The background of the entire page is a vibrant blue. In the upper half, a close-up of a chrome water tap is shown with water flowing from its spout. The water is captured in motion, creating a spray of droplets and bubbles. A circular graphic element is overlaid on the water, containing the text 'ANNUAL WATER QUALITY REPORT'. The lower half of the page is filled with numerous clear, spherical water droplets of various sizes, some in sharp focus and others blurred, creating a sense of depth and movement.

Proudly Presented By:
BIDDEFORD AND SACO
WATER COMPANY

ANNUAL WATER
QUALITY REPORT

Water testing performed in 2004

PWS ID#: ME0090170

Working Hard For You

We proudly present our annual water quality report. This edition covers all testing completed from January through December 2004. We are pleased to tell you that our compliance with all state and federal drinking water laws remains exemplary. We are committed to delivering drinking water of the highest quality. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, and community education while continuing to serve the needs of all of our water users.

For more information about this report, or for any questions relating to your drinking water, please call either Norm Lavigne, our Treatment Manager, at (207) 282-9141 or Jerry Mansfield, the president of our company, at (207) 282-1543. Public speakers for community meetings may be arranged by calling (207) 282-9141.

Important Health Information

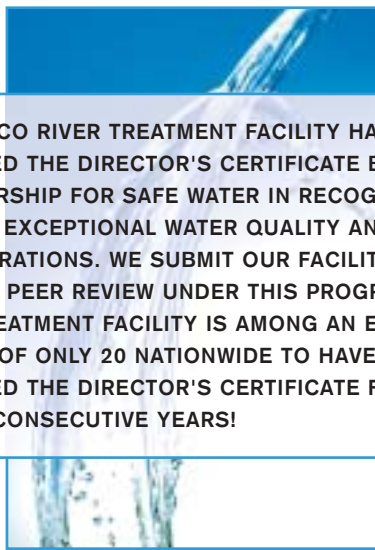
Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised people such as individuals with cancer undergoing chemotherapy, those who have undergone an organ transplant, those with HIV/AIDS or other immune system disorders, as well as some of the elderly and very young may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. The U.S. EPA/CDC (Centers for Disease Control and Prevention) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791.



Planning for the Future—Both Locally and Regionally

Planning for the future was a priority during 2004. As all of us who live in southern Maine know, the need for future planning has become a priority because both residential and commercial growth have been relentless the last few years, and at least so far, show no signs of any slowdown in the immediate future. We began a review of our master planning studies in 2003 and are now nearing completion of what has become a two-year process of working with our consultants to update the comprehensive strategic plan for our supply, treatment, and distribution systems. Once finished, the updated plan will serve as the roadmap for our future capital improvement program. In addition, last year we completed a vulnerability assessment of our system and then updated our emergency response plan to address the needs identified by our vulnerability assessment.

We are also working together with several nearby water utilities to form the Southern Maine Regional Water Council. The area served by the utilities participating in our regional council extends from Kittery to the south to the greater Portland area to the north. The goal of those involved is to benefit all of our customers by developing a mechanism to work cooperatively to improve efficiency and reduce costs, improve the reliability of service through mutual aid in interconnection in the event of any unusual occurrence, and plan regionally to meet the future water supply requirements of the entire area.



OUR SACO RIVER TREATMENT FACILITY HAS BEEN AWARDED THE DIRECTOR'S CERTIFICATE BY THE PARTNERSHIP FOR SAFE WATER IN RECOGNITION OF OUR EXCEPTIONAL WATER QUALITY AND FACILITY OPERATIONS. WE SUBMIT OUR FACILITY TO ANNUAL PEER REVIEW UNDER THIS PROGRAM. OUR TREATMENT FACILITY IS AMONG AN ELITE GROUP OF ONLY 20 NATIONWIDE TO HAVE BEEN AWARDED THE DIRECTOR'S CERTIFICATE FOR SEVEN CONSECUTIVE YEARS!

How Your Water Is Treated And Purified

The treatment process consists of a series of steps. First, raw water is drawn from the Saco River and pumped directly to a mixing tank at our treatment facility where alum, lime, and polymer are added. The addition of these chemicals causes small particles to adhere to one another making them heavy enough to settle into a basin from which sediment is removed. After settling, chlorine and polymer are added for disinfection and turbidity removal, respectively (turbidity is a common measure of the clarity of water). The water is then filtered through layers of fine coal and silicate sand. As smaller, suspended particles are removed, turbidity disappears and clear water emerges. Chlorine is added again at this point as a precaution against any bacteria that may still be present. We carefully monitor the amount of chlorine, adding the lowest quantity necessary to protect the safety of your water without compromising taste. Finally, lime (used to adjust the final pH of the water), fluoride (used to prevent tooth decay), a corrosion inhibitor (used to protect distribution system pipes) and ammonia (used to reduce the formation of THMs, a common by-product of disinfection) are added before the water is pumped to sanitized reservoirs and water towers, and into your home or business.

Your Source of Water

The Saco River is our sole source of water. It begins as a small stream high in the White Mountains of New Hampshire and flows through about 124 miles of New Hampshire and Maine forest and farmland before reaching our treatment plant. The Saco River Watershed actually covers an area of roughly 1,700 square miles in central New Hampshire and southwestern Maine. We are fortunate that the Saco River is one of the cleanest major rivers in Maine and New England due in part to the lack of any substantial industrial development along its shoreline. In fact, the majority of the Saco River in Maine has been given the cleanest rating possible for water. Demand is great for high-quality drinking water. We provide an average of over five million gallons of water every day to a population of between 45,000 and 200,000 people (depending on the time of year). To learn more about our watershed on the Internet, go to the U.S. EPA's Search Your Watershed Web site (http://cfpub.epa.gov/surf/huc.cfm?huc_code=01060002). Additional information on the Saco River watershed and land use regulations in place for the watershed can also be obtained through the Saco River Corridor Commission's Internet site (www.srcc-maine.org), or by visiting our office.



Conservation Can Lower Your Water and Sewer Bills



It's hard to believe, but the average single family home in our service area uses approximately 80 gallons per person per day. We do have a supply of conservation kits available that can help reduce water use in your home to something well below that average. The kits include a low flow showerhead, two faucet aerators, and a weir that can be placed to reduce the amount of water used each time a toilet is flushed. The cost for each kit picked up in our office is eight dollars (\$8.00). If you can't come to our office, we would be glad to mail one or more kit(s) out to you; postage and handling costs are \$4.00 for the first kit and \$1.00 for each additional kit in the same request. Simply send us a check for the number of kits you want and we will be pleased to mail them along to you. The kit will pay for itself by lowering both your water and sewer bills; plus, by installing the various water saving devices included, you will be helping to conserve one of southern Maine's most valuable resources, the Saco River.

Substances That Might Be in Drinking 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, possibly including radioactive material, and can pick up substances resulting from human or animal activity.



Under the Safe Drinking Water Act (SDWA), the United States Environmental Protection Agency (U.S. EPA) protects the public health by setting national limits for hundreds of these substances in public drinking water supplies. Similarly, United States Food and Drug Administration (FDA) regulations establish limits for these same substances in bottled water in order to provide the same protection for public health.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some substances. The presence of these substances does not necessarily indicate that the water poses a health risk. Substances 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, or wildlife;

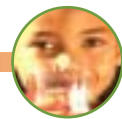
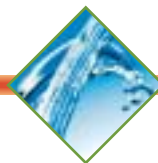
Inorganic Contaminants, such as salts and metals, which can be naturally occurring or may result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming;

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 may also come from gas stations, urban stormwater runoff, and septic systems;

Radioactive Contaminants, which can be naturally occurring or may be the result of oil and gas production and mining activities.

For more information about contaminants and potential health effects, call the U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791.



Information on the Internet

The U.S. EPA Office of Water (www.epa.gov/watrhome) and the Centers for Disease Control and Prevention (www.cdc.gov) Web sites provide a substantial amount of information on many issues relating to water resources, water conservation and public health. Also, the Maine Drinking Water Program has a Web site (www.state.me.us/dhs/eng/water) that provides complete and current information on water issues in our own state. Finally, you can visit our Web site (www.biddefordsacowater.com) where you can learn more about current operations and the history of our company. If you do not have Internet access, remember that all public libraries in our area offer free Internet access to all.



Source Water Assessment Program

A national source water assessment program was mandated by the 1996 amendments to the Safe Drinking Water Act. Once complete, the assessment program will provide an overview of all public water supply sources nationwide. In the state of Maine, the Drinking Water Program (DWP) office coordinated the assessment program, which was completed in May 2003. The program identified future growth in source protection areas as the dominant risk factor threatening public water supplies. For more information on the assessment program in the state of Maine, please visit the DWP's Web site (<http://www.state.me.us/dhs/eng/water/>).

Table Definitions

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

MCL (Maximum Contaminant Level): 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.

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 contamination.

NA: Not applicable

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

pCi/L (picocuries per liter): A measure of radioactivity.

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.

What's in My Water?

We are pleased to report that during the past year, the water delivered to your home or business complied with, or did better than, all state and federal drinking water requirements. Each year we analyze over 70,000 water samples for bacteria, turbidity, inorganic contaminants, lead and copper, nitrate, volatile organic contaminants, total trihalomethanes, and synthetic organic contaminants. For your information, we have compiled a list in the table below showing which substances were detected in our drinking water during 2004. Although all of the substances listed below are under the Maximum Contaminant Level (MCL) set by U.S. EPA, we feel it is important that you know exactly what was detected and how much of the substance was present in the water. None of the 120 other substances regulated by U.S. EPA were detected in our water.

The state requires us to monitor 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 are included, along with the year in which the sample was taken.

REGULATED SUBSTANCES

SUBSTANCE (UNITS)	YEAR SAMPLED	MCL (MRDL)	MCLG (MRDLG)	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Alpha emitters (pCi/L)	2002	15	0	0.09	NA	No	Erosion of natural deposits
Barium (ppm)	2004	2	2	0.0039	NA	No	Erosion of natural deposits
Chloramines (ppm)	2004	(4)	(4)	1.14	0.1-1.78	No	Water additive used to control microbes
Fluoride (ppm)	2004	4	4	1.07	0.95-1.24	No	Erosion of natural deposits; Water additive which promotes strong teeth
Haloacetic Acids (HAAs) (ppb)	2004	60	NA	32.6	16-48	No	By-product of drinking water disinfection
Total Organic Carbon (removal ratio)	2004	TT> 1.0 ratio	NA	1.51	1.41-1.61	No	Naturally present in the environment
TTHMs [Total Trihalomethanes] (ppb)	2004	80	NA	33.5	19-50	No	By-product of drinking water disinfection
Turbidity ¹ (NTU)	2004	TT	NA	0.07	0.04-0.10	No	Soil runoff

Tap water samples were collected for lead and copper analyses from 30 homes throughout the service area

SUBSTANCE (UNITS)	YEAR SAMPLED	ACTION LEVEL	MCLG	AMOUNT DETECTED (90th%TILE)	HOMES ABOVE ACTION LEVEL	VIOLATION	TYPICAL SOURCE
Copper (ppm)	2002	1.3	1.3	0.05	0	No	Corrosion of household plumbing systems; Erosion of natural deposits
Lead (ppb)	2002	15	0	9	0	No	Corrosion of household plumbing systems; Erosion of natural deposits

UNREGULATED SUBSTANCES

SUBSTANCE (UNITS)	YEAR SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	TYPICAL SOURCE
Hardness (ppm)	2004	24.1	NA	Erosion of natural deposits
Sodium (ppm)	2004	7.0	NA	Erosion of natural deposits
Sulfate (ppm)	2004	11	NA	Erosion of natural deposits

¹Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system. During the reporting year, 100% of all samples taken to measure turbidity met water quality standards.