAM

Under the Federal Safe Drinking Water Act, all states were required to establish a Source Water Assessment Program (SWAP). New Jersey's SWAP Plan incorporates the following four fundamental steps:

1. Determine the source water assessment area of each ground and surface water source of public drinking water.
2. Inventory the potential contamination sources within the source water assessment area.
3. Determine the public water system source's susceptibility to regulated contaminants. It is important to note, if a drinking water source's susceptibility is high, it does not necessarily mean the drinking water is contaminated. The rating reflects the potential for contamination of source water, not the existence of contamination.
4. Incorporate public education and participation.

In 2004, source water assessment reports were completed by the New Jersey Department of Environmental Protection (NJDEP) for all Community and Noncommunity Water Systems in New Jersey. The source water assessment reports and supporting documentation are available at <https://www.state.nj.us/dep/watersupply/swap/> or by contacting the NJDEP's Bureau of Safe Drinking Water at **609.292.5550**.

SUSCEPTIBILITY RATINGS FOR HACKENSACK SOURCES

The table below illustrates the susceptibility ratings for the seven contaminant categories (and radon) for each source in the system. The table provides the number of wells and intakes that were rated high (H), medium (M), or low (L) for each contaminant category. For susceptibility ratings of purchased water, refer to the specific water system's source water assessment report.

The seven contaminant categories are defined at the bottom of this page. NJDEP considered all surface water highly susceptible to pathogens, therefore all intakes received a high rating for the pathogen category. For the purpose of Source Water Assessment Program, radionuclides are more of a concern for groundwater than surface water. As a result, surface water intakes' susceptibility to radionuclides was not determined and they all received a low rating.

If a system is rated highly susceptible for a contaminant category, it does not mean a customer is or will be consuming contaminated drinking water. The rating reflects the potential for contamination of source water, not the existence of contamination. Public water systems are required to monitor for regulated contaminants and to install treatment if any contaminants are detected at frequencies and concentrations above allowable levels. As a result of the assessments, NJDEP may customize (change existing) monitoring schedules based on the susceptibility ratings.

If you have questions regarding the source water assessment report or summary please contact the Bureau of Safe Drinking Water at watersupply@dep.nj.gov or **609.292.5550**. The source water assessment performed on our sources of water determined the following:

Veolia Water New Jersey Hackensack (PWSID # NJ0238001)

	Pathogens			Nutrients			Pesticides			Volatile Organic Compounds			Inorganics			Radio-nuclides			Radon			Disinfection Byproduct Precursors		
Sources	H	M	L	H	M	L	H	M	L	H	M	L	H	M	L	H	M	L	H	M	L	H	M	L
Wells - 9	2	5	1	5	3			4	4	7		1	8			5	3		8			2	6	
GUDI - 0																								
Surface water intakes - 6	6			2	4			1	5	2	3	1	5	1				6			6	6		

This system purchases water from Jersey City MUA. A link to the source water assessment reports and supporting documentation are available at <https://www.nj.gov/dep/watersupply/swap/creport.htm> or by contacting the NJDEP's Bureau of Safe Drinking Water at **609.292.5550** or watersupply@dep.nj.gov.

- **Pathogens:** Disease-causing organisms such as bacteria and viruses. Common sources are animal and human fecal wastes.
- **Nutrients:** Compounds, minerals, and elements that aid growth, that are both naturally occurring and man-made. Examples include nitrogen and phosphorus.
- **Volatile Organic Compounds:** Man-made chemicals used as solvents, degreasers, and gasoline components. Examples include benzene, methyl tertiary butyl ether (MTBE), and vinyl chloride.
- **Pesticides:** Man-made chemicals used to control pests, weeds, and fungus. Common sources include land application and manufacturing centers of pesticides. Examples include herbicides such as atrazine, and insecticides such as chlordane.

- **Inorganics:** Mineral-based compounds that are both naturally occurring and man-made. Examples include arsenic, asbestos, copper, lead, and nitrate.
- **Radionuclides:** Radioactive substances that are both naturally occurring and man-made. Examples include radium and uranium.
- **Radon:** Colorless, odorless, cancer-causing gas that occurs naturally in the environment. For more information go to <http://www.nj.gov/dep/rpp/radon/index.htm> or call **800.648.0394**.
- **Disinfection By-product Precursors:** A common source is naturally occurring organic matter in surface water. Disinfection byproducts are formed when the disinfectants (usually chlorine) used to kill pathogens react with dissolved organic material (for example leaves) present in surface water.

TAP OR BOTTLED WATER?

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 the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the U.S. Environmental Protection Agency (USEPA) Safe Drinking Water Hotline at **800.426.4791**.

The sources of drinking water (for both tap 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 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 stormwater 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, urban stormwater runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, which 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, the USEPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration regulations establish limits for contaminants in bottled water which must provide the same protection for public health. The bottom line is your tap water meets federal standards and is substantially less expensive than bottled water.

MONITORING YOUR WATER

We routinely monitor for contaminants in your drinking water according to USEPA and NJDEP regulations. The following tables in this report show the results of our monitoring for the period of January 1 to December 31, 2023. USEPA allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data is from prior years in accordance with the Safe Drinking Water Act. The date has been noted on the sampling results table.

DEFINITIONS:

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

Locational Running Annual Average (LRAA): The average of four consecutive quarterly samples at a single sample site.

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 contamination.

Nephelometric Turbidity Unit (NTU): A measure of the clarity of water.

Non-Detect (ND): Not detectable.

Not Analyzed or Not Applicable (NA): Analysis of the constituent is not required, or no applicable regulatory standard exists.

Parts per million (ppm) or milligrams per liter (mg/L): Corresponds to one part of liquid in one million parts of liquid.

Parts per billion (ppb) or micrograms per liter (µg/L): Corresponds to one part of liquid in one billion parts of liquid.

Parts per trillion (ppt) or nanograms per liter (ng/L): Corresponds to one part of liquid in one trillion parts of liquid.

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

Primary Standard: Federal drinking water measurements for substances that are health-related. Water supplier must meet all primary drinking water standards.

Running Annual Average (RAA): The average of four consecutive quarterly samples.

Secondary Standard: Federal drinking water measurements for substances that do not have an impact on health. These reflect aesthetic qualities such as taste, odor, and appearance. Secondary standards are recommendations, not mandates.

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

CU: Color unit.

Recommended Upper Limit (RUL): Recommended maximum concentration of secondary contaminants. These reflect aesthetic qualities such as odor, taste or appearance. RUL's are recommendations, not mandates.

S.U.: Standard unit.

< "less than." – often used when the contaminant is not detectable using the approved analysis method.

WATER QUALITY RESULTS - TABLE OF DETECTED CONTAMINANTS

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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).

Veolia Water New Jersey Hackensack (PWSID # NJ0238001) – Primary Standards

Primary Standards								
Turbidity	Violation Yes/No	Range	Highest Level Detected	Regulatory Limit	MCLG	Report Year	Units	Likely Source of Contamination
Turbidity ¹	No	0.01 - 0.20	Highest Level Detected: 0.20 99.5% of samples <0.3 NTU	TT≤1.0 NTU 95% of samples <0.3NTU	N/A	2023	NTU	Soil Runoff
TOC Removal Ratio	Violation Yes/No	Range of Ratio	Lowest Ratio RAA	MCL	MCLG	Report Year	Units	Likely Source of Contamination
TOC Removal Ratio	No	1.00 - 1.37	1.12	N/A	N/A	2023	N/A	Natural property of water
Inorganic Contaminants	Violation Yes/No	Highest Level Detected	Range of Results	MCL	MCLG	Report Year	Units	Likely Source of Contamination
Barium	No	0.06	N/A	2	2	2023	ppm	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Chromium	No	0.8	N/A	100	100	2023	ppb	Discharge from steel and pulp mills; erosion of natural deposits
Nitrate as Nitrogen ²	No	2.3	0.02 - 2.3	10	10	2023	ppm	Runoff from fertilizer usage; leaching from septic tanks, sewage; erosion of natural deposits
Nitrite as Nitrogen	No	0.03	ND - 0.03	1	1	2023	ppm	Runoff from fertilizer usage; leaching from septic tanks, sewage; erosion of natural deposits

Lead & Copper	Violation Yes/No	Ninetieth Percentile (Range of Results)	Number of Site Above AL	AL	MCLG	Period	Units	Likely Source of Contamination
Copper³	No	0.05 (ND-0.21)	0 of 108	1.3	1.3	2023 (Jan-Jun)	ppm	Corrosion of household plumbing systems
Copper³	No	0.06 (ND-0.15)	0 of 106	1.3	1.3	2023 (Jul-Dec)	ppm	Corrosion of household plumbing systems
Lead⁴	No	5.38 (ND-20.2)	1 of 108	15	N/A	2023 (Jan-Jun)	ppb	Corrosion of household plumbing systems
Lead⁴	No	7.08 (ND-38)	4 of 106	15	N/A	2023 (Jul-Dec)	ppb	Corrosion of household plumbing systems
Volatile Organic Compounds	Violation Yes/No	Highest Level Detected	Range of Results	MCL	MCLG	Report Year	Units	Likely Source of Contamination
Toluene	No	0.6	N/A	1000	1000	2023	ppb	Discharge from petroleum refineries
Disinfectant Residuals	Violation Yes/No	Maximum RAA	Range of Results	MRDL	MRDLG	Report Year	Units	Likely Source of Contamination
Chloramines	No	2.37	ND - 5.3	4.0	4.0	2023	ppm	Water additive used to control microbes
Disinfection By-Products	Violation Yes/No	Maximum LRAA	Range of Results	MCL	MCLG	Report Year	Units	Likely Source of Contamination
Total HAA(5) (Haloacetic Acid)	No	33.6	13.1 – 37.0	60	N/A	2023	ppb	By-product of drinking water disinfection
Total THM (Trihalomethanes)	No	35.9	17.4 - 51.5	80	N/A	2023	ppb	By-product of drinking water disinfection
Bromate	Violation Yes/No	Maximum RAA	Range of Results	MCL	MCLG	Report Year	Units	Likely Source of Contamination
Bromate	No	1.2	ND - 1.6	10	N/A	2023	ppm	By-product of drinking water disinfection
Per- and Polyfluorinated Substances (PFAs)	Violation Yes/No	Quarterly Locational Average	Range of Results	MCL	MCLG	Report Year	Units	Likely Source of Contamination
Perfluorooctanesulfonic acid (PFOS)	No	3	2.01 - 4	13	N/A	2023	ppt	Discharge from industrial, chemical, and manufacturing factories, release of aqueous film forming foam
Perfluorooctanoic acid (PFOA)	No	9.2	7.17 - 10.4	14	N/A	2023	ppt	Discharge from industrial, chemical factories, release of aqueous film forming foam

Water Quality Parameters – Lead and Copper Rule						
WQP- Interconnection CC002002	Range of Results	Lower Limit	Upper Limit	Report Year	Units	Number of Excursions
Alkalinity (as CaCO ₃)	38 - 45	N/A	N/A	2023	ppm	N/A
Orthophosphate (as Total P)	0.85 - 1.17	0.5	N/A	2023	ppm	0
pH	6.96 - 7.69	7.0	N/A	2023	s.u.	0
WQP- Interconnection CC012021	Range of Results	Lower Limit	Upper Limit	Report Year	Units	Number of Excursions
Alkalinity (as CaCO ₃)	36 - 45	N/A	N/A	2023	ppm	N/A
Orthophosphate (as Total P)	0.15 - 1.1	0.5	N/A	2023	ppm	1
pH	7.02 - 7.92	7.0	N/A	2023	s.u.	0
WQP- Distribution System	Range of Results	Lower Limit	Upper Limit	Report Year	Units	Number of Excursions
Orthophosphate (as Total P)	0.7 - 2.62	0.5	N/A	2023	ppm	0
pH	7.12 - 8.22	7.0	N/A	2023	s.u.	0
WQP- Treatment Plant TP011020	Range of Results	Lower Limit	Upper Limit	Report Year	Units	Number of Excursions
Orthophosphate (as Total P)	0.73 - 0.91	0.5	N/A	2023	ppm	0
pH	7.5 - 8.22	7.2	8.5	2023	s.u.	0

In addition to the contaminants listed above, for which Federal and/or State regulations limits have been established and regular monitoring is required, we may also occasionally test for unregulated contaminants to determine occurrence data and provide input to regulatory agencies that are considering these contaminants for future regulations. This data is presented below.

Unregulated Contaminants			
Unregulated Contaminants	Highest Level Detected	Units	Report Year
1,4-Dioxane	0.03	ppb	2021
Perfluorobutanesulfonic acid (PFBS)	3.2	ppt	2023
Perfluoroheptanoic acid (PFHpA)	4	ppt	2023
Perfluorohexanesulfonic acid (PFHxS)	2.5	ppt	2023
Perfluorohexanoic acid (PFHxA)	6.2	ppt	2023
HAA5	28.6	ppb	2019
HAA6Br	14.5	ppb	2019
HAA9	41.5	ppb	2019
Manganese	37.7	ppb	2019

Secondary standards are non-mandatory guidelines to assist public water systems in managing their drinking water for aesthetic considerations, such as taste, color, and odor. These contaminants are not considered to present a risk to human health.

Secondary Standards				
Secondary Standards	Highest Level Detected	RUL	Units	Report Year
Alkalinity (as CaCO ₃)	114	N/A	ppm	2023
Aluminum	0.14	0.2	ppm	2023
Calcium	46	N/A	ppm	2023
Chloride	138	250	ppm	2023
Color	3	15	Color Units	2023
Conductivity	689	N/A	umho/cm	2023
Corrosivity	-0.07	N/A	non corrosive	2023
Hardness	156	N/A	ppm	2023
pH	8.22	8.5	s.u.	2023
Sodium ⁵	75	50	ppm	2023
Sulfate	12	250	ppm	2023
Total Dissolved Solids	372	500	ppm	2023
Zinc	0.58	5	ppm	2023

Notes:

1. Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the water quality. High turbidity can hinder the effectiveness of disinfectants. State regulations require that turbidity must always be below 1 NTU at the treatment system. State regulations require that turbidity must always be below 5 NTU in the distribution system and that 95% of the turbidity samples collected (at the treatment system entry point) have measurements below 0.3 NTU.
2. We are required to take one sample per year, however, we are voluntarily sampling on a weekly basis.
3. The Copper level presented represents the 90th percentile of the sites tested. A percentile is a value on a scale of 100 that indicates the percent of a distribution that is equal to or below it. The 90th percentile indicates that 90% of the copper values detected in your water system are equal to or lesser than that value.
4. The Lead level presented represents the 90th percentile of the sites tested. A percentile is a value on a scale of 100 that indicates the percent of a distribution that is equal to or below it. The 90th percentile indicates that 90% of the lead values detected in your water system are equal to or lesser than that value.
5. This result was above New Jersey's Recommended Upper Limit [RUL] for sodium. For healthy individuals, the sodium intake from water is not important, because a much greater intake of sodium takes place from salt in the diet. However, sodium levels above the RUL may be a concern to individuals on a sodium-restricted diet. Road salt run-off affecting our source water quality is the leading cause of elevated sodium levels in the drinking water supply. We are meeting with communities within our source water area to discuss options for minimizing use of and/or alternatives to road salt.

The information contained in this report pertaining to Per- and Polyfluoroalkyl Substances (PFAS) is based on the existing federal and state regulations and on the state of Veolia's understanding and knowledge of the available federal and state guidelines as of the time of publication.

WAIVER INFORMATION

The Safe Drinking Water Act regulations allow monitoring waivers to reduce or eliminate the monitoring requirements for asbestos, volatile organic chemicals (VOCs), and synthetic organic chemicals (SOCs). NJDEP issued asbestos waivers to many community water systems in the 9-year cycle (2020-2028) and SOC waivers to many community water systems in the 3-year cycle (2023-2025). For asbestos and SOCs, we expect to complete the next round of sampling or receive a waiver prior to the end of the cycle.

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Consumer Confidence Report

SOURCES OF LEAD IN DRINKING WATER

Although most lead exposure occurs from inhaling dust or from contaminated soil, or when children eat paint chips, the USEPA estimates that 10 to 20 percent of human exposure to lead may come from lead in drinking water. Infants who consume mostly mixed formula can receive 40 percent to 60 percent of their exposure to lead from drinking water. Lead is rarely found in the source of your drinking water but enters tap water through corrosion, or wearing away, of materials containing lead in the water distribution system and household plumbing materials. These materials include lead-based solder used to join copper pipes, brass, and chrome-brass faucets, and in some cases, service lines made of or lined with lead. New brass faucets, fittings, and valves, including those advertised as “lead-free”, may still contain a small percentage of lead, and contribute lead to drinking water. The law currently allows end-use brass fixtures, such as faucets, with up to 0.25 percent lead to be labeled as “lead free”. However, prior to January 4, 2014, “lead free” allowed up to 8 percent lead content of the wetted surfaces of plumbing products including those labeled National Sanitation Foundation (NSF) certified. Visit the NSF website at www.nsf.org to learn more about lead-containing plumbing fixtures. Consumers should be aware of this when choosing fixtures and take appropriate precautions. When water stands in lead service lines, lead pipes, or plumbing systems containing lead for several hours or more, the lead may dissolve into your drinking water. This means the first water drawn from the tap in the morning, or later in the afternoon if the water has not been used all day, can contain fairly high levels of lead.

STEPS YOU CAN TAKE TO REDUCE EXPOSURE TO LEAD IN DRINKING WATER

For a full list of steps visit: <https://www.state.nj.us/dep/watersupply/dwc-lead-consumer.html>

- **Run the cold water to flush out lead.** Let the water run from the tap before using it for drinking or cooking any time the water in the faucet has gone unused for more than six hours. The longer the water resides in plumbing the more lead it may contain. Flushing the tap means running the cold-water faucet. Let the water run from the cold-water tap based on the length of the lead service line and the plumbing configuration in your home. In other words, the larger the home or building and the greater the distance to the water main (in the street), the more water it will take to flush properly. Although toilet flushing or showering flushes water through a portion of the plumbing system, you still need to flush the water in each faucet before using it for drinking or cooking. Flushing tap water is a simple and inexpensive measure you can take to protect your health. It usually uses less than one gallon of water.
- **Use cold, flushed water for cooking and preparing baby formula.** Because lead from lead-containing plumbing materials and pipes can dissolve into hot water more easily than cold water, never drink, cook, or prepare beverages including baby formula using hot water from the tap. If you have not had your water sampled or if you know your water has lead, it is recommended that bottled or filtered water be used for drinking and preparing baby formula. If you need hot water, draw water from the cold tap and then heat it.
- **Do not boil water to remove lead.** Boiling water will not reduce lead; however, it is still safe to wash dishes and do laundry. Lead will not soak into dishware or most clothes.
- **Use alternative sources or treatment of water.** You may want to consider purchasing bottled water or a water filter. Read the package to be sure the filter is approved to reduce lead or contact NSF International at 800-NSF-8010 or www.nsf.org for information on performance standards for water filters.
- **Determine if you have interior lead plumbing or solder.** If your home/building was constructed prior to 1987, it is important to determine if interior lead solder or lead pipes are present. You can check yourself, hire a licensed plumber, or check with your landlord.
- **Replace plumbing fixtures and service lines containing lead.** Replace brass faucets, fittings, and valves that do not meet the current definition of “lead free” from 2014 (as explained above). Visit the NSF website at www.nsf.org to learn more about lead-containing plumbing fixtures.
- **Remove and clean aerators/screens on plumbing fixtures.** Over time, particles and sediment can collect in the aerator screen. Regularly remove and clean aerators screens located at the tip of faucets and remove any particles.
- **Test your water for lead.** Contact an independent lab to have the drinking water tested for lead. The NJDEP maintains a list of certified labs. To access the list please visit <https://njems.nj.gov/DataMiner/>, click Search by Category then Certified Laboratories from the Report Category drop down box. Then click the Submit button, and under Certified Laboratories choose Drinking Water Certified Lead Labs. Testing is essential because you cannot see, taste, or smell lead in drinking water.
- **Get your child tested.** Contact your local health department or healthcare provider to find out how you can get tested for lead if you are concerned about lead exposure. You can find out more about how to get your child tested and how to pay for it at <https://www.state.nj.us/health/childhoodlead/testing.shtml>. New Jersey law requires that children be tested for lead in their blood at both 1 and 2 years of age and before they are 6 years old if they have never been tested before or if they have been exposed to a known source of lead.
- **Have an electrician check your wiring.** If grounding wires from the electrical system are attached to your pipes, corrosion may be greater. Check with a licensed electrician or your local electrical code to determine if your wiring can be grounded elsewhere. DO NOT attempt to change the wiring yourself because improper grounding can cause electrical shock and fire hazards.

- **Water softeners and reverse osmosis units** will remove lead from water but can also make the water more corrosive to lead solder and plumbing by removing certain minerals; therefore, the installation of these treatment units at the point of entry into homes with lead plumbing should only be done under supervision of a qualified water treatment professional.

We also published an inventory of our system as an interactive map, available at:

<https://mywater.veolia.us/njinteractivemap>

This link allows you to look up your water service line type of material (water service lines are small pipes which run from the main in the street to your residence/business).

If you discover that our records show the material of your portion of the service line (from the property line to your residence) is unknown, we are asking you to help us improve our records by identifying the pipe material. We want to determine if the pipe is made of copper, plastic, brass, lead, galvanized or other material. **If your pipe is lead or galvanized, we can replace it at no direct cost to you.**

For information about our lead program and to report your finding, please visit: <https://bit.ly/3NNCrcH> or you can go directly to the self-identification survey by visiting: <https://bit.ly/3RF71qZ> or by scanning the QR code below:



You also have the option for a Veolia representative to visit your home to identify your service line material. Please contact our Customer Service Department to schedule an appointment by calling **1.800.422.5987**.

If you want to pass on more information to your residents, please consider these:

- What's a lead service line? <https://www.nj.gov/dep/lead/images/lead-pipes-infographic.jpg>
- NJ's Lead Service Lines Video - <https://www.youtube.com/watch?v=3SetRPs4DCQ>

HEALTH EFFECTS OF LEAD

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. We are 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 is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

For more information, please call **1.800.422.5987**.

State Water System ID#: NJ0238001 (Veolia Water New Jersey Hackensack)

SUPPLEMENTAL SOURCE OF SUPPLY DATA

In 2023, we purchased water from neighboring Jersey City MUA to supplement our source of supply. This insert contains the water quality data from that source. Additional information about this supplement supply source can be found by visiting the following website: <https://mywater.veolia.us/jerseycityccr2023>

Jersey City MUA

PWSID # NJ0906001

2023 Water Quality Data

WATER QUALITY RESULTS - TABLE OF DETECTED CONTAMINANTS

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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. USEPA/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).

Jersey City MUA (PWSID # NJ0906001) – Primary Standards

Primary Standards								
Turbidity	Violation Yes/No	Range	Highest Level Detected	Regulatory Limit	MCLG	Report Year	Units	Likely Source of Contamination
Turbidity ¹	No	0.06 - 0.22	Highest Level Detected: 0.22 100% of samples <0.3 NTU	TT≤1.0 NTU 95% of samples <0.3NTU	N/A	2023	NTU	Soil Runoff
Inorganic Contaminants	Violation Yes/No	Highest Level Detected	Range of Results	MCL	MCLG	Report Year	Units	Likely Source of Contamination
Barium	No	0.02	N/A	2	2	2023	ppm	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Nitrate as Nitrogen ²	No	0.4	0.3 - 0.4	10	10	2023	ppm	Runoff from fertilizer usage; leaching from septic tanks, sewage; erosion of natural deposits
Per- and Polyfluorinated Substances (PFAs)	Violation Yes/No	Quarterly Locational Average	Range of Results	MCL	MCLG	Report Year	Units	Likely Source of Contamination
Perfluorooctanesulfonic acid (PFOS)	No	7.1	6.01 - 7.73	13	N/A	2023	ppt	Discharge from industrial, chemical, and manufacturing factories, release of aqueous film forming foam
Perfluorooctanoic acid (PFOA)	No	5.7	4.02 - 6.08	14	N/A	2023	ppt	Discharge from industrial, chemical factories, release of aqueous film forming foam

In addition to the contaminants listed above, for which Federal and/or State regulations limits have been established and regular monitoring is required, we may also occasionally test for unregulated contaminants to determine occurrence data and provide input to regulatory agencies that are considering these contaminants for future regulations. This data is presented below.

Unregulated Parameters				
Unregulated Contaminants	Average	Range of Results	Units	Report Year
Perfluoroheptanoic acid (PFHpA)	N/A	1.9 - 2.4	ppt	2023
Perfluorohexanesulfonic acid (PFHxS)	N/A	4.3 - 5.0	ppt	2023
Perfluorohexanoic acid (PFHxA)	N/A	2.0 - 4.7	ppt	2023
HAA5	N/A	15.4 - 42.1	ppb	2020
HAA6Br	N/A	6.5 - 12.3	ppb	2020
HAA9	N/A	22.4 - 50.8	ppb	2020
Manganese	N/A	0.6 - 2.2	ppb	2020
Unregulated Contaminant-UCMR5	Average	Range of Results	Units	Report Year
Perfluorohexanesulfonic acid (PFHxS)	5	4.9	ppt	2023
Perfluorohexanoic acid (PFHxA)	3.3	3.1 - 3.5	ppt	2023
Perfluorooctanesulfonic acid (PFOS)	6.5	6.2 - 6.7	ppt	2023
Perfluorooctanoic acid (PFOA)	7.3	6.9 - 7.6	ppt	2023
Perfluoropentanoic acid (PFPeA)	3.8	3.6 - 4.0	ppt	2023

Secondary standards are non-mandatory guidelines to assist public water systems in managing their drinking water for aesthetic considerations, such as taste, color, and odor. These contaminants are not considered to present a risk to human health.

Secondary Standards				
Secondary Standards	Highest Level Detected	RUL	Units	Report Year
Alkalinity (as CaCO ₃)	78	N/A	ppm	2023
Aluminum	0.05	0.2	ppm	2023
Calcium	22	N/A	ppm	2023
Chloride	106	250	ppm	2023
Color	3	15	Color Units	2023
Conductivity	472	N/A	umho/cm	2023
Corrosivity	-1.50	N/A	non corrosive	2023
Hardness	92	N/A	ppm	2023
Iron	60	300	ppb	2023
pH	7.70	8.5	s.u.	2023
Sodium ³	55	50	ppm	2023
Sulfate	10	250	ppm	2023
Total Dissolved Solids	352	500	ppm	2023
Zinc	0.06	5	ppm	2023

Notes:

1. Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the water quality. High turbidity can hinder the effectiveness of disinfectants. State regulations require that turbidity must always be below 1 NTU at the treatment system. State regulations require that turbidity must always be below 5 NTU in the distribution system and that 95% of the turbidity samples collected (at the treatment system entry point) have measurements below 0.3 NTU.
2. We are required to take one sample per year, however, we are voluntarily sampling on a quarterly basis.
3. This result was above New Jersey's Recommended Upper Limit [RUL] for sodium. For healthy individuals, the sodium intake from water is not important because a much greater intake of sodium takes place from salt in the diet. However, sodium levels above the RUL may be a concern to individuals on a sodium-restricted diet. Road salt run-off affecting our source water quality is the leading cause of elevated sodium levels in the drinking water supply. We are meeting with communities within our source water area to discuss options for minimizing use of and/or alternatives to road salt.

The information contained in this report pertaining to Per- and Polyfluoroalkyl Substances (PFAS) is based on the existing federal and state regulations and on the state of Veolia's understanding and knowledge of the available federal and state guidelines as of the time of publication.

IMPORTANT INFORMATION

Please pass this information along to those who speak Spanish, Portuguese, Arabic, Chinese, Gujarati, Japanese or Korean.

- Este informe contiene información importante acerca del agua que bebe. Pídale a alguien que la traduzca por usted o hable con alguien que comprenda el idioma.
Comparta esta información con aquellos que hablen:
- Este relatório contém informações importantes sobre a sua água potável. Peça a alguém que o traduza para si ou fale com alguém que o compreenda.
Passe esta informação àqueles que falam:
- وأكل ممجرتي نأ ام صخش نم بلطا. لكي دل برشلا هايمل لوح مهم تاملول عم لى ع ريرقتلا اذه يوتحي
:نوشدحتي نيذل دارفال لى تاملول عملا مده ريرمت ىجري. ممففي صخش عم شدحت
- 本报告包含有关您饮水的重要信息。请他人为您翻译本报告，或者与理解本报告的人交流。
请将本信息一并传达给与您交流的人员：
- આરિપોર્ટમાં તમારા પીવાના પાણી વિશેની મહત્વની માહિતી છે "કોઈ નો તમારા માટે તેનો અનુવાદ કરવા દો #મથવા!
જે તેને સમજે છે તેની સાથે વાત કરો!
જેઓ બોલે છે તેઓને ફૂંપા કરીને આ માહિતી મોકલો
- このレポートにはあなたの飲料水に関する重要な情報が記載されています。誰かにこのレポートを翻訳してもらうか、このレポートを理解できる方と話してください。
この情報を次の言語を話す方に伝えてください。：
- 이 보고서에는 식수에 대한 중요한 정보가 포함되어 있습니다. 다른 누군가에게 번역을 요청하거나 해당 내용을 이해하는 사람과 상담해 보세요.
상담 담당자에게 이 정보를 전달해 주세요.

This report contains important information about your drinking water. Have someone translate it for you or speak to someone who understands.

