



February 3, 2016

The Honorable Mayor Gerald Neugebauer, City of Green
P.O. Box 278
Green, OH, 44232

Mayor Neugebauer,

Recent media focus on water quality presents Aqua with an opportunity to discuss the safeguards in place to protect our customers here in The City of Green which is served by Aqua's Stark Regional Water Treatment Facility located in Massillon.

At each of our 34 water treatment facilities, technicians certified by the Ohio Environmental Protection Agency (OEPA) conduct more than 2,000 annual tests to ensure the quality of the drinking water delivered to your tap. Our labs are certified by the OEPA and test results, as well as the labs themselves, are subject to regular inspections. We summarize these results in our annual Consumer Confidence Report (also referred to as water quality reports), which are available in the "Customer Service Center" portion our website, www.AquaAmerica.com and attached. The Stark Facility has never had a problem meeting OEPA lead and copper regulations; largely because of the process we use to soften the water and the addition of phosphates to further control corrosion.

Tests to measure lead levels are conducted based upon EPA regulations. Systems with a record of levels below the EPA action level are tested in homes every three years. Because the vast majority of homes in the City of Green were constructed after lead service lines and lead solder were prohibited, residents in the area have even less reason to be concerned about lead. Systems that the OEPA determines deserve more scrutiny are tested annually or even more frequently. In addition to this required monitoring, Aqua undertakes additional testing whenever we make significant changes in water chemistry, or a source supply change that could cause changes in the corrosive properties of the water. Our most recent round of tests for lead and copper in the Massillon system is summarized in the attached Consumer Confidence Report showed levels well below those that require action according to the OEPA and other regulators. Additionally, we provide educational information on the risks of lead in each of our Consumer Confidence Reports.

Producing safe drinking water at our plants is only part of our mission. Delivering that water to your tap involves pumping more than 10 million gallons of water a day and maintaining more than 600 miles of pipe and 5,000 fire hydrants that make up the *Massillon* distribution system. It is a big investment in resources, and this is just one of our 34 systems across the state. All together, Aqua has invested more than \$81 million in Aqua Ohio's water systems since 2012 and plans to invest another \$31 million in 2016.

It's likely that news reports will continue to focus on water quality over the coming days and months. Here in Green, our customers can rest easy knowing that Aqua is testing to assure water quality and investing in infrastructure to enhance reliability.

Sincerely,

Keith Nutter
Area Manager, Stark Area Managers