



DEPARTMENT OF UTILITIES
WATER TREATMENT FACILITY
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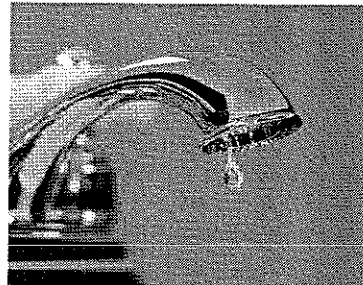
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2009 Water Quality Report

"... 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. 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 ensures 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

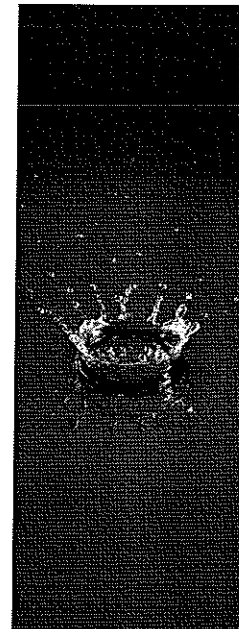
The source of Appleton's drinking water is Lake Winnebago. Lake Winnebago is in the Fox and Wolf River watersheds that receive water from up to 100 miles away. As water flows over land surfaces and through rivers and lakes, naturally occurring substances may become dissolved in the water. The substances 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 for the Wisconsin DNR Source Water Assessment Program website.

Why does 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 run a cold-water tap until the water is clear.

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.



Did You Know?

- Appleton's safe drinking water is a good value. The same \$1.25 spent on 16 ounces of bottled water will provide over 200 gallons of Appleton water delivered to your tap.
- Appleton Water was rated as the "best tasting water in Northeast Wisconsin" at the Wisconsin Water Association Annual Meeting in September 2009.
- In 2009, the average household water use was 125 gallons per day and the Utility treated and delivered 3.16 billion gallons of drinking water to Appleton and our municipal customers.

Appleton Water Treatment Facility - Safe Water on Tap

The table below identifies the regulated substances that were detected in water regulatory testing in 2009. 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 2009.

Contaminant (units)	MCL LG	Level Found	Range	Violation	Typical Source of Contaminant
Antimony Total (ppb)	6	0.2	0.2	None	Discharge from petroleum refineries, fire retardants, ceramics, electronics, solder
Barium (ppm)	2	0.004	0.004	None	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Coliform Bacteria Total (Presence = 1 / Absence = 0)	0	0	0	None	Surface water runoff, feed lots, sanitary sewage
Copper (ppm)	AL=1.3 (90%)	0.091 (90%)	0 of 30 results were above the action level	None	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Fluoride (ppm)	4	1.4	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	19 (average)	12 - 22	None	By-product of drinking water chlorination
Lead (ppb)	AL=15 (90%)	3.80 (90%)	ND-22	None	Corrosion of household plumbing systems; Erosion of natural deposits
Mercury (ppb)	2	0.1	0.1	None	Erosion of natural deposits; Discharge from refineries and factories; Runoff from landfills; Runoff from cropland
Nickel (ppb)	100	0.78	0.78	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	0.44	0.44	None	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Radium (226 + 228) (pCi/l)	5	1.2	1.2	None	Erosion of natural deposits
Sodium (ppm)	n/a	n/a	12.0	None	Erosion of natural deposits
Sulfate (ppm)	n/a	n/a	34.0	None	Erosion of natural deposits (SMCL = 250 ppm)
Trihalomethanes, Total (TTHM) (ppb)	80	37.8 (average)	25.3 - 40.6	None	By-product of drinking water chlorination
1,2,4-Trimethylbenzene (ppb)	n/a	n/a	0.21	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

ND – Not-Detected

pCi/l – Picocuries 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

Información importante!

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

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Nlawm nuay yog cov lug tseem ceeb qha txug kev haus diej nyob nroog Appleton (920) 997-4200



Medication Drug Drop Off Box

Pharmaceutical waste is a potential environmental risk to our lakes and streams. Our community has taken a proactive approach to address these prospective pollutants. Residents in the greater Appleton area now have the opportunity to safely dispose of leftover or expired medications. This is a free service for residents and is available 24 hours a day – 7 days a week. You can bring your medications to the drop off box in the front lobby of:

City of Appleton Police Department
 222 S. Walnut Street, Appleton

Drug Drop Guidelines:

- Leave medications in their original containers, do not mix pills.
- Cross off your name, but leave the name of the medication on the bottle.
- No commercial, business or long term care deposits are allowed.

Acceptable Items:

- Unused and Expired Prescription Medications
- Over the Counter Medications
- Pet Medications
- Inhalers

Unacceptable Items:

- Sharps (Needles, Syringes, etc.)
- Hazardous or Chemical Waste
- Electronic Glucose Monitoring Devices
- Lancets
- Mercury Products

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.