Annual Drinking Water Quality Report for 2025
Niagara Falls Water Board
5815 Buffalo Avenue, Niagara Falls, NY 14304
(Public Water Supply #NY3100568)

INTRODUCTION

The Niagara Falls Water Board (NFWB) was created by State legislation in 2002 to ensure that the residents and businesses in Niagara Falls would continue to receive reliable, high-quality drinking water and wastewater treatment services at reasonable rates. As an independent public benefit corporation, the NFWB is not a unit of City or County government. It is financially self-sustaining and pays all operating expenses from revenues generated through the sale of potable water and wastewater services to its commercial and residential customers; it does not levy any taxes or special district charges. This means that unlike in some municipalities, it is not necessary to reference a property's tax bill to determine the full cost of water and sewer service – all operating and capital expenses are included in the charges in your quarterly bill.

To comply with State and Federal regulations, the NFWB issues an annual report describing the quality of your drinking water. The purpose of this report is to increase your understanding of drinking water and awareness of the need to protect our drinking water sources. Last year, your tap water met all State drinking water health standards. **We are pleased to report that our system has never violated a state established maximum contaminant level or any other water quality standard.** This report provides an overview of last year's water quality. Included are details about where your water comes from, what it contains, and how it compares to New York State standards. If you have any questions about this report or concerning your drinking water, please contact our Chief Operator, Operator in Responsible Charge, Robert Rowe at (716) 283-9770 ext. 7771, or you can contact our Water Quality Laboratory Director, Jordan Boyd at ext. 7741. We want you to be informed about your drinking water. If you want more information, please contact the Executive Director, Sean Costello, Esq., at (716) 283-9770 ext. 7788 or attend any of our regularly scheduled NFWB Board meetings. The meetings are held at the Michael C. O'Laughlin Water Plant at 5815 Buffalo Ave., Niagara Falls, NY. For a schedule of dates of these meetings, please visit our website at https://nfwb.org/reports/minutes/ or call for more information.

WHERE DOES OUR WATER COME FROM?

In general, 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. In order to ensure that tap water is safe to drink, the State and the EPA prescribe regulations which limit the amount of certain contaminants in water provided by public water systems. The State Health Department's and the FDA's regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

Our water source is in the middle of the upper Niagara River near 56th street. During 2025, our system did not experience any restriction on our water source. The placement of the intake allows water to be drawn that is least affected by runoff. At the Low Lift pump station, water passes through screens to remove excess debris. It is then pumped to the pre-treatment tanks where chlorine is added as a disinfectant. Powdered activated carbon may also be added during the summer months to aid in taste and odor abatement. In the rapid mix chamber, poly-aluminum chloride (PACl) is then added to enhance particulate removal. The water then travels to the flocculation basins. These basins gently mix the PACl and any particles, allowing them to form a floc. The water then travels to sedimentation basins and the floc settles to the bottom of the basins. The water then flows into rapid sand filters. The filters remove any particles that remain. After filtration, the treated water is chlorinated again and stored in reservoirs before being pumped into the distribution system. The Niagara Falls water system is one of the many systems in New York State that adds a low level of fluoride to drinking water in order to provide consumers dental health protection. According to the United States Centers for Disease Control, fluoride is very effective in preventing cavities when present in drinking water at a level of 0.7 mg/L (parts per million). Our fluoride addition facility is designed and operated to meet this optimal range. As a service to the community, a Poly-Orthophosphate blend is also added to prevent household lead and copper contamination.

SOURCE WATER ASSESSMENT PROGRAM (SWAP) SUMMARY

The New York State Department of Health completed a Source Water Assessment of the supplies of raw water sources under the State's Source Water Assessment Program (SWAP). The purpose of this program is to compile, organize, and evaluate information regarding possible and actual threats to the quality of public water supply (PWS) sources. It is important to note that source water assessment reports estimate the potential for untreated drinking water sources to be impacted by contamination. These reports do not address the safety or quality of treated finished potable tap water. The Great Lakes' watershed is exceptionally large and too big for a detailed evaluation in the SWAP. General drinking water concerns for public water supplies which use these sources include: storm generated turbidity, wastewater, toxic sediments, shipping related spills, and problems associated with exotic species (e.g. zebra mussels - intake clogging and taste and odor problems). The SWAP is based on an analysis of the contaminant inventory compiled for the drainage area deemed most likely to impact drinking water quality at this public water supply raw water intake. This assessment

found an elevated susceptibility to contamination for this source of drinking water. The amount of agricultural and residential lands in the assessment area results in elevated potential for microbial, disinfection byproduct precursors, and pesticides contamination. There is also a high density of sanitary wastewater discharges, which results in elevated susceptibility for numerous contaminant categories. Non-sanitary wastewater could also impact source water quality. There is also noteworthy contamination susceptibility associated with other discrete contaminant sources, and these facility types include: Chemical Bulk Storage facilities, Inactive Hazardous Waste Sites, Landfills, Toxic Release Inventory data, and Resources Conservation and Recovery Act (RCRA) facilities. Anyone interested in obtaining a copy of our SWAP can do so by submitting a written request to the NFWB or by visiting our web site at nfwb.org/reports/quality/. For more information on the State's Source Water Assessment Program, please contact the Niagara County Department of Health, Environmental Health Division, at (716) 439-7444.

FACTS AND FIGURES

Our water system serves about 50,000 people through 18,000 service connections. The total water produced in 2025 was nearly 7 billion gallons. The daily average of water treated and pumped into the distribution system was 19.1 million gallons per day. Our highest single day was about 24.6 million gallons. The annual amount of water delivered to customers through metered connections was about 2.2 billion gallons. This leaves about 4.8 billion gallons unaccounted for. Unaccounted for water includes such conditions as flushing of water mains, meter inaccuracies, illegal consumption, fire hydrant usage, authorized unmetered usage (street cleaning, etc.) and underground pipe leakage. In 2025, water customers were charged $5.99 per 1,000 gallons for the first 20,000 cubic feet (cf) per quarter; quantities over 20,000 cf are billed at lower rates. Other than a quarterly service charge to offset the cost water meter maintenance ($3.70 for meters under 1"), the NFWB's water rate is all-inclusive. Unlike some other water utilities, there are no separate additional fees or taxes charged to customers to cover the cost of capital or infrastructure improvements. The 2025 minimum quarterly charge for water was $58.24.

ARE THERE CONTAMINANTS IN OUR DRINKING WATER?

As State regulations require, we routinely test your drinking water for numerous contaminants. These contaminants include: total Coliform, turbidity, inorganic compounds, nitrate, lead and copper, volatile organic compounds, total trihalomethanes, haloacetic acids, radiological, PFOA, 1,4-dioxin, and synthetic organic compounds. During 2025, Water Board staff performed over 10,000 individual water quality tests. The table presented below depicts which compounds were detected in your drinking water. A more detailed supplemental list of all monitored constituents is available by calling (716) 283-9770 and requesting a copy. It should be noted that all drinking water, including bottled drinking water, may be reasonably expected to contain at least some small amounts of 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 EPA's Safe Drinking Water Hotline (800) 426-4791 or the Niagara County Health Department at (716) 439-7444. Please refer to the following tables containing monitoring results of contaminants. New York State allows us to monitor some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, is more than one year old. As with many contaminants, there are possible health effects related to some of them listed below. For a list of these contaminants and more, including the possible health effects, please visit our website at the following link https://nfwb.org/app/uploads/2021/05/Health-Effects-Language-for-Contaminants.pdf

REGULATED DETECTED CONTAMINANTS

Metals, Inorganics Physical Tests	Violation Yes/No	Sample Date (mo./year)	Lvl Detected (Avg/Max) (Range)	Unit Meas.	MCLG	MCL	Source in Drinking Water
Arsenic	**No**	6/2025	0.0005	mg/L	0.006	0.006	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes.
Barium	**No**	6/2025	0.0226	mg/L	NE	2	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits.
Chloride	**No**	2025	24.3 21.8 – 29.1	mg/L	250	NE	Naturally occurring or indicative of road salt contamination
Chlorine Entry Point	**No**	2025	1.24 1.12 – 1.37	mg/L	MRDLG = 4.0	MRDL = 4.0	Added for disinfection
Chlorine Distribution	**No**	2025	0.75 0.12 – 1.28	mg/L	MRDLG = 4.0	MRDL = 4.0	
Copper[1] Entry Point	**No**	6/2025	0.0007	mg/L	1.3	AL = 1.3	Corrosion of household plumbing systems; Erosion of natural deposits; leaching from wood preservatives
Copper[1] Distribution	**No**	7/2023-9/2023	0.0356[2] <0.0005 - 0.143	mg/L	1.3	AL = 1.3	
Lead[1] Distribution	**No**	7/2023-9/2023	5.9[2] <0.50 –20.2	ug/L	0	AL = 15	Corrosion of household plumbing systems, erosion of natural deposits
Fluoride (EP) Entry Point[6]	**No**	2025	0.70 0.62 – 0.98	mg/L	2.2	2.2	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Nickel, Total	**No**	6/2025	0.0007	mg/L	NR	NR	Naturally occurring or industrial discharges
Nitrate	**No**	3/2025	0.126	mg/L	10	MCL = 10	Runoff from fertilizer use; leaching from septic tanks, sewage: erosion of natural deposits
pH	**No**	2025	7.58 7.30 – 7.73	SU	NR	NE	Naturally occurring

Sodium[5]	**No**	6/2025	11.3	mg/L	(see Health Effects)	NE	Naturally occurring; Road salt; Water softeners; Animal waste
Phosphates Distribution	**No**	2025	0.17 0.09- 0.23	mg/L	NR	NE	Corrosion inhibitor added to prevent lead & copper leaching in houses
Turbidity[3] Entry Point	**No**	2025	0.03 0.02 - 0.05	NTU	NE	TT=95% samples <0.3 NTU	Soil Runoff.
Turbidity[4] Distribution	**No**	2025	0.09 0.05– 0.85	NTU	NE	5.00 NTU monthly avg	Soil Runoff.
Fluoride[6] Distribution	**No**	2025	0.70 0.60 - 0.80	mg/L	2.2	2.2	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories

1- During 2023 we collected and analyzed 30 samples for lead. The level presented represents the 90th percentile of the 30 sites tested. A percentile is a value on a scale of 100 that indicates the percentage of a distribution that is equal to or below it. The 90th percentile is equal to or greater than 90% of the lead values detected at your water system. In this case, the 90th percentile value was the 27th highest value (5.9 ug/l). The action level for lead was exceeded at two of the sites tested.
2 - During 2023 we collected and analyzed 30 samples for copper. The level presented represents the 90th percentile of the 30 sites tested was the 27th highest value (0.0356 mg/l). The action level for copper was not exceeded at any of the sites tested.
3 - Turbidity is a measure of the cloudiness of the water. We test it because it is a good indicator of the effectiveness of our filtration system. Our highest single turbidity measurement (0.053 NTU) for the year occurred on (8/16/25). 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. All of our samples were below this threshold in 2025.
4 - Turbidity in the distribution system is a snapshot picture of the clarity of water at predetermined locations collected during the year. There are 15 locations throughout the city used with a total of 900 samples collected in 2025. A violation occurs when the monthly average of the results of all distribution samples collected in any calendar month exceeds the MCL of 5 NTU. Sporadic high results can occur when there is a disruption in the flow due to a water main break, fire department usage or even street sweepers filling from a hydrant.
5 - Health Effects of Sodium: Water containing more than 20 mg/l of sodium should not be used for drinking by people on severely restricted sodium diets. Water containing more than 270 mg/l of sodium should not be used for drinking by people on moderately restricted sodium diets.
6 - On April 27, 2015 the U.S. Department of Health and Human Services (DHHS) released the final Public Health Service (PHS) recommendation for the optimal fluoride level in drinking water to prevent tooth decay. The new recommendation is for a single level of 0.7 milligrams of fluoride per liter (parts per million, ppm) of water. It updates and replaces the previous recommended range (0.7 to 1.2 milligrams per liter) issued in 1962.

Organic Compounds	Violation Yes/No	Date of Sample (mo./year)	Lvl Detected (Avg/Max) (Range)	Unit Measurement	MCLG	MCL	Source in Drinking Water
Stage 2 Disinfection Byproducts Rule – Promulgated 11/2012							
Total Trihalomethanes	**No**	2025	32.08[7] 24.00 – 55.67	µg/L	NE	MCL = 80	Byproduct of drinking water chlorination
Total Haloacetic Acids	**No**	2025	18.73[7] 0.00 – 34.87	µg/L	NE	MCL = 60	
Synthetic Organic Compounds							
Perfluorooctanoic acid (PFOA)	**No**	6/2025	1.79	ng/L	NE	10	Released into the environment from widespread use in commercial and industrial applications.
Radioactive Compounds							
Radium 226	**No**	6/2017	0.0270+/-0.414	pCi/L (Picocuries per liter is a measure of the radioactivity in water)	NE	5	Erosion of natural deposits
Radium 228	**No**	6/2017	0.122+/-0.203	pCi/L (Picocuries per liter is a measure of the radioactivity in water)	NE	5	Erosion of natural deposits
Uranium	**No**	6/2017	0.1483	pCi/L (Picocuries per liter is a measure of the radioactivity in water)	NE	20	Erosion of natural deposits
Gross Alpha	**No**	6/2017	-0.737+/-0.788		NE	15	
Gross Beta	**No**	6/2017	0.887+/-0.593		NE	3.0	
Microbiological Compounds							
Total Coliform	**No**	2025	No Positive Sample[8]	N/A	N/A	TT ≥ 5% samples positive	Naturally present in the environment
E. coli	**No**	2025	No Positive Samples[8]	N/A	N/A	MCL = 1 or more positive samples	Human and animal fecal Waste
Heterotrophic Plate Count	**No**	2025	1 0 – 36	cfu/1.0ml	NE	500	HPC measures a range of bacteria that are naturally present

UNREGULATED CONTAMINANT MONITORING RULE 5[9]

Synthetic Organic Compounds	Date of Sample (mo.=./year)	Lvl Detected (Avg/Max) (Range) ug/L	MCLG	MCL		**Synthetic Organic Compounds**	Date of Sample (mo./year)	Lvl Detected (Avg/Max) (Range) ug/L	MCLG	MCL
Perfluorohexanoic acid (PFHxA)	2024	0.00168 0– 0.00168	NE	NR		Perfluoropentanoic_–acid (PFPeA)	2024	0.00148 0-0.00148	NE	NR
Perfluoroheptanoic acid	2024	0.00168 0– 0.00168	NE	NR		Perfluorooctanesulfonic acid (PFOS)	2024	0.00161 0-0.00161	NE	NR
Perfluorobutanoic acid (PFBA)	2024	0.00265 0 – 0.00265	NE	NR		Perfluorobutanesulfonic acid (PFBS)	2024	0.00077 0-0.00077	NE	NR
Perfluorohexanesulfonic acid (PFHxS)	2024	0.00048 0 – 0.00048	NE	NR		Perfluorooctanoic acid (PFOA)	2024	0.00195 0 – 0.00195	NE	NR

7 - Results for Total Trihalomethanes (TTHMs) and Total Haloacetic Acids (HAA5s) are collected quarterly and reported as the highest LRAA. This level represents the LRAA calculated from data collected from four quarterly samples at eight points in the 2025 calendar year.
8 - A violation occurs when a total coliform positive sample is positive for E. coli and a repeat total coliform sample is positive or when a total coliform positive sample is negative for E. coli but a repeat total coliform sample is positive and the sample is also positive for E. coli. No positive samples were found for 2025.
9 - UCMR5 (Unregulated Contaminant Monitoring Rule 5 published 12/27/2021) - EPA monitoring program consisting of 4 sets of 29 PFAS and lithium samples taken in 2023.

UNREGULATED SUBSTANCES										
Metals, Inorganics Physical Tests	Date of Sample (mo./year)	Lvl Detected (Avg/Max) (Range)	MCLG	MCL		**Metals, Inorganics Physical Tests**	Date of Sample (mo./year)	Lvl Detected (Avg/Max) (Range) mg/L	MCLG	MCL
Alkalinity	2025	90.5 mg/L 85.6– 95.0	NE	NR		Sulfate	6/2025	19.7	NE	NR
Calcium	2025	36.6 mg/L 33.1 – 43.0	NE	NR		Total Dissolved Solids	6/2025	150	NE	NR
Conductivity	2025	288.9 µS/cm 271.5 – 304.0	NE	NR		Total Organic Carbon F/W	2025	1.77 1.52 – 1.95	NE	NR
Magnesium	6/2025	9.607 mg/L	NE	NR		Total Organic Carbon R/W	2025	2.15 1.93-2.33	NE	NR
						Aluminum	6/2025	0.1377	NE	NR

UNREGULATED PERFLUOROALKYL SUBSTANCES					
Contaminant	Violation Yes/No	Sample Date (mo./year)	Level Detected	Unit Meas.	MCLG OR HEALTH ADVISORY LEVEL[10,11]
PFBA (perfluorobutanoic acid)	**No**	6/2025	3.64	ng/L	NA

10 - USEPA Health Advisory Levels identify the concentration of a contaminant in drinking water at which adverse health effects and/or aesthetic effects are not anticipated to occur over specific exposure durations. Health Advisory Levels are not to be construed as legally enforceable federal standards and are subject to change as new information becomes available.
11 - All perfluoroalkyl substances, besides PFOA and PFOS, are considered Unspecified Organic Contaminants (UOC) which have an MCL = 0.05 mg/L = 50,000 ng/L.

COMPOUNDS TESTED FOR IN 2025 BUT NOT DETECTED						
Antimony, Total	NEtFOSAA (N-ethyl perfluorooctanesulfonamidoacetic acid)	Perfluorohexanoic acid (PFHxA)	Benzene	1,2-Dichlorobenzene	Trans-1,3-Dichloropropene	1,1,1-Trichloroethane
Beryllium, Total	NMeFOSAA (N-methyl perfluorooctanesulfonamidoacetic acid)	PFEESA (perfluoro(2-ethoxyethane)sulfonic acid)	Bromobenzene	1,3-Dichlorobenzene	Ethylbenzene	1,1,2-Trichloroethane
Cadmium, Total	PFTA (perfluorotetradecanoic acid)	PFHpS (perfluoroheptanesulfonic acid)	Bromochloromethane	1,4-Dichlorobenzene	Hexachlorobutadiene	Trichloroethene
Chromium, Total	PFTrDA (perfluorotridecanoic acid)	PFMBA (perfluoro-4-methoxybutanoic acid)	Bromomethane	Dichlorodifluoromethane	Isopropylbenzene	Trichlorofluoromethane
Cyanide, Total	11Cl-PF3OUdS (11-chloroeicosafluoro-3-oxaundecane-1-sulfonic acid)	PFMPA (perfluoro-3-methoxypropanoic acid)	n-Butylbenzene	1,1-Dichloroethane	p-Isopropyltoluene (p-cymene)	1,2,3-Trichloropropane
Mercury	4:2 FTS (1H,1H,2H,2H-perfluorohexane sulfonic acid)	PFPeA (perfluoropentanoic acid)	sec-Butylbenzene	1,2-Dichloroethane	Methylene Chloride	1,2,4-Trimethylbenzene
Selenium, Total	6:2 FTS (1H,1H,2H,2H-perfluorooctane sulfonic acid)	PFPeS (perfluoropentanesulfonic acid)	tert-Butylbenzene	1,1-Dichloroethene	n-Propylbenzene	1,3,5-Trimethylbenzene
Thallium, Total	8:2 FTS (1H,1H,2H,2H-perfluorodecane sulfonic acid)	Perfluorododecanoic acid	Carbon Tetrachloride	Cis-1,2-Dichloroethene	Styrene	Xylene – Total
1,4-Dioxane	9Cl-PF3ONS (9-chlorohexadecafluoro-3-oxanonane-1-sulfonic acid)	Perfluoroheptanoic acid	Chlorobenzene	Trans-1,2-Dichloroethene	1,1,1,2-Tetrachloroethane	Methyl tert-butyl ether (MTBE)
Iron	ADONA (4,8-dioxa-3H-perfluorononanoic acid)	Perfluorohexanesulfonic acid (PFHxS)	Chloroethane	1,2-Dichloropropane	1,1,2,2-Tetrachloroethane	
Lead	HFPO-DA (hexafluoropropylene oxide dimer acid)	Perfluorononanoic acid (PFNA)	Chloromethane	1,3-Dichloropropane	Tetrachloroethene	
Manganese	NFDHA (nonafluoro-3,6-dioxaheptanoic acid)	Perfluorooctanesulfonic acid (PFOS)	o-Chlorotoluene	2,2-Dichloropropane	Toluene	
Silver	Perfluorobutanesulfonic acid (PFBS)	Perfluoroundecanoic acid	p-Chlorotoluene	1,1-Dichloropropene	1,2,3-Trichlorobenzene	
Zinc	Perfluorodecanoic acid (PFDA)	Vinyl Chloride	Dibromomethane	Cis-1,3-Dichloropropene	1,2,4-Trichlorobenzene	

Abbreviations and Terms:

AL - Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
cfu/1.0ml - Colony forming units per 1.0 milliliters.
DPB - Disinfection Byproducts
LRAA - Locational Running Annual Average
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.
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.
mg/L - Milligrams per liter: One part per million.
µg/L - Micrograms per liter: One part per billion.
ng/L - Nanograms per liter: One part per trillon.
µS/cm - Micro Siemens per centimeter
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.
NE - Not Established.
NR - Not Regulated.
NTU - Nephelometric Turbidity Unit: A measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.
SU = Standard Units: Used for the measurement of pH.
TON = Threshold Odor Number
TT = Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water.

WHAT DOES THIS INFORMATION MEAN?
As you can see by the tables, our system had no violations. We have learned through our testing that some contaminants have been detected; however, these contaminants were detected below New York State requirements.

LEAD IN DRINKING WATER
We are required to provide the following information on lead in drinking water:

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 Niagara Falls Water Board 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 the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water 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, 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 in your water and wish to have your water tested, contact the Niagara Falls Water Board at (716) 283-9770. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at https://www.epa.gov/safewater/lead.

IS OUR WATER SYSTEM MEETING OTHER RULES THAT GOVERN OPERATIONS?
During 2025, our system was in compliance with applicable State drinking water operating, monitoring and reporting requirements.

INFORMATION ON LEAD SERVICE LINE INVENTORY
A Lead Service Line (LSL) is defined as any portion of pipe that is made of lead which connects the water main to the building inlet. The inventory includes potable SLs within a system. In accordance with the federal Lead and Copper Rule Revisions (LCRR) our system has prepared a lead service line inventory and have made it publicly accessible by visiting our website at: https://nfwb.org/reports/quality/

DO I NEED TO TAKE SPECIAL PRECAUTIONS?
Although our drinking water met or exceeded state and federal regulations, some people may be more vulnerable to disease causing microorganisms or pathogens 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 from their health care provider about their drinking water. EPA/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 (800) 426-4791.

INFORMATION ON FLUORIDE IN OUR DRINKING WATER
Our system is one of the many drinking water systems in New York State that provides drinking water with a controlled, low level of fluoride for consumer dental health protection. According to the United States Centers for Disease Control, fluoride is very effective in preventing cavities when present in drinking water at a properly controlled level. To ensure that the fluoride supplement in your water provides optimal dental protection, we monitor fluoride levels on a daily basis to make sure fluoride is maintained at a target level of 0.7 mg/L. During 2025, monitoring showed that fluoride levels in your water were within 0.1 mg/l of the target level over 99% of the time. None of the monitoring results showed fluoride at levels that approach the 2.2 mg/l MCL for fluoride.

WHAT ABOUT SECURITY?

Ever since the events of 9/11, we have all become more aware of security issues in our daily lives. The staff of the Michael C. O'Laughlin Water Plant is certainly no exception. The NFWB has undertaken several security improvements to safeguard your water supply, both at the plant, out in the distribution system, and with respect to cybersecurity. We encourage the community to call our facility immediately at (716) 283-9770 or the police (911) if you observe any unusual or suspicious activity around the water plant or at one of our storage tanks.

WHY SAVE WATER AND HOW TO AVOID WASTING IT?

Although our system has an adequate amount of water to meet present and future demands, there are a number of reasons why it is important to conserve water:

- Saving water saves energy and some of the costs associated with both of these necessities of life;
- Saving water reduces the cost of energy required to pump water, pumping systems and water tower;
- Saving water lessens the strain on the water system during a dry spell or drought, helping to avoid severe water use restrictions so that essential firefighting needs are met.

You can play a role in conserving water by becoming conscious of the amount of water your household is using, and by looking for ways to use less whenever you can. It is not hard to conserve water. Conservation tips include:

- Automatic dishwashers can use 15 gallons for every cycle, regardless of how many dishes are loaded. So, get a run for your money and load it to capacity.
- Turn off the tap when brushing your teeth.
- Check every faucet in your home for leaks. Just a slow drip can waste 15 to 20 gallons a day. Fix it up and you can save almost 6,000 gallons per year.
- Check your toilets for leaks by putting a few drops of food coloring in the tank, watch for a few minutes to see if the color shows up in the bowl. It is not uncommon to lose up to 100 gallons a day from one of these otherwise invisible toilet leaks. Fix it and you save more than 30,000 gallons a year.
- Use your water meter to detect hidden leaks. Simply turn off all taps and water using appliances, then shine a flashlight on the LCD screen on your water meter, which will wake the screen from a sleep mode. If you see if an image of a water faucet this indicates water passing through the meter, and you may have a leak.

SYSTEM IMPROVEMENTS

The Niagara Falls Water Board is continually making capital improvements to its distribution system. The following notable improvements were made in 2025:

1. The Water Treatment Plant has many backflow prevention devices to protect our treatment plant and the distribution system. These devices protect both equipment and water quality. The NFWB began a project to replace our aging backflow prevention devices in 2025 and will continue this project into 2026.
2. Approximately 30 fire hydrants were replaced with new and many repaired for better fire protection and flushing capabilities, at a cost of approximately $135,000.

Major capital projects on tap for 2026 include water main replacements in multiple locations and a project to refurbish the Beech Avenue water storage tank.

CLOSING

Thank you for allowing us to continue to provide your family with quality drinking water this year. We ask that all our customers help us protect our water sources, which are the heart of our community and our way of life. Please call our office at (716) 283-9770 if you have any questions. For other information, you can call the following Monday through Friday 8 AM to 4 PM:

Water Billing Questions – (716) 283-9770
Water Quality Laboratory – (716) 283-9770 ext. 7741
Water Related Emergencies 24 hours a day – (716) 283-9770, select option "1" outside of normal business hours.