



**433 JOHN F. KENNEDY WAY  
WILLINGBORO, NEW JERSEY 08046-2119  
WMUA.INFO  
Telephone (609) 877-2900**

## **WMUA CONSOLIDATED FAQ QUESTIONS**

### **Do we need to keep bottled water, and if so, how long is this going to be?**

No. The water currently being delivered to your home meets or exceeds all federal and state regulatory standards, and is safe for all uses. However, if you still have specific health concerns or questions, please consult your doctor. For more information about the potential impacts of PFOS in drinking water, you can also visit [https://www.nj.gov/health/ceohs/documents/pfas\\_drinking%20water.pdf](https://www.nj.gov/health/ceohs/documents/pfas_drinking%20water.pdf).

### **When was the Notice of Violation letter mailed and why did I not receive it?**

Letters were mailed to our entire customer base via the United States Postal Service on December 8th, 2021. Unfortunately, there is no way to account for individual delivery delays that may have occurred.

### **Why has the quality of our water gotten worse?**

It is important to remember that the violation was not caused by a change in your water quality. It is the result of a significant tightening of the MCL standard by the NJDEP, which is now one of the most stringent in the country. Also, to put the risk in perspective, Maximum Contaminant Levels, as outlined in the 1984 Amendment to the New Jersey Safe Drinking Water Act, are based on an average person having a one in one million chance of experiencing adverse effects from drinking water above the MCL if it is consumed at that level constantly over a lifetime.

### **Why did WMUA not notify customers in another format, or provide additional information outside of the letter?**

The letter was also posted on the WMUA website on December 8th, 2021. We understand that our communications could have been more aggressive, and we are actively working to make changes moving forward.

### **What is PFOS?**

According to the United States Environmental Protection Agency PFOS is a fluorinated organic chemical that are part of a larger group of chemicals referred to as



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perfluoroalkyl substances (PFASs). PFOS and another substance, PFOA, have been the most extensively produced and studied of these chemicals. They have been used to make carpets, clothing, fabrics for furniture, paper packaging for food, and other materials (e.g., cookware) that are resistant to water, grease, or stains. They are also used for firefighting at airfields and in a number of industrial processes.

Because these chemicals have been used in an array of consumer products, most people have been exposed to them. Between 2000 and 2002, PFOS was voluntarily phased out of production in the U.S. by its primary manufacturer. In 2006, eight major companies voluntarily agreed to phase out their global production of PFOA and PFOA related chemicals, although there are a limited number of ongoing uses.

**When did the WMUA begin testing the wells?**

In accordance with NJDEP rules and regulations, we routinely test our water supply for a wide array of compounds and contaminants, and yearly water quality reports can be found on the WMUA website by clicking the Water Quality Reports link. Testing is conducted both in-house by our WMUA certified lab, and by our outside vendor, Garden State Labs. Testing intervals, dictated by the NJDEP, vary from weekly to monthly, to quarterly depending on the particular item being tested for.

**What did WMUA do once it learned it was in violation?**

Upon notice of the violation, Well 5A was immediately shut down and we began the process of notifying all WMUA customers.

**Does boiling water remove PFOS/PFAS? What are some of the options to remove the contaminant? Are there any types of filters that can be installed, and if so, what are they?**

No, PFOS/PFOA cannot be removed by heating or boiling water. There are technologies available that are effective including activated carbon adsorption, ion exchange resins, and high-pressure membranes. These technologies can be used in drinking water treatment facilities, in water systems in hospitals or individual buildings,



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or even in homes at the point-of-entry, where water enters the home, or the point-of-use, such as in a kitchen sink or a shower.

**Prior to November 30th when well 5A was shutdown, can you identify specific WMUA customers who might have received water over the MCL of 0.013 micrograms per liter**

That is difficult to say. Once the water enters the system it mixes with water from different wells depending on where you are located, as well as the demand during the day. Well 5A was only operating three days per week, for eight hours a day, and only represented 6% of our total water output. As a result, the vast majority of residents received water that was mixed with water from multiple wells. This dilution would bring the level below .013 micrograms per liter.

**What is the MWUA doing to rectify the violation and how did this happen?**

The WMUA has temporarily shut down the well that is the source of the violation and is working to construct an activated carbon treatment system that will allow us to bring the well back online.

Unfortunately, because of their widespread use, release, and disposal over many decades around the country, the PFASs group of chemicals show up virtually everywhere: in soil, surface water, the atmosphere, the deep ocean, and even the human body. The United States Environmental Protection Agency began the process for establishing drinking water standards for certain PFAS compounds in February 2020, and New Jersey's new standards are some of the most stringent PFAS drinking water requirements in the United States and are well below the current EPA standard of .070 micrograms per liter.

**Why will it take 17 months to construct the treatment system for Well 5A?**

This is the normal construction timeframe based on similar projects and comparable treatment facilities. We will do all that we can to shorten this timeframe if at all possible.

**How will construction be paid for?**

The WMUA is securing funding through the New Jersey Infrastructure Bank. We are also pressing our legislative representatives to help ensure the WMUA receives its fair share of the \$168 million in funding from the Bipartisan Infrastructure Law New Jersey



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is scheduled to receive which includes money to address forever chemicals such as PFOS.

**Can you provide test results and prove that current levels are safe?**

Yes, test results are available on the WMUA website - <https://wmua.info>.

**What is the current level of PFOS in Willingboro's water?**

The water currently being delivered to all WMUA customers meets or exceeds all federal and state regulatory standards and is safe for all uses. With respect to PFOS, this means it is below the NJDEP MCL of .013 micrograms per liter.

**Have there been any documented medical implications from this? What are the most important things residents should know about health impacts?**

According to the United States Environmental Protection Agency, health advisories are based on the best available peer-reviewed studies of the effects of PFOA and PFOS on laboratory animals (rats and mice) and were also informed by epidemiological studies of human populations that have been exposed to perfluoroalkyl substances (PFASs). These studies indicate that exposure to PFOA and PFOS over certain levels may result in adverse health effects. There is limited information identifying health effects from dermal exposures to PFOA or PFOS in humans and animals. To learn more about the underlying studies for the health advisories, visit <https://www.epa.gov/ground-water-and-drinking-water/drinking-water-health-advisories-pfoa-and-pfos>.

**Can the residents use the free test strip from Home Depot to test our water at home?**

The EPA recommends that residents who wish to *test* their drinking water for PFAS compounds use a certified laboratory.

**Why does shutting one well down temporarily fix the issue?**

Water from Well 5A discharges directly into the distribution system without commingling with water from any of the other supply wells. Once it is taken offline, the source of the contamination into the distribution system is stopped.



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**Who can we contact with questions?**

You may contact Acting Executive Director Diallyo Diggs at [ddiggs@wmua.info](mailto:ddiggs@wmua.info) or by calling 609-877-2900, extension 101.