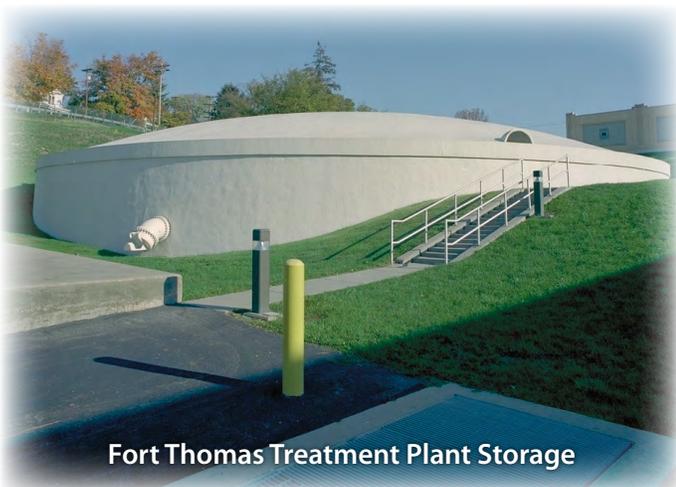




Ohio River Pump Station



Fort Thomas Treatment Plant



Fort Thomas Treatment Plant Storage

Water Source Information

Northern Kentucky Water District is the largest water district and the third largest water utility in the state of Kentucky serving approximately 300,000 people in Campbell and Kenton counties and portions of Boone, Grant and Pendleton counties. The Water District has a staff of individuals who are fully committed to excellence, working hard to uphold the District's mission—to provide safe, clean and sufficient water supplies through a reliable system at a reasonable cost to meet the needs of current and future customers. Customers and water quality come first at Northern Kentucky Water District ("NKWD").

The District operates three water treatment plants. They are Taylor Mill, Fort Thomas and Memorial Parkway. The Taylor Mill treatment plant's raw source is the Licking River while the Fort Thomas and Memorial Parkway treatment plants draw raw water from the Ohio River.

Drinking Water Regulations

NKWD drinking water meets all of the Environmental Protection Agency's (EPA) health standards. Our lab analysts gather water samples from over 150 locations each month. This is more than federal and state regulations require, but we want to make sure that we have an accurate picture of the water quality. Please refer to the charts for more information regarding the water quality data for the calendar year of 2013.

The surface water sources of raw water for NKWD are the Ohio and Licking rivers. A source water assessment has been completed on each. The following is a summary of the susceptibility analysis that is part of the source water assessment. Several areas of concern are related to the extensive development of transportation infrastructure, the potential for spills, high degree of impervious cover and polluted runoff. Areas of row crops and urban and recreational grasses introduce the potential for herbicide, pesticide, and fertilizer use—possible non-point source contaminants. Bridges, railroads, ports, waste handlers or generators, and Tier II hazardous chemical users in the area introduce the potential for spills or leaks of hazardous materials. Landfills and permitted discharges are relatively high in number for a supply area. Other areas of concern include several segments of streams already assessed as having impairments, power lines right-of-way with potential herbicide use, and residential septic systems located throughout the watershed. Since the intake is in an urban area, the threat of underground storage tanks leaking must also be taken into account. The entire report is available at Northern Kentucky Area Development District, 22 Spiral Drive, Florence, KY 41042. Phone: 859-283-1885.

Regulated Contaminants in the Water Supply

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.

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 1-800-426-4791.

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. Food and Drug Administration regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

Contaminants that may be present in source water include:

- ◆ **Microbial Contaminants.** Examples include viruses and bacteria that may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.
- ◆ **Inorganic Contaminants.** Examples include salts and metals, that 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.** These may come from a variety of sources such as agriculture, urban stormwater runoff and residential uses.
- ◆ **Organic Chemical Contaminants.** These include 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.** These can be naturally-occurring or be the result of oil and gas production and mining activities.

Unregulated Contaminants Monitoring Rule (UCMR2)

The 1996 Safe Drinking Water Act Amendments required the EPA to publish a list of unregulated contaminants that are to be monitored. From this monitoring the EPA will decide if the contaminant will be added to the list of contaminants for possible new drinking water standards. The UCMR2 contains the new list of contaminants that the public water systems are required to monitor. NKWD completed the monitoring requirements of the UCMR2 in 2009. There were no detections for any of the new contaminants. Results are available upon request. For more information please call 859-441-0482.



Emerging Contaminants

EPA maintains a list of contaminants in the drinking water that may warrant further study for possible future regulations. To date, research has not demonstrated an impact on human health from these contaminants. While these contaminants may be detected at very low levels, people regularly expose themselves to products containing these contaminants in much higher concentrations through medicines, food, beverages and other sources.

Sources of Infection By Cryptosporidium and Other Microbial Contaminants

There are many sources of Cryptosporidium (Crypto) and other microbial contaminants. For example, foods such as unwashed fruits and vegetables (especially from outside of the United States), swimming pools, recreational water, day care centers, pets and nursing homes are common sources.

Crypto is a protozoan parasite that can live in the intestines of humans and animals and can cause the disease Cryptosporidiosis. NKWD tests the Ohio and Licking Rivers for Crypto. In 2006, there were two months in which Crypto was found in the Ohio River and four months in which it was found in the Licking River. The Ohio River averaged 0.09 per liter in the months that Crypto was detected while the Licking River averaged 0.17 per liter in the months that Crypto was detected. In 2007 and 2008, there was only one month of each year that Crypto was found. This occurrence was in the Licking River. Crypto was not detected in either river during the years 2009-2013. NKWD's testing and treatment standards of the water supply go beyond the testing required by the EPA. Our treatment standards are higher than those required by law and are continuously being improved.

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 at 1-800-426-4791.

Information About Lead

The water samples collected for NKWD's compliance monitoring did not show elevated levels of 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. The NKWD 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/lead>.

Important Information About Your Drinking Water

NKWD received a notice of violation over the past year. Even though it was a reporting error and not a water quality issue, we wanted you to know what happened and what we did to correct this situation.

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During the compliance period of 2013, we did not monitor for the contaminant Pentachlorophenol at our Fort Thomas Treatment Plant and therefore cannot be sure of the quality of your drinking water during that time. There is nothing you need to do at this time. During the compliance period of 2009 to 2012, we were required to submit annual sample results to the DOW to confirm that the contaminant Pentachlorophenol was not detected in our water. All the samples were submitted and we did not have a detection of Pentachlorophenol in any of the samples. We received a violation for Pentachlorophenol because we returned to routine monitoring before we made a request to the Division of Water (DOW) to return to routine monitoring. To correct this situation, we submitted a letter to the DOW. Permission was granted by DOW to return to routine monitoring for Pentachlorophenol.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools and businesses). You can do this by posting this report in a public place or distributing copies by hand or mail.

Stage 2 Disinfectants and Disinfection Byproducts Rule (DBPR)

Disinfection of drinking water is one of the important steps in water treatment, but sometimes the disinfectants can react with naturally occurring materials in the water to form byproducts. Total Trihalomethanes (TTHM) and Total Haloacetic Acid (THAA) are disinfection byproducts that NKWD is required to monitor. The Stage 2 DBPR is an EPA Federal Regulation that is looking at levels of TTHM and THAA in water.

In an effort to reduce the disinfection byproducts and meet the Stage 2 DBPR requirements, NKWD has implemented advanced treatment technologies. The major components of advanced treatment include post-filtration granular activated carbon (GAC) adsorption followed by ultraviolet light (UV) treatment. The EPA considers GAC to be the "best available treatment" for the DBPR regulation. UV is considered an excellent, cost-effective process to provide an additional barrier against microbial contaminants. Implementation of Advanced Treatment addresses current and future water quality concerns and will enable NKWD to provide superior quality drinking water to its customers.

As allowed under the Safe Drinking Water Act, on June 6, 2011, the Kentucky Division of Water issued a 24-month extension to NKWD for compliance with the Stage 2 Disinfection Byproducts Rule's maximum contaminant levels for TTHM and THAA. The extension was requested to give additional time for construction of improvements and for optimization of a new treatment process and plant operations. The new granular activated treatment process has been in operation at the Memorial Parkway Treatment Plant since June 2012 and at the Fort Thomas Treatment Plant since July 2012.

Water Quality Data 2013

2013 Fort Thomas System								
Contaminant (units)	Average Level Detected	Range of Lowest	Detections Highest	Highest Annual Average	MCL	MCLG	Violation Yes/No	Typical Sources of Contaminant
Total Coliform Bacteria (% positive samples)	0%	0%	0.63%	—	5%	0%	No	Naturally present in the environment
Barium (ppm)	0.032	0.032	0.032	0.032	2	2	No	Erosion of natural deposits; discharge of drilling wastes; and discharge from metal refineries
Chlorine (ppm)	1.25	1.16	1.39	1.33	4 (MRDL)	4 (MRDLG)	No	Water additive used to control microbes
Fluoride (ppm)	0.80	0.80	0.80	—	4	4	No	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate (ppm)	0.78	0.65	0.91	—	10	10	No	Erosion of natural deposits; runoff from fertilizer use; leaching from septic tanks; sewage
Turbidity (ntu)	0.06	0.03	0.11	100%*	TT*	N/A	No	Soil runoff
Beta/Photon emitters (pCi/l)** Data collected in 2007	3.3	2.8	4.3	—	50	0	No	Decay of natural and man-made deposits
Alpha emitters (pCi/l) Data collected in 2007	0.3	0	0.7	—	15	0	No	Erosion of natural deposits
Combined Radium (pCi/l) Reported as Radium 226 Data collected in 2007	0.1	0	0.2	—	5	0	No	Erosion of natural deposits
Uranium (pCi/l) Data collected in 2007	0.1	0	0.3	—	30	0	No	Erosion of natural deposits
THAA5 [total haloacetic acid 5] (ppb) Stage 2 Disinfectants and Disinfection Byproducts Rule Data ¹	15	6	29	29†	60	N/A	No	By product of drinking water disinfection
TTHMs [total trihalomethanes] (ppb) Stage 2 Disinfectants and Disinfection Byproducts Rule Data ¹	28	2	80	39†	80	N/A	No	By product of drinking water chlorination
TOC [total organic carbon] (ppm) measured as ppm, but reported as a ratio.	1.41	1.19	3.56	1.41‡	TT‡	N/A	No	Naturally present in the environment

* Turbidity TT = Lowest monthly percentage of samples meeting the turbidity limits. Never more than 1 NTU. Less than 0.3 NTU 95% of samples each month.

**The MCL for beta particles is 4 mrem/year. EPA considers 50 pCi/l to be the level of concern for beta particles.

† Highest running annual average calculated quarterly.

‡ TT for TOCs is based on the lowest running annual average of the monthly ratios of the percent TOC removal achieved to the percent TOC removal required. A minimum ratio of 1.00 is required to meet the TT.

¹ Highest running annual average is currently being reported for the Stage 2 sites instead of the locational running average required by Stage 2 due to the extension issued by the Kentucky Division of Water.

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.

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.

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.

TT = Treatment Technique. A required process intended to reduce the level of a contaminant in drinking water.

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

Turbidity = A measurement of the cloudiness of the water. We monitor turbidity because it is a good indicator of the effectiveness of our filtration system.

ntu = Nephelometric turbidity units.

mrem/yr = Millirems per year.

pCi/l = Picouries per liter.

Range of Detection = This is the lowest and highest levels of detection.

MRDL = Maximum Residual Disinfectant Level. 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.

MRDLG = Maximum Residual Disinfectant Level Goal. 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.

ppm = parts per million, or milligrams per liter, mg/l.

ppb = parts per billion, or micrograms per liter, ug/l.

ppt = parts per trillion, or nanograms per liter.

Water Quality Data 2013

2013 Taylor Mill System								
Contaminant (units)	Average Level Detected	Range of Lowest	Detections Highest	Highest Annual Average	MCL	MCLG	Violation Yes/No	Typical Sources of Contaminant
Total Coliform Bacteria (% positive samples)	0%	0%	0.63%	—	5%	0%	No	Naturally present in the environment
Barium (ppm)	0.016	0.016	0.016	0.016	2	2	No	Erosion of natural deposits; discharge of drilling wastes; and discharge from metal refineries
Chlorine (ppm)	1.25	1.16	1.39	1.33	4 (MRDL)	4 (MRDLG)	No	Water additive used to control microbes
Fluoride (ppm)	0.86	0.86	0.86	—	4	4	No	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate (ppm)	0.87	0.65	1.08	—	10	10	No	Erosion of natural deposits; runoff from fertilizer use; leaching from septic tanks; sewage
Turbidity (ntu)	0.05	0.02	0.12	100%*	TT*	N/A	No	Soil runoff
Beta/Photon emitters (pCi/l)** Data collected in 2007	2.9	1.8	4.0	—	50	0	No	Decay of natural and man-made deposits
Alpha emitters (pCi/l) Data collected in 2007	0.3	0	0.7	—	15	0	No	Erosion of natural deposits
Combined Radium (pCi/l) Reported as Radium 226 Data collected in 2007	0.1	0	0.2	—	5	0	No	Erosion of natural deposits
Uranium (pCi/l) Data collected in 2007	0.3	0	0.5	—	30	0	No	Erosion of natural deposits
THAA5 [total haloacetic acid 5] (ppb) Stage 2 Disinfectants and Disinfection Byproducts Rule Data ¹	15	6	29	29†	60	N/A	No	By product of drinking water disinfection
TTHMs [total trihalomethanes] (ppb) Stage 2 Disinfectants and Disinfection Byproducts Rule Data ¹	28	2	80	39†	80	N/A	No	By product of drinking water chlorination
TOC [total organic carbon] (ppm) measured as ppm, but reported as a ratio.	1.84	1.46	3.07	1.84‡	TT‡	N/A	No	Naturally present in the environment

* Turbidity TT = Lowest monthly percentage of samples meeting the turbidity limits. Never more than 1 NTU. Less than 0.3 NTU 95% of samples each month.

**The MCL for beta particles is 4 mrem/year. EPA considers 50 pCi/l to be the level of concern for beta particles.

† Highest running annual average calculated quarterly.

‡ TT for TOCs is based on the lowest running annual average of the monthly ratios of the percent TOC removal achieved to the percent TOC removal required. A minimum ratio of 1.00 is required to meet the TT.

¹ Highest running annual average is currently being reported for the Stage 2 sites instead of the locational running average required by Stage 2 due to the extension issued by the Kentucky Division of Water.

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.

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.

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.

TT = Treatment Technique. A required process intended to reduce the level of a contaminant in drinking water.

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

Turbidity = A measurement of the cloudiness of the water. We monitor turbidity because it is a good indicator of the effectiveness of our filtration system.

ntu = Nephelometric turbidity units.

mrem/yr = Millirems per year.

pCi/l = Picouries per liter.

Range of Detection = This is the lowest and highest levels of detection.

MRDL = Maximum Residual Disinfectant Level. 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.

MRDLG = Maximum Residual Disinfectant Level Goal. 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.

ppm = parts per million, or milligrams per liter, mg/l.

ppb = parts per billion, or micrograms per liter, ug/l.

ppt = parts per trillion, or nanograms per liter.

Water Quality Data 2013

2013 Memorial Parkway System								
Contaminant (units)	Average Level Detected	Range of Lowest	Detections Highest	Highest Annual Average	MCL	MCLG	Violation Yes/No	Typical Sources of Contaminant
Total Coliform Bacteria (% positive samples)	0%	0%	0.63%	—	5%	0%	No	Naturally present in the environment
Barium (ppm)	0.016	0.016	0.016	0.016	2	2	No	Erosion of natural deposits; discharge of drilling wastes; and discharge from metal refineries
Chlorine (ppm)	1.25	1.16	1.39	1.33	4 (MRDL)	4 (MRDLG)	No	Water additive used to control microbes
Fluoride (ppm)	0.77	0.77	0.77	—	4	4	No	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate (ppm)	0.70	0.58	0.81	—	10	10	No	Erosion of natural deposits; runoff from fertilizer use; leaching from septic tanks; sewage
Turbidity (ntu)	0.06	0.04	0.12	100%*	TT*	N/A	No	Soil runoff
Beta/Photon emitters (pCi/l)** Data collected in 2007	3.8	1.4	7.7	—	50	0	No	Decay of natural and man-made deposits
Alpha emitters (pCi/l) Data collected in 2007	0.5	0	0.8	—	15	0	No	Erosion of natural deposits
Combined Radium (pCi/l) Reported as Radium 226 Data collected in 2007	0.1	0	0.1	—	5	0	No	Erosion of natural deposits
Uranium (pCi/l) Data collected in 2007	0.1	0	0.2	—	30	0	No	Erosion of natural deposits
THAA5 [total haloacetic acid 5] (ppb) Stage 2 Disinfectants and Disinfection Byproducts Rule Data ¹	15	6	29	29†	60	N/A	No	By product of drinking water disinfection
TTHMs [total trihalomethanes] (ppb) Stage 2 Disinfectants and Disinfection Byproducts Rule Data ¹	28	2	80	39†	80	N/A	No	By product of drinking water chlorination
TOC [total organic carbon] (ppm) measured as ppm, but reported as a ratio.	1.65	1.24	3.66	1.65‡	TT‡	N/A	No	Naturally present in the environment

* Turbidity TT = Lowest monthly percentage of samples meeting the turbidity limits. Never more than 1 NTU. Less than 0.3 NTU 95% of samples each month.

**The MCL for beta particles is 4 mrem/year. EPA considers 50 pCi/l to be the level of concern for beta particles.

† Highest running annual average calculated quarterly.

‡ TT for TOCs is based on the lowest running annual average of the monthly ratios of the percent TOC removal achieved to the percent TOC removal required. A minimum ratio of 1.00 is required to meet the TT.

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

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ppm = parts per million, or milligrams per liter, mg/l.

ppb = parts per billion, or micrograms per liter, ug/l.

ppt = parts per trillion, or nanograms per liter.

Lead and Copper Parameters

2013	Lead	Copper
	Fort Thomas, Memorial Parkway, and Taylor Mill	Fort Thomas, Memorial Parkway, and Taylor Mill
90th percentile levels	2 ppb	0.256 ppm
Number of Sites Above AL	0	0
Number of Allowable Sites Above AL	5	5
AL	15 ppb	1.3 ppm
MCLG	0 ppb	0 ppm
Typical Sources of Contaminant	Corrosion of household plumbing system; erosion of natural deposits	Corrosion of household plumbing system; erosion of natural deposits; leaching from wood preservations

Lead and copper compliance is met when 90% of the samples collected from worst case sites have lead and copper below the action level (AL).



Additional Water Quality Parameters

(This data is not required, but the additional information is provided for our customers.)

2013	Fort Thomas System			Taylor Mill System			Memorial Parkway System		
	Average Level Detected	Range of Detections Lowest	Range of Detections Highest	Average Level Detected	Range of Detections Lowest	Range of Detections Highest	Average Annual Detected	Range of Detections Lowest	Range of Detections Highest
Alkalinity (mg/L)	63.9	46.2	83.4	85.3	55.4	106.0	65.5	42.8	77.4
Calcium (mg/L)	31.6	24.9	42.8	38.9	25.2	48.7	32.2	26.0	42.8
Conductivity (uS/cm)	351	223	508	269	201	349	361	236	463
Chloride (mg/L)	33.7	25.5	51.0	16.2	13.5	19.0	34.9	22.5	47.0
Hardness, Total (mg/L)	122	98	162	129	98	166	124	98	158
Hardness, Total (grains per gallon)	7.13	5.72	9.46	7.54	5.72	9.70	7.24	5.72	9.23
Iron (mg/L)	ND	ND	ND	ND	ND	0.011	ND	ND	ND
Manganese (mg/L)	ND	ND	0.001	ND	ND	0.006	ND	ND	ND
pH (pH units)	7.24	6.90	7.76	7.10	6.87	7.36	7.22	6.75	7.62
Sulfate (mg/L)	54.8	34.3	74.4	34.0	26.8	44.7	57.2	34.6	87.2
Total Dissolved Solids (mg/L)	212	103	295	174	118	234	215	121	270

ND = Non-Detect. Result is below the detection limit.

Protect Our Water Resources!

Recent research shows that pharmaceutical compounds exist in our environment both as a result of improper disposal of unused pharmaceuticals and because they are excreted by the person using the medication. When used as intended, pharmaceuticals applied externally or ingested have the potential to be excreted or washed into sewage systems. In addition, unused pharmaceuticals are often directly flushed into sewage systems. Wastewater treatment plants and septic systems usually do not treat or only partially treat pharmaceuticals, so chemical compounds from pharmaceuticals pass through treatment plants or septic systems to our rivers or groundwater.

Unused prescription medications are bad for the environment and for our teens. Do not flush unused medication down drains or toilets. Use area take-back programs to keep our waters clean and prevent teen drug abuse.

Dispose of your expired or unused prescription medications at a local pharmaceutical collection box near you. Drug disposal is anonymous and items can be dropped off during regular business hours. Bring prescription medication to the police department in its original packaging.

Pharmaceutical Dropoff Locations

Campbell County Police Department
Edgewood Police Department
Erlanger Police Department
Fort Thomas Police Department
Fort Wright Police Department
Highland Heights Police Department
Kenton County Police Department
Newport Police Department
Park Hills Police Department
Villa Hills Police Department
Kentucky State Police



A proud member of Kentucky Excel.
The program is free and members voluntarily undertake projects that enhance and protect Kentucky's environment.

Customer Service:

Regular Business Hours:

Monday – Friday, 8:00 a.m. – 5:00 p.m.

General Customer Service:

(859) 578-9898

After Hours Emergency Shut-Off:

(513) 244-9016

Billing Inquires:

(859) 578-9898

Public Service Commission Hotline:

1-800-772-4636

Water Quality Questions/Concerns:

(859) 441-0482

U.S. EPA Safe Drinking Water Hotline:

1-800-426-4791

Additional Drinking Water Quality Reports:

(859) 441-0482

Questions About This Report:

Mary Carol Wagner, (859) 441-0482

Bill Payments

On Line:

<http://www.nkywater.org/payyourbill.html>

By Phone (Visa/MasterCard/Discover):

(859) 578-9898

In Person:

2835 Crescent Springs Road, Erlanger, KY
Most area banks

Drop Boxes:

2835 Crescent Springs Road, Erlanger, KY
Campbell County Library, Cold Spring, KY
1045 Eaton Drive, Fort Wright, KY
5225 Taylor Mill Road, Taylor Mill, KY

By Mail:

P.O. Box 18640, Erlanger, KY 41018

Correspondence:

P.O. Box 18640, Erlanger, KY 41018

Pre-Authorized Payment:

Contact our office to have your payment automatically deducted from your savings account, checking account or credit card.

Board of Commission Meetings

- ◆ 3rd Thursday of each month at 12:30 p.m. (subject to change)
- ◆ 2835 Crescent Springs Road, Erlanger, KY 41018

www.nkywater.org

Este informe contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, o hable con alguien que lo entienda.

(This report contains important information about your drinking water. Have someone translate it for you, or speak with someone who understands it.)