Grand Rapids Water System Mission Statement

Produce and deliver excellent water to our customers that will protect public health, support the economy, protect life and property from the threat of fire and contribute to overall quality of life.

If you have questions regarding your bill, leaks or other service related issues, please call our Customer Service Office at 456-3200, Monday through Friday, 8:00 a.m. to 5:00 p.m.

The Grand Rapids City Commission, sets policies for the Water System. The City Commission meets on Tuesdays. For meeting dates and times, please call 456-3168.

This report is available on the internet in the Water Department section of the City’s website at:

http://www.grcity.us

En español: Este informe contiene información muy importante sobre el agua potable que le prove a Ud. la ciudad de Grand Rapids. Tradúxcalo o hable con alguien que lo entienda bien.
**Water Quality**

Before it gets to your home, the Grand Rapids Water System filters and treats your water. To take our water quality very seriously. This is to ensure that your water meets or exceeds requirements of the Environmental Protection Agency (EPA) and the Michigan Department of Environmental Quality (MDEQ). Our lab received a near perfect rating during 2008. The MDEQ auditor stated, “Of the hundreds I have completed, this one inspection comes as close as any to having no observed deficiencies, which is commendable based on the knowledge, experience and dedication it takes to get to that level of operation.”

This annual Water Quality Report, required by the Safe Drinking Water Act, contains results from monitoring of over 80 regulated substances. All of the detected amounts from samples collected and analyzed in 2008 are listed in the data table. The Grand Rapids Water System monitors many of these substances more frequently than required, and as a consequence, this data is also included in the table.

**Who We Serve**

On an average day, 37 million gallons of water are supplied to our customers. Approximately 1,200 miles of pipe within our distribution system provide water to citizens in Ada Township, Cascade Township, East Grand Rapids, Grand Rapids, Kentwood, Tallmadge Township, Walker and portions of Ottawa County.

**Water is a Resource**

Water is a valuable asset. While we take it for granted when we turn on our tap, it is a precious commodity. Our mission is to maintain the system and provide a quality and affordable product to meet all our needs.

Water is a necessity, but are there practices we can take to minimize our impact on this precious commodity. Water is primarily from materials and components associated with service lines and home plumbing. The Grand Rapids Water System is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking.

**Lead and Drinking Water**

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The Grand Rapids Water System is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking.

**About Contaminants**

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, which can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include: Microbial contaminants such as viruses and bacteria which may have come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife; Some types of naturally-occurring or be the result of oil and gas production and mining; Radioactive contaminants which are of concern include naturally-occurring radium-226 and 228, thorium-230, and actinium-228.

**Regulated at the Treatment Plant**

When washing your car, use a positive shut-off nozzle on your hose and don’t let water run down the street, a hose can waste 6 gallons of water a minute.

When you need to replace water using appliances, buy an Energy Star-rated appliance.

Chill a pitcher of water in the refrigerator instead of running the faucet.

Run only full loads in your dishwasher. Dishwashers use between 10-12 gallons for a 5 minute shower.

**DO I NEED TO TAKE SPECIAL PRECAUTIONS?**

The EPA sets legal limits and regulates the amount of contaminants allowed in drinking water provided by public water systems. Sources of drinking water can be the natural general population. Some examples of conditions which may wish to have your water tested. Information on lead in drinking water, or their website at http://www.epa.gov/safewater/truth.

**Water Quality Table Key and Definitions**

MCL - Maximum Contaminant Level: This is the highest level of a substance 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 substance 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 residual 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 highest level of 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 contaminants.

ATH - Action Level: The amount of a substance when exceeded requires a treatment or other response by a water system.

DO NOT APPLY: The amount of a substance when exceeded requires a treatment or other response by a water system.

**Lake Michigan**

Lake Michigan is the sole source of water treated for the Grand Rapids Water System. Lake Michigan has been detected in our source or treated water during this reporting period.

**SOURCES OF POTENTIAL CONTAMINANTS**

Before rinsing dishes, put the sink stopper in place instead of running water.

Choose a pitcher of water in the refrigerator instead of running the faucet.

Select proper water level for laundry, wash full loads. Washers can use up to 80 gallons of water per load.

Take a quick shower, baths use 70 gallons to fill up while 10-25 gallons are used for a 5 minute shower.

**Regulated at the Customer’s Tap**

Lead (tested in 2008) ppm 0.004 - 0.155 0.030 1 1 Not applicable

Chlorine Residual ppm 0.5 - 1.4 0.5 1 1 Not applicable

Fluoride ppm 0.7 - 4.0 4.0 1 1 Not applicable

Nephelometric Turbidity Unit ppm 0.1 - 17 17 1 1 Not applicable

**Regulated in the Distribution System**

The Grand Rapids Water System filters and treats your water. To take our water quality very seriously. This is to ensure that your water meets or exceeds requirements of the Environmental Protection Agency (EPA) and the Michigan Department of Environmental Quality (MDEQ). Our lab received a near perfect rating during 2008. The MDEQ auditor stated, “Of the hundreds I have completed, this one inspection comes as close as any to having no observed deficiencies, which is commendable based on the knowledge, experience and dedication it takes to get to that level of operation.”

On an average day, 37 million gallons of water are supplied to our customers. Approximately 1,200 miles of pipe within our distribution system provide water to citizens in Ada Township, Cascade Township, East Grand Rapids, Grand Rapids, Kentwood, Tallmadge Township, Walker and portions of Ottawa County.

**Who We Serve**

On an average day, 37 million gallons of water are supplied to our customers. Approximately 1,200 miles of pipe within our distribution system provide water to citizens in Ada Township, Cascade Township, East Grand Rapids, Grand Rapids, Kentwood, Tallmadge Township, Walker and portions of Ottawa County.

**Water is a Resource**

Water is a valuable asset. While we take it for granted when we turn on our tap, it is a precious commodity. Our mission is to maintain the system and provide a quality and affordable product to meet all our customer needs while protecting this natural resource. By using water efficiently, we can help preserve our water supply for future generations. We work hard to inform our customers about the importance of water and the need to conserve it.

Water is primarily from materials and components associated with service lines and home plumbing. The Grand Rapids Water System is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking.

When you need to replace water using appliances, buy an Energy Star-rated appliance.

Chill a pitcher of water in the refrigerator instead of running the faucet.

Run only full loads in your dishwasher. Dishwashers use between 10-12 gallons for a 5 minute shower.

When washing your car, use a positive shut-off nozzle on your hose and don’t let water run down the street, a hose can waste 6 gallons of water a minute.
**Water Quality**

Before it gets to your home, the Grand Rapids Water System filters and treats your water. To take our water quality very seriously. This is to ensure that your water meets or exceeds requirements of the Environmental Protection Agency (EPA) and the Michigan Department of Environmental Quality (MDEQ). Our lab received a near perfect rating during 2008. The MDEQ auditor stated, “Of the hundreds I have completed, this one-site inspection comes as close as any to having no observed deficiencies, which is commendable based on the knowledge, experience and dedication it takes to get to that level of operation.”

This annual Water Quality Report, required by the Safe Drinking Water Act, contains results from monitoring of over 80 regulated substances. All of the detected analytes from the samples collected and analyzed in 2008 are listed in the data table. The Grand Rapids Water System monitors many of these substances more frequently than required, and as a consequence, this data is also included in the table.

**Lead and Drinking Water**

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The Grand Rapids Water System is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline at 1(800) 426-4791 or their website at http://www.epa.gov/safewater/lead. The Grand Rapids Water System internet information in 1994 to reduce the reductions of lead possibly leaking from household plumbing. Prior to the corrosion control program, 37% of the homes tested had lead levels above EPA’s lead limit. Since 1994, lead levels have decreased, and in our most recent testing, only one of the 50 homes tested had a lead level above the action limit.

**About Contaminants**

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 activity.

Contaminants that may be present in source water include: Microbial contaminants such as viruses and bacteria which may come from a variety of sources such as agriculture, urban storm water runoff and industrial site. Before rinsing dishes, put the sink stopper in place instead of running the faucet. Select proper water level for laundry, wash full loads. Washers can use 40-50 gallons per load. When washing your car, use a positive shut-off nozzle on your hose and don’t let water run down the street, a hose can waste 6 gallons of water a minute.

**Water Saving Tips**

- Check faucets, toilets and pipes for leaks, up to 200 gallons of water can be wasted each day.
- Run only full loads in your dishwasher. Dishwashers use between 10-14 gallons of water.
- Chill a pitcher of water in the refrigerator instead of running the faucet until the water is cold.
- When you need to replace water using appliances, buy an Energy Star-rated appliance.
- Before rinsing dishes, put the sink stopper in place instead of running the faucet.
- Select proper water level for laundry, wash full loads.
- Take a quick shower, baths use 70 gallons to fill up while 10-25 gallons are used for a 5 minute shower.

**Do I NEED TO TAKE SPECIAL PRECAUTIONS?**

The EPA sets legal limits and regulates the amount of contaminants allowed in drinking water provided by public water systems. Sources of drinking water (both tap water and bottled water) may reasonably be expected to contain at least small amounts of some contaminants. Though contaminants are present, it does not necessarily indicate that the water poses a health risk. We treat our water according to EPA regulations.

EPA’s health-based standards for drinking water are generally safe, but some people may be more vulnerable to contaminants in drinking water than the general population. These people include, but are not limited to:

- Children
- Pregnant women
- People with immune system disorders
- Older adults
- Individuals so young or elderly, individuals who have undergone organ transplants, people with HIV/AIDS or persons receiving chemotherapy or who have other health conditions that lower their immune system are also considered vulnerable.

Water Quality Table Key and Definitions

MCL - Maximum Contaminant Level: This is the highest level of a substance 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: This level of a substance in drinking water below which there is no known or expected health risk. MCLG’s allow for a margin of safety.

MRDL - Maximum Residual Disinfectant Level: The highest level of 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 highest level of drinking water disinfectant below which there is no known or expected risk to health.

MCLVs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

ppb - Parts per billion. You win a one million-dollar lottery. You give a friend one dollar. That’s 1 ppm.

ppm - Parts per million. Your rich uncle passes away and leaves you 10 million, but... Always add in seasonal variations.

Average - The amount of a substance exceeding a treatment or other response by a water system.

n.d. - Not applicable

n.d. - not detected

Source Water Assessment

Lake Michigan is the sole source of water for the Grand Rapids Water System. It is this source a surface water source. The MDEQ completed Source Water Assessment in 1998. Grand Rapids Water System supply in 2003. This assessment evaluates the risk of contamination based on several factors including geologic setting, water chemistry and contaminant sources. Risk assessment is critical in protecting the public water supply. The Grand Rapids Water System has a source water protection plan to manage the potential for contamination. The Grand Rapids Water System plans to continually and routinely monitors the water for a variety of chemicals to assure safe drinking water. Industrial chemicals have not been detected in our source or treated water. The Grand Rapids Water System continues to be involved and supports watershed protection efforts. Anyone wanting additional information about the Source Water Assessment or has questions concerning the water quality testing results in this report may contact:

John Allen, Filtration Plant Superintendent
(616) 456-3700 or jallen@grcity.us

Patty Chapman, Chemist II
(616) 456-3700 or pchapman@grcity.us

**Who We Serve**

On an average day, 37 million gallons of water are supplied to our customers. Approximately 1,200 miles of pipe within our distribution system provide water to citizens in Ada Township, Cascade Township, East Grand Rapids, Grand Rapids, Kentwood, Tallmadge Township, Walker and portions of Ottawa County.

**Water is a Resource**

Water is a precious commodity. Our mission is to maintain the system provide water to citizens in Ada Township, Cascade Township, East Grand Rapids, Grand Rapids, Kentwood, Tallmadge Township, Walker and portions of Ottawa County.

Who We Serve

On an average day, 37 million gallons of water are supplied to our customers. Approximately 1,200 miles of pipe within our distribution system provide water to citizens in Ada Township, Cascade Township, East Grand Rapids, Grand Rapids, Kentwood, Tallmadge Township, Walker and portions of Ottawa County.

**Water is a Resource**

Water is a precious commodity. Our mission is to maintain the system provide water to citizens in Ada Township, Cascade Township, East Grand Rapids, Grand Rapids, Kentwood, Tallmadge Township, Walker and portions of Ottawa County.
Grand Rapids Water System Mission Statement

Produce and deliver excellent water to our customers that will protect public health, support the economy, protect life and property from the threat of fire and contribute to overall quality of life.

If you have questions regarding your bill, leaks or other service related issues, please call our Customer Service Office at 456-3200, Monday through Friday, 8:00 a.m. to 5:00 p.m.

The Grand Rapids City Commission, sets policies for the Water System. The City Commission meets on Tuesdays. For meeting dates and times, please call 456-3168.

This report is available on the internet in the Water Department section of the City’s website at:

http://www.grcity.us

En español: Este informe contiene información muy importante sobre el agua potable que le prove a Ud. la ciudad de Grand Rapids. Tradúzcalo o hable con alguien que lo entienda bien.