



July 16, 2025

Dear Customer,

New Jersey American Water is proud to be your water service provider, and we have an exceptional track record of meeting or surpassing water quality standards. Our customers are our number one priority, and we are proud to deliver clean, safe, reliable and affordable water and wastewater services to approximately 2.9 million people every day.

Prior to becoming your water service provider on June 25, 2024, the City of Salem Water System violated a drinking water standard for Perfluorononanoic Acid (PFNA) in 2022. **The source of the contamination was attributed to one well, which has been offline since August 2022, and your water currently meets all state and federal safe drinking water quality standards.** However, the New Jersey Department of Environmental Protection requires us to mail an annual letter and provide our customers with a quarterly update about the status of this issue until permanent PFNA treatment has been installed for the offline well, which is expected to be completed in December 2025.

Attached is our annual update, and future quarterly updates will be posted on our website at www.newjerseyamwater.com/salemcity until the permanent PFNA treatment has been installed.

We have been providing high-quality, reliable water service to our customers for more than a century, and we're committed to delivering that same standard of excellence to you. If you have any questions or concerns related to your drinking water quality, please contact our local water quality team at NJWaterQuality@amwater.com.

Thank you,
New Jersey American Water

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with Large Water Utilities in the
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IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

City of Salem Water System had levels of Perfluorononanoic Acid (PFNA) above a Drinking Water Standard, however, the drinking water currently meets all state and federal drinking water requirements.

As you know, in the third quarter of 2022, the City of Salem Water System violated a New Jersey drinking water standard, and as our customers, you have a right to know what happened, what you should do, what has been done and New Jersey American Water will continue to do to correct this situation. **New Jersey American Water – Salem is not providing water above the New Jersey PFNA drinking water standard. The water currently being provided to the City of Salem customers meets state and federal water quality standards.**

Specifically, the exceedance of the PFNA maximum contaminant level (MCL) was attributed to one well (WL001003), which has been out of service since August 12, 2022. The current water supply for the City of Salem comes from the remaining four groundwater wells. The Treatment Plant meets state and federal drinking water standards, including those set for PFNA.

You were previously notified of the PFNA maximum contaminant level (MCL) violation in public notices issued by the City of Salem on 6/27/22, 1/9/23, 3/8/23, 6/7/23, 9/8/23, 12/8/23, 3/8/24, 5/17/24. New Jersey American Water issued its first PFNA MCL notification after acquiring Salem City on 8/16/24. Subsequent notifications were sent on 11/15/24 and 2/13/25. We will continue to provide you with an updated public notice annually with updates to our website (www.newjerseyamwater.com/salemcity) every 3 months until we complete all approved remedial measures. Please email NJWaterQuality@amwater.com if you would like to request to continue to receive the three-month update via direct mail delivery.

New Jersey American Water - Salem routinely monitors for the presence of federal and state regulated drinking water contaminants. New Jersey adopted a standard, or MCL, for PFNA in 2018 and monitoring began for Salem Water System in 2021. The MCL for PFNA is 0.013 parts per billion (ppb) and is based on a running annual average (RAA), in which the four most recent quarters of monitoring data are averaged. On October 7, 2022, City of Salem received notice that the samples collected on September 19, 2022 showed that their system exceeded the PFNA MCL at treatment plant TP002009.

It should be noted that on May 5, 2025, a sample was collected, and the result for PFNA was not detected. The 3rd Quarter PFAS samples are scheduled to be collected in the middle of July. Those results will be shared in our next quarterly update. The quarterly PFNA levels are under the MCL of 0.013 ppb. The RAA for PFNA based on samples collected over the past year is 0.002 ppb.

What is PFNA?

Perfluorononanoic acid (PFNA) is a member of the group of chemicals called per- and polyfluoroalkyl substances (PFAS), that are man-made and used in industrial and commercial applications. PFNA has been historically used as a processing aid in the manufacturing of high-performance plastics that are resistant to harsh chemicals and high temperatures. Major sources of PFNA in drinking water include discharge from industrial facilities where it was made or used. Although the use of PFNA has decreased substantially, contamination is expected to continue indefinitely because it is extremely persistent in the environment and is soluble and mobile in water.

What does this mean?

**People who drink water containing PFNA in excess of the MCL over time could experience problems with their liver; kidney; immune system; or, in males, reproductive system. For females, drinking water containing PFNA in excess of the MCL over time may cause developmental delays in a fetus and/or an infant.*

** For specific health information see*

https://www.nj.gov/health/ceohs/documents/pfas_drinking%20water.pdf.

What should I do?

- Anyone concerned about their health should consult with their personal healthcare provider.
- The New Jersey Department of Health advises that infant formula and other beverages for infants, such as plain water or juice, should be prepared with bottled water when PFNA is elevated in drinking water.
- Pregnant, nursing, and women considering having children may choose to use bottled water for drinking and cooking to reduce exposure to PFNA.
- Other people may also choose to use bottled water for drinking and cooking to reduce exposure to PFNA.
- Although there are no home filters that are National Sanitation Foundation (NSF) International certified to remove PFNA, available home water filters have been tested to remove the closely related chemical Perfluorooctanoic Acid (PFOA) and may also reduce exposure to PFNA. If a water treatment device is used, it is important to follow the manufacturer's guidelines for maintenance and operation. (NSF does not certify reduction of PFOA to the NJ MCL for PFOA.)
- Boiling your water will not remove PFNA.

For more information, see <https://www.nj.gov/dep/watersupply/pfas/>.

What is being done?

The exceedance of the PFNA maximum contaminant level (MCL) was attributed to one well (WL001003), which has been shut down since August 12, 2022. New Jersey American Water has installed and permitted temporary treatment for PFAS for Well #2 (WL001003), the well impacted by elevated levels of PFNA. The current water supply for Salem comes from the remaining four groundwater wells that meet all state and federal drinking water standards, including those set for PFNA.

The Bowen/Mott MacDonald team has performed site investigations, surveying, and has initiated design and permitting for the new PFAS facility. Two PFAS vessel trains have been procured and are being stored until installation can be completed. Applications have been approved from the Salem planning board. The demolition of the old WTP has started and construction of the brand new PFAS building will start to begin.

For more information, please contact New Jersey American Water at NJWaterQuality@amwater.com.

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 New Jersey American Water - Salem. State Water System ID# NJ1712001

Date distributed: July 16, 2025.