

FREQUENTLY ASKED QUESTIONS

What are PFOA/PFOS?

PFOA and PFOS are chemical substances that have been used for decades to manufacture firefighting foam and many common house-hold and consumer products the public uses frequently.

PFOA/PFOS Sources



NON-STICK COOKWARE | FAST FOOD PACKAGING | STAIN-RESISTANT PRODUCTS | FIREFIGHTING FOAMS
PHOTOGRAPHY CHEMICALS
SHAMPOO | PESTICIDES | PAINTS

What has changed?

There has been no change to the concentration of PFOA or PFOS in the water supply of our Delaware Operations. However, the EPA has proposed new enforceable standards of 4 parts per trillion (ppt) for PFOA and PFOS. The EPA intends to finalize this new standard by early 2024. It is anticipated that public water systems, like Veolia's Delaware Operations, will have three years to comply once the new standard is finalized.

How could I be exposed to PFOA and PFOS?

PFOA and PFOS can be present in our food, our air, our water and in products we use regularly. According to the EPA, most people have been exposed to PFOA and PFOS. We are exposed from indoor air and dust, and in some cases, from drinking water.

Reduce your exposure

It is recommended to avoid using common household products that contain PFOA/PFOS.

- Avoid stain-resistant treatments.
- Minimize use of packaged foods (examples include microwave popcorn bags and fast-food wrappers).
- Avoid personal-care products made with or containing ingredients that include the words "fluoro" or "perfluoro."
- Avoid non-stick cookware.

What are possible health effects?

For further information about health effects, please contact the State of Delaware Division of Public Health, Office of Drinking Water at 302-744-4705.



Water Quality Reports

Our first commitment is to deliver clean and reliable drinking water. That's why we rigorously monitor and test your water. Visit mywater.veolia.us to find out how your water stacks up against safe drinking water standards.



Water Quality Update

Message to Our Customers

For years, states and water providers have followed the Environmental Protection Agency (EPA) health advisory level of 70 parts per trillion (ppt) for PFOA and PFOS in drinking water issued in 2016. Multiple laboratory tests have confirmed that Veolia had been well below the federal level for these substances in its New Castle County, DE water system, averaging 20 ppt, annually. In 2022, the EPA updated these to interim health advisory levels of 0.004 for PFOA and 0.02 ppt for PFOS, respectively.

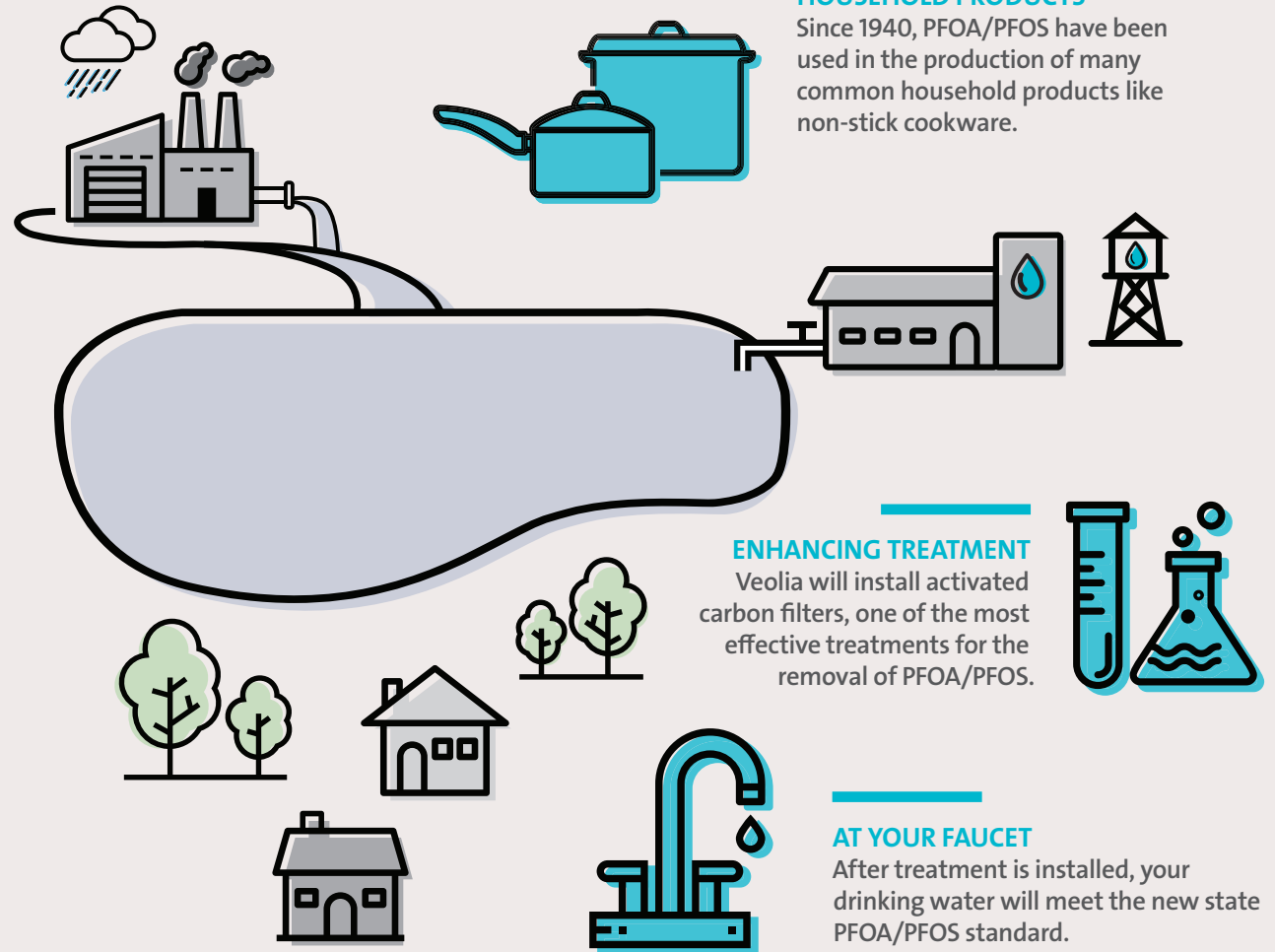
While concentrations of PFOS and PFOA in our Delaware water supply have not changed, in late March 2023, the EPA proposed new enforceable standards of 4 ppt for PFOA and PFOS.

The White Clay Creek accounts for approximately two-thirds of the source water to Veolia's Stanton Water Treatment Plant while the Red Clay Creek accounts for approximately one-third of the source water. In order to treat the levels of PFOA and PFOS in the combined source water, Veolia will be installing advanced treatment to achieve compliance with the new standards.

Veolia has taken a proactive approach to treating these substances. In anticipation of the new standards, Veolia engineers and water quality experts began designing treatment solutions in March 2022, working closely with the State of Delaware's Division of Public Health (DPH) and Public Service Commission (PSC).

We expect the installation of new treatment to be complete and in service by early 2025.

Veolia has been closely monitoring PFOA and PFOS levels in the White Clay and Red Clay Creeks since 2017. Our proactive approach to monitoring has given us multiple years of background data and laboratory testing of our water supply.



For more information on federal health advisories or proposed regulations, visit the EPA's website at <https://www.epa.gov/pfas> or the Office of Drinking Water's website at <https://dhss.delaware.gov/dhss/dph/hsp/odw.html>

