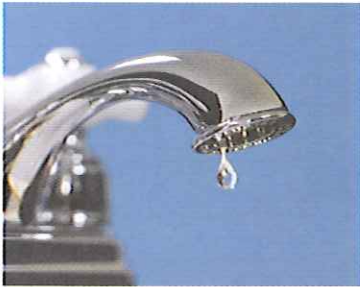




# 2011 Water Quality Report

"... meeting community needs ... enhancing quality of life"

The Appleton Water Utility provides safe, abundant drinking water to the City of Appleton, Waverly Sanitary District, the Town of Grand Chute, and the Village of Sherwood. We want you to be confident in the safety and reliability of water you get every time you turn on the tap. The utility is a self-financed enterprise owned by the City of Appleton. Appleton water meets federal and state health-protection standards. It is regulated by the Public Service Commission (PSC) of Wisconsin, the U.S. Environmental Protection Agency (EPA), and the Wisconsin Department of Natural Resources (WDNR).



The Appleton Water Treatment Facility treats Lake Winnebago water to protect the public health with a multiple-step process that removes illness-causing microorganisms and contaminants. The water is lime softened, and filtered through granular activated carbon for control of taste and odors. Membrane ultra-filtration removes

additional particles, microorganisms and contaminants. Fluoride is added for dental health. Chlorine disinfection provides safe, high quality drinking water throughout the distribution system and to your faucets.

This report contains a summary of results for regulatory testing conducted on your drinking water over the past year. For questions about this report, please contact Chris Shaw at (920) 997-4200.

### Source of Appleton's Drinking Water

The source of Appleton's drinking water is Lake Winnebago. Lake Winnebago is in the Fox and Wolf River watersheds that receive water from up to 100 miles away. As water flows over land surfaces and through rivers and lakes, naturally occurring substances may become dissolved in the water. The substances are called contaminants. Surface water sources may be highly susceptible to contaminants. Surface water is also affected by animal and human activities. For more information on impacts to your source of drinking water see the "Source Water Assessment for Appleton Waterworks" available at the Appleton Public Library or visit [www.dnr.state.wi.us/org/water/dwg/swap/surface/appleton.pdf](http://www.dnr.state.wi.us/org/water/dwg/swap/surface/appleton.pdf) for the Wisconsin DNR Source Water Assessment Program website.

### Information for Persons with Compromised Immune Systems

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons, such as persons undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly persons, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their healthcare providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection are available from the Safe Drinking Water Hotline, 1-800-426-4791, and the Centers for Disease Control (CDC) [www.cdc.gov](http://www.cdc.gov).

### Why does Appleton flush hydrants?

The City conducts semi-annual flushing of the water system to remove natural minerals, like iron, which are harmless but can discolor your water. We do this by turning on fire hydrants systematically to move large volumes of water through the water mains. This process removes sediment that builds up inside the walls of the main. If you see our crews working in your area, please try to use no water for an hour. Allowing the water to settle ensures that you won't draw discoloration into your water system. Should you find discoloration, stop using the water, wait about an hour, and then run a cold-water tap until the water is clear.

### Safe Drinking Water On Tap

The Safe Drinking Water Act provides a regulatory framework to maintain and protect public water supplies. To get an easy to read EPA booklet on drinking water go to: [http://water.epa.gov/drink/guide/upload/book\\_waterontap\\_full.pdf](http://water.epa.gov/drink/guide/upload/book_waterontap_full.pdf)

**Did You Know?**

- 100 years ago, Appleton's first filtration plant was constructed to prevent waterborne diseases and provide adequate fire protection capacity. Today's facilities sustain that tradition and serve over 5 times as many people.
- One dollar buys over 200 gallons of on-demand Appleton safe drinking water delivered right to your home. That same dollar buys just one gallon (or less) of bottled water at the store.
- The Utilities Committee meets the week following Appleton Common Council. The meetings are held on Tuesday, at 6:00 p.m., in Committee Room 6A of the Appleton City Center.



POSTAL PATRON

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## Appleton Water Treatment Facility - Safe Water on Tap

The table below identifies the regulated substances that were detected in water regulatory testing in 2011. Every regulated substance that is detected, even in trace amounts, is listed here. The level detected for these contaminants were all below levels allowed by state and federal regulations in 2011.

Contaminant (units)	MCL	MC LG	Level Found	Range	Violation	Typical Source of Contaminant
Arsenic (ppb)	10	n/a	1.0	1.0	None	Erosion of natural deposits; Run off from orchards; runoff from glass and electronics production wastes
Barium (ppm)	2	2	0.004	0.004	None	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Chromium (ppb)	100	100	0.26	0.26	None	Discharge from steel and pulp mills; Erosion of natural deposits
Copper (ppm)	AL=1.3 (90%)	1.3	0.082 (82%)	0 of 30 results were above the action level	None	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Cyanide (ppb)	200	200	20	20	None	Discharge from steel/metal factories; Discharge from plastic and fertilizer factories.
Fluoride (ppm)	4	4	1.0	1.0	None	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories. SMCL = 4.0 ppm
Haloacetic Acid (HAA5) (ppb)	60	60	26 (average)	20-31	None	By-product of drinking water chlorination
Lead (ppb)	AL=15 (90%)	0	3.00 (90%)	1 of 30 results were above the action level	None	Corrosion of household plumbing systems; Erosion of natural deposits
Nickel (ppb)	100		1.70	1.70	None	Nickel occurs naturally in soils, ground water and surface waters and is often used in electroplating, stainless steel and alloy products.
Nitrate (NO3-N) (ppm)	10	10	0.39	0.39	None	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Radium (226 + 228) (pCi/l) (Results from 2009)	5	0	1.2	1.2	None	Erosion of natural deposits
Sodium (ppm)	n/a	n/a	13.0	13.0	None	n/a
Sulfate (ppm)	n/a	n/a	32.0	32.0	None	n/a
Trihalomethanes, Total (TTHM) (ppb)	80	0	42.3 (average)	33.2-51.7	None	By-product of drinking water chlorination
1,2,4-Trimethylbenzene (ppb)	n/a	n/a	0.21	0.21	None	n/a
Bromodichloromethane (ppb)	n/a	n/a	4.45	3.8-4.9	None	n/a
Chloroform (ppb)	n/a	n/a	37.75	29-47	None	n/a
Dibromochloromethane (ppb)	n/a	n/a	0.11	nd-42	None	n/a

### Definitions and Notes

**AL** – Action Level: The concentration of a contaminant which, if exceeded, triggers actions necessary by the water system such as treatment. AL of 90% for lead and copper is the 90th percentile value of all testing results.

**Haloacetic Acids** – Total of Mono-, di-, and tri-chloroacetic acid; mono- and di-bromoacetic acid; and bromochloroacetic acids.

**MCL** – Maximum Contaminant Level: 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.

**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. n/a – Not-Applicable

### Moving In / Moving Out / Unoccupied

If you are moving or have utility billing changes, call the City of Appleton Finance Department at (920) 832-6442 to update your account status. If your residence is temporarily unoccupied and you wish to have your water supply turned off to your property, call the City of Appleton Municipal Service Building at (920) 832-5580 to request an appointment to have your water turned off, applicable charges will apply.

### Utility Payments Made Easy

Direct payments of your utility billing are available. Please see the City's website <http://www.appleton.org/id/finance/utility.pdf> for information and application form.

**ND** – Not-Detected

**pCi/l** – Picouries per liter

**ppm** – Parts per million, or milligrams per liter (mg/l)

**ppb** – Parts per billion, or micrograms per liter (ug/l)

**SMCL** – Secondary Maximum Contaminant Level: Inorganic chemicals that are not hazardous to health but may be objectionable to an appreciable number of persons.

**Trihalomethanes, Total** – Total of chloroform, bromo-dichloromethane, dibromochloromethane and bromoform

### Important Information

This report contains important information about your drinking water. Please contact us if you have any questions. (920) 997-4200 or [www.appleton.org](http://www.appleton.org)

### Información importante!

Este reporte contiene información importante sobre su agua potable. Por favor llámenos al (920) 997-4200, si tiene alguna pregunta o [www.appleton.org](http://www.appleton.org)

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