

***Annual Drinking Water Quality Report for 2025
City of North Tonawanda Public Water System
1 Archer Street, North Tonawanda, NY.14120
(Public Water Supply ID #NY3100572)***

INTRODUCTION

To comply with State regulations, the City of North Tonawanda Public Water System, will be annually issuing a report describing the quality of your drinking water. The purpose of this report is to raise your understanding of drinking water and awareness of the need to protect our drinking water sources. Last year, your tap water met all State drinking water health standards. We are proud to report that our system did not violate a maximum contaminant level or any other water quality standard. This report provides an overview of last year's water quality. Included are details about where your water comes from, what it contains, and how it compares to State standards.

If you have any questions about this report or concerning your drinking water, please contact Chief Operator Glen P Axberg, or Senior Operator Matthew S Lehman by calling the Water Treatment Plant at (716)–306–3708. We want you to be informed about your drinking water. If you want to learn more, please attend any of our regularly scheduled city common council board meetings. The meetings are held on the 1st & 3rd Tuesday of each month, at City Hall, 216 Payne Avenue, North Tonawanda, NY, in the common council chambers.

WHERE DOES OUR WATER COME FROM?

In general, the sources of drinking water (both 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 activities. Contaminants that may be present in source water include: microbial contaminants; inorganic contaminants; pesticides and herbicides; organic chemical contaminants; and radioactive contaminants. In order to ensure that tap water is safe to drink, the State and the EPA prescribe regulations which limit the amount of certain contaminants in water provided by public water systems. The State Health Departments and the FDA's regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

Our water source is surface water drawn from the Niagara River. Our business offices are located at 830 River Road, in the City of North Tonawanda, NY. Our intake pipe is located on the East branch of the Niagara River. During 2025, our system did not experience any restriction of our water source. Our intake pipe delivers a supply of Raw water to the North Tonawanda Water Treatment Plant that is rated at a maximum capacity of 12 MGD (Million Gallons per Day). The Plant has a physical treatment process, which includes a Rapid Mixer (for Alum distribution), Coagulation,

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Flocculation, Sedimentation (settling of suspended solids), and Filtration (filtering out of solids). Chemical processes include Aluminum Sulfate (settling of suspended solids), Chlorine (disinfection), and Fluoride (strong teeth). The finished water is stored in a one million gallon clear well, prior to distribution.

CITY OF NORTH TONAWANDA SWAP SUMMARY

The New York State Department of Health recently completed a draft Source Water Assessment of the supplies **raw water source** under the States Source Water Assessment Program (SWAP). The purpose of this program is to compile, organize, and evaluate information regarding possible and actual threats to the quality of public water supply (PWS) sources. It is important to note that source water assessment reports estimate the **potential** for untreated drinking water sources to be impacted by contamination. These reports do not address the safety or quality of treated finished potable tap water. The Great Lakes' watershed is exceptionally large and too big for a detailed evaluation in the SWAP. General drinking water concerns for public water supplies which use these sources include storm generated turbidity, wastewater, toxic sediments, shipping related spills, and problems associated with exotic species (e.g., zebra mussels - intake clogging and taste and odor problems). The SWAP is based on the analysis of the contaminant inventory compiled for the drainage area deemed most likely to impact drinking water quality at this public water supply raw water intake. This assessment found an elevated susceptibility to contamination from this source of drinking water. The amount of residential land in the assessment area results in elevated potential for microbials, disinfection byproduct precursors, turbidity and pesticides contamination. There is also a high density of sanitary wastewater discharges, which results in elevated susceptibility for numerous contaminant categories. Non-sanitary wastewater could also impact source water quality. There is also noteworthy contamination susceptibility associated with other discrete contaminant sources, and these facility types include: Chemical Bulk Storage facilities, Inactive Hazardous Waste Sites, Landfills, Toxic Release Inventory data, Municipally Operated Sewage Facilities and Resources Conservation and Recovery Act (RCRA) facilities.

FACTS AND FIGURES

Our water system serves 31,568 people through 12,067 service connections. The total water produced in 2025 was 1.501 billion gallons. The daily average of water treated and pumped into the distribution system was 4.115 million gallons per day. Our highest single day was 5.590 million gallons. The amount of water delivered to customers was 821.202 million gallons. This leaves an unaccounted-for total of 680.410 million gallons. This water was used for municipal buildings that are unmetered, Water Treatment Plant process water, to flush mains, fight fires and leakage, and accounts for the remaining 680.410 million gallons (45.3% of the total amount produced). In 2025, water customers were charged \$3 per 1,000 gallons of water and the annual average water charge per user was \$330.00.

ARE THERE CONTAMINANTS IN OUR DRINKING WATER?

As the State regulations require, we routinely test your drinking water for numerous contaminants. These contaminants include: Total Coliform, Turbidity, Inorganic Compounds, Nitrate, Nitrite, Lead and Copper, Volatile Organic Compounds, Total Trihalomethanes, Haloacetic Acids,

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Radiological and Synthetic Organic Compounds. The table presented below depicts which compounds were detected in your drinking water. The State allows us to test for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old.

It should be noted that all drinking water, including bottled drinking water, may be reasonably 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 EPA’s Safe Drinking Water Hotline (800-426-4791) or the or the Niagara County Health Department at 716 439-7430.

Table of Detected Contaminants

Contaminant	Violation Yes/No	Date of Sample	Level Detected (Avg/Max) (Range)	Unit Measurement	MCL	MCLG	Sources in Drinking Water	Health Effects Language
Microbiological Contaminants								
Total Coliform Bacteria	No	2025	<1 <1-70	n/a ⁶	TT = 2 or more positive samples after April 1, 2016. MCL= 2 or more positive samples before April 1, 2016. ²	0	Naturally present in the environment.	Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms indicating the need to look for potential problems in water treatment or distribution.
E. Coli,	No	2025	0	n/a ⁶	Any Positive Sample ³	0	Human and animal fecal waste.	E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal waste. Microbes in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, and people with severely compromised immune systems.

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Turbidity (as a treatment technique for systems that filter and use turbidity as an indicator of filtration performance – include the highest single measurement and the lowest monthly percentage of samples meeting the specified turbidity limits). <u>Conventional Filtration</u>	No	2025	0.14 100%	NTU ⁵	TT-0.3 TT-1.0	N/A ⁶	Soil Runoff.	Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. Please pay special attention to the additional statement in this document regarding Cryptosporidium.
Total organic carbon				mg/l	TT ⁷	N/A	Naturally present in the environment.	Total organic carbon (TOC) has no health effects. However, total organic carbon provides a medium for the formation of disinfection byproducts. These products include Trihalomethanes (THMs) and Haloacetic Acids (HAAs). Drinking water containing these byproducts in excess of the MCL may lead to adverse health effects, liver or kidney problems, or nervous system effects, and may lead to an increased risk of getting cancer.
Raw water	No	2025	2.3 2.1-2.4					
Finished water	No	2025	2.0 1.8-2.4					

1 – Turbidity is a measure of the cloudiness of the water. We test it because it is a good indicator of the effectiveness of our filtration system. Our highest single turbidity measurement (0.14 NTU) for the year occurred on 08/31/25. State regulations require that turbidity must always be below 1 NTU. The regulations require that 95% of the turbidity samples collected have measurements below 0.3 NTU.

2 - Before April 1, 2016, a violation occurs at systems collecting 40 or more samples per month when more than 5% of the total coliform samples are positive. A violation occurs at systems collecting less than 40 samples per month when two or more samples are total coliform positive. After April 1, 2016, a Level 1 assessment is triggered if 2 or more routine/repeat samples are total coliform positive in the same month.

3 - A violation occurs when a total coliform positive sample is positive for *E. Coli* and a repeat total coliform sample is positive or when a total coliform positive sample is negative for *E. Coli* but a repeat total coliform sample is positive and the sample is also positive for *E. Coli*.

4 - A MCL violation occurs when the average of all daily entry point analyses for the month exceeds the MCL rounded off to the nearest whole number

5 - NTU – Nephelometric Turbidity Unit; a measure of particles in water.

6 - N/A means not applicable.

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

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<u>Inorganics</u> ¹⁰								
Arsenic	No	12/25	0.49	ug/L	10 ¹⁴	6	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes.	Some people who drink water containing antimony well in excess of the MCL over many years could experience increases in blood cholesterol and decreases in blood sugar.
Barium	No	12/25	0.023	mg/l ⁸	2	2	Discharge of drilling wastes. Discharge from metal refineries; Erosion of natural deposits.	Some people who drink water containing barium in excess of the MCL over many years could experience an increase in their blood pressure.
Chloride	No	12/25	21.0	mg/l	250	N/A	Naturally occurring or indicative of road salt contamination.	Chloride is essential for maintaining good health. Research has not conclusively demonstrated that human exposure to chloride itself causes adverse health effects, although exposure to high levels of certain chloride salts has been associated with adverse health effects in humans. For example, high dietary intake of sodium chloride can be a contributing factor to high blood pressure, but this has been attributed mainly to the presence of sodium. The New York State standard for chloride is 250 milligrams per liter, and is based on chloride's effects on the taste and odor of the water.
Chromium	No	12/25	1.6	ug/l ⁹	100	100	Discharge from steel and pulp mills; Erosion of natural deposits.	Some people who use water containing chromium well in excess of the MCL over many years could experience allergic dermatitis.
Copper	No	2023	0.089 0.0034-0.48	mg/l	AL = 1.3 ¹¹	1.3	Corrosion of household plumbing systems; Erosion of natural deposits; leaching from wood preservatives.	Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson's Disease should consult their personal doctor.

8 Milligrams per liter (mg/l) or parts per million (ppm)

9 Micrograms per liter (ug/l) or parts per billion (ppb)

10 If the results of a monitoring sample analysis exceed the MCL, the water supplier shall collect one more sample from the same sampling point within two weeks of as soon as practical. An MCL violation occurs when the average (rounded off to the same number of significant figures as the MCL for the contaminant in question) of the two results exceed the MCL.

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Fluoride	No	2025	0.68 0.52 – 0.91	mg/l	2.2	N/A	Erosion of natural deposits; Water additive that promotes strong teeth; Discharge from fertilizer and aluminum factories.	Some people who drink water containing fluoride in excess of the MCL over many years could get bone disease, including pain and tenderness of the bones. Children may get mottled teeth.
Lead	No	2023	5.7 <0.50-12.0	ug/l	AL= 15 ¹¹	0	Corrosion of household plumbing systems; Erosion of natural deposits.	Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.
Odor	No	12/25	2.0	Units TON	3	N/A	Organic or inorganic pollutants originating from municipal and industrial waste discharges; natural sources.	Odor as measured by this standard procedure has no health effects; although several contaminants exert odors when they are present at levels near their MCLs. Odor is an important quality factor affecting the drinkability of water.
Selenium	No	12/25	0.71	ug/l	50	50	Discharge from petroleum and metal refineries; Erosion of natural deposits; Discharge from mines.	Selenium is an essential nutrient. However, some people who drink water containing selenium in excess of the MCL over many years could experience hair or fingernail losses, numbness in fingers or toes, or problems with their circulation.
Silver	No	12/25	0.34	ug/l	100	N/A	Naturally occurring, discharge from photographic and radiographic processing; Manufacturing of electronic products; Jewelry making; Plating and soldering.	Some people who drink water containing silver in excess of the MCL over many years could experience argyria or argyrosis, a permanent blue-gray discoloration of the skin, eyes, and mucous membranes.
Sodium	No	12/23	10	mg/l	(See Health Effects)	N/A	Naturally occurring; Road salt; Water softeners; Animal waste.	Water containing more than 20 mg/l of sodium should not be used for drinking by people on severely restricted sodium diets. Water containing more than 270 mg/l of sodium should not be used for drinking by people on moderately restricted sodium diets.

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Sulfate	No	12/25	26	mg/l	250	N/A	Naturally occurring.	Drinking water containing high concentrations of sulfate can cause short-term intestinal effects in humans. The effects can range from a laxative effect (loose stools) to diarrhea (unusually frequent and liquid bowel movements). Diarrhea is of particular concern in infants, because it can lead to more serious effects such as dehydration. Travelers or new residents, who may change from drinking water with low sulfate concentrations to drinking water with high sulfate concentrations, may experience short term intestinal effects due to sulfate. The New York State standard for sulfate is 250 milligrams per liter and is based on sulfate's effects on the taste and odor of the water.
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11 - Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. [Water Supply Name] is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, contact [Water Supply Name and Contact Information]. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <https://www.epa.gov/safewater/lead>.

Inorganics – Nitrate and Nitrite¹²								
-Nitrate	No	4/2025	0.18	mg/l	10 ¹³	10	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.	Infants below the age of six months who drink water containing nitrate in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue-baby syndrome.

12 - If the analytical results exceed the MCL, the water supplier shall collect another sample from the same sampling point, within 24 hours of the receipt of results or as soon as practical. An MCL violation occurs when the average of the two results exceeds the MCL.

13 - If nitrate is detected above 5 mg/l, but below 10 mg/l (the MCL), your Annual Water Quality Report must contain the following statement: “Nitrate in drinking water at levels above 10 mg/l is a health risk for infants of 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 for advice from your health care provider.”

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Synthetic Organic Contaminants including Pesticides and Herbicides								
Atrazine	No	12/2024	0.045	ug/l	3	3	Runoff from herbicide used on row crops.	Some people who drink water containing atrazine well in excess of the MCL over many years could experience problems with their cardiovascular system or reproductive difficulties.

Contaminant	Violation Yes/No	Date of Sample	Level Detected (Avg/Max) (Range)	Units	MCL	MCLG	Sources in Drinking Water	Health Effects Language
Perfluorooctanoic acid (PFOA)	No	6/2025	1.6	ng/l ¹⁴	10	n/a	Released into the environment from widespread use in commercial and industrial applications.	PFOA caused a range of health effects when studied in animals at high exposure levels. The most consistent findings were effects on the liver and immune system and impaired fetal growth and development. Studies of high-level exposures to PFOA in people provide evidence that some of the health effects seen in animals may also occur in humans. The United States Environmental Protection Agency considers PFOA as having suggestive evidence for causing cancer based on studies of lifetime exposure to high levels of PFOA in animals.
Perfluorooctane sulfonic acid (PFOS)	No	6/2025	1.5	ng/l	10	n/a	Released into the environment from widespread use in commercial and industrial applications.	PFOS caused a range of health effects when studied in animals at high exposure levels. The most consistent findings were effects on the liver and immune system and impaired fetal growth and development. Studies of high-level exposures to PFOS in people provide evidence that some of the health effects seen in animals may also occur in humans. The United States Environmental Protection Agency consider PFOS as having suggestive evidence for causing cancer based on studies of lifetime exposure to high levels of PFOS in animals.
Perfluorobutanoic acid (PFBA)	No	6/2025	1.2	ng/l	n/a	n/a	Released into the environment from widespread use in commercial and industrial applications.	PFBA caused a range of health effects when studied in animals at high exposure levels. The most consistent findings were effects on the liver and immune system and impaired fetal growth and development. Studies of high-level exposures to PFBA in people provide evidence that some of the health effects seen in animals may also occur in humans. The United States Environmental Protection Agency consider PFBA as having suggestive evidence for causing cancer based on studies of lifetime exposure to high levels of PFBA in animals.

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Disinfection Byproducts								
Haloacetic Acids (mono-, di-, and trichloroacetic acid, and mono- and di-	No	2025	14.47 9.70-22.69	ug/l	60	n/a	By-product of drinking water disinfection needed to kill harmful organisms.	Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.
Total Trihalomethanes (TTHMs – chloroform, bromodichloromethane, dibromochloromethane, and bromoform)	No	2025	37.01 14.01-77.16	ug/l	80	n/a	By-product of drinking water chlorination needed to kill harmful organisms. TTHMs are formed when source water contains organic matter.	Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.
Disinfectants								
Chlorine Residual	No	2025	0.92 0.12-1.38	mg/l	4 ¹⁶	n/a	Water additive used to control microbes.	Some people who use water containing chlorine well in excess of the MRDL could experience irritating effects to their eyes and nose. Some people who drink water containing chlorine well in excess of the MRDL could experience stomach discomfort.

14 - Nanograms per liter (ng/l) or parts per trillion (ppt).

15 - Principal Organic Contaminant classification as defined in 10 NYCRR Part 5.

16 - Value presented represents the Maximum Residual Disinfectant Level (MRDL) which is a level of disinfectant added for water treatment that may not be exceeded at the consumer's tap without an unacceptable possibility of adverse health effects.

Definitions:

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.

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.

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

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

Level 1 Assessment: A Level 1 assessment is an evaluation of the water system to identify potential problems and determine, if possible, why total coliform bacteria have been found in our water system.

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Level 2 Assessment: A Level 2 assessment is an evaluation of the water system to identify potential problems and determine, if possible, why an *E. coli* MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

Non-Detects (ND): Laboratory analysis indicates that the constituent is not present.

Nephelometric Turbidity Unit (NTU): A measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

Milligrams per liter (mg/l): Corresponds to one part of liquid in one million parts of liquid (parts per million - ppm).

Micrograms per liter (ug/l): Corresponds to one part of liquid in one billion parts of liquid (parts per billion - ppb).

Nanograms per liter (ng/l): Corresponds to one part of liquid to one trillion parts of liquid (parts per trillion - ppt).

Picograms per liter (pg/l): Corresponds to one part per of liquid to one quadrillion parts of liquid (parts per quadrillion – ppq).

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

Millirems per year (mrem/yr): A measure of radiation absorbed by the body.

Million Fibers per Liter (MFL): A measure of the presence of asbestos fibers that are longer than 10 micrometers.

WHAT DOES THIS INFORMATION MEAN?

As you can see by the table, our system had no violations. We have learned through our testing that some contaminants have been detected; however, these contaminants were detected below the level allowed by the State.

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. North Tonawanda Water Treatment is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, contact *the North Tonawanda Water Treatment Plant at 716-306-3708*. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <https://www.epa.gov/safewater/lead>.

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IS OUR WATER SYSTEM MEETING OTHER RULES THAT GOVERN OPERATIONS?

During 2025, the New York State Department of Health (NYSDOH) determined that the City of North Tonawanda Public Water System did not submit required revisions to its Water Supply Emergency Plan (ERP) within the State-directed timeframe, which constitutes a treatment technique violation under 10 NYCRR Subpart 5-1. This violation relates only to the untimely administrative submission of required emergency planning documents. It does not reflect contamination or any operational failure of the treatment process. This was not an emergency and the drinking water remained safe. Our Emergency Response Plan revisions have been completed and the (ERP) was received by the NYSDOH via Niagara County-DOH, returning our system to compliance. Other than this, our system was in compliance with applicable State drinking water operating, monitoring and reporting requirements.

INFORMATION ON LEAD SERVICE LINE INVENTORY

A Lead Service Line (LSL) is defined as any portion of pipe that is made of lead which connects the water main to the building inlet. An LSL may be owned by the water system, owned by the property owner, or both. The inventory includes both potable and non-potable SLs within a system. In accordance with the federal Lead and Copper Rule Revisions (LCRR) our system has prepared a lead service line inventory and is publicly accessible by visiting the NYSDOH website at www.health.ny.gov/environmental/water/drinking/service_line/.

In 2025, the North Tonawanda Water Treatment Department performed a city-wide water meter replacement program. Roughly 93.3% of the city's potable water service line connections had their meters upgraded, during these replacements, service line inventory data was collected and added to our records. In 2026, these efforts will continue through the use of "potholing" or, hydro-excavating to identify the service line materials at the curb box and at the connection to the city water main. If you have any questions regarding service line information, please contact our Chief Operator Glen P Axberg, or Senior Operator Matthew S Lehman by calling the Water Treatment Plant at (716)-306-3708.

DO I NEED TO TAKE SPECIAL PRECAUTIONS?

Although our drinking water met or exceeded state and federal regulations, some people may be more vulnerable to disease causing microorganisms or pathogens 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 from their health care provider about their drinking water. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium, Giardia and other microbial pathogens are available from the Safe Drinking Water Hotline (800-426-4791).

INFORMATION ON UNREGULATED CONTAMINANTS

In 2023, we were required to collect and analyze drinking water samples for the following unregulated contaminants:

(Perfluorobutanoic acid - Perfluoropentanoic acid - Perfluorohexanoic acid - Perfluoroheptanoic acid - Perfluorooctanoic acid - Perfluorononanoic acid - Perfluorodecanoic acid - Perfluoroundecanoic acid - Perfluorododecanoic acid - 4,8-Dioxa-3H-perfluorononanoic acid - Perfluorobutanesulfonic acid - Perfluorohexanesulfonic acid - Perfluoroheptanesulfonic acid - Perfluorooctanesulfonic acid - Perfluoropentanesulfonic acid - Hexafluoropropylene Oxide Dimer - Perfluoro (2-ethoxyethane) sulfonic acid - Perfluoro-4-methoxybutanoic acid

Table 1 provides a list of contaminants which may be detected at your water system. This table lists each of the contaminants you are required to test for under Part 5, as well as additional contaminants that may be detected in your drinking water. It should be noted that you might not have tested for many of the contaminants listed on this table. Conversely, you may detect contaminants in your drinking water system that are not listed on this table. If you detect, a contaminant that is not listed in Table 1, please contact the State Health Department at (518) 402-7650 to obtain contaminant specific information.

- Perfluoro-3-methoxypropanoic acid - Nonafluoro-3,6-dioxaheptanoic acid - 1H,1H,2H,2H-Perfluorodecane sulfonic acid - 1H,1H,2H,2H-Perfluorooctane sulfonic acid - H,1H,2H,2H-Perfluorohexane sulfonic acid - 11-Chloroeicosafluoro-3-oxaundecane-1-sulfonic acid - 9-Chlorohexadecafluoro-3-oxanonane-1-sulfonic acid).

All of the contaminants tested for were found to be below the reporting limit.

You may obtain the monitoring results by calling Chief Operator Glen P Axberg, or Senior Operator Matthew S Lehman at (716)-306-3708.

INFORMATION ON FLUORIDE ADDITION

Our system is one of the many drinking water systems in New York State that provides drinking water with a controlled, low level of fluoride for consumer dental health protection. According to the United States Centers for Disease Control, fluoride is very effective in preventing cavities when present in drinking water at a properly controlled level. To ensure that the fluoride supplement in your water provides optimal dental protection, we monitor fluoride levels on a daily basis to make sure fluoride is maintained at a target level of 0.7 mg/l. During 2025 monitoring showed that fluoride levels in your water were within 0.1 mg/l of the target level 99% of the time. None of the monitoring results showed fluoride at levels that approach the 2.2 mg/l MCL for fluoride.

WHY SAVE WATER AND HOW TO AVOID WASTING IT?

Although our system has an adequate amount of water to meet present and future demands, there are a number of reasons why it is important to conserve water:

- ◆ Saving water saves energy and some of the costs associated with both of these necessities of life;
- ◆ Saving water reduces the cost of energy required to pump water and the need to construct costly new wells, pumping systems and water towers; and
- ◆ Saving water lessens the strain on the water system during a dry spell or drought, helping to avoid severe water use restrictions so that essential firefighting needs are met.

You can play a role in conserving water by becoming conscious of the amount of water your household is using, and by looking for ways to use less whenever you can. It is not hard to conserve water. Conservation tips include:

- ◆ Automatic dishwashers use 15 gallons for every cycle, regardless of how many dishes are loaded. So get a run for your money and load it to capacity.
- ◆ Turn off the tap when brushing your teeth.
- ◆ Check every faucet in your home for leaks. Just a slow drip can waste 15 to 20 gallons a day. Fix it and you can save almost 6,000 gallons per year.

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- ◆ Check your toilets for leaks by putting a few drops of food coloring in the tank, watch for a few minutes to see if the color shows up in the bowl. It is not uncommon to lose up to 100 gallons a day from one of these otherwise invisible toilet leaks. Fix it and you save more than 30,000 gallons a year.
- ◆ Use your water meter to detect hidden leaks. Simply turn off all taps and water using appliances, then check the meter after 15 minutes. If it moved, you have a leak.

SYSTEM IMPROVEMENTS

In 2025, the North Tonawanda Water Treatment Department performed a city-wide water meter replacement program. Roughly 93.3% of the city's potable water service line connections had their meters upgraded. The Water Distribution department will now be able to read these meters remotely. These new meters will be crucial for calculating accurate water usage as well as water loss, these will also be instrumental in pinpointing locations of water main breaks and areas with reduced water pressure. Along with this meter replacement program, the city also performed a distribution system study, once the results of this study are completed, we will have a better understanding of where our areas of low pressure and leakage are occurring. The 1-million-gallon elevated Erie Storage Tank was repaired in 2025, with a 10' section of 24" pipe replaced at the inlet/outlet. After this work was performed, the Erie Tank was inspected and cleaned. The city used this inspection report to apply for, and was awarded a WIIA grant for Erie Storage Tank system improvements. One of the buildings at the Water Treatment Plant had an outdated and leaking roof fully replaced. Unidirectional flushing continued throughout our distribution system. The raw water intake was flushed to prevent buildup of sediment.

In 2026, phase 2 of our Water Treatment Plant Backup Generator project will be completed with bids awarded to electrical and general contractors. Construction is expected to continue throughout most of 2026, with a target completion date 10/2026. A WTP "Critical Needs" project is underway and expected to continue throughout 2026. This Critical Needs project includes new SCADA & PLC upgrades, new Variable Frequency Drives, new electric motors, and full rehabilitation of our existing High & Low Service Pumps.

CLOSING

Thank you for allowing us to continue to provide your family with quality drinking water this year. We ask that all our customers help us protect our water sources, which are the heart of our community. Please call our office if you have questions.

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