Though this report focuses on the quality of the water Aquarion provides you, quantity is vitally important, too. You and more than 625,000 other people depend on there always being enough water to supply your daily needs. As rainfall patterns appear to be changing, it’s time for all of us to be even more careful about the way we use water. Here are some tips on reducing waste that you may not have considered:

- **Use water-efficient appliances.**
  Older washing machines and dishwashers consume large quantities of water. New ones work more efficiently, using just a fraction of what the earlier models need.

- **Save with every flush.**
  New model toilets can save three or more gallons every time you flush, and they do the job just as well as the old-fashioned ones.

- **Turn off the taps.**
  Whether you’re brushing your teeth or getting a glass of water, try to keep good, clean water from going down the drain. Turn off the faucet while tending to your teeth. And keep a jug of water in the refrigerator so a cold glass is instantly available, rather than running the tap until the water is cold.

- **Shorten shower times.**
  You’ll not only use less water— you’ll reduce your water-heating costs as well.

- **Water grass, not pavement.**
  Carefully aim sprinklers and irrigation heads so they’re not wetting down driveways, sidewalks and patios. Water either in early morning or early evening—and, of course, only when your lawn is actually starting to wilt.

For most people, conserving water is already second nature. Adding a few more techniques can reduce waste even more—and lower your water bill, too. For many more ways to ensure a healthy supply for decades to come, check out aquarionwater.com/conserve.
A Message from the President and CEO

Dear Aquarion Customer:

Conducted approximately 150,000 tests on the water we supplied. We are proud to publish the results of these tests. The results again show that water continues to meet or surpass every quality standard set by state and federal agencies.

As important as the quality of your water is, its quantity, or, more exactly, its availability, is equally crucial. An ample supply is critical to individual health and well-being, our area’s economic base, and, of course, the integrity of ecosystems that sustain all of us. Over the past year, we have taken measures to ensure that we have the water capacity and infrastructure to meet these diverse needs.

The news from other water systems across the country this past year was full of stories about drought-stricken communities. From新常态 of regular moderate drought to occasional severe drought, Aquarion has asked its customers to conserve water, despite our concerns about water-supply levels in the region.

The importance of water conservation is only too real to many of us, especially those who are being asked to do so for the first time. Aquarion has always promoted the value of water conservation. In fact, our company’s system has been designed to meet Adequate Supply is evidenced by our regular inspection and other sites that could pollute water supplies. We also review new land development projects for impact on water quality. In total, we conduct approximately 150,000 tests on the water we supplied. We also review new land development projects for impact on water quality.

We've got water! Watch Mystic Aquarium's fascinating collection of belugas while you're on the webcast Mystic Aquarium. Find the fun at mysticaquarium.org. Find full details at aquarionwater.com/Beardsley.

To close, I thank all Aquarion customers for helping to conserve water. As emphasized in our ads, clean, safe water is “too precious to waste.” And, I also thank those customers willing to find equally crucial. An ample supply is vital to our individual health and well-being, our area’s economic base, and, of course, the integrity of ecosystems that sustain all of us. Over the past year, we have taken measures to ensure that we have the water capacity and infrastructure to meet these diverse needs.

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Water Quality Table for Customers in the Greater Bridgeport System: 

<table>
<thead>
<tr>
<th>Substance (Units of Measure)</th>
<th>Highest Allowed by Law</th>
<th>Bridgeport System Detected Level</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>MCLG</td>
<td>MCL</td>
</tr>
<tr>
<td><strong>Inorganic Compounds</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Barium (ppm)</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Copper (ppm)</td>
<td>1.3</td>
<td>AL = 1.3</td>
</tr>
<tr>
<td>Fluoride (ppm)</td>
<td>4.0</td>
<td>4.0</td>
</tr>
<tr>
<td>Lead (ppm)</td>
<td>0</td>
<td>AL = 15</td>
</tr>
<tr>
<td>Nitrate (ppm)</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td><strong>Microbials</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Coliform</td>
<td>0 positive samples per month</td>
<td>9 positive samples per month</td>
</tr>
<tr>
<td>Turbidity (NTU)</td>
<td>NA</td>
<td>TT = 1 max</td>
</tr>
<tr>
<td>Turbidity (NTU)</td>
<td>NA</td>
<td>TT = 95% of samples &lt; 0.3</td>
</tr>
<tr>
<td><strong>Disinfectant</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chlorine (ppm)</td>
<td>MRDLG 4</td>
<td>MRDL 4</td>
</tr>
<tr>
<td><strong>Organic Compounds</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Organic Carbon (TOC)</td>
<td>NA</td>
<td>TT = Removal Ratio &gt; 1#</td>
</tr>
<tr>
<td>Total Trihalomethanes (ppb)</td>
<td>NA</td>
<td>80</td>
</tr>
<tr>
<td>Total Haloacetic Acids (ppb)</td>
<td>NA</td>
<td>60</td>
</tr>
<tr>
<td><strong>State-Required Testing</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physical Characteristics^</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Color (CU)</td>
<td>NA</td>
<td>15</td>
</tr>
<tr>
<td>pH</td>
<td>NA</td>
<td>6.4 – 10.0</td>
</tr>
<tr>
<td>Turbidity (NTU)</td>
<td>NA</td>
<td>5</td>
</tr>
<tr>
<td><strong>Inorganic Compounds</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chloride (ppm)</td>
<td>NA</td>
<td>250</td>
</tr>
<tr>
<td>Sodium (ppm)</td>
<td>NA</td>
<td>NL = 28</td>
</tr>
<tr>
<td>Sulfate (ppm)</td>
<td>NA</td>
<td>SMCL = 250</td>
</tr>
</tbody>
</table>

Footnotes and Definitions for table on left:

> Greater than
< Less than
AL Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
CU Color Units
MCL Maximum Contaminant Level: 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.
SMCL Secondary Maximum Contaminant Level
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.
MRDLG Maximum Residual Disinfectant Level Goal: The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDGLGs do not reflect the benefits of the use of disinfectants to control microbial contamination.
NLA Not Applicable
NTU Nephelometric Turbidity Units, a measure of the presence of particles. Low turbidity is an indicator of high-quality water.
ppb parts per billion, or micrograms per liter (µg/L)
ppm parts per million, or milligrams per liter (mg/L)
SMCL Secondary Maximum Contaminant Level
TT Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water.
* 90th percentile value in copper monitoring. Result is reflective of representative customer sampling stagnant water.
** 90th percentile value in lead monitoring. Result is reflective of representative customer sampling stagnant water.
*** Reported value is the highest locational annual average of quarterly measurements for disinfection by-products in the distribution system. Values in the range are individual measurements.
+ Reported value is the highest monthly average for turbidity reported from the surface water treatment plant effluents. Values in the range are individual measurements.
# The monthly TOC removal ratio is calculated as the ratio between the actual TOC removed and the TOC rule removal requirements. This number should be greater than 1.0.
^ Measured at representative locations within the distribution system.
** Highest level detected. Average is 0/month.

HEALTH EFFECTS
Sodium: If you have been placed on a sodium-restricted diet, please inform your physician that our water may contain as much as 34.0 ppm of sodium.
Your Health Is Our Priority

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 EPA's Safe Drinking Water Hotline (800-426-4791).

Here is some additional information of interest about Aquarion’s drinking water.

Where does your water come from?
Your water is collected in reservoirs and wells, treated, and delivered to you through an extensive underground piping system. The Greater Bridgeport System serves about 358,000 people in Bridgeport and nearby communities, including Easton, Fairfield, Monroe, Newtown, Norwalk, Redding, Shelton, Stratford, Trumbull, Weston, Westport and Wilton. The supply is mostly surface water drawn from a system of eight reservoirs (Aspetuck, Easton Lake, Far Mill, Hemlocks, Means Brook, Saugatuck, Trap Falls and West Pequonnock). The reservoirs supply more than 96% of the 43 million gallons per day that customers use on average. Water also is drawn from Aquarion Water Company’s Westport and Coleytown well fields. Company-wide, an average of 14.6% of the demand is water drawn for firefighting, water main cleaning, water main breaks and leaks, and unauthorized use.

How is your water treated?
The reservoir water is filtered at our Trap Falls water treatment plant in Shelton, at our Easton Lake plant in Easton, and at our Warner plant in Fairfield. Water from the Westport and Coleytown wells is filtered naturally underground. All the water is disinfected, fluoridated, and further treated to protect the distribution system.

Cryptosporidium
The EPA requires public water systems that use surface water sources to monitor for Cryptosporidium. This is a microbial pathogen found in lakes and rivers throughout the U.S. that can cause gastrointestinal illness if consumed. Aquarion continues to monitor its surface water sources and did not detect Cryptosporidium in the reservoirs that served the Greater Bridgeport System in 2015.

Disinfection By-Products
Disinfection by-products (DBPs) are chemicals formed during the disinfection process, when naturally occurring organic matter reacts with chlorine, which is added to water to eliminate bacteria and other microorganisms. Currently there are limits on two types of DBPs known as Total Trihalomethanes (TTHM) and Total Haloacetic Acids (THAA). Some people who drink water containing DBPs that exceed these limits over many years may experience problems with their livers, kidneys, or central nervous systems, and may have an increased risk of getting cancer.

The state has implemented new DBP regulations that change how compliance with the standards is determined. The intent is to increase protection against the potential health risks associated with DBPs. Aquarion Water Company continues to evaluate its systems to ensure compliance with DBP regulations.

Source Water Assessment Report
Connecticut’s Department of Public Health (DPH) states in its Source Water Assessment Report that the public drinking water sources in the Greater Bridgeport System have a low-to-moderate susceptibility to potential contamination. To read the DPH report, visit ct.gov/dph.

Understanding Your Water Quality Table

<table>
<thead>
<tr>
<th>Substance (Units of Measure)</th>
<th>Test Date</th>
<th>Detected Level</th>
<th>Source of Contaminant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unregulated Contaminants</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chlorate (ppb)</td>
<td>2014</td>
<td>126</td>
<td>29 – 660</td>
</tr>
<tr>
<td>Chromium (ppb)</td>
<td>2014</td>
<td>*ND &lt; 0.20</td>
<td>ND &lt; 0.20 – ND &lt; 0.20</td>
</tr>
<tr>
<td>Hexavalent Chromium (ppb)</td>
<td>2014</td>
<td>0.034</td>
<td>ND &lt; 0.33 – 0.11</td>
</tr>
<tr>
<td>Strontium (ppb)</td>
<td>2014</td>
<td>59</td>
<td>43 – 120</td>
</tr>
<tr>
<td>Vanadium (ppb)</td>
<td>2014</td>
<td>*ND &lt; 0.20</td>
<td>ND &lt; 0.20 – 0.31</td>
</tr>
</tbody>
</table>

*Not detected

Monitoring Unregulated Contaminants
Unregulated contaminants are elements that currently have no health standard for drinking water. In 2013, the EPA began a three-year monitoring program to test for up to 28 unregulated contaminants in various public water systems throughout the U.S. This table shows only the compounds detected in your system. To learn about the full list of unregulated contaminants included in the monitoring program, please call our Water Quality Department at 800-832-2373.
Dear Aquarion Customer:

Delivering safe, high-quality water to you is Aquarion’s highest priority. That’s why, in 2015, we conducted approximately 150,000 tests on the water we supplied. We are proud to publish the test results in this report again showing that our water continues to meet or surpass every quality standard set by state and federal agencies.

As important as the quality of your water is, the quantity, or, more exactly, its availability, is equally crucial. An ample supply is vital to individual health and well-being, our economic base, and, of course, the integrity of ecosystems that sustain us all. Over the past year, we’ve worked on several fronts to ensure that we have the storage facilities and infrastructure to meet the demands of all our customers, including drought-stricken communities. Even in our relatively wet region, Aquarion had to ask you to voluntarily conserve water due to low rainfall and unusually high water demand in October and November.

In 2015, we also launched a major communications effort designed to make sure we will all be more careful about how we use water. I say “even more careful” because very few people think they are wasting water. Nearly everyone takes some steps to conserve. But what many people don’t realize is that even small changes can have a huge impact on your household water use (and water bill). The average family of four could save 11,000 gallons of water per year this way.

Even something as easy as keeping a bottle of tap water in the refrigerator can make a difference, as it prevents the water that occurs when a faucet is allowed to run until the water is cold. These are so many ways to conserve water that we’ve created a special section on our website just to highlight them: aquarionwater.com/conserve. I encourage you to scan these conservation ideas, and I guarantee you’ll find a few more that will make a difference in your home.

To thank Aquarion customers for helping to conserve water as emphasized in our advertisements, water is “too precious to waste.” And, I also thank those customers willing to find new ways to conserve and quickly, economically.

Charles V. Firlotte
President and CEO

Clean, safe water is just the start!

Free admission tickets!

We’ve got whales!

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More Information You Should Know

Copper and Lead

Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level ever over a relatively short period of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson’s Disease should consult their personal doctor. Major sources of copper in drinking water include corrosion of household plumbing systems and erosion of natural deposits. If present, elevated levels of lead can cause serious health problems, especially for young children. Lead in drinking water comes primarily from materials and components installed in your home. In some cases, lead is used in plumbing materials. Aquarion Water Company is responsible for providing high-quality water at your tap. You are responsible for the materials used in plumbing components. Fortunately, lead in Drinking Water is testing is required to ensure continued compliance. This requires a significant reduction of the lead content in new plumbing components that contact drinking water. As a result, the lead content must be reduced. For new pipes, fittings, and fixtures, the lead level must be reduced from 8% to 25%.

Copper and Lead

Immunocompromised persons

Some people may be more sensitive to contaminants in the drinking water than the general population. Immunocompromised persons such as persons with cancer or persons undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, and some pediatrics should be particularly at risk from infections. These people should seek advice about drinking water from their healthcare provider. EPA/ CDC guidelines are appropriate to make reasonable the risk of infection related to Cryptosporidium. If you have a family history or have an underlying condition, you should consult the Safe Drinking Water Hotline (800-426-4791).

Copper and Lead

You can help prevent water contamination

Ensure that all sink traps are in place and all fixtures are free from leaks, rust, or corrosion.

Use chemicals and pesticides wisely.

Dispose of waste chemicals and used oil properly.

Report illegal dumping, chemical spills, or other Inorganic contaminants such as salts and metals as well as any other Inorganic contaminants including natural deposits. You can also seek advice about drinking water from your healthcare provider. EPA/CDC guidelines are appropriate to make reasonable the risk of infection related to Cryptosporidium. If you have a family history or have an underlying condition, you should consult the Safe Drinking Water Hotline (800-426-4791).
Your 2015 Water Quality Report

Customers in the Bridgeport area who have questions about water quality should call us at 203-649-2041, or outside the Bridgeport area, call 800-832-1973. Customers also may email us at waterquality@aquarionwater.com, or visit aquarionwater.com.

For other questions, or to report dissolved water or other service problems, call 203-445-7310 in the Bridgeport area or 800-509-7333 outside the Bridgeport area.

Visit the whales at aquarionwater.com

Connecticut Department of Public Health Drinking Water Section: 888-569-5233 or ct.gov/dph
U.S. Environmental Protection Agency’s Safe Drinking Water Hotline: 800-426-4791 or epa.gov/safewater

Water More Ways To Save It

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Save with every flush. Newer toilets can save three to four gallons every time you flush, and they do the job just as well as the old-fashioned ones.

Turn off the taps. Whether you’re brushing your teeth or getting a glass of water, try to keep good, clean water from going down the drain. Turn off the faucet while tending to your teeth. And when you’re filling the refrigerator, a small glass is easily available rather than running the tap until the water is cold.

Shower, don’t soak. When you’re doing a full-sized soak, the water you’re pouring down the drain could run cold. And when you do take a shower, reduce your water-heating costs as well.

Water smart, not just green. Carefully aim the sprinklers and irrigation heads so they’re not wetting driveways, sidewalks and patios. Water either in the early morning or the evening— and of course, only when your lawn is actually starting to wilt. For most people, screening water is relatively straightforward. Allowing a few more techniques can reduce water use even more— and lower your water bill, too. For many more ways to ensure a healthy supply for decades to come, check out aquarionwater.com/conserve.

Visit the whales at aquarionwater.com

The 2016 Aquarion Environmental Champion Awards


It’s Time To Conserve Water, it’s too Precious To Waste.

2015 Water Quality Report