More Information:

If you have any questions regarding your bill, leaks or other water service related issues please call customer service at 311 or 616-456-3000.
The Grand Rapids City Commission sets policies for the Water System. For meeting dates and times, please visit grcity.us/-clerk

This report is also available on the internet at: grcity.us/water

En Español: Este informe contiene información muy importante sobre el agua potable que le provee a Ud. La ciudad de Grand Rapids. Tradúzcalo o hable con alguien que lo entienda bien. Para mas informacion por favor llame a 311.

Source Water Assessment:

Lake Michigan is the sole source of water treated for the Grand Rapids Water System. This is considered a surface water source. The MDEQ completed a Source Water Assessment for the City of Grand Rapids water supply in 2003. This report found that our water supply has a moderately high susceptibility to contaminants. Environment contamination is not likely to occur when poten-tial contaminants are used and managed properly. The Grand Rapids Water Treatment Plant routinely and continuously moni-tors the water for a variety of chemicals to assure safe drinking water. Industrial chemicals have not been detected in our source or treated water. The Grand Rapids Water System continues to be involved in and supports watershed protection efforts. If you would like information about the Source Water Assessment or have questions concerning the water quality testing results in this report please contact:

City of Grand Rapids Customer Service
300 Monroe Ave NW
Grand Rapids, MI 49503
311 or (616)456-3000
water@grcity.us

The Grand Rapids Water System is proud to present our annual Water Quality Report. This report provides important information about your drinking water. We have continued to meet the challenge of providing safe, quality water which meets or exceeds the requirements set forth by the Environmental Protection Agency and the Michigan Department of Environmental Quality (MDEQ).

Why do you get this report?
The Environmental Protection Agency (EPA) requires every community water supply throughout the United States to report specific details regarding water quality along with any contaminants which may be found in our tap water and source water. In order to ensure this information reaches all of our customers, the EPA requires this report to be mailed to each household and business we supply.

The Grand Rapids Water System is committed to providing you with high quality water. We also understand that occasionally a concern may arise. At times the water may appear cloudy or rusty, or may have an unusual odor. This change in water quality could be caused by various rea-sons. Construction in the area, in-house water filtration, water system maintenance, recent plumbing work done in your home/business, or seasonal weather related changes are just a few possibilities. Whatever the reason, we want to address those concerns, which may be conveyed by calling:

Grand Rapids Customer Service at 311. Those who are unable to dial 311 or live outside Grand Rapids city limits can call (616)456-3000.
Water Quality Data of 2014

Regulated at the Treatment Plant

<table>
<thead>
<tr>
<th>Substance</th>
<th>Units</th>
<th>Range of Detects</th>
<th>Highest Level Detected</th>
<th>MCL</th>
<th>MCLG</th>
<th>Violations</th>
<th>Likely Sources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barium</td>
<td>ppm</td>
<td>0.021</td>
<td>0.021</td>
<td>2</td>
<td>2</td>
<td>No</td>
<td>Erosion of natural deposits</td>
</tr>
<tr>
<td>Chromium</td>
<td>ppm</td>
<td>n.d.</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>No</td>
<td>Erosion of natural deposits</td>
</tr>
<tr>
<td>Fluoride</td>
<td>ppm</td>
<td>0.71</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>No</td>
<td>Water additive which promotes strong teeth</td>
</tr>
<tr>
<td>Nitrate</td>
<td>ppm</td>
<td>0.5</td>
<td>10</td>
<td>10</td>
<td>10</td>
<td>No</td>
<td>Erosion of natural deposits</td>
</tr>
<tr>
<td>Turbidity*</td>
<td>NTU</td>
<td>0.015</td>
<td>0.000</td>
<td>TT</td>
<td>n/a</td>
<td>No</td>
<td>Soil runoff</td>
</tr>
</tbody>
</table>

*Our treatment for turbidity was in 100% compliance of the regulatory limit. We are allowed a minimum of 95% compliance.

Regulated in the Distribution System

<table>
<thead>
<tr>
<th>Substance</th>
<th>Units</th>
<th>Range of Detects</th>
<th>Maximum Running Annual Average</th>
<th>MCL</th>
<th>MCLG</th>
<th>Violations</th>
<th>Likely Sources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chlordioxide</td>
<td>ppm</td>
<td>n.d. - 1.07</td>
<td>0.86</td>
<td>4</td>
<td>4</td>
<td>No</td>
<td>Water additive used to control microbes</td>
</tr>
<tr>
<td>Haloacetic Acids</td>
<td>ppm</td>
<td>9.6</td>
<td>60</td>
<td>60</td>
<td>n/a</td>
<td>No</td>
<td>By-product of drinking water chlorination</td>
</tr>
<tr>
<td>Total Trihalomethanes</td>
<td>ppm</td>
<td>20 - 50</td>
<td>40</td>
<td>40</td>
<td>n/a</td>
<td>No</td>
<td>By-product of drinking water chlorination</td>
</tr>
</tbody>
</table>

Regulated at the Customer’s Tap

<table>
<thead>
<tr>
<th>Substance</th>
<th>Units</th>
<th>Range of Detects</th>
<th>90th Percentiles</th>
<th>AL</th>
<th>MCLG</th>
<th># of Samples exceeding AL</th>
<th>Likely Sources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copper (tested in 2013)</td>
<td>ppm</td>
<td>1.6 - 150</td>
<td>55</td>
<td>1500</td>
<td>1500</td>
<td>0</td>
<td>Corrosion of household plumbing system</td>
</tr>
<tr>
<td>Lead (tested in 2013)</td>
<td>ppm</td>
<td>0.12</td>
<td>2.2</td>
<td>15</td>
<td>0</td>
<td>0</td>
<td>Corrosion of household plumbing system</td>
</tr>
</tbody>
</table>

Unregulated Contaminants

<table>
<thead>
<tr>
<th>Substance</th>
<th>Units</th>
<th>Range of Detects</th>
<th>Average</th>
<th>Likely Sources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sodium</td>
<td>ppm</td>
<td>8</td>
<td>8</td>
<td>Mineral and nutrient</td>
</tr>
</tbody>
</table>

Cryptosporidium and Giardia
Cryptosporidium and Giardia are microscopic organisms that are commonly found in surface water. The U.S. Historical sampling of the Lake Michigan Filtration Plant source water indicates it is a low risk for contamination from these organisms. The current test methods are not capable of determining if detected organisms are alive and capable of causing illness or death.

Treated Tap Water - There were no Cryptosporidium or Giardia detected in any treated tap water samples.

Water Quality Table Key and Definitions

MCL - Maximum Contaminant Level: This is the highest level of a substance 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 substance in drinking water below which it is reasonable to anticipate no adverse health effects from long-term exposure. MCLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

MDL - Method Detection Limit: The level of a substance that can be reliably detected in the absence of contamination.

MRLG - Maximum Residual Disinfectant Level Goal: The highest level of disinfectant allowed in drinking water. There is evidence that conditions exist that could allow a disinfectant to be present in drinking water.

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Do I need to take special precautions?

The EPA sets legal limits and regulates the amount of contaminants allowed in drinking water provided by all public water sources. Sources of drinking water worldwide (both tap and bottled) may reasonably be expected to contain at least small amounts of some contaminants. Though contaminants are present it does not indicate that the water poses any kind of health risk. We treat our water according to EPA regulations.

While the EPA’s health-based standards for drinking water are generally safe, some people may be more sensitive to contaminants in drinking water than the general population. Some infants, children or elderly, individuals who have undergone organ transplants, people with HIV/AIDS or persons receiving chemotherap-apy can be at risk for infections. These people should seek advice from their health care providers. More information on potential health effects of specific contaminants can be obtained by contacting the EPA’s Safe Drinking Water Hotline at 1800/426-4791 or their website at: www.epa.gov/safewater/dwhealth.

Lead and Drinking Water

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The Grand Rapids Water System is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. Water that has been sitting for several hours has the potential to pick up these contaminants. In order to minimize the potential exposure you can flush the tap for at least 2 minutes before using water for drinking or cooking. If you are concerned about the water in your home, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline at 1800/426-4791 or their website at epa.gov/safewater/lead. The City of Grand Rapids implemented a corrosion control program in 1994 to reduce the amount of lead possibly leaving from household plumbing and is monitored following EPA guidelines. Prior to the corrosion control program, 13% of the homes tested had lead levels above EPA’s lead limit. Since the implementation of this program the lead levels have been significantly reduced, and in our most recent round of testing, none of the 50 homes tested had lead levels above action level.

Grand Rapids Water System is proud to present the following new services to its customers:

Online Bill Management and Paperless Billing Option
- Access current and past bill prints, account balance, due dates, and up to 24 months of bill history
- Manage multiple accounts from a single eSerenity portal for easy water and sewer bill management and payment
- Export billed amounts to Excel for easy summary, totals, and analysis
- Go Green to receive bills and reminders by email in place of paper bills or continue paper bills (Optional)
- Receive email alerts when bills are ready (no delay)
- Click Pay Now to pay online – You may continue to pay by US mail, in person at City Hall, or other current method
- You can create an online account without going paperless
- Earn 1,000 myGRcitypoints if you Go Green with Paperless billing

For more information please visit: grcity.us/serenity

The Grand Rapids Water System and Fire Department operate and maintain more than 13,179 hydrants systems-wide. Volunteers are a tremendous help in keeping access to those hydrants open throughout the winter.

The “Adopt a Hydrant” program encourages citizen volunteers to adopt a hydrant and help keep fire hydrants clear, especially after a big snowstorm. This helps firefighters quickly find and use the hydrant in an emergency. The program is open to individuals, families, businesses, and community organizations that want to ensure the safety of their neighborhoods. Earn 1000 myGRcitypoints if you adopt a hydrant within the City of Grand Rapids boundaries.

If you notice a fire hydrant that is damaged, leaking, or hidden from view please contact Grand Rapids Customer Service by calling 311.

For more information please visit: grcity.us/adoptahydrant.

If you have any questions or concerns on new services please contact 311. Those who are unable to dial 311 or live outside the city limits of Grand Rapids can call 616-456-3000 or email us at: water@grcity.us

This report is being sent to you by City of Grand Rapids, State Water System DM12790.