



Dear Water Customer,

The City of Taylor Water and Sewer Department is pleased to share with you our 2011 Water Quality Report. The 1996 Federal Safe Drinking Water Act Amendments require that each community create an annual report to be distributed to each water customer within the community. This report is to inform all water customers of the City of Taylor about the quality of our drinking water and to share information on the Taylor Water System with our customers.

The City of Taylor Water and Sewer Department, directed by Rocky Alazazi, is responsible for the operation and maintenance of 308 miles of water main and more than 248 miles of sanitary sewer mains.

The City of Taylor is proud to announce to our water customers that we met or exceeded all federal and state standards for drinking water during 2011.

If you suspect a water main break; notice a change in the look, smell or taste of your drinking water; or have a water or sewer emergency, please call (734) 374-1373. After regular business hours, on a holiday or a weekend, please call the Taylor Police Department at (734) 287-6611.

Anyone wishing to either discuss or learn more about water-related issues is welcome to attend the City of Taylor's five-member Water and Sewer Commission meeting held on the second Monday of each month at 6:00 p.m. at the Department of Public Works Building.

Working with DWSD and Area Communities to Keep Water Flowing

The City of Taylor participates with the Detroit Water and Sewerage Department (DWSD) in a collaborative outreach process that has grown over the past decade to positively impact how water customers are serviced. A higher level of trust has been created where DWSD and the communities it provides water and sewer service to share technical knowledge and resources in these challenging economic times. Issues are addressed through seven work groups that are co-led by a DWSD representative and customer community representative.

A major accomplishment in the water service area includes the development of a new water contract that allows communities to better manage rate volatility and gives DWSD more accurate estimates of how much water the system needs to produce. Communities developed the contract with DWSD and participate in development of modifications. Many communities have implemented programs that require automated sprinkler systems to operate between 11:00 PM to 5:00 AM to take advantage of savings gained by using water during off-peak time periods.

Another accomplishment has been implementation of the Wholesale Automated Meter Reading (WAMR) system that allows communities to access their billing meter data through a web-based program. The new system, developed with major



input from communities, allows each community to customize the dashboard that displays the flow rate and pressure data from their meter connections to the DWSD system. In addition to providing valuable data on consumption that can be used to manage peak demand, the system can help identify problems like an unreported water main break that is creating unexplained increased nighttime flows.

Publishing accurate information about the management and operation of the infrastructure that serves the entire DWSD water service area has also been a focus of the outreach effort. The DWSD Customer website, www.dwsd-outreach.org, publishes under the banner Operation Clean Water. A recent article and video, The Faces of Water, (<http://www.youtube.com/user/cleanwater100>) explains how DWSD, customer communities and the MDEQ work together to manage our water treatment and distribution system delivering some of the best tasting tap water to the region.

Effective July 1, 2012, water bill payments will no longer be accepted at the DPW Building. Payments can be made at City Hall in the Cashier's Office located at 23555 Goddard Road.

Where does my water come from?

Your source water comes from the Detroit River, situated within the Lake St. Clair, Clinton River, Detroit River, Rouge River, Ecorse River, in the U.S. and parts of the Thames River, Little River, Turkey Creek and Sydenham watersheds in Canada. The Michigan Department of Environmental Quality in partnership with the U.S. Geological Survey, the Detroit Water and Sewerage Department (DWSD), and the Michigan Public Health Institute performed a source water assessment in 2004 to determine the susceptibility of potential contamination. The susceptibility rating is on a seven-tiered scale from “very low” to “very high” based primarily on geologic sensitivity, water chemistry, and contaminant sources.

The susceptibility of our Detroit River source water intakes were determined to be highly susceptible to potential contamination. However, all four Detroit water treatment plants that use source water from the Detroit River have historically provided satisfactory treatment of this source water to meet drinking water standards. DWSD has initiated source water protection activities that include chemical containment, spill response, and a mercury reduction program. DWSD participates in a National Pollutant Discharge Elimination System permit discharge program and has an emergency response management plan.

Important health information

Drinking water, including bottled water, may reasonably be expected to contain at least small 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 Environmental Protection Agency’s Safe Drinking Water Hotline at (800) 426-4791.

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 sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban storm-water runoff, and residential uses.

Organic chemical contaminants, including synthetic and volatile organics, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff and septic systems.

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

In order to ensure that tap water is safe to drink, EPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

Lead

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 City of Taylor Water and Sewer Department 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 or at <http://www.epa.gov/safewater/lead>.



If you would like to know more about this report, need additional copies or have other water-related issues, please contact the Taylor Water and Sewer Department:
(734) 374-1373
www.cityoftaylor.com

Hydrant Flushing Program

The City of Taylor is implementing a hydrant flushing program as part of our ongoing efforts to deliver the highest quality water possible to our residents. Flushing involves scouring the inside surfaces of water mains with high velocity water. Crews open fire hydrants and allow them to flow freely for a short period of time. Hydrant flushing enhances water quality by flushing sediment from the mainline pipes, verifies the operation of hydrants and valves and maintains fire fighting capability.

What should I expect?

When a hydrant is opened, there will be temporary incidences of discolored water while fine sediment particles are flushed out. There is no health hazard associated with the discolored water and it does not affect taste or quality. If you encounter discolored water:

- Shut water off and wait several minutes. Run cold water for 5 to 10 minutes until it runs clear. In some cases, discoloration may last a few hours.
- Avoid washing laundry. Wait until water runs clear at the tap, then wash dark clothes first.
- If pressure or volume seems low, check your faucet screens for trapped particles.

If discoloration continues, contact the Water Department.

Water Repairs

My faucet drips. Should I fix it?

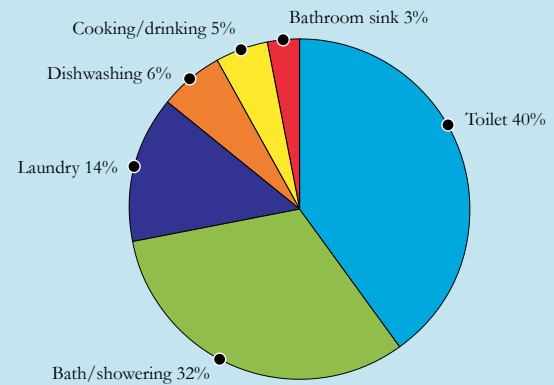
Faucet drips waste a precious product and should be stopped even though the dripped water may not register on your water meter. To find out how much water you are wasting, put an 8 oz. measuring cup under the drip and determine how many minutes it takes to fill it up. Divide the filling time by 90 to get the gallons of water wasted each day. As an example, if you have a faucet that drips 60 times a minute, this adds up to more than 3 gallons each day or 1,225 gallons each year. That's enough to fill more than twenty-two 55-gallon drums.

Fixing a broken water main looks like a dirty job. How is the inside cleaned afterward?

After the work is done, the pipe is filled with water containing a large amount of chlorine. This water is held in the pipe for a specific time to kill all germs. State and federal regulations control the disposal of this heavily-chlorinated water. A chemical must be added to react with the chlorine and destroy it before the water can be flushed out of the pipe and discharged, or the highly-chlorinated water must be discharged to an area where it will not adversely impact the environment.



Typical residential water use



Toilet flushing is by far the largest single use of water in a home. Lawn watering is not reflected in this chart.



People with special health concerns

Some people may be more vulnerable to contaminants in drinking water than is 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 about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791.

Southwest Water Treatment Plant 2011 Regulated Detected Contaminants Tables

2011 Turbidity - Monitored every 4 hours at Plant Finished Water Tap								

Highest Single Measurement Cannot exceed 1 NTU	Lowest Monthly % of Samples Meeting Turbidity Limit of 0.3 NTU (minimum 95%)	Violation Yes/No	Major Sources in Drinking Water
0.3 NTU	100%	no	Soil Runoff

Turbidity is a measure of the cloudiness of water. We monitor it because it is a good indicator of the effectiveness of our filtration system.

2011 Microbiological Contaminants - Monthly Monitoring in Distribution System				
Contaminant	MCLG	MCL	Highest Number Detected	Major Sources in Drinking Water
Total coliform bacteria	0	Presence of Coliform bacteria > 5% of monthly samples	in one month 0	Naturally present in the environment
E. coli or fecal coliform bacteria	0	A routine sample and a repeat sample are total coliform positive, and one is also fecal or E. coli positive.	entire year 0	Human waste and animal fecal waste

2011 Lead and Copper Monitoring at Customers' Tap								
Contaminant	Test Date	Units	Health Goal MCLG	Action Level AL	90th Percentile Value*	Number of Samples Over AL	Violation Yes/No	Major Sources in Drinking Water
Lead	2011	ppb	0	15	8.3	1	no	Corrosion of household plumbing system; Erosion of natural deposits.
Copper	2011	ppb	1300	1300	66	0	no	Corrosion of household plumbing system; Erosion of natural deposits; Leaching from wood preservatives.

*The 90th percentile value means 90% of the homes tested have lead and copper levels below the given 90th percentile value. If the 90th percentile value is above the AL, additional requirements must be met.

2011 Special Monitoring								

Contaminant	MCLG	MCL	Level Detected	Source of Contamination
Sodium (ppm)	n/a	n/a	5.02	Erosion of natural deposits

Collection and sampling result information in the table provided by DWSD Water Quality Division, ML Semegen.

What do these tables mean?

These tables show the results of our water quality analyses. Every regulated and unregulated detected contaminant in the water is listed here. The tables contain contaminant names, the highest detected levels, health goals, the sources in drinking water and if a violation has occurred. Key definitions and/or explanations for each symbol used are listed to the right of the tables.

Unregulated contaminants are those for which the Environmental Protection Agency (EPA) has not established drinking water standards. Monitoring helps EPA to determine where certain contaminants occur and whether it needs to regulate those contaminants. Beginning in July of 2008 - April 2009, the DWSD began monitoring quarterly for unregulated contaminants under the Unregulated Contaminant Monitoring Rule 2 (UCMR2). All the UCMR2 contaminants monitored on List 1 and List 2 in 2008 - 2009 were undetected.

Definitions

Maximum Contaminant Level Goal (MCLG): level of contaminant in drinking water below which there is no known or expected risk to health.

Maximum Contaminant Level (MCL): highest level of a contaminant allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

Maximum Residual Disinfectant Level Goal (MRDLG): 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 contaminants.

Maximum Residual Disinfectant Level (MRDL): 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.

Parts per billion (ppb): equivalent to micrograms per liter. A microgram = 1/1000 milligram.

Parts per million (ppm): equivalent to milligrams per liter. A milligram = 1/1000 gram.

Nephelometric Turbidity Units (NTU): Measures the cloudiness of water.

Not Detected (ND)

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

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

Haloacetic Acids (HAA5): total of bromoacetic, chloroacetic, dibromoacetic, dichloroacetic, and trichloroacetic acids. Compliance is based on the total.

Total Trihalomethanes (TTHM): Sum of chloroform, bromodichloromethane, dibromochloromethane, and bromoform. Compliance is based on the total.

n/a = not applicable

> = greater than