



What Can a Customer Do Series:

If you have any **questions regarding Water Quality**, please contact us at **216-664-3130** or visit us online at **www.clevelandwater.com**

# Water Quality

## Mission Statement

Cleveland Division of Water delivers a reliable supply of high quality water and customer services to promote public health and safety, economy, and quality of life of Greater Cleveland.



Vital to Our Region's Quality of Life.

Cleveland Division of Water

1201 Lakeside Avenue, Cleveland, Ohio 44114  
[www.clevelandwater.com](http://www.clevelandwater.com)



For over 150 years, Cleveland Water has consistently produced high quality water for over 1.5 million people in Northeast Ohio.



**We conduct 400 tests daily on water samples collected from Lake Erie, our water treatment plants and our distribution system to make certain the quality of water is superior.**

### **Water Testing:**

Water testing is integral to evaluating water quality. We have labs at all four of our water treatment plants which focus solely on testing water samples. The US and State of Ohio EPA mandate guidelines, regulations, practices and standards that must be strictly adhered to in order to verify that the water is safe to drink. Cleveland Water strives to exceed both customer and state agency expectations by leading the way through innovation and technology. In fact, because our water quality meets goals that are higher and more stringent than the EPA's guidelines, all of the Cleveland Water treatment facilities became members of the nationally renowned Partnership for Safe Water (PSW). Cleveland Water has improved the treatment of your water to reduce the risk of exposure to microbial contaminants.

### **Lead:**

Lead is a toxic metal that is harmful to human health. Lead may cause a range of health effects, from behavioral problems and learning disabilities, to seizures and death. It can enter drinking water through your plumbing. If you are concerned about lead in drinking water, here is some information that you should know.

- You can't see, smell or taste lead in your water. **Testing at the tap is the only way to measure the lead levels in your home or workplace.** If you choose to have your tap water tested, be sure to use a properly certified laboratory (\$20-\$50).
- The source of the lead may be as close as the faucet you are using.
- Use only cold water for cooking or drinking. Lead leaches more easily into hot water than cold water. **Boiling water DOES NOT remove lead.**

### **Discolored Water:**

Sometimes water may seem a bit cloudy or discolored. Although it is not often, it is usually due to air or some small amounts of sediment in the water, usually from old cast iron water mains – both of which are not harmful. Simply flush your pipes by allowing your water to run for a few minutes and the problem will pass. If not, you need to contact the Division of Water at 216-664-3060 as soon as possible so we can assist you with fixing the problem.

### **Boiling Water:**

The safety of our customers is our top priority. At times, we may issue a boil advisory as a precaution. While the boil advisory is in effect, we continually test the water for bacteria until test results indicate that the water is safe to drink. Advisories are often issued through our Office of Communication with coordination with the media and typically last up to 24-30 hours; pending test results.

Water customers can follow us on FaceBook and Twitter to receive boil alerts and other updates!

Visit to [www.clevelandwater.com/wqr](http://www.clevelandwater.com/wqr) to download a copy of our latest water quality report. The report is also available in Spanish.