

Questions & comments

ystem Manager & CCR Contac Billy Ray Fawr

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# **Customer Update Information**

Judy Water Association's mission is to provide reliable water service for the customers of our service area. When problems arise with your service, we want to quickly track your call and pin point the problem as soon as possible. In some instances, we might need to call you to get more details or check to make sure your service has been restored. Please help us by updating your customer information, specifically telephone number. Thank you for taking the time to call the office to update your account information.

# **Now Accepting Payment by Credit Card**

Judy Water Association customers now have an additional option for paying water bills – by credit card. JWA now accepts payment via MasterCard, Discover or Visa credit or debit card, both at JWA office and by telephone.

"We've had numerous customers asking for this," said Billy Ray Fawns, Operations Manager. "It's great to be able to provide this additional service for our customers."

JWA customers can still continue to pay water bills in cash, check or money order by mail or in person, either at the office or in the drop box in the JWA parking lot. Customers can also set up bank draft service, which automatically deducts the amount of the water bill on the 8th of each month from a checking or savings account.

For more information about water bill payments, please contact the Judy Water Association Office at (859) 498-4809.





2010 Maysville Road | Mount Sterling, KY 40353 Office Hours: Monday-Friday, 8am - 3pm | Phone: 859.498.4809

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Return Service Requested

Presorted Standard Mail U.S. POSTAGE PAID Mt. Sterling, KY Permit No. 180



Judy Water Association offers a great solution for those customers wanting to save time and money with e-zPay. What is e-zPay? e-zPay is where your water bill is debited from your bank account each month automatically.

How does e-zPay work? Customers still receive a statement showing their usage and charges, just like before. The only difference is "Memo-Bill Do Not Pay" is printed on the bill. Then on or before the due date, your water bill is drafted from your bank account.

Why sign up? e-zPay is a free service. It is convenient with no check writing and money hassles. It saves you money by not having to pay any postage or late fees. How do you sign up?Call us and we will send you theform that needs to be completed.

# e-zPay Form

I (we) hereby authorize The Judy Water Assocation to initiate entries to my Checking/Savings account(s) at the financial institution listed below (The Financial Institution), and, if necessary initiate adjustments for any transactions credited or debited in error. This authority will remain in effect until The Judy Water Association is notified by me (us) in writing to cancel it in such time as to afford The Judy Water Association and The Financial Institution a reasonable opportunity to act on it.

Name of Financial Insitution		
Address of Financial Institution		
Signature	Date	
Name (print)		
Address (print)		
Checking/Savings Account Number		
Financial Institution Routing Number		
(Located between symbols 1; and ;1 on bottom of check)		lel

» If possible please attach a voided check



Water Quality Report. This report is designed to inform the public about the quality of water and services provided on a daily basis. Our commitment is to provide our customers with a safe, clean, and reliable supply of drinking water. We would like the public to be assured that we will continue to monitor, improve, and protect the water system and deliver a high quality of water direct from the tap. We know that water is the most indispensable product in every home and we ask everyone to be conservative and help us in our efforts to protect the water source and the water system. Please report any activity that might jeopardize the water supply.

We purchase water from two separate sources that serve two different areas of our water system, Kentucky American Water Company (KAWC) and Mt. Sterling Water & Sewer Commission (MSWS). Both are surface water systems.

KAWC raw water sources are the Kentucky River and supplemental reservoirs. The source water assessments revealed that the Kentucky River source is most vulnerable to contamination from agricultural run-off which can typically include pesticides, nutrients and silt from croplands and potential pathogens from pasture lands. The Jacobson Reservoir source is most vulnerable to urban storm water runoff which may include heavy metals from paved areas, nutrients, pesticides and organic (yard waste) from lawn care. Industrial and construction runoff in urban areas may include silts, synthetic chemicals and metals. The Source Water Assessment and Protection Plans for KAWC are available by contacting their Lexington office at (800-678-6301).

Mt. Sterling Water & Sewer Commission's treated water is derived from two interconnected sources of raw water, Slate Creek and Greenbrier Reservoir. An analysis of the susceptibility to contamination of Mt Sterling's water supply indicates that the susceptibility is rated as being in the high category. The potential contaminants of greatest concern include several major road ways and bridges that extend over and along streams that make up the watershed of Mt. Sterling's water supply, numerous car repair facilities and salvage yards in the area,

and three identified superfund sites. Also of concern are the presence of underground storage tanks, Tier II chemical use, waste generators or transporters, and KPDES permitted wastewater treatment facilities within the source water protection area. Farming sites located within the watershed also present the possibility for impact from the application of pesticides and fertilizers. A copy of Mt. Sterling's report is available for inspection at the office of the GADD, located in Owingsville, Kentucky.

Drinking water, including bottled water, may reasonably be 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 may be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791).

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 may pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include: Microbial contaminants, such as viruses and bacteria, (sewage plants, septic systems, livestock operations, or wildlife). Inorganic contaminants, such as salts and metals, (naturally occurring or from storm water runoff, wastewater discharges, oil and gas production, mining, or farming). Pesticides and herbicides, (storm water runoff, agriculture or residential uses). Organic Chemical Contaminants, including synthetic and volatile organic chemicals, (by-products of industrial processes and petroleum production or from gas stations, storm water runoff, or septic systems). Radioactive contaminants, (naturally occurring or from oil and gas production or mining activities). In order to ensure that tap water is safe to drink, EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water to provide the same protection for public health.

Some people may be more vulnerable to contaminants 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 about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

Some or all of these definitions may be found in this report:

### 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 using the best available treatment technology.

# 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 contaminants.

#### Not Applicable (N/A)

Does not apply.

### Parts per million (ppm)

One part per million corresponds to one minute in two years or a single penny in \$10,000.

#### Parts per billion (ppb)

Or micrograms per liter, (µg/L). One part per billion corresponds to one minute in 2,000 years, or a single penny in \$10,000,000.

## Picocuries per liter (pCi/L)

A measure of the radioactivity in water.

#### Nephelometric Turbidity Unit (NTU)

A measure of the clarity of water. Turbidity has no health effects. However, turbidity can provide a medium for microbial growth. Turbidity is monitored because it is a good indicator of the effectiveness of the filtration system.

#### **Action Level (AL)**

The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system shall follow.

### Treatment Technique (TT)

A required process intended to reduce the level of a contaminant in drinking water.

#### Spanish (Español)

Este informe contiene información muy importante sobre la calidad de su agua beber. Tradúzcalo o hable con alguien que lo entienda bien. If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Your local public water system 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 or at http://www.epa.gov/safewater/lea

The data presented in this report are from the most recent testing done in accordance with administrative regulations in 401 KAR Chapter 8. As authorized and approved by EPA, the State has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data in this table, though representative, may be more than one year old. Unless otherwise noted, the report level is the highest level detected.

	Allowable Levels	Source	Highest Single Measurement	Lowest Monthly %	Violation	Likely Source of Turbidity
Turbidity (NTU) TT  *Representative samples of filtered water	No more than 1 NTU  Less than 0.3 NTU in  95% monthly samples	A = B =	0.08 0.30	100 100	NO NO	Soil runoff

Contaminant [code] (units)	MCL	MCLG	Source	Report Level	Range of Detection	Date of Sample	Violation	Likely Source of Contamination
Radioactive	Contami	nants						
Alpha Emitters [4000] (pCi/L)	15	0	B =	0.2	0.2 to 0.2	2008	NO	Erosion of natural deposits
Combined Radium (pCi/L)	5	0	B =	0.2	0.2 to 0.2	2008	NO	Erosion of natural deposits
Inorganic C	ontamina	nts						
Barium [1010] (ppm)	2	2	A = B =	0.031 0.017		2011 2011	NO NO	Drilling wastes, metal refineries, erosion of natural deposits
Copper [1022] (ppm) Sites exceeding action level-0	AL = 1.3	1.3		0.27 (90th percentile)	0 to 0.060	2011	NO	Corrosion of household plumbing systems
Fluoride [1025] (ppm)	4	4	A = B =	1.2 0.97	0.9 to 1.2 0.7 to 1.25	2011 2011	NO NO	Water additive which promotes strong teeth
Lead [1030] (ppb)  Sites exceeding action level-0	AL = 15	0		2.0 (90th percentile)	0 to 3	2011	NO	Corrosion of household plumbing systems
Nitrate [1040] (ppm)	10	10	A = B =	0.46 0.50	0 to 0.46 0 to 0.50	2011 2011	NO	Runoff from fertilizer use, leaching from septic tanks, sewage erosion of natural deposits
Disinfectant	ts/Disinfe	ction Bypro	oducts a	nd Precursors	5			
Total Organic Carbon (ppm) Report level=lowest avg. range of monthly ratios	TT*	N/A	A = B =	1.18 1.16	0.9 to 1.9 0.28 to 1.79	2011 2011	NO NO	Naturally present in environmen
*Monthly ratio is the % I	TOC removal achieve	ed to the % TOC remor	al required. Annua	al average of the monthly rat	ios must be 1.00 or greater	for compliance.		
Chloramines (ppm)	MRDL = 4	MRDLG = 4	A =	1.85 (highest avg.)	0.50 to 2.10	N/A	NO	Water additive used to control microbes
Chlorine (ppm)	MRDL = 4	MRDLG = 4	B =	1.35 (highest avg.)	0.30 to 1.60	N/A	NO	Water additive used to control microbes
HAA (ppb) (all sites) <i>Haloacetic acids</i>	60	N/A	A = B =	31 (highest avg.) 31 (highest avg.)	9 to 72 8 to 67	2011 2011	NO NO	By product of drinking water disinfection
TTHM (ppb) (all sites) Total trihalomethanes	80	N/A	A = B =	47 (highest avg.) 32 (highest avg.)	22 to 72 15 to 75	2011 2011	NO NO	By product of drinking water disinfection

A: Represents water purchased from Kentucky American Water Company and supplies portions of Bourbon County.

B: Represents water purchased from Mount Sterling Water and serves portions of Montgomery, Clark, Bath and Bourbon Counties.