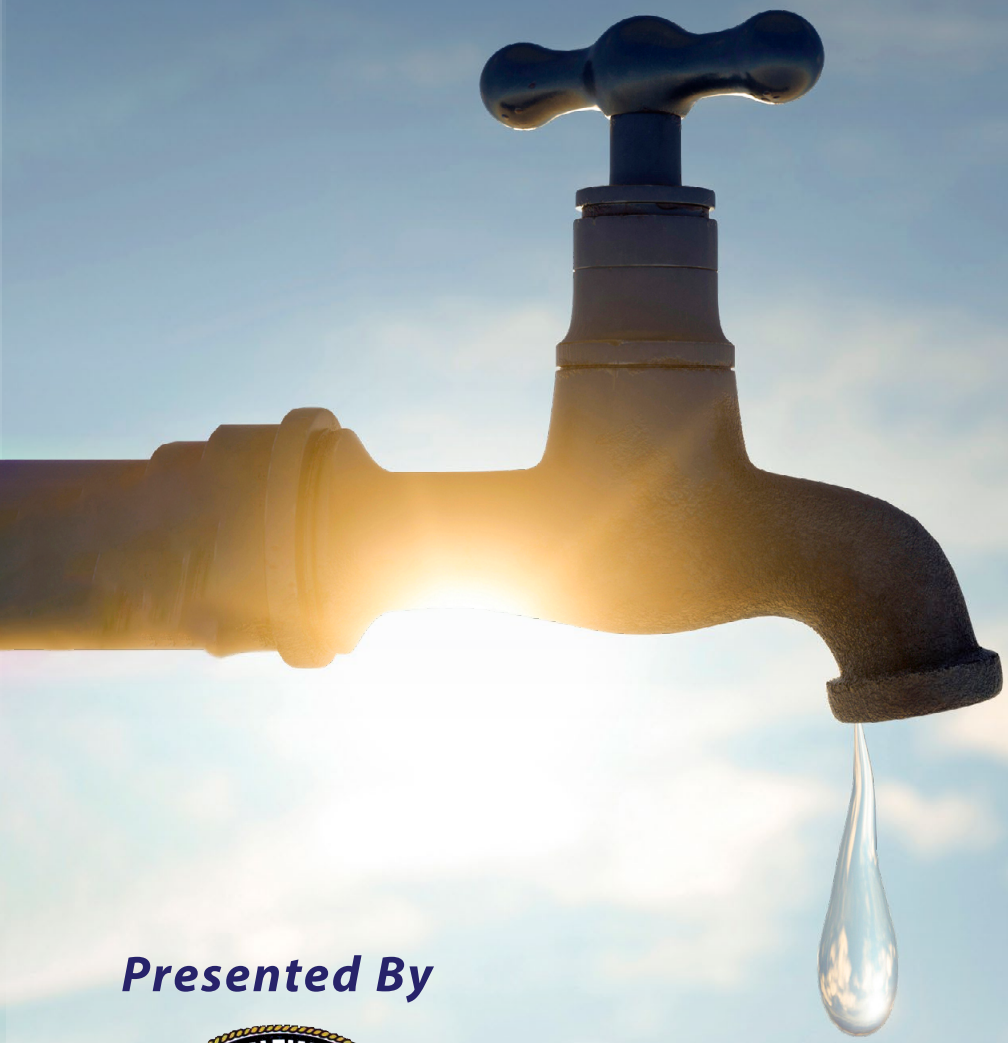
ANNUAL WATER QUALITY REPORT

Reporting Year 2025



Presented By

TOWN OF NEW WINDSOR
ORANGE COUNTY, NEW YORK
1783

PWS ID#: NY3503580

Our Commitment

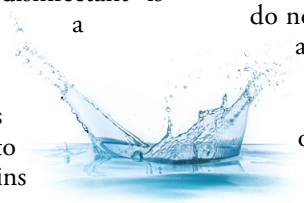
We are pleased to present to you this year's annual water quality report. This report is a snapshot of last year's water quality covering all testing performed between January 1 and December 31, 2025. Included are details about your sources of water, what it contains, and how it compares to standards set by regulatory agencies. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water and providing you with this information because informed customers are our best allies.

How Is My Water Treated and Purified?

The Catskill Aqueduct water treatment process consists of a series of steps. First, raw water is drawn from the Ashokan Reservoir via the Catskill Aqueduct. The raw water enters the filtration plant located at Riley Road, where chemicals are added for coagulation and pH adjustment. The addition of these substances causes small particles called floc to adhere to one another, making them large enough to be captured in sand filters. At this point, the water is filtered through layers of fine coal and silicate sand. Chlorine is then added as a precaution against any bacteria that may still be present (we carefully monitor the amount of chlorine, adding the smallest quantity necessary to protect the safety of your water without compromising taste). Finally, caustic soda (used to adjust the final pH and alkalinity) is added before the water is pumped to sanitized aboveground storage towers or surface reservoirs and into your home or business.

The water from the Kroll Well is disinfected with chlorine at the well site, then it passes through a granular activated carbon (GAC) system and is blended with water in the system coming from the Riley Road filtration plant.

At the Butterhill treatment plant, groundwater entering the plant from the production wells is chlorinated with sodium hypochlorite to oxidize iron, manganese, and any organics that may be present. This pretreated water is then filtered through treatment vessels to remove any of the oxidized material, particularly iron and manganese. The water then goes through the GAC system to further treat the water to remove per- and polyfluoroalkyl substances (PFAS) and other adsorptive contaminants. Final disinfectant is added, if necessary, at this point. In addition, a corrosion inhibitor/sequestering agent is added to the water prior to distribution. This reduces the potential for lead and copper leaching as well as sequestering the hardness in the water to reduce the potential for scaling in water mains and customers' plumbing.



Important Health Information

Some people may be more vulnerable to disease causing microorganisms or pathogens in drinking water than the general population. Immunocompromised 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 from their health-care provider about their drinking water. U.S. EPA/Centers for Disease Control and Prevention (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium*, Giardia, and other microbial pathogens are available from the Safe Drinking Water Hotline at (800) 426-4791.

About Our Monitoring Violation

During the third quarter of 2025, we did not monitor for the presence of perfluorooctanoic acid (PFOA) or perfluorooctanesulfonic acid (PFOS) at the Butterhill wells because these wells were offline at the time of sampling. We do not believe that missing this monitoring requirement had any impact on public health and safety. We have already taken the steps to ensure that adequate monitoring and reporting will be performed in the future so this oversight will not be repeated.

Community Participation

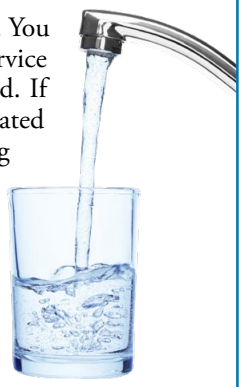
You are invited to participate in our public forum and voice your concerns about your drinking water. The time and place of regularly scheduled town board meetings may be obtained from the Town Clerk, Patricia Clarino, at New Windsor Town Hall (845-563-4611) or online at newwindsor-ny.gov.

Questions?

For more information about this report, or for questions relating to your drinking water, please call John P. Egitto, Operations Engineer, at (845) 561-2550 or the Orange County Health Department at (845) 291-2331. You may also contact the New York State Department of Health (DOH) at (800) 458-1158. The U.S. Environmental Protection Agency's (U.S. EPA) drinking water web page (epa.gov/your-drinking-water) can also provide you with additional information regarding your drinking water.

Lead in Home Plumbing

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. The Town of New Windsor Consolidated Water System is responsible for providing high-quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter certified by an American National Standards Institute-accredited certifier to reduce lead is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure it is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling does not remove lead from water.



Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, or doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead and wish to have your water tested, contact Town of New Windsor Consolidated Water Operations Engineer John P. Egitto at (845) 561-2550. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at epa.gov/safewater/lead.

To address lead in drinking water, public water systems were required to develop and maintain an inventory of service line materials by October 16, 2024. Developing an inventory and identifying the location of lead service lines (LSL) is the first step for beginning LSL replacement and protecting public health. An LSL is defined as any portion of pipe that is made of lead that connects the water main to the building inlet. An LSL may be owned by the water system, the property owner, or both. The inventory includes both potable and nonpotable service lines within a system.

In accordance with the federal Lead and Copper Rule Revisions (LCRR), our system has prepared a lead service line inventory as required. We have found some LSLs, galvanized lines requiring replacement, and services where the line material is unknown. You can find a summary of these findings on the New York State DOH web page at health.ny.gov/environmental/water/drinking/service_line/. You can sort by system name or by county to find this specific water system. General information on the LSL inventory requirements can be found at health.data.ny.gov/Health/New-York-State-Lead-Service-Line-Inventory/j63k-4n92/about_data. This site also has a link to a map that can be found at health.data.ny.gov/Health/New-York-State-Lead-Service-Line-Inventory-Map/fkii-zkcq.

Please note that our system also has information regarding the LSL inventory for our specific system. Please contact John P. Egitto at (845) 561-2550 for more information on how to obtain address-specific service line material or the full LSL inventory.

The table of detected contaminants in this report shows the results of the required lead testing that was conducted by our water system. We are required to report both the 90th percentile value and the range in the table, if you would like all tap sampling results (only the addresses where we are required to sample as per our monitoring plan - we do not test all taps in the distribution system), please contact John P. Egitto at (845) 561-2550.

In addition to the sampling conducted by this water system, schools and childcare facilities are required to collect lead samples as required by New York State. Please contact your school or childcare facility for more information regarding this testing.

Facts and Figures

Our water system serves approximately 27,793 customers through approximately 5,636 service connections. The total amount of water produced in 2025 was approximately 1.2 billion gallons. The daily average of water treated and pumped into the distribution system was 3.2 million gallons. The 2025 billing rate was $9.16 per 1,000 gallons. The minimum quarterly bill was $41.10.

Water Conservation Tips

You can play a role in conserving water and save yourself money in the process by becoming conscious of the amount of water your household is using and looking for ways to use less whenever you can. It's not hard to conserve water. Here are a few tips.

- Only run your dishwasher when it's full.
- Turn off the tap when brushing your teeth.
- Check every faucet and toilet in your home for leaks.

Test Results

Our water is monitored for many different kinds of substances on a very strict sampling schedule, and the water we deliver must meet specific health standards. Here, we only show those substances that were detected in our water (a complete list of all our analytical results is available upon request). Remember that detecting a substance does not mean the water is unsafe to drink; our goal is to keep all detects below their respective maximum allowed levels.

The state recommends monitoring for certain substances less than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data is included, along with the year in which the sample was taken.

We participated in the fifth stage of the U.S. EPA's Unregulated Contaminant Monitoring Rule (UCMR5) program by performing additional tests on our drinking water. UCMR5 sampling benefits the environment and public health by providing the U.S. EPA with data on the occurrence of contaminants suspected to be in drinking water to determine if it needs to introduce new regulatory standards to improve drinking water quality. Unregulated contaminant monitoring data is available to the public, so please feel free to contact us if you are interested in obtaining that information. If you would like more information on the U.S. EPA's Unregulated Contaminant Monitoring Rule, please call the Safe Drinking Water Hotline at (800) 426-4791.

REGULATED SUBSTANCES

			Town of New Windsor			Riley Road			Butterhill Wells			Kroll Well				
SUBSTANCE (UNIT OF MEASURE)	MCL [MRDL]	MCLG [MRDLG]	DATE SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	DATE SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	DATE SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	DATE SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Barium (ppm)	2	2	NA	NA	NA	01/29/2025	0.0102	NA	02/05/2024	0.0324	NA	02/05/2024	0.0131	NA	No	Discharge of drilling wastes
Dichloromethane (ppb)	5	0	NA	NA	NA	NA	NA	NA	2022	NA	ND–1.33	NA	NA	NA	No	Discharge from pharmaceutical and chemical factories
Haloacetic Acids [mono-, di-, and trichloroacetic acid, and mono- and dibromoacetic acid] (ppb)	60	NA	Qtrly 2025	14.6	ND–48	NA	NA	NA	NA	NA	NA	NA	NA	NA	No	By-product of drinking water disinfection needed to kill harmful organisms
Nitrate (ppm)	10	10	NA	NA	NA	01/29/2025	0.283	NA	02/05/2024	0.0543	NA	01/29/2025	3.98	NA	No	Erosion of natural deposits
Sodium (ppm)	NS[1]	NA	NA	NA	NA	01/29/2025	17.8	NA	01/29/2025	58.3	NA	01/29/2025	56.2	NA	No	Naturally occurring; Road salt
Total Organic Carbon [TOC] (ppm)	TT[2]	NA	NA	NA	NA	2025	2.21	ND–2.21	NA	NA	NA	NA	NA	NA	No	Naturally present in the environment
Total Trihalomethanes [TTHMs – chloroform, bromodichloromethane, dibromochloromethane, and bromoform] (ppb)	80[3]	NA	Qtrly 2025	33.18	5.20–100.1	NA	NA	NA	NA	NA	NA	NA	NA	NA	No	By-product of drinking water chlorination needed to kill harmful organisms
Turbidity[4] (NTU)	TT	NA	NA	NA	NA	03/05/2025	0.27	NA	2025	0.085	NA	NA	NA	NA	No	Soil runoff
Turbidity (lowest monthly percent of samples meeting limit)	TT	TT = 95% of samples meet the limit	NA	NA	NA	03/05/2025	99	NA	2025	99	NA	NA	NA	NA	No	Soil runoff

Tap water samples were collected for lead and copper analyses from sample sites throughout the community

SUBSTANCE (UNIT OF MEASURE)	AL	MCLG	DATE SAMPLED	AMOUNT DETECTED (90TH %ILE)	RANGE LOW-HIGH	SITES ABOVE AL/ TOTAL SITES	VIOLATION	TYPICAL SOURCE
Copper (ppm)	1.3	1.3	First half 2025	0.187	0.0259–0.3060	0/33	No	Corrosion of household plumbing systems
Copper (ppm)	1.3	1.3	Second half 2025	0.0855	0.00297–0.133	0/39	No	Corrosion of household plumbing systems
Lead (ppb)	15	0	First half 2025	ND	NA	0/33	No	Corrosion of household plumbing systems
Lead (ppb)	15	0	Second half 2025	ND	ND–0.00278	0/39	No	Corrosion of household plumbing systems

UNREGULATED SUBSTANCES

	Butterhill Wells			Kroll Well			
SUBSTANCE (UNIT OF MEASURE)	DATE SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	DATE SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	TYPICAL SOURCE
Nickel (ppb)	NA	NA	NA	02/05/2024	0.6	NA	Naturally occurring
Perfluorobutanesulfonic Acid [PFBS] (ppb)	03/04/2025	0.0019	NA	NA	NA	NA	Released into the environment from widespread use in commercial and industrial applications
Perfluorobutanoic Acid [PFBA] (ppb)	12/08/2025	0.0033	NA	NA	NA	NA	Released into the environment from widespread use in commercial and industrial applications
Perfluoroheptanoic Acid [PFHpA] (ppb)	03/04/2025	0.0015	NA	NA	NA	NA	Released into the environment from widespread use in commercial and industrial applications
Perfluorohexanesulfonic Acid [PFHxS] (ppb)	03/04/2025	0.0032	NA	NA	NA	NA	Released into the environment from widespread use in commercial and industrial applications
Perfluorohexanoic Acid [PFHxA] (ppb)	03/04/2025	0.0038	NA	NA	NA	NA	Released into the environment from widespread use in commercial and industrial applications
Perfluorooctanesulfonic Acid [PFOS] (ppb)	2025	0.0038	NA	NA	NA	NA	Released into the environment from widespread use in commercial and industrial applications
Perfluorooctanoic Acid [PFOA] (ppb)	2025	0.0023	NA	NA	NA	NA	Released into the environment from widespread use in commercial and industrial applications
Perfluoropentanoic Acid [PFPeA] (ppb)	03/04/2025	0.0045	NA	NA	NA	NA	Released into the environment from widespread use in commercial and industrial applications

[1] Water containing more than 20 ppm of sodium should not be used for drinking by people on severely restricted sodium diets. Water containing more than 270 ppm of sodium should not be used for drinking by people on moderately restricted sodium diets.

[2] The value reported under Amount Detected for TOC is the lowest ratio of percentage of TOC actually removed to the percentage of TOC required to be removed. A value of greater than 1 indicates that the water system is in compliance with TOC removal requirements. A value of less than 1 indicates a violation of the TOC removal requirements.

[3] Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous system and may have an increased risk of getting cancer.

[4] Turbidity is a measure of the cloudiness of the water. It is tested because it is a good indicator of the effectiveness of the filtration system. Our highest single turbidity measurement for the year occurred as indicated in the table above. State regulations require that turbidity must always be below 1 NTU. The regulations require that 95% of the turbidity samples collected have measurements below 0.3 NTU. (Note that TT is dependent on filtration method: conventional, 0.3 NTU; slow sand, 1.0 NTU; or diatomaceous earth filtration, 1.0 NTU.) Although the month indicated in the Date column was the month when we had the fewest measurements meeting the TT, the levels recorded were within the acceptable range and did not constitute a TT violation.

Definitions

90th %ile: The levels reported for lead and copper represent the 90th percentile of the total number of sites tested. A percentile is a value on a scale of 100 that indicates the percent of a distribution that is equal to or below it. The 90th percentile is equal to or greater than 90% of the lead and copper values detected at your water system.

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

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

MCL (Maximum Contaminant Level): The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLG as possible.

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.

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.

NA: Not applicable.

ND (Not detected): Indicates that the substance was not found by laboratory analysis.

NS: No standard.

NTU (Nephelometric Turbidity Units): Measurement of the clarity, or turbidity, of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

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

ppb (parts per billion): One part substance per billion parts water (or micrograms per liter).

ppm (parts per million): One part substance per million parts water (or milligrams per liter).

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

Substances That Could Be in Water

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 activities. Contaminants that may be present in source water include Microbial Contaminants, Inorganic Contaminants, Pesticides and Herbicides, Organic Chemical Contaminants, and Radioactive Contaminants.

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. To ensure that tap water is safe to drink, the state and the U.S. EPA prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. New York State DOH and U.S. Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for public health. More information about contaminants and potential health effects can be obtained by calling the Safe Drinking Water Hotline at (800) 426-4791.

Where Does My Water Come From?

During calendar year 2025, Town of New Windsor residents received water from a variety of pristine sources. The Ashokan Reservoir feeds the Catskill Aqueduct, which delivers water to the New York City water supply system. As the aqueduct passes through the town, a tap on the large pipeline delivers water to the Riley Road filtration plant. The town also used the Kroll Well in 2025. The water from this well is chlorinated at the well site, then blended with water in the system to help supply water to the town. The water source for the Butterhill treatment plant is three large production wells located on a protected site on the eastern portion of the Town of New Windsor. Each well can be operated independently or in conjunction with the others to meet the total water demands of the town. The Town of New Windsor also has the capability to obtain water from the City and Town of Newburgh in an emergency or drought conditions. To learn more about our watershed, go to the New York City Department of Environmental Protection web page at nyc.gov/site/dep/environment/about-the-watershed.page.

Source Water Assessment

The New York State DOH has evaluated our surface water system's susceptibility to contamination under the Source Water Assessment Program (SWAP), and its findings are summarized below. These assessments were created using available information. They estimate only the potential for source water contamination. Elevated susceptibility ratings do not mean that source water contamination has or will occur in our water system. We provide treatment and regular monitoring to ensure the water delivered to consumers meets all applicable standards.

The assessment area for this drinking water source contains some medium-rated threats to water quality. First, the watershed contains a large amount of high-density residential land cover, which results in a medium susceptibility for protozoa. Also, there are a number of potential contaminant sources listed in the New York State SWAP database. Of these sources, the most significant threats to drinking water quality are related to a main roadway and its associated businesses. A copy of the assessment, including a map of the assessment area, can be obtained by contacting John P. Egitto, Operations Engineer, at (845) 561-2550.

Nondetected Contaminants

Following is a list of contaminants that we tested for but DID NOT detect in our water supply.

Inorganics:

Antimony, arsenic, beryllium, cadmium, chromium, cyanide, mercury, selenium, thallium

Volatile Organics:

Benzene; bis(2-ethylhexyl)adipate: bromobenzene; n-butylbenzene; sec-butylbenzene; tert-butylbenzene; carbon tetrachloride; chlorobenzene; chloromethane; 2-chlorotoluene; 4-chlorotoluene; 2,4-D: 1,2-dichlorobenzene; 1,3-dichlorobenzene; 1,4-dichlorobenzene; dichlorodifluoromethane; 1,1-dichloroethane; 1,2-dichloroethane; 1,1-dichloroethene; cis-1,2-dichloroethene; trans-1,2-dichloroethene; 1,2-dichloropropane; 1,3-dichloropropane; 2,2-dichloropropane; 1,1-dichloropropene; cis-1,3-dichloropropene; trans-1,3-dichloropropene; ethylbenzene; hexachlorobutadiene; hexachlorocyclopentadiene: 3-hydroxycarbofuran; isopropylbenzene; 4-isopropyltoluene; methyl tert-butyl ether; methylene chloride; metolachlor; MTBE; PCB, total; PFOA; PFOS; propachlor; n-propylbenzene; simazine; styrene; 1,1,1,2-tetrachloroethane; 1,1,2,2-tetrachloroethane; tetrachloroethene; toluene; 1,2,3-trichlorobenzene; 1,2,4-trichlorobenzene; 1,1,1-trichloroethane; 1,1,2-trichloroethane; trichloroethene; trichlorofluoromethane; 1,2,3-trichloropropane; 1,2,4-trimethylbenzene; 1,3,5-trimethylbenzene; m-xylene; o-xylene; p-xylene; vinyl chloride