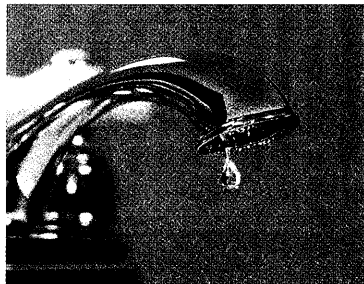




2008 Water Quality Report

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

The Appleton Water Utility provides safe, abundant drinking water to the City of Appleton, Waverly Sanitary District, and the Town of Grand Chute. 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. It is regulated by the Public Service Commission of Wisconsin (PSC), the U.S. Environmental Protection Agency (EPA), and the Wisconsin Department of Natural Resources (DNR). Clean water doesn't happen by accident.



Appleton water meets federal and state health-protection standards. 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 ensures safe, high quality drinking water throughout the distribution system and at 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 Michael Buettner at (920) 997-4200.

Source of Appleton's Drinking Water

The source of Appleton's drinking water is Lake Winnebago, a surface water source. As water flows through rivers and lakes and over land surfaces, naturally occurring substances may be 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

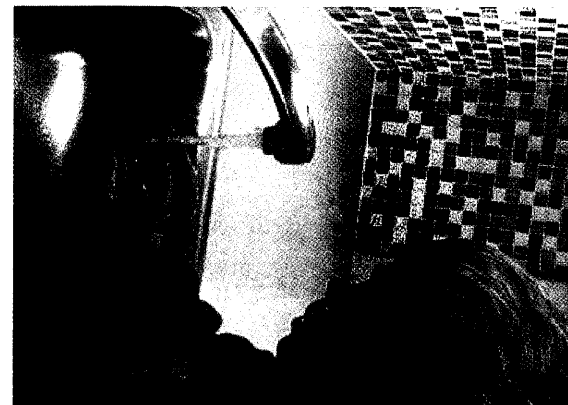
www.dnr.state.wi.us/org/water/dwg/swap/surface/appleton.pdf for the Wisconsin DNR Source Water Assessment Program website.

Why does the Appleton flush hydrants?


The Public Works Department 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. Moving large volumes of water through the water main will remove the sediment that over time builds up inside the walls of the main. If you see our crews working in your area, please try to use as little, or if possible, 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 in your system, stop using the water, wait about an hour, and then draw off the discolored water through a cold-water tap only.

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.



POSTAL PATRON



Appleton's safe drinking water — a great value

- Appleton's safe drinking water is a great value. One gallon of tap water costs half a cent. Bottled water, sold for \$1.00 for 16 ounces, costs \$8.00 per gallon.
- Appleton tap water needs no additional filtration or softening.
- Appleton tap water is lime softened to the perfect hardness level (about 5 grains) for your taste and compatibility with your home plumbing system.

DEPARTMENT OF UTILITIES
WATER TREATMENT FACILITY
2281 Manitowoc Road • Menasha, WI 54952-8924
920/997-4200 • FAX 920/997-3240

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Appleton Water Treatment Facility

Safe Water on Tap

The table below shows the regulated substances that were detected in water regulatory testing in 2008. 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 with the exception of Di (2-Ethylhexyl) Phthalate (DEHP). *A sample collected on April 1, 2008 indicated the presence of DEHP above the MCL. This was not an immediate risk. If it had been you would have been notified immediately. The required follow up investigation sample and 2008 third and fourth quarter samples had no detection of DEHP.

Contaminant (units)	MCL	MCLG	Level Found	Range	Violation	Typical Source of Contaminant
Antimony Total (ppb)	6	6	0.11	0.11	None	Discharge from petroleum refineries; fire retardants; ceramics; electronics; solder
Arsenic (ppb)	10	0	1	1	None	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes
Barium (ppb)	2000	2000	6.5	6.5	None	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Chromium (ppb)	100	100	1	1	None	Discharge from steel and pulp mills; Erosion of natural deposits
Coliform Bacteria (Presence = 1 / Absence = 0)	0	0	0	0	None	Surface water runoff; feed lots; sanitary sewage
Copper (ppm)	AL=1.3 (90%)	1.3	0.091 (90%)	0.013 - 0.130	None	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Fluoride (ppm)	4	4	1.1	0.8 - 1.4	None	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories. SMCL = 2 ppm
Haloacetic Acid (HAA5) (ppb)	60	60	18 (average)	14 - 24	None	By-product of drinking water chlorination
Lead (ppb)	AL=15 (90%)	0	3.80 (90%)	ND - 22	None	Corrosion of household plumbing systems; Erosion of natural deposits
Nickel (ppb)	100	100	0.92	0.92	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	0.57	0.57	None	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Di (2-Ethylhexyl) Phthalate (DEHP) (ppb)	6	0	24 (average)	ND - 72	One (See Above *)	Discharge from rubber and chemical factories
Selenium (ppb)	50	50	2.2	2.2	None	Discharge from petroleum and metal refineries; Erosion of natural deposits; Discharge from mines
Sodium (ppm)	n/a	n/a	13.0	13.0	None	n/a
Sulfate (ppm)	n/a	n/a	31.0	31.0	None	SMCL = 250 ppm
Trihalomethanes, Total (TTHM) (ppb)	80	0	34.0 (average)	25.3 - 44.3	None	By-product of drinking water chlorination

Contaminants Exceeding MCL

Health Effects of Contaminant

Di (2-Ethylhexyl) Phthalate (DEHP) Some people who drink water containing DEHP in excess of the MCL over many years may have problems with their liver, or experience reproductive difficulties, and may have an increased risk of getting cancer.

Definitions and Notes

AL - Action Level: The concentration of a contaminant which, if exceeded, triggers action such as treatment that a water system must follow. AL of 90% is the 90th percentile value of all testing results.

Haloacetic Acids - 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

ND - Not-Detected

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 - Chloroform, bromochloromethane, dibromochloromethane and bromoform

----- **Clip & Save** -----

REPORT A WATER MAIN BREAK

If you see water where you usually wouldn't expect, it may be from a water main break. Call Municipal Services at (920) 832-5580 or Mac Tel (920) 730-3004.

MOVING IN / MOVING OUT / UNOCCUPIED

If you are moving or have other utility billing account 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.

MORE ABOUT YOUR WATER

For more information on your drinking water visit www.appleton.org/departments/utilities/water

Important Information

This report contains important information about your drinking water. Please contact us if you have any questions. (920) 997-4200

Información importante!

Este reporte contiene información importante sobre su agua potable. Por favor llámenos al (920) 997-4200, si tiene alguna pregunta

Lug tseem ceeb rua cov siv diej kws has lug Moob

Ntawm nuav yog cov lug tseem ceeb qha txug kev haus diej nyob nroog Appleton. (920) 997-4200