

Annual Drinking Water Quality Report for 2024
Windemere Highlands, Inc.
Forest Park, Town of Red Hook, NY
Public Water Supply ID# NY1302808

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 and only found one of those contaminants (Iron) at a level higher than the State allows. Our water temporarily exceeded a drinking water standard and we rectified the problem by increasing the iron sequestering treatment residuals and flushing water mains. 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 the water company at (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 orthophosphosphate 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 become, 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

Contaminant	Violation Yes/No	Date of Sample	Level Detected (range)	Unit Measure- ment	MCLG	Regulatory Limit (MCL or AL)	Likely Source of Contamination
Source Water Sampling (* represents a quarterly average)							
Barium	No	08/07/24	0.32	mg/l	2	2	Erosion of natural deposits; Discharge of drilling wastes; Discharge from metal refineries
Sodium (1)	No	Quarterly 2024	75.5* (58 – 94)	mg/l	NA	See footnote # 1	Naturally occurring; Road salts; Water softeners; Animal waste
Chloride	No	Quarterly 2024	190.8* (140 – 233)	mg/l	NA	250	Naturally occurring or indicative of road salt contamination
MTBE	No	8/08/24	1.5	ug/l	NA	10	Gasoline Storage Tanks
Nickel	No	08/07/24	0.0054	mg/l	NA	NA	Naturally occurring; Mining waste

Distribution Sampling (* represents a quarterly average)							
Iron	NO	Quarterly 2024	228* (150 - 260)	ug/l	NA	300 See footnote # 2	Naturally occurring
Manganese	No	Quarterly 2024	67.3* (48 - 85)	ug/l	NA	300	Naturally occurring; indicative of landfill contamination
TTHMs	No	08/08/24	16.4	ug/l	NA	80	By-product of drinking water chlorination needed to kill harmful organisms. TTHMs are formed when source water contains organic matter.
HAAs	No	08/08/24	3.2	ug/l		60	
Copper (2)	No	06/2023	0.445 (0.100-.590)	mg/l	1.3	1.3 See footnote # 3	Corrosion of household plumbing systems; Erosion of natural deposits; leaching from wood preservatives.
Lead (3)	No	06/2023	0.007 (ND-0.0014)	mg/l	0	0.015 See footnote # 4	Corrosion of household plumbing systems; Erosion of natural deposits.

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 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 (0.300 & 0.590) averaged. The action level for copper was not exceeded at any of the sites tested.
- (3) 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.

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 (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 in one trillion parts of liquid (parts per trillion - ppt).

Not Detected (ND): Below laboratory detectable limits.

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 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.

Iron in the untreated raw water has historically been above the MCL, however after treatment, is mostly 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:

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. Windemere Highlands Inc. 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 Windemere Highlands Inc. 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>.

IS OUR WATER SYSTEM MEETING OTHER RULES THAT GOVERN OPERATIONS?

During 2024, 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 have made it publicly accessible by contacting Windemere Highlands Inc. at 845.331.2201 or visiting the NYS DOH website at: https://health.ny.gov/environmental/water/drinking/service_line/.

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 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.
- 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: \$116.06 for the first 9,000 gallons, then \$9.73 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, but flushing 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.