GALENA, CITY OF

Consumer Confidence Report – 2026

Covering Calendar Year – 2025

Kansas Department of Health and Environment

This brochure is a snapshot of the quality of the water that we provided last year. Included are the details about where your water comes from, what it contains, and how it compares to Environmental Protection Agency (EPA) and state standards. We are committed to providing you with information because informed customers are our best allies. If you would like to observe the decision-making process that affect drinking water quality, please call TRACY ROBERTS at 620-783-5265.

Our drinking water is supplied from another water system through a Consecutive Connection (CC). Your water comes from Ground water.

Source Name	Source Water Type
CC FROM CHEROKEE CO RWD 8 EMERGENCY	Ground water
CC FROM MO AMERICAN JOPLIN	Surface water
WELL 01 EMERGENCY	Ground water
WELL 02 EMERGENCY	Ground water
WELL 03 EMERGENCY	Ground water
WELL 04	Ground water

Buyer Name	Seller Name
KS2002113 - GALENA, CITY OF	MO AMERICAN JOPLIN

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as those 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 (800-426-4791). 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).
The sources of drinking water (both tap water and bottled water) included 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 sources water before we treat it include:

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

Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban storm water 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 storm water run-off, agriculture, and residential users.

Radioactive contaminants, which can be naturally occurring or the result of mining activity.

Organic contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and also come from gas stations, urban storm water run-off, and septic systems.
In order to ensure that tap water is safe to drink, EPA prescribes regulation which limits the amount of certain contaminants in water provided by public water systems. We treat our water according to EPA's regulations. Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

Our water system is required to test a minimum of 3 sample(s) per month in accordance with the Revised Total Coliform Rule for microbiological contaminants. 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, the water supplier must notify the public.

Water Quality Data

The following tables list all of the drinking water contaminants which were detected during the 2025 calendar year. The presence of these contaminants does not necessarily indicate the water poses a health risk. Unless noted, the data presented in this table is from the testing done January 1- December 31, 2025. The state requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, is more than one year old. **The bottom line is that the water that is provided to you is safe.**

Terms & Abbreviations

Maximum Contaminant Level Goal (MCLG): the "Goal" is the level of a contaminant in drinking water below which there is no known or expected risk to human health. MCLGs allow for a margin of safety.

Maximum Contaminant Level (MCL): the "Maximum Allowed" is 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.

Secondary Maximum Contaminant Level (SMCL): recommended level for a contaminant that is not regulated and has no MCL.

Action Level (AL): the concentration of a contaminant that, if exceeded, triggers treatment or other requirements.

Treatment Technique (TT): a required process intended to reduce levels of a contaminant in drinking water.

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.

Non-Detects (ND): lab analysis indicates that the contaminant is not present.

Parts per Million (ppm): or milligrams per liter (mg/L)

Parts per Billion (ppb): or micrograms per liter (µg/L)

Picocuries per Liter (pCi/L): a measure of the radioactivity in water.

Millirems per Year (mrem/yr): measure of radiation absorbed by the body.

Monitoring Period Average (MPA): An average of sample results obtained during a defined time frame, common examples of monitoring periods are monthly, quarterly and yearly.

Nephelometric Turbidity Unit (NTU): a measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person. Turbidity is not regulated for groundwater systems.

Running Annual Average (RAA): an average of sample results obtained over the most current 12 months and used to determine compliance with MCLs.

Locational Running Annual Average (LRAA): Average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters.

Testing Results for: GALENA, CITY OF

Microbiological	Result	MCL	MCLG	Typical Source
COLIFORM (TCR)	In the month of July, 1 sample(s) returned as positive	Treatment Technique Trigger	0	Naturally present in the environment

Regulated Contaminants	Collection Date	Highest Value	Range (Low/high)	Unit	MCL	MCLG	Typical Source
BARIUM	1/21/2025	0.091	0.091	ppm	2	2	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
FLUORIDE	1/21/2025	0.3	0.3	ppm	4	4	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories

There are no additional required health effects notices.

Radiological Contaminants	Collection Date	Highest Value	Range	Unit	MCL	MCLG	Typical Source
COMBINED RADIUM (-226 & -228)	6/12/2023	1.57	1.57	PCI/L	5	0	Erosion of natural deposits
GROSS ALPHA, INCL. RADON & U	6/12/2023	10	10	PCI/L	15	0	Erosion of natural deposits
RADIUM-226	6/12/2023	1.57	1.57	PCI/L	5	0	Erosion of natural deposits

Disinfection Byproducts	Sample Point	Period	Highest LRAA	Range	Unit	MCL	MCLG	Typical Source
TOTAL HALOACETIC ACIDS (HAA5)	1501 N COLUMBUS ST	2025	18	18 - 18	ppb	60	0	By-product of drinking water disinfection
TTHM	1501 N COLUMBUS ST	2025	24	24 - 24	ppb	80	0	By-product of drinking water chlorination

There is no safe level of lead in drinking water. 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.

Lead and Copper	Monitoring Period	90TH Percentile	Range (low/high)	Unit	AL	Sites Over AL	Typical Source
COPPER, FREE	2023 - 2025	0.043	0.0051 - 0.15	ppm	1.3	0	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
LEAD	2023 - 2025	0	0 - 4.6	ppb	15	0	Corrosion of household plumbing systems; Erosion of natural deposits

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. **GALENA, CITY OF** is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water. If you are concerned about lead in your water and wish to have your water tested, contact **GALENA, CITY OF** at **620-783-5265**. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at http://www.epa.gov/safewater/lead.

The Lead and Copper rules require water systems to develop and maintain a Service Line Inventory. The service line is the underground pipe that supplies your home or building with water. To view the Service Line Inventory, which lists the material type(s) for your location, you may view the inventory at: **[Insert a direct link to the website or physical location/address where the inventory is publicly accessible to be viewed]**.

Chlorine/Chloramines Maximum Disinfection Level	MPA	MPA Units	RAA	RAA Units
6/1/2025 - 6/30/2025	5.40000	MG/L	2.80000	MG/L

Secondary Contaminants – Non-Health Based Contaminants - No Federal Maximum Contaminant Level (MCL) Established.	Collection Date	Highest Value	Range (low/high)	Unit	SMCL
ALKALINITY, TOTAL	1/21/2025	170	170	MG/L	300
CALCIUM	1/21/2025	47	47	MG/L	200
CHLORIDE	1/21/2025	24	24	MG/L	250
CONDUCTIVITY @ 25 C UMHOS/CM	1/21/2025	440	440	UMHO/CM	1500
CORROSIVITY	1/21/2025	0.2	0.2	LANG	0
HARDNESS, TOTAL (AS CACO3)	1/21/2025	180	180	MG/L	400
MAGNESIUM	1/21/2025	16	16	MG/L	150
MANGANESE	1/21/2025	0.0077	0.0077	MG/L	0.05
NICKEL	1/21/2025	0.0011	0.0011	MG/L	0.1
PH	1/21/2025	7.7	7.7	PH	8.5
POTASSIUM	1/21/2025	1.7	1.7	MG/L	100
SILICA	1/21/2025	8.1	8.1	MG/L	50
SODIUM	1/21/2025	13	13	MG/L	100
SULFATE	1/21/2025	43	43	MG/L	250
TDS	1/21/2025	270	270	MG/L	500
ZINC	1/21/2025	0.11	0.11	MG/L	5

Additional Required Health Effects Language:

Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.

There are no additional required health effects violation notices.

Some or all of our drinking water is supplied from another water system. The table below lists all of the drinking water contaminants, which were detected during the 2025 calendar year from the water systems that we purchase drinking water from.

2025 Annual

WATER QUALITY REPORT

Joplin
PWS ID: MO5010413

MISSOURI
AMERICAN WATER

WE KEEP LIFE FLOWING®

Water Quality Report **Summary**

We are proud to share our annual Water Quality Report – also known as a Consumer Confidence Report or CCR.

This report provides important details about your drinking water – like where it comes from and what we detected when we sampled. It also explains the importance of protecting water sources and the extensive effort required to deliver safe, clean, and reliable drinking water service – reminding us that keeping water clean is everyone's responsibility.

We are pleased to report that in 2025, your water met state and federal drinking water requirements.

There is more to it than just sampling!

Dedicated employees.

Our employees care deeply about providing essential water and wastewater services to the customers they serve. From the people collecting samples to those working in the treatment plant to those that keep water flowing through the pipes, our employees strive to be the best at what they do!

National recognition.

Our Joplin Treatment Plant was nationally recognized by the U.S. EPA Partnership for Safe Drinking Water Program. We received the 25 Year Directors Award for our long-term commitment to improve operations, deliver excellent performance, and protect public health and the environment.

Investing in your water.

At Missouri American Water, we know how important it is to keep our water system reliable and resilient. Last year, we invested more than $500 million across the state to upgrade water and wastewater treatment and pipeline systems.

Your Voice Matters.

Missouri American Water welcomes your feedback about your water. If you would like to share your thoughts, ask questions, or receive a copy of this report, call our Customer Service team Monday–Friday, 7 a.m. to 7 p.m., at 1-866-430-0820. You can also visit Missouriamwater.com and follow us on Facebook, X, Instagram, LinkedIn and YouTube.

IMPORTANT: Please share this information with anyone who drinks this water (or their guardians), especially those who may not have received this report 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, mail, email, or another method.

ENGLISH
This report contains important information about your drinking water. Translate it, or speak with someone who understands it at the number listed below.

SPANISH/ESPAÑOL
Este informe contiene información importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien llamando al número de teléfono que aparece debajo.

TRADITIONAL CHINESE/繁體中文
該報告包含有關您的飲用水的重要資訊。請將其翻譯，或撥打以下電話與理解報告內容之人士溝通。

TRADITIONAL CHINESE (HONG KONG)/繁體中文 (香港地區)
該報告載有關乎閣下飲用水之重要資訊。請將報告內容翻譯，或致電下列號碼，與精通報告內容之人士聯絡。

SIMPLIFIED CHINESE/简体中文
本报告包含关于您的饮用水的重要信息。请将其翻译，或拨打以下电话与理解报告内容的人员沟通。

CREOLE/KREYÒL AYISYEN
Rapò sa a gen ladan enfòmasyon enpòtan sou dlo pou bwè a. Tradui li, oubyen pale ak yon moun ki konprann li nan nimewo ki endike anba a.

CROATIAN/HRVATSKI
Ovo izvješće sadrži važne informacije u vezi vaše pitke vode. Dajte ga prevesti, ili razgovarajte s osobom koja ga razumije, a koju osobu možete kontaktirati na donji broj.

GERMAN/DEUTSCH
Dieser Bericht enthält wichtige Informationen zu Ihrem Trinkwasser. Lassen Sie ihn übersetzen oder rufen Sie die unten angegebene Telefonnummer an, um mit jemandem zu sprechen, der Ihnen den Inhalt erklären kann.

GUJARATI/ગુજરાતી
આ રિપોર્ટમાં તમારા પીવાના પાણી વિશે મહત્વપૂર્ણ માહિતી છે. તેનો અનુવાદ કરો અથવા નીચે આપેલ નંબર પર તેને સમજતા કોઈ વ્યક્તિ સાથે વાત કરો.

HINDI/हिन्दी
इस रिपोर्ट में आपके पीने के पानी के बारे में महत्वपूर्ण जानकारी है। इसका अनुवाद करें, या नीचे दिए गए नंबर पर इसे समझने वाले किसी व्यक्ति से बात करें।

HMONG/HMOOB
Daim ntawv tshaj qhia no muaj cov ntaub ntawv tseem ceeb txog koj cov dej haus. Txhais nws, lossis tham nrog ib tus neeg uas nkag siab txog nws ntawm tus nab npawb xov tooj uas teev tseg hauv qab no.

ITALIAN/ITALIANO
Questo resoconto contiene informazioni importanti sulla sua acqua potabile. Lo traduca oppure ne parli con qualcuno che lo comprende al numero elencato di seguito.

KOREAN/한국어
이 보고서는 귀하가 마시는 물에 관한 중요한 정보를 담고 있습니다. 아래에 기재된 전화번호로 연락하여 번역을 요청하거나, 내용을 이해하는 사람과 상담하십시오.

POLISH/POLSKI
Niniejszy raport zawiera ważne informacje dotyczące wody pitnej. Proszę go przetłumaczyć lub skontaktować się z osobą, która go rozumie, dzwoniąc pod numer podany poniżej.

PORTUGUESE/PORTUGUÊS
Este relatório contém informações importantes sobre sua água potável. Para obter uma tradução ou conversar com alguém que compreenda o conteúdo, ligue para o número fornecido abaixo.

RUSSIAN/РУССКИЙ ЯЗЫК
Этот отчет содержит важную информацию о Вашей питьевой воде. Переведите его или обратитесь к кому-либо, кто его понимает, позвонив по указанному ниже номеру.

TAGALOG
Ang ulat na ito ay naglalaman ng mahalagang impormasyon tungkol sa iyong inuming tubig. Isalin ito, o makipag-usap sa isang taong nakakaunawa nito sa numerong nakalista sa ibaba.

VIETNAMESE/TIẾNG VIỆT
Bản báo cáo này chứa đựng những thông tin quan trọng về nước uống của quý vị. Vui lòng dịch nội dung này hoặc liên hệ với người hiểu được nội dung này tại số điện thoại được liệt kê bên dưới.

العربية/ARABIC
يحتوي هذا التقرير على معلومات مهمة حول مياه الشرب الخاصة بك. يُرجى ترجمته أو التحدث مع شخص يفهمه من خلال الاتصال على الرقم المذكور أدناه.

فارسی/FARSI
این گزارش حاوی اطلاعات مهمی درباره آب آشامیدنی شما است. آن را ترجمه کنید، یا با شخصی که آن را درک می کند از طریق شماره ذکر شده در زیر تماس بگیرید.

1-866-430-0820

Water Quality **Results**

Our team of experts conducts extensive sampling on the quality of your water. The tables on the following pages show the substances that were detected. This includes substances with drinking water limits and some that are not currently regulated. Definitions are also provided to help you understand key terms and acronyms.

Most results come from samples collected last year. Some results are from previous years because less sampling is required if levels remain consistently low.

For more information about the results included in these tables, including lead tap sampling, please contact our Customer Service Center at 1-866-430-0820.

REGULATED SUBSTANCES - Collected at the Treatment Plant

Substance (with units)	Compliance Achieved	MCLG	MCL	Groundwater Wells			Shoal Creek Surface Water			Typical Source
				Year Sampled	Highest Result	Range Detected	Year Sampled	Highest Result	Range Detected	
Alpha Emitters (pCi/L)	Yes	0	15	2024	4.4	ND – 4.4	2024	ND	ND	Erosion of natural deposits
Barium (ppm)	Yes	2	2	2025	0.2	ND – 0.2	2025	ND	ND	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Combined Radium (pCi/L)	Yes	0	5	2024	1.1	ND – 1.1	2024	ND	ND	Erosion of natural deposits
Fluoride (ppm)	Yes	4	4	2025	0.17	ND – 0.17	2025	1.1	0.5 – 1.1	Erosion of natural deposits; Water additive which promotes strong teeth
Nitrate (ppm)	Yes	10	10	2025	0.3	ND – 0.3	2025	2.3	2.3	Runoff from fertilizer use; Leaching from septic, sewage; Erosion of natural deposits

LEAD AND COPPER MONITORING PROGRAM - At least 30 tap water samples collected at customers' taps every 3 years

Substance (with units)	Monitoring Period	Compliance Achieved	MCLG	Action Level	90th Percentile	Range Detected	Number of Sites Sampled	Sites Above Action Level	Typical Source
Lead (ppb)	2024	Yes	0	15	5	ND – 24	30	1	Corrosion of household plumbing systems
Copper (ppm)	2024	Yes	1.3	1.3	0.036	ND – 0.075	30	0	Corrosion of household plumbing systems

Lead and Copper: Compliance is achieved when at least 90% of samples collected from water standing in contact with plumbing for at least 6 hours are below the Action Level. Complete lead tap sampling data are available for review by contacting Customer Service at 1-866-430-0820.

TURBIDITY - Continuous Monitoring at the Treatment Plant							
Substance (with units)	**Year Sampled**	**Compliance Achieved**	**MCLG**	**MCL**	**Highest Single Measurement**	**Lowest Monthly % of Samples ≤ 0.3 NTU**	**Typical Source**
Turbidity (NTU)	2025	Yes	NA	TT = Results > 0.3 NTU	0.041	100 %	Soil runoff

Turbidity: Turbidity is the clarity of the water. It is measured as an indicator of water quality and the effectiveness of the filtration system. Compliance with the turbidity Treatment Technique (TT) is achieved when 95% of four-hour filtered water readings are 0.3 NTU or lower and no readings are greater than 1 NTU.

TREATMENT BYPRODUCTS PRECURSOR REMOVAL - Collected at the Treatment Plant								
Substance (with units)	**Year Sampled**	**Compliance Achieved**	**MCLG**	**MCL**	**Lowest RAA**	**Range of Monthly Ratios**	**Number of Quarters Out of Compliance**	**Typical Source**
Total Organic Carbon (TOC)	2025	Yes	NA	TT = Running annual average < 1.0	1.5	1.0 – 4.5	0	Naturally present in the environment

Total Organic Carbon: Although the concentration is measured as ppm, the values shown are ratios used to determine compliance. Compliance with the Treatment Technique (TT) is based on the lowest running annual average (RAA) of monthly ratios of the treatment removal achieved compared to required removal. A minimum annual average ratio of 1.00 is required.

DISINFECTION BYPRODUCTS - Collected in the Distribution System							
Substance (with units)	**Year Sampled**	**Compliance Achieved**	**MCLG**	**MCL**	**Highest LRAA**	**Range Detected**	**Typical Source**
Total Trihalomethanes (TTHMs) (ppb)	2025	Yes	NA	80	30	16 – 27	By-product of drinking water disinfection
Haloacetic Acids (HAAs) (ppb)	2025	Yes	NA	60	29	9 – 22	By-product of drinking water disinfection

Haloacetic Acids (HAAs) and Total Trihalomethanes (TTHMs): Compliance based on the highest LRAA (locational running annual average) that is calculated quarterly. The highest quarterly LRAA is provided in the table.

DISINFECTANTS - Collected in the Distribution System and at the Treatment Plant							
Substance (with units)	**Year Sampled**	**Compliance Achieved**	**MRDLG**	**MRDL**	**Result**	**Range Detected**	**Typical Source**
Chloramines (ppm) Distribution System	2025	Yes	4	4	2.5 [1]	2.4 – 2.7	Water additive used to control microbes
Chloramines (ppm) Treatment Plant	2025	Yes	NA	TT = Results < 1.0	2.2 [2]	2.2 – 3.5	Water additive used to control microbes

Chloramines: A public water system is compliant with the MRDL if the running annual average of monthly averages of samples taken in the distribution system computed quarterly is less than or equal to the MRDL.

1 - Data represents the highest monthly average of chlorine residuals measured throughout our distribution system.

2 - Data represents the lowest residual entering the distribution system from our water treatment plant

ADDITIONAL WATER QUALITY PARAMETERS OF INTEREST - Water Leaving the Treatment Facility							
Substance (with units)	Groundwater Wells			Shoal Creek Surface Water			Comments
	Year Sampled	Highest Result	Range Detected	Year Sampled	Highest Result	Range Detected	
Aluminum (ppm)[1]	2025	ND	ND	2025	0.02	0.02	Can cause discoloration
Calcium (ppm)	2025	37	25 – 37	2025	58	58	Naturally occurring
Chlorate (ppm)	NA	NA	NA	2025	0.78	0.12 – 0.78	By-product of drinking water disinfection
Chloride (ppm)[1]	2025	5.5	3.1 – 5.5	2025	23	23	Can cause salty taste
Magnesium (ppm)	2025	17	13 – 17	2025	4	4	Naturally occurring
pH (SU)[1]	2025	8.2	7.2 – 8.2	2025	8.2	7.2 – 8.2	Naturally occurring
Silica (ppm)	2025	11	ND - 11	2025	ND	ND	Naturally occurring
Sodium (ppm)[2]	2025	6.6	3.7 – 6.6	2025	17	17	Naturally occurring
Sulfate (ppm)[1]	2025	13	12 – 13	2025	9	9	Can cause salty taste
Total Dissolved Solids (ppm)[1]	2025	148	82 – 148	2025	192	192	Can leave deposits
Total Hardness (ppm $CaCO_3$)	2023	174	137 – 174	2025	182	139 – 182	Sum of Calcium and Magnesium

1 - Substances with secondary maximum contaminant levels (SMCLs) do not have MCLGs; The EPA has established SMCLs as guidelines to assist public water systems in managing their drinking water for aesthetic considerations, such as taste, color, and odor.
2 - For healthy individuals, the sodium intake from water is not important because a much greater intake of sodium takes place from salt in the diet. However, sodium levels above the recommended upper limit may be of concern to individuals on a sodium restricted diet.

Availability of Monitoring Data for Unregulated Contaminants

Unregulated contaminants are those for which the EPA has not established drinking water standards. Unregulated contaminant monitoring helps EPA to determine where certain contaminants occur and whether the Agency should consider regulating those contaminants in the future. Every five years, the EPA issues a new list of no more than 30 unregulated contaminants to be monitored. More information is available at https://www.epa.gov/dwucmr/fifth-unregulated-contaminant-monitoring-rule

In 2024, Missouri American Water's Joplin District participated in the latest round of sampling under the Unregulated Contaminant Monitoring Rule (UCMR 5). The table below provides information on the unregulated contaminants that were detected in the water system under the current round of monitoring

UNREGULATED CONTAMINANT MONITORING - Collected at the Treatment Plant							
Parameter	Year Sampled	Groundwater Wells		Shoal Creek Surface Water		U.S. EPA MCL (effective 2029)	Typical Source
		Average Amount Detected	Range Low-High	Average Amount Detected	Range Low-High		
Perfluorooctanoic acid (PFOA)	2024	ND	ND	ND	ND	4.0 ppt	Discharge from manufacturing and industrial chemical facilities, use of certain consumer products, occupational exposures, and certain firefighting activities.
Perfluorooctanesulfonic acid (PFOS)	2024	ND	ND	ND	ND	4.0 ppt	
Hexafluoropropylene oxide dimer acid (HFPO-DA) (GenX chemicals)	2024	ND	ND	ND	ND	10 ppt	
Perfluorohexane sulfonic acid (PFHxS)	2024	ND	ND	ND	ND	10 ppt	
Perfluorononanoic acid (PFNA)	2024	ND	ND	ND	ND	10 ppt	
Perfluorobutanesulfonic acid (PFBS)	2024	ND	ND	ND	ND	NA	
Hazard Index[1]	2024	ND	ND	ND	ND	1	
Lithium	2024	14 ppb	9 – 27 ppb	ND	ND	NA	Naturally occurring with multiple commercial uses

[1]Hazard Index or HI. The Hazard Index is an approach that determines the health concerns associated with mixtures of certain PFAS in finished drinking water. Low levels of multiple PFAS that individually would not likely result in adverse health effects may pose health concerns when combined in a mixture. The Hazard Index MCL represents the maximum level for mixtures of PFHxS, PFNA, HFPO–DA, and/or PFBS allowed in water delivered by a public water system. A Hazard Index greater than 1 requires a system to take action.

For more information on the U.S. EPA's PFAS drinking water standards, including the Hazard Index, please visit https://www.epa.gov/sdwa/and-polyfluoroalkyl-substances-pfas

PFAS chemicals are unique, so two PFAS chemicals at the same level typically do not present the same risk. Therefore, you should not compare the results for one PFAS chemical against the results of another.

Tested for, but **Not Detected**

- 1,1,1-Trichloroethane
- 1,1,2-Trichloroethane
- 1,1-Dichloroethene
- 1,2,4-Trichlorobenzene
- 1,2-Dibromo-3-chloropropane
- 1,2-Dibromoethane (EDB)
- 1,2-Dichlorobenzene
- 1,2-Dichloroethane
- 1,2-Dichloropropane
- 1,4-Dichlorobenzene
- 11Cl-PF3OUdS
- 2,4,5-T
- 2,4,5-TP (Silvex)
- 2,4'-D
- 2,4-DB
- 3,5-Dichlorobenzoic Acid
- 3-Hydroxycarbofuran
- 4:2FTS
- 6:2FTS
- 8:2 FTS
- 9Cl-PF3ONS
- Acifluorfen
- ADONA
- Alachlor
- Aldicarb
- Aldicarb Sulfone
- Aldicarb Sulfoxide
- Antimony - Total
- Arochlor-1016
- Arochlor-1221
- Arochlor-1232
- Arochlor-1242
- Arochlor-1248
- Arochlor-1254
- Arochlor-1260
- Arsenic – Total
- Atrazine
- Bentazon
- Benzene
- Benzo(a)pyrene
- Beryllium – Total
- Boron – Total
- Bromate
- Bromoform
- Cadmium - Total
- Carbaryl (Sevin)
- Carbofuran
- Carbon tetrachloride
- Chlorobenzene
- Chromium - Total
- cis-1,2-Dichloroethene
- Cobalt - Total
- Copper - Total
- Cyanide – Total
- Dacthal
- Dalapon
- Di(2-ethylhexyl)adipate
- Di(2-ethylhexyl)phthalate
- Dibromoacetic Acid
- Dicamba
- Dichloroprop
- Dinoseb
- Diquat
- Endothall
- Endrin
- Ethylbenzene
- Gamma-BHC (Lindane)
- Glyphosate
- Heptachlor
- Heptachlor epoxide
- Hexachlorobenzene
- Hexachlorocyclopentadiene
- HFPO-DA
- Iron – Total
- Lead - Total
- Manganese - Total
- Mercury – Total
- Methiocarb
- Methomyl
- Methoxychlor
- Methyl tert-butyl ether (MTBE)
- Methylene chloride
- Molybdenum – Total
- Monobromoacetic Acid
- Monochloroacetic Acid
- NFDHA
- Nickel - Total
- Nitrite – N
- Oxamyl (Vydate)
- Pentachlorophenol
- PFBA
- PFBS
- PFDA
- PFDoA
- PFEESA
- PFHpA
- PFHpS
- PFHxA
- PFHxS
- PFMBA
- PFMPA
- PFNA
- PFOA
- PFOS
- PFPeA
- PFPeS
- PFUnA
- Picloram
- Potassium - Total
- Selenium – Total
- Silver – Total
- Simazine (Princep)
- Strontium - Total
- Styrene
- Technical Chlordane
- Tetrachloroethene (PCE)
- Thallium - Total
- Toluene
- Total PCBs
- Toxaphene
- trans-1,2-Dichloroethene
- Trichloroethene (TCE)
- Vanadium – Total
- Vinyl chloride
- Xylene - Total
- Zinc – Total

Definition of Terms

These are terms that may appear in your report.

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

Contaminant: Any physical, chemical, biological, or radiological substance or matter in water.

Hazard Index: The Hazard Index is an approach that determines the health concerns associated with mixtures of certain PFAS in finished drinking water. Low levels of multiple PFAS that individually would not likely result in adverse health effects may pose health concerns when combined in a mixture. The Hazard Index MCL represents the maximum level for mixtures of PFHxS, PFNA, HFPO-DA, and/or PFBS allowed in water delivered by a public water system. A Hazard Index greater than 1 requires a system to take action.

Herbicide: Any chemical(s) used to control undesirable vegetation.

Level 1 Assessment: A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

Level 2 Assessment: A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

LRAA: Locational Running Annual Average

Maximum Contaminant Level (MCL): 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. See also Secondary Maximum Contaminant Level (SMCL).

Maximum Contaminant Level Goal (MCLG): 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.

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.

MFL: Million fibers per liter

micromhos per centimeter (µmhos/cm): A measure of electrical conductance.

NA: Not applicable

ND: Not detected

Nephelometric Turbidity Units (NTU): Measurement of the clarity, or turbidity, of the water.

parts per billion (ppb): One part substance per billion parts water; equal to micrograms per liter (µg/L)

parts per million (ppm): One part substance per million parts water; equal to milligrams per liter (mg/L)

parts per trillion (ppt): One part substance per trillion parts water; equal to nanograms per liter (ng/L)

Pesticide: Generally, any substance or mixture of substances intended for preventing, destroying, repelling, or mitigating any pest.

pH: A measurement of acidity, 7.0 being neutral.

picocuries per liter (pCi/L): Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

Primary Drinking Water Standard (PDWS): MCLs for contaminants that affect health along with their monitoring and reporting requirements and water treatment requirements.

RAA: Running Annual Average

Secondary Maximum Contaminant Level (SMCL): Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

TON: Threshold Odor Number

Total Dissolved Solids (TDS): An overall indicator of the amount of minerals in water.

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

Variances and Exemptions: State or EPA permission not to meet an MCL or utilize a treatment technique under certain conditions.

µg/L: Micrograms per liter

%: Percent

MEASUREMENTS

Parts Per Million

in a 10 gallon fish tank

Parts Per Billion

in a 10,000 gallon swimming pool

Parts Per Trillion

in 35 junior size Olympic pools

Important Information About **Drinking Water**

Special Health Information

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/Centers for Disease Control and Prevention (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 (800-426-4791) or on EPA's website epa.gov/safewater.

Chloramines

Chloramines are a Missouri and federally approved alternative to free chlorine for water disinfection. Chloramines can reduce disinfection byproduct formation and may help reduce concerns related to taste. Chloramines are also used by many American Water systems and many other water utilities nationally.

Chloramines have the same effect as chlorine for typical water uses with the exception that chloramines must be removed from water used in kidney dialysis and fish tanks or aquariums.

Treatments to remove chloramines are different than treatments for removing chlorine. Please contact your physician or dialysis specialist for questions pertaining to kidney dialysis water treatment. Contact your pet store or veterinarian for questions regarding water used for fish and other aquatic life.

Fluoride

Fluoride is a naturally occurring substance. It can be present in drinking water from two sources:

1. **By nature** when groundwater comes into contact with fluoride-containing minerals naturally present in the earth; or
2. **By a water purveyor** through addition of fluoride to the water they are providing in the distribution system.

Our source water in the Joplin system has naturally-occurring fluoride in both sources and has fluoride added to meet the requirements of the Joplin City ordinance. The fluoride levels at our treatment plant are adjusted to achieve an optimal fluoride level of 0.8 parts per million (ppm) and a control range of 0.6 ppm to 1.0 ppm to comply with the city of Joplin's Fluoridation Standards. As the naturally-occurring fluoride levels in the surface and groundwater sources fluctuate throughout the year, treatment is adjusted, as necessary.
The U.S. EPA limit for fluoride in drinking water is 4.0 mg/L. The U.S. EPA also recommends, as a secondary standard, that drinking water contain no more than 2.0 mg/L of fluoride. This secondary standard is a non-enforceable guideline and is intended to help children avoid dental fluorosis.

Nitrates

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 or you are pregnant, you should ask for advice from your health care provider.

PFAS

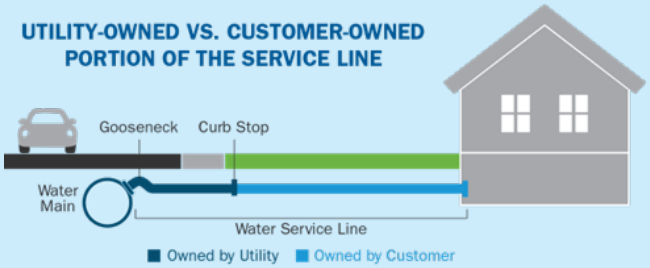
Per- and polyfluoroalkyl substances (PFAS) are manufactured chemicals used in many household products including nonstick cookware (e.g., Teflon™), stain repellants (e.g., Scotchgard™), and waterproofing (e.g., GORE-TEX™). They are also used in industrial applications such as in firefighting foams and electronics production. There are thousands of PFAS chemicals, and they persist in the environment. Two well-known PFAS chemicals are perfluorooctanoic acid (PFOA) and perfluorooctane sulfonic acid (PFOS). These were phased out of production in the United States and replaced by hexafluoropropylene oxide-dimer acid (commonly known as GenX), perfluorobutane sulfonic acid (PFBS) and others.

The science and regulation of PFAS and other contaminants is always evolving, and Kentucky American Water strives to be a leader in research and development. PFAS contamination is one of the most rapidly changing areas in the drinking water field. We have invested in our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critically important to addressing this issue

For more information, contact our Customer Service Organization at 1-866-430-0820, M-F, 7 a.m. to 7 p.m.

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. American Water 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.



Please note: This diagram is a generic representation. Variations may apply.

Check your plumbing and service line.
If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at 1-866-430-0820.

The most common source of lead in tap water is from the customer's plumbing and their service line.

The utility-owned water mains are not made of lead; however, the water service line that carries the water from the water main in the street to your home could be. Homeowners' service lines may be made of lead, copper, galvanized steel or plastic. You can assess your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve.

Steps to Reduce Your Potential Exposure to Lead in Drinking Water

Steps we are taking:

Corrosion of pipes, plumbing fittings and fixtures may cause lead and copper to enter drinking water. To assess corrosion of lead and copper, Missouri American Water's Joplin District conducts tap sampling for lead and copper at selected sites every three years.

To ensure the treatment is operating effectively, Missouri American Water's Joplin District monitors water quality parameters set by the Missouri Department of Natural Resources every six months.

Steps you can take:

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

1. Replace any lead service lines. If you have a lead service line, replace it.
2. Flush your taps. The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than 6 hours, flush the tap with cold water for 30 seconds to 2 minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.
3. Use cold water for drinking and cooking. Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.
4. Routinely remove and clean all faucet aerators.
5. Check to see if your interior plumbing or faucets contain lead and replace any that do. Look for the "Lead Free" label when replacing or installing plumbing fixtures.
6. Follow manufacturer's instructions for replacing water filters in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.
7. Flush after plumbing changes. Changes to your service line, meter or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the aerator from each faucet and run the water for 3 to 5 minutes.

Note: Homeowners are responsible for their in-home plumbing. Plumbing fixtures like faucets, valves and solder can contain small amounts of lead. If lead exists in your internal plumbing or fixtures, we recommend that you follow the above tips to help reduce your potential exposure to lead. If you have concerns about the plumbing in your home, please contact a licensed plumber.

Determining Your **Service Line Material**

Homeowners' service lines are most commonly made of lead, copper, galvanized steel or plastic. Homes built before 1930 are more likely to have lead plumbing systems.

There are different ways that you can determine if you have a lead service line.

- You can access your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve and identify the pipe material using the chart on the right.
- A licensed and insured plumber can inspect your pipes and plumbing.
- Lead test kits can be purchased at local hardware and home improvement stores. These kits are used to test paint, but can also be used to test pipe – not the water inside. Look for an EPA recognized kit. Wash your hands after inspecting plumbing and pipes.

Your Service Line Material

At Missouri American Water, providing safe, reliable water service is our top priority. The Lead and Copper Rule Revisions finalized in 2021 require that all water providers share with customers the material of the utility-owned and customer-owned service lines that provide water to their property.

To support this initiative, Missouri American Water created an interactive map to help our customers learn or identify their service line material and the next steps they can take to support this initiative. To access the online inventory map, please visit https://www.amwater.com/servicelineinventory.

Please note: if your service lines contain lead, it does not mean you cannot use water as you normally do. Missouri American Water tests for lead in drinking water and our water meets state and federal water quality regulations, including those set for lead. For added protection and to comply with the new legislation, we will be removing lead and lead/galvanized piping from service lines over time. For more information on lead in drinking water, please visit Missouriamwater.com/leadfacts.

If you visit our interactive map and the customer-owned portion of the service line material is listed as unknown, help us identify the material.

Due to age or lack of records, your service line material may be unknown. Help us by identifying and reporting your service line material online:

- **Visit** Missouriamwater.com/leadfacts and search for your address.
- **Follow the instructions,** answer a few questions and upload a photo of your service line material.
- **CLICK "SUBMIT!"**

Types of Pipe

	• Galvanized: A dull, silver-gray color. Use a magnet—strong magnets will typically cling to galvanized pipes.
	• Copper: The color of a copper penny.
	• Plastic: Usually white, rigid pipe that is jointed to water supply piping with a clamp. Note: It can be other colors, including blue and black.
	• Lead: A dull, silver-gray color that is easily scratched with a coin. Use a magnet—strong magnets will not cling to lead pipes.

What are the **Sources of Contaminants?**

To protect public health, the Environmental Protection Agency prescribes regulations which limit the amount of certain contaminants in tap water provided by public water systems. The Food and Drug Administration regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

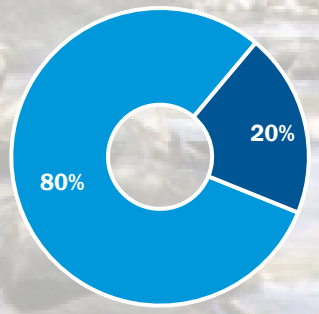
Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily mean that water poses a health risk. More information about contaminants and potential health effects can be obtained by contacting the Environmental Protection Agency by calling the Safe Drinking Water Hotline (800-426-4791) or visiting the website epa.gov/safewater.

Both tap water and bottled water come from 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. The water can also pick up and transport substances resulting from the presence of animals or from human activity. These substances are also called contaminants.

Contaminants are any physical, chemical, biological, or radiological substance or matter in water. 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.
Inorganic Contaminants	such as salts and metals, which can occur naturally in the soil or groundwater or may 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 occur naturally or be the result of oil and gas production and mining activities.

About Your **Drinking Water Supply**

Source Of Supply for Joplin



Where Your Water Comes From

Missouri American Water supplies quality drinking water to residential, commercial, and industrial customers in and around the City of Joplin that consists of a combination of surface water and groundwater. The primary source is Shoal Creek, which is supplemented by a system of deep wells. More information on your source water is available at http://drinkingwater.Missouri.edu. To access the information for your water system, you will need the state-assigned code (PWSID), which is printed at the top of this report. Learn more about local waterways at https://mywaterway.epa.gov/.

How it's Treated

Disinfection treatment: The water supplied to you is treated with chloramines to maintain water quality in the distribution system.

Protecting Your Drinking Water Supply

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect our shared water resources. This includes utilities, businesses, residents, government agencies and organizations. Everyone who lives, works, and plays in the area has a role and stake in clean water supplies.

What We're Doing

Our priority is to provide reliable, quality drinking water service for customers. The source of supply is an important part of that mission. We work to understand and reduce potential risks to your drinking water supply. We evaluate all of our source waters and have developed Source Water Protection Plans as needed with the support of the Missouri Department of Natural Resources. This is a voluntary program to identify and address potential threats to drinking water supplies. Stakeholder involvement is an important part of the program.

Here are a few of the efforts underway to protect our shared water resources:

Community Involvement: We have a proactive public outreach program to help spread the word and get people involved. This includes school education, contests, and other community activities.

Environmental Sponsorships: Each year, we fund projects that improve water resources in our local communities.

Pharmaceutical Collection: We sponsor drop box locations across the Commonwealth for residents to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies.

What Can You Do?

Quality drinking water starts upstream. Everyone can help maintain and improve drinking water supplies through the following actions:

- Properly dispose of pharmaceuticals, household chemicals, oils and paints.
- Check for leaks from automobiles and heating fuel tanks. Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.

Report any spills, illegal dumping or suspicious activity to the Missouri Department of Natural Resources here: https://dnr.mo.gov

For More Information

To learn more about your water supply and local activities, visit us online at Missouriamwater.com or contact the Source Water Protection Program at 1-866-430-0820.

Every Drop **Counts**

Six Simple Steps to **Save Water**

Fix any leaking faucets.
One drop every 2 seconds from a leaky faucet wastes 2 gallons of water every day. That's water — and money — down the drain.

Don't let faucets run when brushing, shaving, or washing the dishes. Just turning off the water while you brush can save 200 gallons a month.

Run washing machines and dishwashers only when they are full, or select the properly-sized wash cycle for the current laundry load.

Install water-saving shower heads and faucet aerators in the bathroom and kitchen (available at most home improvement stores and some supermarkets).

Don't wash your car at home. A car wash uses much less water and often recycles it, too.

Turn off automatic lawn and garden sprinklers when it's raining outside and at the end of the growing season.