

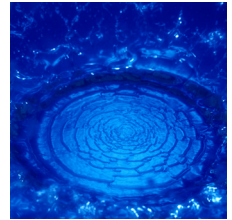
Water Quality Report

2013

CLEVELAND WATER

Cleveland Water
www.clevelandwater.com





COMMITMENT TO QUALITY

This commitment is our pledge as members of the Partnership for Safe Water program. The partnership is a voluntary cooperative effort between the U.S. Environmental Protection Agency (USEPA), drinking water professional organizations, and 200 drinking water utilities across the country. Utilities which join the partnership agree to adopt performance standards where drinking water regulations do not exist to optimize treatment and protect the water supply against microbiological contamination. When a utility joins the partnership, it agrees to perform a self-assessment of their water

treatment operations, identify performance limiting factors, and take corrective actions to improve water quality. All of Cleveland's treatment plants completed this self-assessment and optimization program. This enormous amount of time and effort was put forth to provide you, our customers, with great tasting water with a higher degree of protection against microbiological contaminants of the water system.

SOURCE WATER ASSESSMENT

Cleveland Water uses surface water drawn from four intakes in Lake Erie as the source of our drinking water. Lake Erie is a part of the Great Lakes watershed. Ninety-five percent of the water entering Lake Erie comes from the upstream Great Lakes – Superior, Michigan, and Huron as well as all of the rivers and streams that flow into these Lakes. The remaining 5% comes from rain and snow in the Lake Erie drainage basin, which includes the various streams and rivers that flow into Lake Erie. By their nature, surface waters, such as lakes and rivers, are accessible and can be contaminated by chemicals and disease causing organisms. Since our intake systems are located a considerable distance offshore (built in the early 1900s and again in the '40s and '50s), potential contamination from rivers, streams and other nearby sources is greatly minimized.

Since no single treatment process can address all possible contaminants, we use a multiple barrier process to treat Lake Erie water in order to meet drinking water quality standards. Additionally, implementing measures to protect Lake Erie may improve our water quality. There are several key ways that area residents and businesses can help protect Lake Erie.

- Remove trash and debris from sewers and storm sewers.
- Dispose of household wastes such as fertilizers, pesticides, paints, paint thinners and motor oil properly.
- Prevent soil erosion by planting trees, grass or shrubs along streams and rivers.
- Support local watershed groups as well as other organizations dedicated to protecting the environment.

For more information about potential pollution sources, contact our Risk Management Section at 216-664-2444, x5838 Ask for our Drinking Water Source Assessment Report.

EDUCATIONAL INFORMATION

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.

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 1-800-426-4791.

In order to ensure that tap water is safe to drink, the United States Environmental Protection Agency (USEPA) 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 shall provide the same protection for public health.

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.

USEPA/Centers for Disease Control guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

POSSIBLE CONTAMINANTS:

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 stormwater 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 stormwater runoff, and residential uses.

Organic Chemical Contaminants, including synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.

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

DEFINITIONS

Maximum Contaminant Level Goal (MCLG): 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.

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 feasible using the best available treatment technology.

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

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

Maximum Residual Disinfectant Level (MRDL): 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.

Maximum Residual Disinfectant Level Goal (MRDLG): The 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.

Monitoring Our Water Contents

Inorganic Contaminants	MCLG	MCL	Level Found	Range of Detections	Typical Source in Drinking Water
Fluoride (mg/L)	4	4	1.3	0.8-1.3	Water additive which promotes strong teeth.
Nitrate [as Nitrogen] (mg/L)	10	10	1.3	0.1-1.3	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits.
Lead & Copper	MCLG	AL	Level Found	# of sites above the AL	Typical Source in Drinking Water
Copper (mg/L) ***	1.3	1.3	0.1	0 out of 56 sites	Corrosion of household plumbing systems.
Lead (μ g/L) ***	0	15	ND	1 out of 56 sites	Corrosion of household plumbing systems.
Organic Contaminants	MCLG	MCL	Level Found	Range of Detections	Typical Source in Drinking Water
THMs [Total trihaloethanes] (μ g/L)	N/A	80	44.1	10.2-54.1	By-product of drinking water chlorination.
HAA [Haloacetic Acids] (μ g/L)	N/A	60	33.7	10.7-48.0	By-product of drinking water chlorination.
Total Organic Carbon (mg/L)*	N/A	TT	1.1	1.0-1.3	Naturally present in the environment.
Disinfectant	MRDLG	MRDL	Level Found	Range of Detections	Typical Source in Drinking Water
Chlorine (mg/L)	4	4	1.0	0-1.8	Water additive used to control microbes.
Microbiological Contaminants	MCLG	MCL	Level Found	Typical Source in Drinking Water	
Turbidity (NTU)**	N/A	TT=1	0.1	Soil runoff.	
		TT=95% of samples must be less than or=0.3 NTU	100%		
Total Coliform Bacteria	0	No more than 5% of samples per month	0.3%	Naturally Present in the environment.	

Unregulated Contaminants – Monitoring Required

Contaminant	Level Found	Range of Detections	Typical Source in Drinking Water
Chloroform (μ g/L)	3.4	2.5-4.3	By-product of drinking water chlorination.
Bromodichloromethane (μ g/L)	2.6	1.8-3.1	By-product of drinking water chlorination.
Dibromochloromethane (μ g/L)	1.7	1.2-2.0	By-product of drinking water chlorination.

Chart Key

NTU: Nephelometric Turbidity Units, **mg/L:** Milligrams per liter, or parts per million, **μ g/L:** Micrograms per liter, or parts per billion, **N/A:** Not applicable and **ND:** Not detected **AL:** Action Level, **MCL:** Maximum Contaminant Level **MCLG:** Maximum Contaminant Level Goal **TT:** Treatment Technique **MRDL:** Maximum Residual Disinfectant Level **MRDLG:** Maximum Residual Disinfectant Level Goal

* The values reported for Total Organic Carbon (TOC) are the ratio between the percent of TOC actually removed to the percentage of TOC required to be removed. A value of 1 or greater under "Level Found" indicates compliance with TOC removal requirements.

** A measure of the cloudiness of the water that serves as a good indicator of the effectiveness of the water treatment process.

*** Samples collected June-September 2012

IS YOUR HOME ADDING LEAD TO YOUR DRINKING WATER?

Elevated lead levels may pose serious health risks for children and pregnant women. Lead in drinking water is mainly from service lines that connect your home to the water main and home plumbing. While the Cleveland Water is responsible for delivering high quality water, we are not responsible for your home's plumbing materials or faucet fixtures. Older homes, typically pre-1950, may use lead service lines and lead pipes. Pre-1988 homes may use lead-based solder, often used to join copper pipes.

Did you know...

- Faucet aerators that are not cleaned regularly may also increase lead exposure.
- Some lead may dissolve into water when water sits in your pipes overnight or when it is unused during the day. As a precaution, let the cold tap water run until you feel a change in water temperature to make sure you're getting water from the main on your street. Usually 30 seconds to 2 minutes.
- Always use cold water for cooking and drinking since hot water dissolves lead more quickly than cold water.



If you want to have your tap water tested for lead levels, go to www.epa.state.oh.us/ddagw/Documents/chemlabs.pdf to locate an Ohio EPA-certified laboratory. The Safe Drinking Water Hotline, 1-800-426-4791, or its website, www.epa.gov/safewater/lead is another valuable resource for additional information.

COMPLIANCE WITH DRINKING WATER REGULATIONS

Cleveland Water is in compliance with all Maximum Contaminant Levels and Treatment Techniques for drinking water. Cleveland Water has a current, unconditional license to operate our water system issued by the Ohio Environmental Protection Agency.

WATER SYSTEM INFORMATION

To ask questions about information contained in this report, please contact Cleveland Water's Customer Service Department at 216-664-3130.

To learn more about our drinking water or our Speaker's Bureau Program, contact the Office of Communications, Special Events at 216-664-2444, x5853.

Monitoring Filter Turbidity

This notice is to inform you that the Baldwin Water Treatment Plant did not monitor for the presence of turbidity from filter quadrants 1 and 2 on August 17, 2013, after the continuous analyzers malfunctioned, as required by the Ohio Environmental Protection Agency. You do not need to take any action in response to this notice.

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. On August 17, 2013 we did not monitor the turbidity, a measure of water clarity, of two filter effluent quadrants when the continuous analyzers failed. Within 4 hours of an instrument malfunctioning, we are supposed to implement manual sampling and repeat it every 4 hours until repairs are made or remove the filters from service. However, the filters were not removed from service until the instrument was repaired 10 hours after the initial failure. Because we did not complete all monitoring we cannot be sure of the quality of our drinking water from that particular group of filters during that time. However, during this time we continued monitoring the turbidity of all filters individually and no changes in quality were detected.

We have updated our operating procedures to help prevent this type of incident from occurring again. For more information, please contact Cleveland Water at 216-664-3130 or CWD-CustomerService@ClevelandWater.com.

Please share this information with all the other people who drink this water, especially those who may not have received this Water Quality Report directly (for example, people in apartments, nursing homes, schools and businesses). You can do this by posting this report in a public place or distributing copies by hand or mail.