INTRODUCTION
To comply with State regulations, Windemere Highlands Inc. 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, we conducted tests for over 80 contaminants. 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 Jeff Vogt at the water company (845) 331-2201. You may also contact the Dutchess County Department of Health (845) 486-3404. We want you to be informed about your drinking water.

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 system in Forest Park serves approximately 475 people through 143 service connections. Our water source is groundwater drawn from two drilled wells which are located off Edgewood Drive. The water is naturally bacteriologically pure, however, chlorine is added as a mandated safeguard for disinfection and to keep the piping system pure. The water is also treated with a food grade orthophosphophate blend which helps to reduce the negative effects of iron and manganese in the water.

SWAP
A Statewide program conducted by the NYS Department of Health called the Source Water Assessment Program (SWAP). Each source of water that is used for public drinking water is evaluated for possible and actual threats to its quality based on potential sources of contamination in the area and how easily they could move through the subsurface into the water. Although the SWAP includes a susceptibility rating which estimates the risk posed for each potential source of contamination, it does not mean that the water delivered to consumers is, or ever will be contaminated. The full reports may be accessed through your local county health department. They have summarized the rating as elevated susceptibility to nitrate and microbial contamination.

ARE THERE CONTAMINANTS IN OUR DRINKING WATER?
As the State regulations require, we routinely test your drinking water for numerous contaminants. These contaminant groups include: total coliform, inorganic compounds, nitrate, lead and copper, volatile organic compounds, total trihalomethanes, haloacetic acids, radiological and synthetic organic compounds. Many of these contaminants groups consist of multiple compounds that are tested for. The table presented below depicts only the compounds that were detected in your drinking water. Contaminants tested for but not found, are not listed. 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, is 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 the 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 Dutchess County Health Department at (845) 486-3404.

### Table of Detected Contaminants

<table>
<thead>
<tr>
<th>Contaminant</th>
<th>Violation</th>
<th>Date of Sample</th>
<th>Level Detected</th>
<th>Unit Measurement</th>
<th>MCLG</th>
<th>Regulatory Limit (MCL or AL)</th>
<th>Likely Source of Contamination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barium</td>
<td>No</td>
<td>11/10/15</td>
<td>0.325</td>
<td>mg/l</td>
<td>2</td>
<td>2</td>
<td>Erosion of natural deposits; Discharge of drilling wastes; Discharge from metal refineries</td>
</tr>
<tr>
<td>Sodium (1)</td>
<td>No</td>
<td>Quarterly 2017</td>
<td>73</td>
<td>(58 – 86.8) mg/l</td>
<td>NA</td>
<td>See footnote # 1</td>
<td>Naturally occurring; Road salts; Water softeners; Animal waste</td>
</tr>
<tr>
<td>Chloride (2)</td>
<td>YES</td>
<td>Quarterly 2017</td>
<td>200</td>
<td>(130 – 270) mg/l</td>
<td>NA</td>
<td>See footnote # 2</td>
<td>Naturally occurring or indicative of road salt contamination</td>
</tr>
<tr>
<td>Sulfate</td>
<td>No</td>
<td>11/10/15</td>
<td>28</td>
<td>mg/l</td>
<td>NA</td>
<td>250</td>
<td>Naturally occurring</td>
</tr>
<tr>
<td>Nickel</td>
<td>No</td>
<td>11/10/15</td>
<td>0.004</td>
<td>mg/l</td>
<td>NA</td>
<td>NA</td>
<td>Naturally occurring; Mining waste</td>
</tr>
</tbody>
</table>

### Distribution Sampling (* represents a quarterly average)

<table>
<thead>
<tr>
<th>Contaminant</th>
<th>Date of Sample</th>
<th>Level Detected</th>
<th>Unit Measurement</th>
<th>MCLG</th>
<th>Required Limit (MCL or AL)</th>
<th>Likely Source of Contamination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Iron</td>
<td>Quarterly 2017</td>
<td>159</td>
<td>(130-187) ug/l</td>
<td>NA</td>
<td>300</td>
<td>Naturally occurring</td>
</tr>
<tr>
<td>Manganese</td>
<td>Quarterly 2017</td>
<td>89.8</td>
<td>(80-109) ug/l</td>
<td>NA</td>
<td>300</td>
<td>Naturally occurring; indicative of landfill contamination</td>
</tr>
<tr>
<td>Haloacetic Acids</td>
<td>08/10/17</td>
<td>10.5</td>
<td>ug/l</td>
<td>NA</td>
<td>60</td>
<td>By-product of drinking water disinfection needed to kill harmful organisms</td>
</tr>
<tr>
<td>TTHMs</td>
<td>08/10/17</td>
<td>13.7</td>
<td>ug/l</td>
<td>NA</td>
<td>80</td>
<td>By-product of drinking water chlorination needed to kill harmful organisms. TTHMs are formed when source water contains large amounts of organic matter.</td>
</tr>
<tr>
<td>Copper (3)</td>
<td>08/2017</td>
<td>0.67</td>
<td>0.280-0.9</td>
<td>mg/l</td>
<td>1.3</td>
<td>Corrosion of household plumbing systems; Erosion of natural deposits; leaching from wood preservatives.</td>
</tr>
<tr>
<td>Lead (4)</td>
<td>08/2017</td>
<td>0.001</td>
<td>(ND-0.001)</td>
<td>mg/l</td>
<td>0.015</td>
<td>Corrosion of household plumbing systems; Erosion of natural deposits.</td>
</tr>
</tbody>
</table>

Footnotes:
(1) 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.
(2) The last quarter 2017 Chloride sample rose to 270 mg/l. The yearly average & all other samples remain below the MCL.
(3) The level presented represents the 90th percentile of the 5 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 is equal to or greater than 90% of the copper values detected at your water system. In this case, five samples were collected at your water system and the 90th percentile value was the two highest values (0.44 & 0.90) averaged. The action level for copper was not exceeded at any of the sites tested.

(4) The level presented represents the 90th percentile of the five samples collected. The action level for lead was not exceeded at any of the 5 sites tested.

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.

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

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

**Not Detected (ND):** Below laboratory detectable limits, ng/l, pg/l. These values are considered to be zero.

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

**Not Applicable (N/A):** No set goal, No set limit.

**WHAT DOES THIS INFORMATION MEAN?**

As you can see by the table, our system had one violation being the 4th quarter Chloride sample. We have learned through our testing that other contaminants have been detected; however, these contaminants were detected below the level allowed by the State. 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.

Iron in the untreated raw water has historically been above the MCL, however after treatment, is kept below. Iron has no negative health effects. At 1,000 ppb (ug/l) a substantial number of people will note a bitter astringent taste of iron. Also, at this concentration, it imparts a brownish color to laundered clothing and stains plumbing fixtures with a characteristic rust color. Staining can result at levels of 50 ppb, lower than those detectable to taste buds. Therefore, the MCL of 300 ppb represents a reasonable compromise as aesthetic effects are minimized at this level. Many multivitamins contain 3,000-4,000 ppb of iron per capsule. Our treatment for iron by sequestering at the pump station helps to minimize the negative effects of iron. The use of a water softener also reduces the effects of iron.

We are required to present the following information on lead in drinking water:

If present, elevated levels of lead can cause serious health problems, especially for pregnant women, infants, and young children. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home’s plumbing. Windemere Highlands Water Company 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 (1-800-426-4791) or at http://www.epa.gov/safewater/lead.

**IS OUR WATER SYSTEM MEETING OTHER RULES THAT GOVERN OPERATIONS?**

During 2017, our system was in compliance with applicable State drinking water operating, monitoring and reporting requirements.

**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).

**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 water use restrictions.

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 possible. 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.
- Use your water meter to monitor your entire house for leaks. Note the meter reading before leaving the house and again upon returning several hours later, it should be the same, indicating no leaks.
- 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.
- We do not recommend reduced flow water saving showerheads, they do not justify the frustration they cause.

**WATER RATES**

Quarterly charge: $84.92 for the first 9,000 gallons, then $7.12 per 1,000 gallons overage.

**INFORMATION AND TIPS FOR WATER MAIN FLUSH DAYS.**

Due to the high levels of iron in the raw water from the wells, we periodically (twice each year) “Flush” the water mains at high volume to sweep out the iron sediment. In the water’s raw state the iron is invisible. Once chlorine is introduced, the iron oxidizes and can become rusty looking. We treat the water with food grade polyphosphate to help sequester this oxidation process, butflushing is still practiced to remove any remaining iron sediment.
During a distribution system flush, there are some things to be aware of to help the water in your home’s plumbing from being effected. A “back flow prevention” device will prevent water from being pulled back from your house which can create very turbid water inside the house following our flushing process. If you don’t have a back flow preventer, we strongly recommend that you shut your home’s main valve on “Flush” day. This will obtain the same effect as the backflow preventer.

CLOSING
Thank you for allowing us to continue to provide your family with quality drinking water this year. In order to maintain a safe and dependable water supply we sometimes need to make improvements that will benefit all of our customers. The costs of these improvements may be reflected in the rate structure. Rate adjustments may be necessary in order to address these improvements. 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.