



## **IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER**

### **The City of Camden Division of Utilities Fails to Meet Established Water Quality Parameter (WQP) Levels**

The City of Camden Division of Utilities, operated and maintained by American Water Contract Services Group, recently violated a New Jersey drinking water requirement, and as our customers, you have a right to know what happened, what you should do, and what we did to correct this situation.

The City of Camden Division of Utilities' water system has corrosion control treatment installed and purchases supplemental, corrosion control treated water from New Jersey American Water to help prevent lead and/or copper in the pipes from dissolving into the water. The corrosion control treatment was deemed optimized; and therefore, the New Jersey Department of Environmental Protection (NJDEP) established optimal Water Quality Parameters (WQP) values, which are values the corrosion control treatment functions most effectively. We monitor for WQP values per federal regulations.

During the July 1, 2024 to December 31, 2024 and January, 1 2025 to June 30, 2025 monitoring periods, our WQP pH sample results did not meet the optimal WQP values set by the NJDEP for 51 days during the July 1, 2024 to December 31, 2024 monitoring period and for 14 days during the January 1, 2025 to June 30, 2025 monitoring period, and the water system cannot be below the minimum level(s) or outside the range(s) set by the NJDEP for more than nine (9) days.

In addition to monitoring optimal WQP values, our water system routinely monitors for lead and copper. The most recent monitoring conducted June 1, 2024 through September 30, 2024 demonstrated we are in compliance with the Federal action levels for lead and copper. If there is a lead action level exceedance, you will be notified accordingly.

#### **What does this mean?**

This is not an emergency. If it had been, you would have been notified within 24 hours. This violation does not mean there is confirmed lead and/or copper in your drinking water. However, since corrosion control treatment is used to protect residents from lead and copper potentially leaching from internal pipes and solder, it is important to be aware of the health effects of lead and copper and steps you may take to reduce your exposure.

According to USEPA, exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount 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 physician.

*If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about your drinking water.*

Typically, lead and/or copper enters drinking water by leaching from pipes and plumbing components in homes and building(s). We have treatment installed and/or receive treated water to reduce the wearing away of lead and/or copper leaching from pipes and plumbing components into the water and optimal WQP values set to ensure effectiveness of the treatment. Failure to meet the set values requires us to evaluate the currently installed treatment and operation thereof and take actions necessary to meet the optimal WQP values.

#### **What should I do?**

You do not need to use an alternate water supply (e.g., bottled water). However, if you have specific health concerns, consult your doctor. Additionally, if you would like to reduce your potential exposure to lead and/or copper in drinking water, you may choose to take the following steps:

- Run water to flush out lead and/or copper. Run water for 15 – 30 seconds or until it becomes cold or reaches a steady temperature before using it for drinking or cooking if it hasn't been used for several hours.
- Use cold water for cooking and preparing baby formula. Do not cook with or drink water from the hot water tap; Lead dissolves more quickly into hot water. Do not use water from the hot water tap to make baby formula.
- Do not boil water. Boiling water will not reduce lead and/or copper levels.
- Regularly remove and clean aerators/screens on plumbing fixtures. Over time, particles and sediment can collect in the aerator screen. Regularly remove and clean aerators screens located at the tip of faucets and remove any particles.

For additional steps you may take to reduce your exposure to lead in drinking water, see <https://www.state.nj.us/dep/watersupply/dwc-lead-consumer.html>.

#### **What is being done?**

Upon learning of the exceedances, we optimized water treatment to bring pH levels within the NJDEP-specified ranges. The problem was resolved immediately upon notification of the violation in May of 2025. Routine monitoring of WQPs at the treatment plants and in the distribution system is ongoing and demonstrates effective corrosion control.

For more information, please contact Brian Cianfrani at 856.635.1496 or 100 South 17<sup>th</sup> Street, Camden, NJ 08105.

*\*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 notice in a public place or distributing copies by hand or mail.\**

This notice is being sent to you by City of Camden. State Water System ID#: NJ0408001.  
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Dear Customer:

City of Camden Division of Utilities operated by American Water Operations and Maintenance is proud to be your water service provider, and the safety of our customers and the communities we serve is our number one priority.

On May 31, 2024, the New Jersey Department of Environmental Protection ("NJDEP") acknowledged that City of Camden Division of Utilities has optimized corrosion control treatment and provided requirements related to optimal water quality parameters for the water system. We are required to operate and maintain optimal corrosion control treatment, including maintaining water quality parameters at or above the minimum values or within the ranges designated by the NJDEP to help prevent lead and copper from entering water from pipes that may contain lead. We routinely measured water quality parameters at our treatment plants and throughout the water distribution system according to our approved sampling plan. We also took water samples throughout the system at customers' homes and places of business to measure lead and copper concentrations in water that was served to customers in 2024 and 2025. All lead and copper sampling results for 2024 were well below the maximum level set by NJDEP. On several occasions during the monitoring period, water quality parameters measured at our treatment plants fell slightly outside of the required ranges designated by NJDEP for pH, which resulted in this notification. (pH is a scale that measures how acidic or basic a substance is, quantifying the concentration of hydrogen ions in a solution.)

American Water Operations and Maintenance has the capability, experience, and expertise to provide solutions that protect public health and the environment. We are a leader in addressing critical water quality and reliability challenges, including the reduction of PFAS, lead, copper and other contaminants in drinking water, and we will make the necessary treatment adjustments to comply with the optimal water quality parameters.

Within the public notice, you will find the required public health notice which includes details about optimal water quality parameters in English and Spanish. Additional information and copies of our Water Quality Reports can be found on our website at <https://www.amwater.com/corp/products-services/contract-services/camden/customer-information>.

We are committed to complying with strict state and federal regulations for delivering safe, clean, and reliable drinking water. If you have any questions or concerns related to your drinking water quality, please contact us at [AWO&Mwaterquality@amwater.com](mailto:AWO&Mwaterquality@amwater.com)

Thank you,

City of Camden Division of Utilities operated by American Water Operations and Maintenance