IMPORTANT HEALTH INFORMATION

Some people may be more vulnerable to contaminants 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 about drinking water from their health care providers. EPA/Center for Disease Control guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791).

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 Green Bay Water Utility is responsible for providing high quality drinking water, but cannot control the variety of materials used in the 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 (800-426-4791) or at http://www.epa.gov/safewater/lead.

Regular Green Bay Water Commission meetings occur on the second Monday of every month at 8:30 a.m. at the Green Bay Water Utility Office 631 South Adams Street, P.O. Box 1210, Green Bay, WI 54305-1210

The information for this report is posted on the Internet at www.gbwater.org

Customer Service:
(920) 448-3480.
Emergency After-Hours:
(920) 448-3483.
EPA Safe Drinking Water Hotline:
(800) 426-4791.

Green Bay Water Utility is a member of:
American Water Works Association
Association of Metropolitan Water Agencies
Public Water Systems ID #: 40503562

P.O. Box 1210
631 S. Adams St.
Green Bay, WI 54305-1210

Green Bay Water Utility

2016 Annual Drinking Water Quality Report

WHAT IS THIS REPORT?

The Green Bay Water Utility is proud of the fine drinking water it provides. This annual water quality report shows the source of our water, lists the results of our tests, and contains much important information about water and health. The Green Bay Water Utility will notify you immediately if there is any reason for concern about our water. We are happy to show you how we have surpassed water quality standards. This report provides information for the 2015 reporting year.

The bottom line: Is the water safe to drink? ***Absolutely***.

Please contact Hispanic Services at 920-465-9491 if assistance is needed in translating this letter.

Contacte por favor a Hispano Servicios en 920-465-9491 si ayuda es necesitada a traducir esta carta.

Please contact the United Hmong/Asian American Community Center at 920-437-4550 if assistance is needed in translating this letter. Yog haistias koj tsis totaub daim ntawv no thiab xav tau kev pab txhais, thov hu rau Koomhaum Hmoob ntawm 920-437-4550.

WHERE DOES OUR WATER COME FROM?

The Green Bay Water Utility's main source of water is Lake Michigan. This source is known as surface water, and it is treated at a filtration facility.

The Green Bay Water Utility performed a source water assessment to identify the system's susceptibility to potential causes of contamination. During this project, water quality parameters were analyzed to identify contamination sources. At the end of the assessment, the Utility came to the conclusion that the location of our Lake Michigan intakes prevented direct influence from traditional concerns such as industrial and sewage discharge, and agricultural runoff. Storm action on Lake Michigan had the biggest impact, with in-plant process adjustments the remedy to the higher turbidity water as typically witnessed with storms. A Wisconsin Department of Natural Resources source water assessment summary is available. If you are interested, contact the Green Bay Water Utility at (920) 448-3480.

WHAT SHOULD BE IN MY WATER?

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:

(A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

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

(C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

(D) Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.

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

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

WHAT ELSE SHOULD I KNOW?

* 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 (800) 426-4791.

* A cross-connection is a connection between a drinking water pipe and a polluted source. Contamination can happen whenever water pressure drops and the polluted source is drawn back into the drinking water system. Contamination can also occur when pressure builds in a warm garden hose and the hose water expands back into the pipe. To help avoid this, disconnect the hose at the faucet after use and never leave a pressurized hose attached to a faucet between uses.

* If you have, or are considering the purchase of a home treatment device to enhance the water aesthetics, please remember that proper maintenance and service is required for continued effectiveness. The Utility's water quality surpasses all federal and state Safe Drinking Water Standards. Units that are purchased from disreputable companies or not maintained properly may degrade the water quality.

* The Green Bay Water Utility has constructed an ozonation facility. This facility enables the Utility to generate ozone and utilize it as a disinfectant. Ozone is a very strong oxidant that provides inactivation of *Cryptosporidium*, as well as helping the Utility meet more stringent drinking water quality standards through other process related benefits.

* With over 440 miles of water mains in the City, the Utility is continuously involved with system maintenance. Flushing mains through hydrants is one such activity with many benefits. Flushing helps prevent corrosion products from forming on the wall of the pipe. It also ensures the freshness of the water delivered. Flushing is an important part of ensuring that high quality water is delivered to the consumer.

WATER CONSERVATION

The Green Bay Water Utility is proud to be a member of the United States Environmental Protection Agency's (EPA) WaterSense Program. WaterSense, a partnership program sponsored by EPA, seeks to protect the future of our nation's water supply by promoting and recognizing water efficiency efforts and enhancing the market for water-efficient products, programs, and practices. The WaterSense label indicates these products and programs that have been designed to save water and money are meeting efficiency and performance criteria.

WaterSense is partnering with irrigation professionals and certification programs to promote water-efficient landscape irrigation practices. WaterSense is also partnering with manufacturers, retailers, distributors, and utilities to bring WaterSense products to the marketplace and make it easy to purchase high-performing, water-efficient products. For more information on the WaterSense program visit the website at: www.epa.gov/watersense.

One easy way to save water in your home or business would be to check all toilets for leaks, as it's not uncommon to lose up to 100 gallons a day from one of these otherwise invisible toilet leaks. Please visit the Green Bay Water Utility website at www.gbwater.org for easy-to-follow steps on checking for toilet leaks.

WHAT ABOUT CRYPTOSPORIDIUM ?

Cryptosporidium (Crypto) is a protozoan parasite found in lakes and rivers, typically when these waters contain animal or sewage waste. The Green Bay Water Utility has and continues to aggressively analyze for Crypto in Lake Michigan source water and treated water samples. The results indicate that no Crypto has been found. The Utility's ozonation process effectively eliminates any potential Crypto problem in our water.

CROSS-CONNECTION PREVENTION POLICY

The plumbing inspector currently inspects all new construction for cross-connections. It is the duty of the Water Utility to inspect, or cause inspections, on all residential and nonresidential properties serviced by the Utility. Residential properties will be inspected on a ten-year interval, and all nonresidential on a two-year interval. The most common type of cross-connection is found at the outside hose bib or laundry sink. A hose submerged in a sink or bucket containing a toxic liquid is a health threatening cross-connection. For that reason a State of Wisconsin-approved hose bib vacuum breaker must be installed on all unprotected hose bibs. For more information please contact John at 448-3480.

PHARMACEUTICAL & PERSONAL CARE PRODUCTS

Pharmaceutical and Personal Care Products (PPCPs) are health and cosmetic compounds that, when flushed down the toilet, may find their way into our rivers and lakes.

Our Utility has tested for selected PPCPs since 2003. Our ozonation treatment system serves as the state-of-the-art method for destruction of most PPCPs that might enter into our raw water.

To help minimize the concentration of PPCPs in our water, pharmaceuticals may be dropped off 24 hours a day, 7 days a week at the Green Bay Police Department, 307 S. Adams St. NO NEEDLES PLEASE. They can also be dropped off at the Brown County Sheriff's Department, (Located at 2684 Development Drive, in the Village of Bellevue) Monday through Friday between the hours of 8:00 a.m. and 4:00 p.m.

ADDITIONAL WATER QUALITY INFORMATION

The Green Bay Water Utility has performed additional water quality monitoring on contaminants that are not regulated or do not have health effect advisories associated with them yet. Please see our website at www.gbwater.org or call 920-448-3480 for additional information.

ACCESS YOUR ACCOUNT AND PAY ONLINE:

The Green Bay Water Utility now offers you the ability to access your account and make payments over the internet 24 hours a day at www.gbwater.org. At this website you can: Make payments with a credit/debit card or eCheck; View your billing history; Review your payment history; View your consumption history.

This service is safe, reliable, and in accordance with all state and government regulations. In order to process your payment, Collector Solutions Inc., the credit card service provider, charges a nominal convenience fee which will be applied to the transaction. Visa®, MasterCard®, Discover®, and American Express® credit and debit cards are now accepted. We do not accept credit card payments over the phone or at the drive-up window.

Also, your account can be set up on the Water Utility's CHECK-FREE automatic payment plan which makes an automatic withdrawal from your checking or savings account on the bill due date at no additional cost to you. You can do this by visiting our website at www.gbwater.org or by calling our office at 448-3480 for more information.

UNREGULATED CONTAMINANTS

The 1996 amendments to the Safe Drinking Water Act require that once every five years, the U.S. Environmental Protection Agency issue a new list of no more than 30 unregulated contaminants to be monitored by public water system. The unregulated contaminant monitoring rule provides EPA with scientifically valid data on the occurrence of unregulated contaminants in drinking water and the data is used to determine whether future regulation is warranted. US EPA requires this monitoring.

TURBIDITY MONITORING

In accordance with s.NR810.29, Wisconsin Administration Code, the treated surface water is monitored for turbidity to confirm that the filtered water is less than 0.1 NTU/0.3 NTU. Turbidity is a measure of the cloudiness of water. We monitor for it because it is a good indicator of the effectiveness of our filtration system. During the year, the highest single entry point turbidity measurement was 0.06 NTU. The lowest monthly percentage of samples meeting the turbidity limits was 100%.

SUMMARY OF WATER QUALITY DATA

INORGANIC CONTAMINANTS	DATE TESTED	UNIT	GOAL (MCLG)	MAXIMUM ALLOWED (MCL)	DETECTED LEVEL	RANGE OF VALUES TESTED	SOURCE OF CONTAMINANTS
Fluoride	2015	ppm	4	4	0.75	0.72 - 0.80	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories.
Nitrate	2015	ppm	10	10	0.39	0.04 - 0.39	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.
Sodium	2015	ppm	n/a	n/a	8.0	7.7 - 8.0	Erosion of natural deposits.
Copper	2012	ppm	1.3	AL=1.3	0.40	0 of 100*	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives.
Lead	2012	ppb	0	AL=15	27.0	15 of 100*	Corrosion of household plumbing systems; Erosion of natural deposits.
Antimony	2015	ppb	6	6	0.19	0.16 - 0.19	Discharge from petroleum refineries; Fire retardants; ceramics; electronics; solder.
Arsenic	2015	ppb	n/a	10	0.88	0.65 - 0.88	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes.
Barium	2015	ppm	2	2	0.021	0.020 - 0.021	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits.
Cyanide	2014	ppb	200	200	11	11	Discharge from steel/metal, plastic, and fertilizer factories
Selenium	2012	ppb	50	50	3	3	Discharge from petroleum and metal refineries; Erosion of natural deposits; Discharge from mines.
Nickel	2015	ppb	n/a	100	.65	nd - 0.65	Erosion of natural deposits; Discharge from electroplating, stainless steel and alloy products.
Cadmium	2015	ppb	5	5	0.12	nd - 0.12	Corrosion of galvanized pipes; erosion of natural deposits; discharge from metal refineries.
Thallium	2015	ppb	0.5	2	0.19	nd - 0.19	Leaching from ore-processing sites; discharge from electronics, glass, and drug factories.
RADIOACTIVE CONTAMINANTS							
Gross Alpha	2014	pCi/L	0	15	7.1	0.0 - 7.1	Erosion of natural deposits.
Combined Radium 226/228	2014	pCi/L	0	5	4.0	1.9 - 4.0	Erosion of natural deposits.
DISINFECTION BY-PRODUCTS							
TTHM Site D9	2015	ppb	0	80	18.8	11.0 - 21.8	By-product of drinking water chlorination.
TTHM Site D15	2015	ppb	0	80	15.9	11.9 - 16.2	By-product of drinking water chlorination.
TTHM Site D17	2015	ppb	0	80	19.5	14.3 - 23.4	By-product of drinking water chlorination.
TTHM Site D22	2015	ppb	0	80	16.6	11.5 - 15.9	By-product of drinking water chlorination.
HAA5 Site D9	2015	ppb	60	60	5	2 - 7	By-product of drinking water chlorination.
HAA5 Site D15	2015	ppb	60	60	4	2 - 4	By-product of drinking water chlorination.
HAA5 Site D17	2015	ppb	60	60	5	3 - 6	By-product of drinking water chlorination.
HAA5 Site D22	2015	ppb	60	60	4	2 - 5	By-product of drinking water chlorination.
Chlorine Residual	2015	ppm	n/a	MRDL =4.0	0.95	0.73 - 1.16	Drinking water disinfectant.
Bromate	2015	ppb	10	10	4.0	2.0 - 7.0	By-product of ozone disinfection.
UNREGULATED CONTAMINANTS							
Aluminum	2015	mg/L	n/a	n/a	0.007	nd - 0.007	
Boron	2015	mg/L	n/a	n/a	0.025	nd - 0.025	
Chlorate	2013	ppb	n/a	n/a	93	40 - 93	
Chloride	2015	mg/L	n/a	n/a	15	15	
Chromium	2013	ppb	n/a	n/a	0.27	0.22 - 0.27	
Chromium - 6	2013	ppb	n/a	n/a	0.24	0.17 - 0.24	
Molybdenum	2013	ppb	n/a	n/a	1.0	nd - 1.0	
Sulfate	2015	ppm	n/a	n/a	23.0	23.0	Erosion of natural deposits.
Silver	2015	mg/L	n/a	n/a	0.002	nd - 0.002	
Strontium	2013	ppb	n/a	n/a	130	120 - 130	
Vanadium	2013	ppb	n/a	n/a	0.27	0.22 - 0.27	

*Results above AL

CONTAMINANT HEALTH EFFECTS - LEAD

Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.

HOW TO READ THIS TABLE

Data Table Key: Unit Descriptions

mg/L: number of milligrams of substance in one liter of water
ppm: parts per million, or milligrams per liter
ppb: parts per billion, or micrograms per liter
pCi/L: picocuries per liter (a measure of radioactivity)
n/a: not applicable
nd: not detected
NR: monitoring not required, but recommended
NTU: Nephelometric Turbidity Units

Important Drinking Water Definitions

AL Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water systems must follow.

MCL Maximum Contaminant Level: This highest level of a contaminant that is allowed in drinking water. MCLs are set as close as feasible using the best available treatment technology.

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.

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 contaminants.

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