

2025 Annual Drinking Water Quality Report

City of Olean Water Filtration Plant

**1332 River Street
Olean, NY 14760**



City of Olean Water Division; Public Water Supply #0400345

Town of Olean Water District; Public Water Supply #0422400

Town of Portville Water District; Public Water Supply #0430089

CONTACT INFORMATION:

Dale Walker
Chief Water Plant Operator
716-376-5699
dwalker@cityofolean.gov

Tim Ring
Senior Water Plant Operator
716-376-5699
tring@cityofolean.gov



**REPORT AVAILABLE
ONLINE:**
[www.cityofolean.gov/departments
/public-works/wqr/](http://www.cityofolean.gov/departments/public-works/wqr/)

**Proud Member of both the American Water Works Association
and the New York Rural Water Association**

Dear Water Customer,

To comply with New York State regulations, the City of Olean publishes an annual report describing the quality of your drinking water. The purpose of this report is to raise 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 proud to report that our system did not violate any maximum contaminant level for any of the samples collected and analyzed. This report provides an overview of last year's water quality. We have included 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 the water system in general, please feel free to contact one of the individuals listed above. We want you to be informed about your drinking water and are willing to help with any questions or concerns you may have. Another way you can learn more is to attend any of the City of Olean Common Council meetings in the City of Olean Municipal Building. They are held at 6:00pm on the second and fourth Tuesday of the month with the exception of holidays.

WHERE DOES OUR WATER COME FROM?

In general, the sources of drinking water (both tap and bottled) 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 materials, 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 EPA prescribe regulations which limit the amount of certain contaminants in water provided by public water systems. The State Health Department and the FDA's regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

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The City of Olean utilizes four water sources: Well site M18 on Richmond Ave; Well sites M37 and M38 on the East River Road; and the water treatment plant on River Street, which draws water from the Olean Creek. During 2025 we had no water restrictions at any time. Information is also available for download directly from the EPA at the following website: <https://www.epa.gov/dwreginfo/drinking-water-regulations>

The water from the well sites is pumped through air-stripper towers to remove volatile contaminants from the water. Chlorine is added to disinfect the water and, to promote dental health, fluoride is also added. The water is then pumped out to the distribution system. Process monitoring equipment relay the information to the operators at the water plant.

The water plant treats the water from the Olean Creek. Chemicals are added to help settle particles out of the water. After the larger particles have settled out, the water is disinfected with sodium hypochlorite (chlorine) and then filtered through anthracite (which removes taste and odor) and sand. After filtering, fluoride, caustic soda (pH adjustment for corrosion control), and more sodium hypochlorite are added to the filtered water. The water then travels through a large clearwell in the plant (allowing the chlorine proper time to disinfect the water) and is pumped out to the distribution system.

SOURCE WATER ASSESSMENT SUMMARY

The State of New York maintains a program called the Source Water Assessment Program, in which the State evaluates each source of drinking water used for public drinking water for possible and actual threats to its quality. The summary chart below shows the potential sources of contamination for each source, the likelihood that the contaminants will reach the treatment facility, and an overall susceptibility rating for each contaminant. A detailed copy of the report is available from the contacts listed at the beginning of this document.

Contaminant Category	City of Olean Wells M18, M37, M38		City of Olean – Olean Creek	
	Sensitivity	Susceptibility	Sensitivity	Susceptibility
Halogenated Solvents	High	Very High	Medium	Medium
Petroleum Products	High	High	Medium	Medium
Herbicides/Pesticides	High	High	Medium	Medium
Other Industrial Organics	High	High	Medium	Medium
Metals	High	High	Medium	Medium
Nitrates	High	High	Medium	Medium
Protozoa	Medium	Medium	High	High
Enteric Bacteria	Medium	Medium	High	Medium – High
Enteric Viruses	Medium	Medium	High	Medium – High
Cations/Anions (Salts, Sulfate)	High	High	Medium	Medium
Sediments/Turbidity	N/A	N/A	High	Very High
DBP Precursors	N/A	N/A	Medium	Medium

Adapted from New York State Source Water Assessment Report for System #NY0400345, May 8, 2003

ARE THERE CONTAMINANTS IN OUR DRINKING WATER?

As the State regulations require, we routinely test your drinking water for numerous contaminants. These contaminants include: total coliform, turbidity, inorganic compounds, nitrate, nitrite, lead and copper, volatile organic compounds, total trihalomethanes, haloacetic acids, radiological and synthetic organic compounds. The table included with this report depicts which compounds were detected in your drinking water. This table lists only the contaminants that we have detected; all others that are NOT detected are NOT listed. The State allows us to test for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old. More information is available from the contacts listed in this document.

It should be noted that all drinking water, including bottled water, may be reasonably expected to contain at least small

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amounts of some 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 at 1-800-426-4791 or the Cattaraugus County Department of Health at 716-701-3386.

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 the health care provider about their drinking water. EPA/CDC guidelines on appropriate means to lessen the risk of infection by microbial pathogens are available from the Safe Drinking Water Hotline at 1-800-426-4791.

INFORMATION ABOUT LEAD IN DRINKING WATER

As you can see from the table of detected contaminants, our system had no violations. We have learned through our testing that some contaminants have been detected but they were detected at levels below New York State requirements. No location exceeded the action limit, hence we did not exceed the 90th percentile action level. Regardless, we are required to present 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 City of Olean 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 City of Olean Water Division at 716-376-5699. 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>.

INFORMATION ON CRYPTOSPORIDIUM

Cryptosporidium is a microbial pathogen found in surface water and groundwater under the influence of surface water. Although filtration removes Cryptosporidium, the most commonly-used filtration methods cannot guarantee 100 percent removal. During 2018, as part of our routine sampling, nine (9) samples of the Water Plant source water were collected and analyzed for Cryptosporidium oocysts. Of these samples, three (3) were confirmed positive. Therefore, our testing indicates the presence of Cryptosporidium in our source water. Current test methods do not allow us to determine if the organisms are dead or if they are capable of causing disease. Ingestion of Cryptosporidium may cause cryptosporidiosis, a gastrointestinal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome disease within a few weeks. However, immuno-compromised people are at greater risk of developing life-threatening illness. We encourage immuno-compromised individuals to consult their health care provider regarding appropriate precautions to take to avoid infection. Cryptosporidium must be ingested to cause disease, and it may be spread through means other than drinking water.

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INFORMATION ON GIARDIA

Giardia is a microbial pathogen present in varying concentrations in many surface waters and groundwater under the influence of surface water. Giardia is removed/inactivated through a combination of filtration and disinfection or by disinfection. During 2018, as part of our routine sampling, nine (9) samples of the Water Plant source water were collected and analyzed for Giardia cysts. Of these samples, seven (7) were confirmed positive. Therefore, our testing indicates the presence of Giardia in our source water. Current test methods do not allow us to determine if the organisms are dead or if they are capable of causing disease. Ingestion of Giardia may cause giardiasis, an intestinal illness. People exposed to Giardia may experience mild or severe diarrhea, or in some instances no symptoms at all. Fever is rarely present. Occasionally, some individuals will have chronic diarrhea over several weeks or a month, with significant weight loss. Giardiasis can be treated with anti-parasitic medication. Individuals with weakened immune systems should consult with their health care providers about what steps would best reduce their risks of becoming infected with Giardiasis. Individuals who think that they may have been exposed to Giardiasis should contact their health care providers immediately. The Giardia parasite is passed in the feces of an infected person or animal and may contaminate water or food. Person to person transmission may also occur in day care centers or other settings where hand washing practices are poor.

INFORMATION ON FLUORIDE ADDITION

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 the fluoride is maintained at a target level of 0.7 mg/L. During 2025 routine monitoring showed no fluoride levels near the 2.2 mg/L MCL for fluoride, and we were within 0.3 mg/L of the target level with 0.96 mg/L being the highest reading reported.

FACTS AND FIGURES – WATER PRODUCTION AND CONSUMPTION

Our water system serves over 14,500 people in the City of Olean, Town of Olean, and Town of Portville through over 6,300 metered connections. The total water produced in 2025 was 1,048,668,418 gallons (a 7.3% increase from 2024) and the total amount of water metered and delivered to customers equaled 408,015,653 gallons. This leaves 640,652,765 gallons of non-metered water, or 61.1%.

Non-metered water includes water used to fight fires, flush mains, leaks in the system, used by non-metered City facilities, non-functioning meters, and inaccurate water meters in need of replacement.

Breaking down production from the different sources, we find that Well Site M18 produced 267.5 million gallons; Well Site M37/38 produced 328.1 million gallons; and the Filtration Plant produced 453.1 million gallons.

Residential Water Rate Breakdown for 2025

2025 Water Rate Summary	Rate
Minimum Charge of 1,600 gallons	\$18.12
All usage thereafter	\$0.011323 per gallon

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WHY SAVE WATER AND HOW TO AVOID WASTING IT?

Although our system has an adequate amount of water to meet present and future demand, 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 and the need to construct costly new wells, pumping systems, and water towers;
- 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 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 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 toilet. It is not uncommon to lose up to 100 gallons a day from one of these otherwise invisible toilet leaks. Fix it and you can save more than 30,000 gallons a year.
- Consider upgrading older washing machines or dishwashers to newer, more efficient models.
- Use your water meter to detect hidden leaks. Simply turn off all taps and water using appliances, and then check the meter after 15 minutes. If it moved then you have a leak.

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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.

Detected Contaminants						
Parameter	Violation (Yes/No)	Sample Date (or date of highest result)	MCL	MCLG	Level Detected and Highest Level Detected	Likely Source of Contamination
Distribution Turbidity *1	NO	HIGH: 10/8/2025	Monthly Average < 5 NTU	n/a	0.05 to 0.60 NTU; Highest Monthly Average = 0.15 NTU (Oct)	Deposits in Distribution System; Precipitation of minerals in water
Distribution System Free Chlorine Residual	NO	HIGH:2/20/2025	MRDL 4.0 mg/L	MRDLG 4.0 mg/L	0.03 to 1.53 mg/L; High = 1.53 mg/L	Added for disinfection
Total Coliform	NO	6/16/2025	Two positive samples in one month	Zero	1 Positive	Naturally present in the environment
Total Trihalomethanes	NO	HIGH: 6/3/2025	LRAA of 80 ug/L	n/a	7.2 to 73.3 ug/L; LRAA Max = 59.25 ug/L (2 nd Qtr.)	By-products of water disinfection (chlorine)
Total Haloacetic Acids (HAA5)	NO	HIGH: 12/9/2025	LRAA of 60 ug/L	n/a	5.3 to 30.8 ug/L; LRAA Max = 24.43 ug/L (4 th Qtr.)	
Entry Point Turbidity *1	NO	Multiple Dates: 9/5/2025 latest	n/a	n/a	0.05 to 0.15 NTU; High = 0.15 NTU	Soil Runoff
Combined Filter Turbidity *1 (Water Plant Only)	NO	n/a	TT = 95% of monthly samples ≤ 0.30 NTU	n/a	100% of readings were <0.30 NTU	Soil Runoff
	NO	8/15/2025	TT ≤ 1.0 NTU	n/a	0.033 to 0.267 NTU; Highest Level Detected = 0.267 NTU	
Entry Point Fluoride	NO	HIGH:2/7/2025	2.2 mg/L	2.2 mg/L	0.07 to 0.96 mg/L; High = 0.96 mg/L	Naturally occurring and added to help prevent tooth decay
Nitrates	NO	5/6/2025	10 mg/L	10 mg/L	0.29 to 1.4 mg/L; High = 1.4 mg/L	Runoff from fertilizer use; Leaching from septic tanks; sewage; Erosion of natural deposits
Total Organic Carbon – Treated (Water Plant Only)	NO	HIGH: 9/9 and 12/11/2025	TT	n/a	1.1 to 1.7 mg/L; High = 1.7 mg/L Highest RAA = 1.6 1 st Quarter 2025	Naturally present in the environment
Sodium	NO	5/6/2025	*SEE NOTE 3*	n/a	18.1 to 29.5 mg/L; High = 29.5 mg/L	Naturally occurring; Road salt; Water softeners; Animal waste
Copper *2	NO	Sampled 9/12/2023 through 9/18/2023	1300 ug/L (A.L.)	1300 ug/L	8.9 to 357 ug/L; 90th percentile = 158 ug/L	Corrosion of household plumbing; Erosion of natural deposits
Lead *2	NO		15 ug/L (A.L.)	Zero	ND to 4.9 ug/L; 90th percentile = 3.5 ug/L	
Perfluorooctanoic Acid *4 ("PFOA")	NO	3/4/2025	10 ng/L	n/a	ND to 2.5 ng/L High = 2.5 ng/L	Released into the environment from widespread use in commercial and industrial applications
Perfluorooctanesulfonic Acid *4 ("PFOS")	NO	3/4/2025	10 ng/L	n/a	ND to 2.6 ng/L High = 2.6 ng/L	
Perfluorohexanesulfonic Acid *4 ("PFHxS")	NO	3/4/2025	50 ug/L	n/a	ND to 1.8 ng/L High = 1.8 ng/L	
1,4-Dioxane	NO	8/5/2025	1.0 ug/L	n/a	ND to 0.046 ug/L High = 0.046 ug/L	Released into the environment from commercial and industrial sources and is associated with inactive and hazardous waste sites.
Gross Alpha	NO	12/9/2025	15 pCi/L	Zero	0.075 pCi/L	Erosion of natural deposits
Gross Beta	NO	12/9/2025	50 pCi/L *5	Zero	1.33 pCi/L	Erosion of natural deposits
Combined Radium 226/228	NO	12/9/2025	5 pCi/L	Zero	0.952 pCi/L	Erosion of natural deposits
Uranium	NO	12/9/2025	30 ug/L	Zero	0.631 ug/L	Erosion of natural deposits

WHAT DOES THIS INFORMATION MEAN?

As you can see by the table, our system had no violations. We have learned through our testing that some contaminants have been detected; however, these contaminants were detected below the level allowed by the State.

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NOTES FOR DETECTED CONTAMINANTS LISTS

1. Turbidity 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. Our highest single combined filter effluent turbidity measurement for the year occurred on 8/15/2025 (0.267 NTU). State regulations require that combined filter effluent turbidity must always be less than or equal to 1.0 NTU. The regulations require that 95% of the turbidity samples collected have measurements below 0.30 NTU. 100% of our readings were below the 0.30 NTU level.
2. For lead and copper, we are required to take 30 samples from the system (City and Town Districts combined). From the test results we look at the 90th percentile reading and use that as an indicator of meeting the ACTION LIMIT (A.L.) In order to calculate the 90th percentile, we multiply the number of samples times 90%. In our situation, that is 27; we then sort the samples from the lowest to the highest and select the 27th highest sample which gives us our value to determine compliance. This value was below the action limit for both lead and copper.
3. Water containing more than 20 mg/L of sodium should not be used for drinking by persons with severely restricted sodium diets.
4. All perfluoroalkyl substances, besides PFOA and PFOS, are considered Unspecified Organic Contaminants (UOC) which have an MCL = 50,000 ng/L.
5. The State considers 50 pCi/l to be the level of concern for beta particles.

DEFINITIONS

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

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water which below there is no known or expected risk to health. MCLGs allow for a margin of safety.

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant that is allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG): 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.

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

Non-detects (ND): Laboratory analysis did not find the constituent at a level above their detection limit.

Nephelometric Units (NTU): A measure of the cloudiness of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

Milligrams per liter (mg/L): Corresponds to one part of liquid in one million parts of liquid (parts per million – ppm.)

Micrograms per liter (ug/L): Corresponds to one part of liquid in one billion parts of liquid (parts per billion – ppb.)

Nanograms per liter (ng/L): Corresponds to one part of liquid in one trillion parts of liquid (parts per trillion – ppt.)

Picocuries per Liter (pCi/L): Measure of radioactivity in a liquid.

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

Locational Running Annual Average (LRAA): This is a calculation of the average of all the readings in the year preceding the date of sampling for a particular sample site, **not** the entire sample set from all locations.

n/a: Not applicable

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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. In our system the City owns the section from the water main to and including the curb stop. The customer owns and is responsible for the section from the curb stop to the water meter. The inventory includes both potable and non-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 accessible by contacting the City of Olean Water Division at 716-376-5699 and/or emailing us at water@cityofolean.gov. Once you contact us we will look up your address and let you know what is in the records. At this time we do not have records available online. We hope to have that available in the near future.

The NYS Department of Health has summary information available online at www.health.ny.gov/environmental/water/drinking/service_line. From the list shown, select either Olean City, Olean Town, or Portville Town for system summaries. This list is updated to the State of New York at least annually.

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