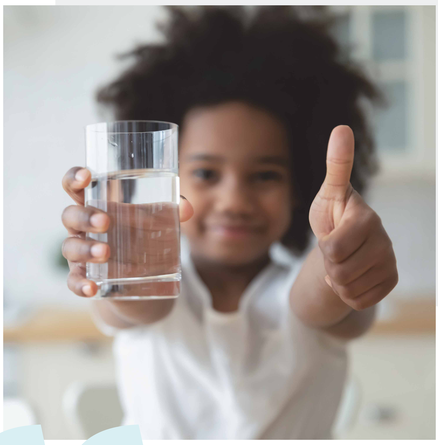
2020

Water Quality Report



Once again we got the all clear!

Take me to the data →

A MESSAGE FROM YOUR MAYOR
(or Board Chair)

This is your annual water quality report. Having clean, safe water is one of the most important services a city provides, and we want you to be as informed as possible about your drinking water.

This report is intended to provide peace of mind and confidence in your drinking water. Here we explain where it comes from, how it's treated, how we monitor it, and most important, how we ensure it is safe for you and your family to use. If upon reading this report, you have any questions, or don't feel that peace of mind, please reach out. You may contact us at INSERT NUMBER or EMAIL.

ES

Spanish (Espanol)

Este informe contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, o hable con alguien que lo entienda.

Attend our meetings

Please join us to learn more about what we're working on. Your input is important to us!

Follow us on social media

Stay connected with us is by following us on Facebook, Twitter or Instagram.

Learn more about water

Check out our website to learn more about programs we offer.

Download a print-friendly copy of this report.

Download Report

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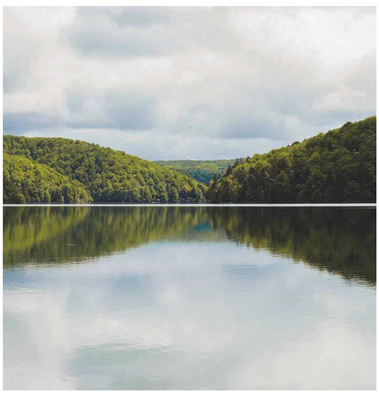
About Your Water

WHERE YOUR DRINKING WATER COMES FROM



Most drinking water in the United States comes from a river, a lake, or from an underground well. The water we provide to you originally comes from INSERT WHERE. We own the land around the source of your drinking water and we watch this area closely to assure nothing is happening nearby that could impact its quality.

WHAT IS IN YOUR DRINKING WATER

Before we treat the water, it can contain bacteria, toxic chemicals, trash, minerals and metals. After we clean it, the water is still not pure. While it does not have bacteria in it, it may still contain small amounts of minerals or metals. Don't let this worry you. You can actually drink water that has tiny amounts of some metals and minerals without getting sick. In fact, some small amounts of minerals and metals are what gives water its taste. This is known because EPA scientists study this a lot before determining what amounts are safe for us.

For the Xth year in a row, the water we provide to you meets all federal and state requirements and is safe to use.

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Your Water Data

Here you will find all that we tested for in your drinking water. These samples were taken in INSERT PREVIOUS YEAR.

Each square includes the amount found, the goal, the highest level allowed, (the "MCL"), the highest we detected in samples, and the lowest amount found. You will see that for everything we tested for the amount we found in your water was safe, meaning it was less than the highest level allowed by the law. Hover on the square to learn more.

We Don't Know Everything: We share in this report the data for everything we monitor for as required by law but we don't look for or test for everything.

Abbreviations

A glossary of abbreviations can be accessed here or by using the button to the right on any page.

From Samples Taken in the Community | From Samples Taken at the Plant

Bacteria

Amount We Found: ND

Ideal Goal (MCLG)	0
Highest Level Allowed (MCL, TT or MRDL)	5%*
Lowest Amount Detected	ND
Highest Amount Detected	ND

No Violation

Chloramine
(as Cl2) (mg/L)

Amount We Found: 2

Ideal Goal (MCLG)	4
Highest Level Allowed (MCL, TT or MRDL)	4
Lowest Amount Detected	1.7
Highest Amount Detected	3

No Violation

Fluoride
(ppm)

Amount We Found: 2

Ideal Goal (MCLG)	4
Highest Level Allowed (MCL, TT or MRDL)	4
Lowest Amount Detected	2
Highest Amount Detected	2

No Violation

Lead
(sample from customer kitchen tap) (ppb)

Amount We Found: 5

Ideal Goal (MCLG)	0
90th Percentile	5
Action Level	15

No Violation

Load More

NOT ALL POLLUTANTS HAVE LIMITS

EPA doesn't have a legal limit for all the pollutants that exist, but every year, it studies new pollutants to see whether they should have a limit. They do this with help from water utilities all over the country. Dimethoate, for example, is a chemical used to kill bugs and is usually used on farms. There is no limit for it in water now but it is one of the ones EPA is looking at closely. We are helping EPA by looking for Dimethoate in our water to help them learn more about where it occurs and whether it needs to be regulated.

Dimethoate
(ppb)

No Legal Limit

Reported Level: 0.07

Lowest Amount Detected	ND
Highest Amount Detected	0.07

HOW MUCH POLLUTANT ARE WE TALKING ABOUT?

Part Per Million (ppm)

1 drop in a hot tub = 1 ppm

Part Per Billion (ppb)

1 drop in an Olympic size swimming pool = 1 ppb

Part Per Trillion (ppt)

1 drop in a 6-acre lake = 1 ppt

HOW EPA SETS LIMITS

The Environmental Protection Agency (EPA) studies pollutants and determines their safe limits. This study can take several years. The safe limit is called a Maximum Contaminant Level, or MCL, and your water utility has to, by law, make sure the water does not go over this limit.

The Maximum Contaminant Level Goal (MCLG) is the level at which there are no known effects on someone's health and it allows for an adequate margin of safety. The MCL is set as close as possible to the goal. While the goal is not enforceable by law, the MCL is. Sometimes though, the MCL is actually higher than the goal. This is because of one of three possible reasons: (1) the technology needed to measure such small quantities of the MCLG is not available; (2) the technology needed to remove the pollutant or reduce it to the MCLG is not available yet; or (3) the cost of treating the pollutant to the MCLG is much more than the value of having that lower amount of the pollutant. The human body is able to handle some tiny levels of pollutants so EPA allows it, to make sure the water rates stay affordable for most people.

> **Action:** *You can call EPA's Safe Drinking Water Hotline for more information about pollutants in water and how they may affect your health at 800-426-4791. The Food and Drug Administration (FDA), not EPA, establishes limits for pollutants in bottled water, and those limits must make bottled water as safe as tap water.*

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Making Your Water Safe

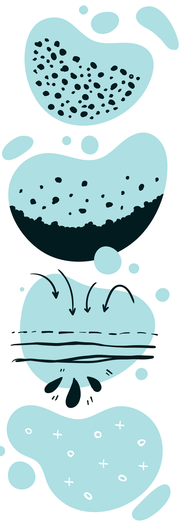
WE PROTECT THE SOURCE

Making the water safe to drink starts by protecting the place it comes from. We work with state scientists to take samples of water at its source to look for possible pollutants. This is called a Source Water Assessment. The most recent one, completed in 20XX, said that our water source could have INSERT WHAT in it. In response to this information, we INSERT WHAT YOU DID. Please call or email us at INSERT PHONE AND EMAIL if you would like more information about the assessment.

WE CLEAN THE WATER

Water found in nature is usually not safe to drink. There are many things we can't see without a microscope in our sources of drinking water that can make us sick. Some pollutants actually come from nature, such as minerals, salts and metals. Others, like viruses and bacteria, can come from farm animals, septic systems, or wild animals. Not all pollutants come from nature, though. Toxic chemicals that are found in water generally come from factories if they aren't handling their waste carefully.

How we clean the water is pretty common to most water treatment plants in the U.S. Almost all water cleaning processes follow these four steps:



STEP 1

Thickening

The water we collect from nature is brought into large mixing bowls at our treatment plant where chemicals are added at safe amounts to cause the small particles of pollutants to stick to one another, forming larger particles. This is called coagulation, which means thickening.

STEP 2

Settling

Over time, the larger particles become heavy enough to fall (or settle) to the bottom of the bowl where they are removed.

STEP 3

Filtering

The remaining water flows through filters made of layers of fine materials, like sand, or sand and coal. These layers stop even smaller particles of pollutants from getting through, and only very clear water is left.

STEP 4

Cleaning

In the last step, bacteria or viruses may still be in the water, so a cleaning chemical is added to remove them. Fluoride, the same thing in your toothpaste, may also be added at this step to help prevent tooth decay, and in some cases, an additional chemical is added at a safe level to protect the pipes from corrosion as the water travels to your home.

SAMPLING AND TESTING

Every year, we take more than XXX samples of water from the pipes in our system and run more than XX tests on these samples. We're looking for bacteria, metals, and chemicals to make sure the water continues to be safe to drink. We look for bacteria on a monthly basis, as required by law, and there are XXX locations in the water system where we take samples for analysis. The limit for bacteria is no bacteria can be present in 5% or more of monthly samples. Four times per year we look for byproducts of the disinfection process. When chlorine, the disinfectant we use, starts to dissipate in the water, it can form new compounds. These compounds, trihalomethane (THM) and haloacetic acid (HAA5), have been known to cause cancer at high levels. The legal limit for drinking water is 80 ppb and 60 ppb respectively. We test for these compounds at X different locations in the water system. We take water samples from XX different homes in our system every X years to test them for lead and copper.

Though we have never gotten a result that did not meet requirements – if we did, we would act fast to protect you and your family right away, and we would contact you immediately through INSERT ALL MEANS AVAILABLE TO YOU.

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Your Role

We know we're more successful with your support than without it so we hope you will get involved with us all the ways you can on projects, programs and policies.

WAYS TO GET INVOLVED

Board (Council) Meetings

You are welcome to attend our board/council meetings. We meet on the first INSERT DAY of each month at INSERT TIME pm at INSERT LOCATION AND ADDRESS. A meeting agenda is posted at our website before each meeting. We always make time to hear from guests and answer questions so please join us to learn more about what we're working on. Your input is important to us!

Social Media

One of the best ways to stay connected with us is by following us on Facebook, Twitter or Instagram. We post the same information to all three platforms so there is no need to follow us everywhere, just choose the one you use the most. Here you'll find the latest news about big projects we're working on, fun lessons for students, or opportunities to get involved with water in our community. We also offer helpful tips on conservation, landscaping, and how to protect your pipes.

Projects and Rates

Infrastructure projects and our rates go hand in hand. We can't keep the system in top shape without your help, so we want you to be as informed as possible about what we need and why. Check out our website to learn about projects and ways you can have input to them.

Learn About Water

We provide water programs for adults and students alike. Follow us on social media or check out our website to download activities for kids, schedule a tour, or invite a speaker to make a presentation to your group.

CHECK YOUR HOME'S PLUMBING

The water we provide to homes and businesses meets all government health standards, and we make sure it is as safe when it arrives on your property as it was when it left the treatment plant. Once the water we provide passes through the meter on your property however, it is exposed to a whole new world in your home that we have no control over. But you do.

WHAT YOU NEED TO KNOW ABOUT LEAD

Some of the things that can change the water quality on your property include your plumbing and pipe material, how long you go without running the water, and how you connect outdoor hoses to your home's water supply. The main pollutants we worry about that your water may touch are lead and copper. If present, high levels of lead can cause serious health problems, especially for pregnant women and young children. Both lead and copper (which can be a source of lead) can get into the water if your plumbing fixtures or pipes, including the pipe that brings water into the home from the street, are made from lead or copper.

Lead is more commonly found in pipes and plumbing of homes built before 1951. Copper pipes could be connected with joint material made of lead, which was common before 1987. Lead joint material can be used anywhere in the house, from fixtures to pipes to the pipes in your yard. Brass faucets and faucet parts, such as fittings and valves, can also contain lead. Fixtures installed before 2014 are likely to contain some brass, even if they have a chrome finish.

> **Action:** *If your home was built prior to 1951, or pipes were installed prior to 1987, or you installed brass fixtures prior to 2014, you may want to have your water tested for lead.*

WHEN YOU GO ON VACATION

When you leave your home for a long time, as you may when you take a vacation, the water in your home's pipes and plumbing doesn't move. When your water has been sitting for several hours, bacteria can grow, and if you have lead or copper plumbing, those metals can start to seep into the water.

> **Action:** *The best thing to do when you get home from vacation or after a long time away from home is to run your water on full blast for 30 seconds to two minutes before using it for drinking or cooking.*

IF YOU CONNECT OUTDOOR HOSES

The outdoor spigot connection to a hose provides a way for pollutants to enter your home's plumbing. If you use the hose to spray chemicals on your lawn, by connecting the nozzle to a spray bottle, or if you have a sprinkler system connected, there is the potential for chemicals from the bottle or the lawn to be accidentally sucked back into your home's pipes.

> **Action:** *To prevent this from happening, we recommend (and in some states it is the law) that you have a device installed to prevent that from happening.*

LOOK OUT FOR SPECIAL POPULATIONS

Your tap water is safe for almost everyone to drink. But some people, such as those having cancer treatment, persons who are having or have had an organ transplant, people with HIV/AIDS or similar disorders, some older adults, and many infants, can be more sensitive to the very tiny levels of pollutants that stay in the water even after we clean it. If there is anyone in your household like this, you may want to ask their doctor if drinking tap water is okay for them.

WHAT IS CRYPTOSPORIDIOSIS?

Cryptosporidiosis or "Crypto" is a disease that causes mild to severe diarrhea. It comes from a microscopic parasite, Cryptosporidium, that can live in the intestine of humans and animals and be passed in the stool of an infected person or animal. The parasite is protected by an outer shell, an oocyst, that allows it to survive outside the body for long periods of time. This makes it very resistant to the type of disinfectant we use to clean the water. During the past two decades, Crypto has become recognized as one of the most common causes of waterborne disease (recreational water and drinking water) in humans in the United States. The parasite is found in every region of the United States and throughout the world. There are currently no accurate ways for detecting Crypto in the water supply at the very low levels that cause sickness. Therefore, EPA does not require testing for the Crypto parasite unless concentrations in the water before treatment exceed 10 oocysts per liter.

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