



South Harrison Water Corporation

P. O. Box 548
Corydon, IN 47112
Phone: (812) 968-3425 Fax: (812) 968-3713
www.southharrisonwater.com

2010 Annual Water Quality Report

Introduction:

Welcome to our consumer confidence report for 2010. Because we are now inserting this report in with your water bill, the format must be on letter sized paper. We're pleased to present to you this year's Annual Water Quality Report. This report is designed to inform you about the quality water and services we deliver 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 protect our water resources. We are committed to ensuring the quality of your water.

Summary:

This report covers the period from 1/1/10 to 12/31/10. South Harrison Water's drinking water meets or exceeds all federal and state drinking water standards. We had no violations during calendar year 2010.

More Information:

Consult our web site at www.southharrisonwater.com. We provide information about us at this site and also include many links to other drinking water information sites. You can also check the U. S. Environmental Protection Agency site at www.epa.gov/safewater/. We want our valued customers to be informed about their water utility. If you want to learn more, please attend any of our regularly scheduled board meetings. They are held on the second Wednesday of every month at 7:00 PM.

Overview:

In 2010 South Harrison Water treated and pumped 250 million gallons of water to our customers. On an average day, we pumped 686,000 gallons of water. We installed a permanently mounted generator at our well field to supply power during extended electrical power outages. We now have generators installed at all of our critical facilities. We connected 31 new water meters. We served 3,115 meters, or an approximate population of 8,410 at the end of calendar year 2010.

Planned Construction for 2011:

We have no major construction plans for 2011. We will use this year to pay down some debt and conduct routine maintenance and repairs on our water system. However, we may be required to move and upgrade water main along Corydon-New Middletown RD if Harrison County begins Phase II of their road improvement project.

Membership:

As a reminder to our customers, you may transfer your membership by filling out a simple form and filing it with our office. Contact one of our customer service representatives for more information on this very simple procedure for transferring your membership. The form is also available for download from our web site. A membership can be listed in more than one name.

Source of Water:

South Harrison Water owns two ground water wells along the Ohio River in southern Harrison County. All of our water is pumped from these two wells. This aquifer reserve is adequate for our needs for many years to come. The Indiana Department of Environmental Management determined our source water to be at 'moderate risk' of contamination. This is mainly due to the small thickness of confining clay soil layer over our aquifer. In 2010 we submitted our Well Head Protection Plan (Phase II) to the State of Indiana and it was subsequently approved. We are also proud to have received the Indiana Department of Environmental Management's Hoosier Water Guardian Award – With Distinction for our source water protection efforts.

National Primary Drinking Water Regulation Compliance:

This report was prepared by Bruce A. Cunningham, South Harrison Water's General Manager. You may contact Bruce at South Harrison's office (812) 968-3425 for more information. Learn more about the South Harrison Water Corp. water system, including an online version of this report, at www.southharrisonwater.com. Previous CCR's may be downloaded from our web site.

Detected Contaminants

How do I read this chart?

Our water is tested to assure that it is safe and healthy. Please refer to the chart below. The column marked “Contaminant” lists the item detected. Only detected contaminants are shown on this chart. Contaminants are tested for on a schedule dictated by the State of Indiana. Some contaminants are not checked annually. In those cases, the latest test result is shown. The column marked “Detected Level” shows the highest test result during the year. “Range” shows the minimum and maximum test results if more than one test was taken. The column marked “Sources” shows where this substance usually originates from. Footnotes explain other details. Columns with the headings “MCL” and “MCLG” refer to:

- MCL (Maximum Contaminant Level) - The highest level of a contaminant that is allowed in drinking water. MCLs are set by state or federal agencies and are set as close to the MCLGs as feasible using the best available treatment technology.
- MCLG (Maximum Contaminant Level Goal) - 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.

Key to Table:

ppm - parts per million (same as mg/L). A part per million is the same as one penny out of \$10,000.00.
 ppb - parts per billion (same as ug/L). A part per billion is the same as one penny out of \$10,000,000.00.

-----Begin Contaminant Chart-----

South Harrison Water—(No water was purchased from outside sources in 2010)

Contaminant	Date Tested	Unit	MCL	MCLG	Detected Level	Range	Sources	Violation
Nitrate	6/21/10	ppm	10.0	10.0	4.06	4.06-4.06	Runoff from fertilizers; leaching from septic tanks & sewage.	No.
Chlorine Residual	9/11/10	ppm	4.0	n/a	1.13	0.66-1.13	Water additive for disinfection.	No.
Barium	1/22/08	ppm	2.0	2.0	0.0139	0.0139-0.0139	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits.	No.
Lead*	8/13/08	ppm	0.015*	0	0.0061	<0.002-0.0061	Corrosion of household plumbing; erosion of natural deposits.	No.
Copper*	8/13/08	ppm	1.3*	0	0.534	<0.002-0.534	Corrosion of household plumbing; erosion of natural deposits; leaching of wood preservatives.	No.
Gross Alpha#	10/16/08	pCi/L	15	0	0.6	0.6-0.6	Erosion of natural deposits.	No.
Beta#	10/16/08	mrem/yr	4	0	2.6	2.6-2.6	Decay of natural and manmade deposits.	No.
Uranium#	10/16/08	ug/L	30	0	0.5	0.5-0.5	Erosion of natural deposits.	No.
Sodium**	1/22/08	ppm	n/a	n/a	74.6	74.6-74.6	Erosion of natural deposits; leaching.	No.
Total Coliform – no positive samples out of 108.							Naturally present in the environment.	No.

Footnotes:

We conducted 108 routine monthly total coliform bacteria tests on our drinking water and none were positive. We also tested for total trihalomethanes and haloacetic acids and they were all under the detectable limits of testing.

* Lead & Copper are tested for every three years and have action levels, not MCLs. None of the 20 samples exceeded the appropriate action level. The 90th percentile level for lead was 0.0046 ppm and for copper was 0.167 ppm.

** Sodium is not regulated and has no MCL or MCLG. Results are shown for informational purposes.

These test results are for regulated radioactive contaminants that are tested for once every three years.

-----End Contaminant Chart-----

Explanation of Violations:

South Harrison Water did not report any violations during calendar year 2010.

Routine Testing:

During 2010, South Harrison Water tested for nitrate, total trihalomethanes, total haloacetic acids, and 108 routine bacteria tests. All of these tests are part of our state and federal required testing that ensures your drinking water is safe to drink. Test results are shown in the table above. Our personnel also made over 4,800 routine daily checks of our drinking water to ensure its quality. Our water is tested every day of the year.

Lead & Copper Testing:

Lead and copper testing is conducted on a schedule prescribed by the Indiana Department of Environmental Management (IDEM). We currently are required to collect 20 lead and copper samples from residences around our service area every three years. The primary source of lead and copper in your drinking water is from the plumbing inside your home. Lead & copper are not present in our treated water.

Required Additional Health Information:

To ensure that tap water is safe to drink, EPA prescribes limits on the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water. 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 can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at (800) 426-4791.

The sources of drinking water, both bottled and tap, includes 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 radio active material, and can pick up substances resulting from the presence of animal or human activity. Contaminants that may be present in source water include: (A) Microbial contaminants, such as viruses and bacteria, which may come from sewage plants, septic systems, livestock operations, and wildlife. (B) Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban storm runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming. (C) Pesticides and herbicides, which may come from a variety of sources such as agricultural, stormwater runoff, and residential uses. (D) Organic chemical contaminants, including synthetic and volatile organics, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff and septic systems. (E) 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, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

Some people may be more vulnerable to contaminants in drinking water than is 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* are available from the Safe Drinking Water Hotline at (800) 426-4791.

Required Statement About Lead:

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**. South Harrison Water is responsible for providing high quality drinking water, but cannot control the variety of materials used in home 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/lead>.

Retail Water Rates:

Our rate increase was approved in September 2010 by the Indiana Utility Regulatory Commission (IURC). We had not had a retail rate increase in 20 years. The rate increase took effect with your December bill, payable by January 15, 2011. You may view and print a copy of the entire rate tariff on our web site at www.southharrisonwater.com. Click the link that says "Rate Schedule". We will also mail you a copy of the rate tariff if you call the office and request one.

The rate increase process is both very costly and time consuming. We spent \$100,000 and it took about one full year to gain permission to raise our rates. These costs go into the rate that our customers pay for their water. Because we are member owned and our members are elected to our governing board of directors, we can "opt out" of IURC regulation and avoid these delays and costs. Other area utilities have already "opted out" of regulation. We may plan to hold a special member meeting at some point in the future to address this issue.

Grant Application: We reported last year that we applied for a grant from the Indiana Office of Community and Rural Affairs (OCRA) for the construction of a 12" water main along Lake RD and New Middletown – Elizabeth RD. We did not meet the requirements for Low to Moderate Income in Harrison County and could not apply for the grant funding.

Customer Services:

Please be reminded that we offer the following customer billing services for your convenience:

- **Online Bill Payment** – We began online bill presentation and payments at the end of March. This service has been requested by many of our customers. Go to www.southharrisonwater.com and click the link that says "Access My Account / Online Bill Payment".
- **Automated Payment Plan** – We can draft your bank account automatically to pay your monthly water bill. Call one of our customer service representatives to start this service. There is no additional fee.
- **Credit Cards** – We accept credit cards for a nominal processing fee. Call one of our customer service representatives if you would like to make a credit card payment. Credit cards are also accepted for our online payments.
- **Meter Readings** – You may submit your water meter reading by US Mail, email, web site form, fax or phone.
- **24 Hour Answering Service** – We forward our phone line to an answering service during non-working hours. The answering service can take messages or meter readings. They do not have access to your billing records. Use this service to report water outages or suspected water main breaks.
- **Web Site** – Our web site can be used to view your bill, make online bill payments, submit meter readings, view our water rate tariff, view copies of the annual water quality reports, get directions to our office, and to download forms. See www.southharrisonwater.com for more information.
- **Location of Underground Facilities** – Please remember in Indiana it is a law that you must request location of underground facilities (water lines, phone, electric, gas, etc.) at least two full working days prior to your actual digging. Just call 811 on your telephone to be connected with the Indiana one-call center where you can make the location request. This is a free service to those who call.

E-Billing:

Later this summer we plan to offer an e-billing option to our customers. Instead of a paper bill you would receive an email or text message alert stating your water bill is available online. You would then go to our secure web site, login, and view / print your bill. You could also pay your bill online if you wish. Customers that "opt in" to e-billing would no longer receive a paper water bill in the mail. This will save resources and also save us postage and bill printing costs.

Address Change:

Due to circumstances beyond our control, the US Postal service closed the New Middletown Post Office where we were receiving mail. This was done without notice from the postal service. We immediately took steps to change our mailing address to PO Box 548, Corydon, IN 47112. We are sorry for any confusion or inconvenience this caused our customers.