



2023 Annual **WATER QUALITY REPORT**

Lakewood Manor
PWS ID: M05036020

**QUALITY. ONE MORE WAY
WE KEEP LIFE FLOWING.**



**MISSOURI
AMERICAN WATER**

WE KEEP LIFE FLOWING®

What is a Consumer Confidence Report (CCR)

Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

We are committed to delivering high quality drinking water service. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-866-430-0820.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-866-430-0820.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-866-430-0820.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-866-430-0820** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-866-430-0820** र हमें काल करें।

Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-866-430-0820.

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-866-430-0820.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-866-430-0820.

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A message from Missouri American Water's President



Rich Svindland

President, Missouri
American Water

Dear Missouri American Water Customer,

Having access to safe, reliable water service is something that can be easily taken for granted. At Missouri American Water, it's our top priority.

I am pleased to share with you our 2023 Consumer Confidence Report, which is a testament to the hard work and dedication of our employees. As you read through this annual water quality information, you will see that we continue to supply high quality drinking water service to keep your life flowing.

We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. In fact, we test for about 100 regulated contaminants as required by state and federal drinking water standards.

QUALITY: We take water quality so seriously that 6 of our surface water treatment plants have been nationally recognized with Directors Awards from the U.S. Environmental Protection Agency's (EPA) Partnership for Safe Water program for surpassing federal and state drinking water standards. We remain committed to protecting our sources of drinking water. We utilize advanced technology and detection methods that are paving the way for source water protection across the country.

SERVICE: Last year, we invested more than \$450 million to upgrade our water and wastewater treatment and pipeline systems in the communities we serve. These investments allowed us to improve water quality, water pressure and service reliability for our customers.

VALUE: While costs to provide water service continue to increase across the country, our investments help us provide high quality water service that remains an exceptional value for such an essential service.

We hope our commitment to you and our passion for water shines through in this report detailing the source and quality of your drinking water in 2023. We will continue to work to keep your life flowing – today, tomorrow and for future generations.

We are proud to be your local water service provider.

A handwritten signature in blue ink, appearing to read 'Rich Svindland'.

Rich Svindland
Missouri American Water

This report contains important information about your drinking water. Translate it or speak with someone who understands it at 866-430-0820 Monday-Friday, 7 a.m. to 7 p.m.



ATTENTION: Landlords and Apartment Owners

Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.



Water Quality Results

WATER QUALITY STATEMENT

We are pleased to report that during calendar year 2023, the test results of your drinking water complied with all state and federal drinking water requirements.

For your information, we have compiled a list displaying the test results of your drinking water during 2023. The Missouri Department of Natural Resources allows us to monitor for some contaminants less than once per year because the concentration of the contaminants does not change frequently. Some of our data, though representative, are more than one year old.





Mark of
Excellence



EVERY STEP OF THE WAY.

Our team monitors and tests your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. **In fact, American Water performs over one million tests annually for about 100 regulated contaminants, nationwide.**



EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. American Water is recognized as an industry leader in water quality and works cooperatively with the EPA so that drinking water standards and new regulations produce benefits for customers and public water suppliers. American Water has earned awards from the EPA's Partnership for Safe Water as well as awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.



WATER QUALITY. DOWN TO A SCIENCE.

Our team also has access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. American Water scientists refine testing procedures, innovate new methods, and set new standards for detecting potentially new contaminants—even before regulations are in place.



MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as Missouri American Water is investing in research and testing, we also understand the importance of investing in the pipes, pumps and plants that provide high-quality water service to you. Last year alone, **we invested more than \$450 million to improve our water and wastewater treatment and pipeline systems.**

About Your Drinking Water Supply

WHERE YOUR WATER COMES FROM

Missouri American Water supplies drinking water to customers in Lakewood Manor which comes from a groundwater well. 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/>.

Disinfection treatment: The water supplied to you is treated with chlorine.

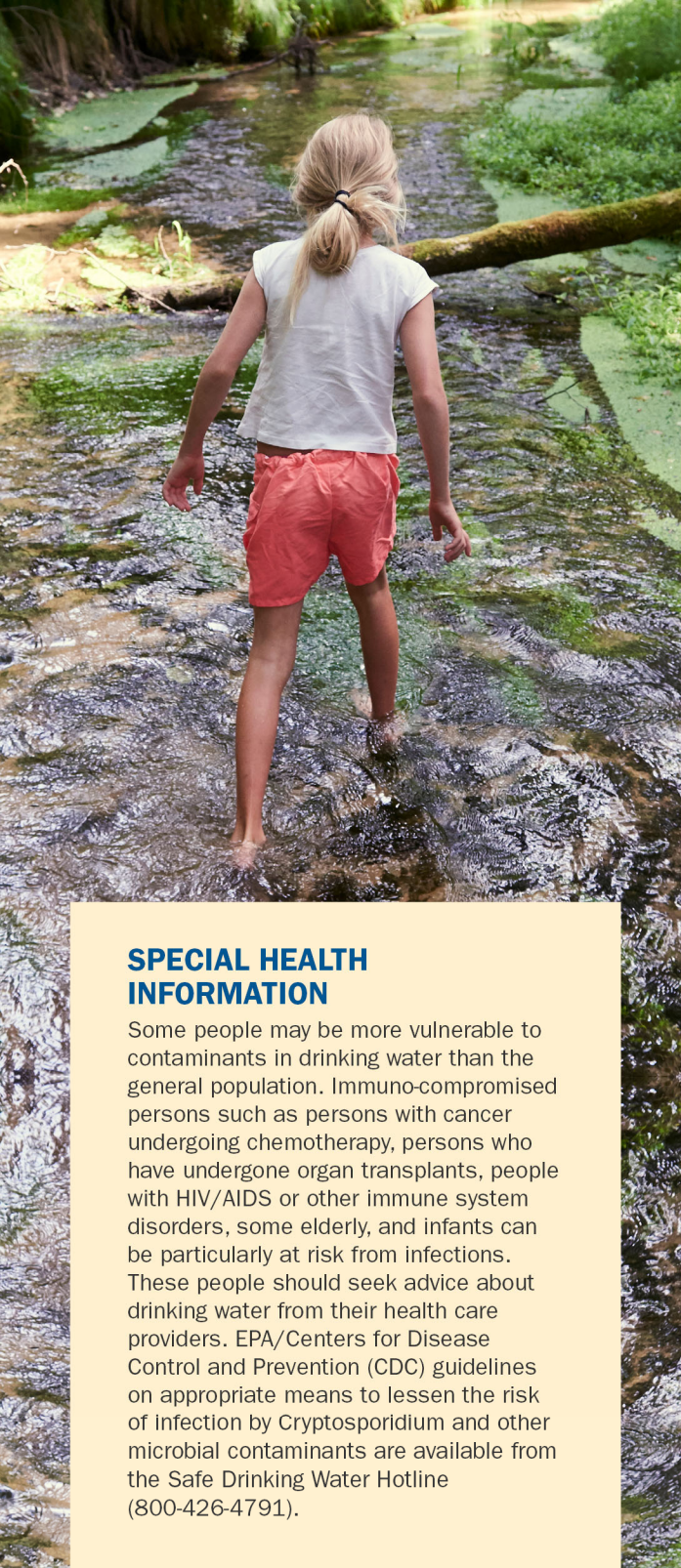


QUICK FACTS ABOUT MISSOURI AMERICAN WATER'S LAKEWOOD MANOR WATER SYSTEM

Water source:
Groundwater Wells

Average amount of water supplied to customers per day:
4 thousand gallons

Disinfection treatment:
Chlorine



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).

What are the Sources of Contaminants?

To provide tap water that is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration (FDA) 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 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 (800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, aquifers and/or groundwater. 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 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 be naturally occurring or may 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 agriculture, urban storm water runoff, and residential uses.
Organic Chemical Contaminants	including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and may also, come from gas stations, urban storm water runoff, and septic systems.
Radioactive Contaminants	which can be naturally occurring or may be the result of oil and gas production and mining activities.



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 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. Materials can impact waterways if poured down the drain, flushed down the toilet, or dumped on the ground.
- Check for leaks from automobiles and heating fuel tanks. Clean up any spills using an absorbent material like cat litter. Sweep up the material and put it in a sealed bag. Check with the local refuse facility for proper disposal.
- 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 how you can protect your water supply, visit us online at www.amwater.com/moaw

WHAT ARE WE 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 and other community activities.



Environmental Stewardship: Each year, employees participate in activities such as river clean-ups that help keep our waterways clean.



Source Water Assessment: This is a study and report unique to your source of drinking water that helps us identify potential contaminants and the potential for systems to be impacted by these sources.



Installation of Source Water Analyzers at our Surface Water Treatment Facilities. This allows us to better monitor incoming water quality at our surface water treatment facilities.