



2009 Annual Drinking Water Quality Report

THE YORK WATER COMPANY



"That good York water"

SINCE 1816

Public Water System I.D. 7670100

We're pleased to present to you this year's ANNUAL DRINKING WATER QUALITY REPORT

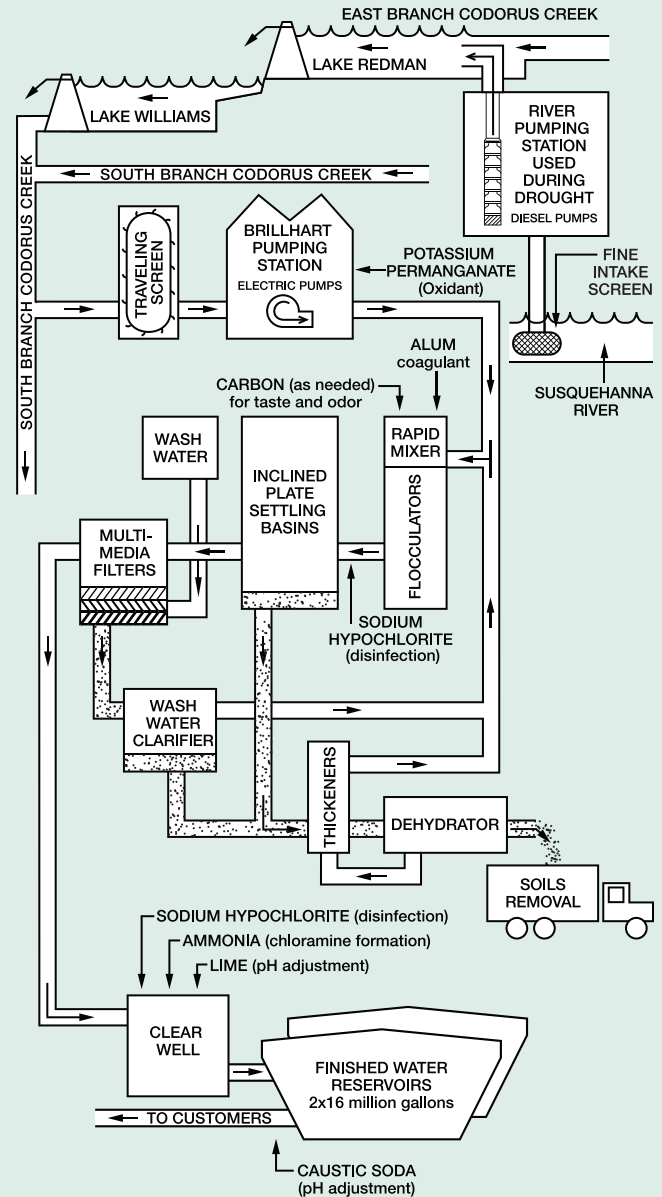
This report is to inform you about the fine quality water and services The York Water Company delivers to you every day. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and to protect our water resources. We are committed to ensuring the quality of your water.

'Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien.

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 activity.

Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.



Water Processing Flow Chart

CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER (CONTINUED)

- Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

- Pesticides and herbicides, which may come from a variety of sources

such as agriculture, urban stormwater runoff, and residential uses.

- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.

- Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the Environmental Protection Agency prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

Your water source is the combined flow of the South and East Branches of the Codorus Creek. The Company's two lakes, Lake Williams and Lake Redman (William H. Kain County Park), are located on the East Branch of the Codorus Creek and are both used to release water into the Creek

during periods of drought or other low-flow conditions. Water can also be transferred from the Susquehanna River to the head of Lake Redman during drought.

Our raw water pumping station is located in Spring Garden Township, York County. The raw water is pumped approximately 2.2 miles to our purification plant which is also located in Spring Garden Township.

We are pleased to report that our drinking water is safe and meets Federal and State requirements. Those items that were detected during our testing process

are detailed on pages 11-16. If you have any questions about this Water Quality Report, please contact John Poklembo, Purification Superintendent or Dale Barnhart, Assistant Purification Superintendent (717-848-2984).

If you have any other questions concerning the Company and its operations, please contact Jeffrey R. Hines, P.E., President and CEO. We want our valued customers to be informed about their water utility (717-845-3601).

Although our Company's Board of Directors meets regularly throughout

the year, the meetings are not open to the public. If you have concerns, questions or suggestions that need the Board's attention, please contact Jeffrey R. Hines, P.E. Your inquiries will receive prompt attention.

The York Water Company routinely monitors for constituents in your drinking water according to Federal and State laws. The table beginning on page 11 shows the results of our monitoring for the period of January 1 to December 31, 2009.

IN THIS REPORT MANY TERMS AND ABBREVIATIONS MAY NOT BE FAMILIAR TO YOU.

To help you better understand these terms, we've provided the definitions which appear on this page.

Non-Detects (ND)

Laboratory analysis indicates that the constituent is not present.

Parts per million (ppm) or

Milligrams per liter (mg/l)

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

One part per billion corresponds to one minute in 2,000 years, or a single penny in \$10,000,000.

Parts per trillion (ppt) or Nanograms per liter (nanograms/l)

One part per trillion corresponds to one minute in 2,000,000 years, or a single penny in \$10,000,000,000.

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.

Nephelometric Turbidity Unit (NTU)

Nephelometric turbidity unit is a measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

Action Level

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

Treatment Technique (TT)

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

Maximum Contaminant Level

The "Maximum Allowed" (MCL) is the highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs (see below) as feasible using the best available treatment technology. MCLs are set at very stringent levels. A person would have to drink 2 liters of water at the MCL level every day for a lifetime to have a one-in-a-million chance of having the

identified health effect described for many regulated constituents.

Maximum Contaminant Level Goal

The "Goal" (MCLG) is 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.

WE CONSTANTLY MONITOR THE WATER SUPPLY FOR VARIOUS CONSTITUENTS.

Although we have not detected cryptosporidium in the finished water or source water, we believe it is important for you to know that cryptosporidium can enter the source water and if not properly treated may cause serious illness.

Nitrate:

Nitrate in drinking water at levels above 10 ppm 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.

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 transplant, 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. Environmental Protection Agency/Centers for Disease Control and Prevention guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

As you can see by the table, our system had no violations. We're proud that your drinking water meets or exceeds all Federal and State requirements. We have learned through our monitoring and testing that some constituents have been detected.

The Environmental Protection Agency has determined that your water IS SAFE at these levels.

All 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 the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency Safe Drinking Water Hotline at 1-800-426-4791.

Source Water Assessment:

The Company's Source Water Assessment Program (SWAP) has been completed. It identifies potential urban and agricultural sources of contamination and assigns low to moderate levels of risk. The report is available for review at the Company's office at 130 East Market Street, York, PA.

Special explanations regarding some common contaminants include:

Total Coliform:

The Total Coliform Rule requires water systems to meet a stricter limit for coliform bacteria. Coliform bacteria are usually harmless, but their presence in water can be an indication of disease-

causing bacteria. When coliform bacteria are found, special follow-up tests are done to determine if harmful bacteria are present in the water supply. If this limit is exceeded, we must notify the public by newspaper, television or radio.

To comply with the stricter regulation, we have increased the average amount of chlorine in the distribution system.

The items detected during 2009 follow on pages 11 to 16.

FREQUENTLY ASKED QUESTIONS

Is my water hard or soft?

Hardness describes the level of dissolved natural minerals (calcium and magnesium) in drinking water. These minerals are an important part of a healthy diet. Hard water contains more of these minerals. A gradual build-up of calcium and magnesium from hard water can form harmless, filmy white deposits on faucets, bathtubs and tea kettles.

Hard water also requires more soap to lather fully. While some water system's hardness varies from time to time, The York Water system is consistent year round.

Hardness can be expressed in grains per gallon or parts per million (ppm). York Water's hardness range is 4.5 to 5 grains or 75 to 85 ppm. York's water falls into the transition range from soft to moderately hard.

Why is there chlorine in my water?

A century ago, serious diseases such as typhoid fever and cholera were a very real threat to our health because the microorganisms that caused these diseases were found in public drinking water.

However, for over 100 years, water suppliers in America and other countries have used chlorine to treat, or disinfect, drinking water. According to the U.S. Environmental Protection Agency (EPA) and other health agencies, chlorine is currently one of the most effective disinfectants to kill harmful microorganisms. Disinfection of all public water supplies is required by Federal and State laws and regulations,

including the Safe Drinking Water Act and the Surface Water Treatment Rule.

Does The York Water Company add fluoride to my water?

The York Water Company does not add fluoride to the water with the exception of our West Manheim customers. West Manheim fluoridated its water prior to York Water's acquisition in 2008. As a condition of the acquisition, York Water has continued to fluoridate in West Manheim. Elsewhere in the system, a small amount of fluoride does occur naturally in your water. The amount varies from time to time. In 2009, fluoride was not detected in your water supply.

Why does my water look milky or cloudy at times?

The cloudy water is caused by tiny air bubbles in the water similar to the gas bubbles in beer and soda pop. After a little while, the bubbles rise to the top and are gone. The cloudiness may occur more often in winter when the drinking water is cold and can be enhanced by the aerators that are installed on modern home faucets.

Does The York Water Company monitor for any other contaminants?

The York Water Company has sampled for a series of unregulated

contaminants. Unregulated contaminants are those that don't yet have a drinking water standard set by USEPA. The purpose of monitoring for these contaminants is to help EPA decide whether the contaminants should have a standard. As our customers, you have a right to know that this data is available. If you are interested in examining the results, please visit our web page at www.yorkwater.com to view our 2009 Water Quality Analysis or contact Mr. Dale Barnhart, Assistant Purification Superintendent at (717) 848-2984.

MICROBIOLOGICAL CONTAMINANTS

Detected Parameter	Units	Maximum Contaminant Level (MCL)	Maximum Contaminant Level Goal (MCLG)	Results	Compliance Achieved Yes/No	Source
Total Coliform Bacteria	% Positive Sample	Presence of Coliform Bacteria in less than 5% of monthly samples	0	Less than 0.1%	Yes	Naturally present in environment
Fecal Coliform and E. coli	Number of Samples	A routine sample and repeat sample are total coliform positive, and one is also fecal coliform or E. coli positive	0	0	Yes	Human and animal fecal waste

TURBIDITY – A MEASURE OF THE CLARITY OF THE WATER

Detected Parameter	Units	Maximum Contaminant Level (MCL)	Highest Monthly Average of All Readings for 2009	Highest Single Measurement	Compliance Achieved Yes/No	Source
Turbidity	NTU	TT-95% of all monthly samples taken must be less than or equal to 0.3 NTU	100% of all monthly samples were less than 0.1 NTU	0.07	Yes	Soil erosion and runoff

INORGANIC CONTAMINANTS

Detected Parameter	Units	Maximum Contaminant Level (MCL)	Maximum Contaminant Level Goal (MCLG)	Results	Range of Detected Levels (if applicable)	Compliance Achieved Yes/No	Source
Barium	ppm	2	2	0.02	NA	Yes	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Nitrate (as Nitrogen)	ppm	10	10	4.80	4.4-5.1	Yes	Run-off from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Detected Parameter	Units	Maximum Residual Disinfectant Level (MRDL)	Maximum Residual Disinfectant Level Goal (MRDLG)	Results	Range of Detected Levels (if applicable)	Compliance Achieved Yes/No	Source
Chloramines	ppm	4	4	1.16	0.02-1.86	Yes	Water additive used to control microbes
Fluoride*	ppm	2	2	1.15	0.92-1.44	Yes	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories

* WEST MANHEIM CUSTOMERS ONLY.

LEAD AND COPPER MEASURED AT THE CUSTOMER'S TAP

Detected Parameter	Units	EPA's Action Level for Sampling of Customer Homes	Maximum Contaminant Level Goal (MCLG)	Results	Number of Sites Above the EPA Action Level	Compliance Achieved Yes/No	Source
Lead	ppb	90% of all homes tested must be below 15 ppb	0 ppb	90% of all homes tested measured below 2.0 ppb	100% of all homes tested measured below 15 ppb	Yes	Corrosion of household plumbing systems
Copper	ppm	90% of all homes tested must be below 1.3 ppm	1.3 ppm	90% of all homes tested measured below 0.07 ppm	100% of all homes tested measured below 0.11 ppm	Yes	Corrosion of household plumbing systems

NOTE: YOU CAN MINIMIZE YOUR EXPOSURE TO LEAD AND COPPER BY FLUSHING YOUR TAP FOR 30 SECONDS TO 2 MINUTES BEFORE USING AND NOT CONSUMING HOT WATER FROM THE TAP.

VOLATILE ORGANIC CHEMICALS

Detected Parameter	Units	Maximum Contaminant Level (MCL)	Maximum Contaminant Level Goal (MCLG)	Results	Range of Detected Levels	Compliance Achieved Yes/No	Source
Trihalo-methanes	ppb	Average of last four consecutive quarterly sample results must be less than or equal to 80 ppb	0 ppb	17.9	12.8-23.4	Yes	By-product of disinfectant addition
Haloacetic acids	ppb	Average of last four consecutive quarterly sample results must be less than or equal to 60 ppb	0 ppb	0.28	0-1.1	Yes	By-product of disinfectant addition



The York Water Company

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