



Shorewood Water Works

Village of Shorewood, Department of Public Works
3801 N. Morris Blvd. Shorewood, WI 53211-0016

Water Quality Report

This report is for you

The U.S. Environmental Protection Agency (EPA) requires drinking water utilities to provide an annual Consumer Confidence Report, or Water Quality Report.

This is our opportunity to inform you about the source and high quality of your drinking water, compliance and detected contaminants, and other information reflecting results from treating and monitoring water Jan. 1 – Dec. 31, 2013.

Shorewood's water is purchased from the City of Milwaukee Water Works. Shorewood and Milwaukee Water Works are committed to ensuring your water quality, reliability, and security. We encourage you to learn the facts and be confident in your water.

A public water utility belongs to all of us. Water rates, not taxes, pay the cost to purify and pump the water and keep infrastructure in reliable working condition. As a non-profit agency, we continuously reinvest revenue from rates in our utility. Established in 1871 and owned by the City of Milwaukee, the Milwaukee Water Works is proud to be the largest and oldest continuously operating water utility in Wisconsin.

Milwaukee provides water service to over 860,000 people in an area of 196 square miles in Milwaukee, Brown Deer, Butler, Franklin, Greendale, Greenfield, Hales Corners, Menomonee Falls, Mequon, New Berlin, Shorewood, St. Francis, Thiensville, Wauwatosa, West Allis, West Milwaukee, and to the Milwaukee County Grounds.

The Milwaukee Water Cycle

Milwaukee's water source is freshwater Lake Michigan. After we purify the water, we pump it into the distribution system of water mains to your service line pipe, and through the water meter into your home. After you use water, it leaves your home through the sanitary sewer pipe and flows to the Milwaukee Metropolitan Sewerage District treatment facility where it is treated and returned to Lake Michigan.

What's in the water?

As water flows through rivers and lakes and over land surfaces, naturally occurring substances may be dissolved in the water that reaches Lake Michigan. We call these substances contaminants. Surface water sources may be highly susceptible to contaminants. Surface water is also affected by animal and human activities. Read the Department of Natural Resources (DNR) Source Water Assessment for Milwaukee at milwaukee.gov/water/about/WaterQuality.htm.

PURE AND WHOLESOME
Our water purification process ensures you can trust pure, safe Milwaukee water for drinking, cooking, bathing – everything! Fresh, clean water protects you from waterborne illness.

Contaminants that may be present in source water include microbial contaminants such as viruses, protozoa and bacteria; inorganic contaminants such as salts and metals; pesticides and herbicides; organic chemical contaminants; and radioactive contaminants.

To ensure that tap water is safe to drink, the EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of

some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. Learn more about contaminants and potential health effects by calling the EPA Safe Drinking Water Hotline, 1-800-426-4791. Find a table of contaminants detected by the Shorewood and Milwaukee Water Works on page four of this report.

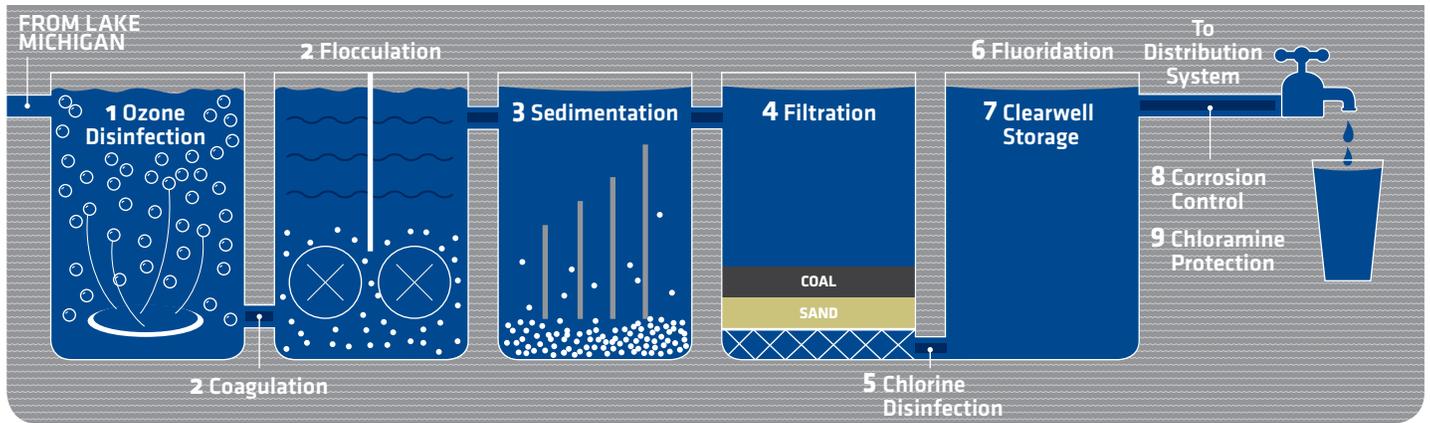
Since 1993, the Milwaukee Water Works has invested over \$417 million in its infrastructure -- treatment plants, pumps, water mains, booster stations -- to ensure a reliable supply of pure, fresh water.

Tap water meets health-based standards

Federal and state drinking water standards are set after extensive review of the best-available science and public health needs. Water provided by the Milwaukee Water Works meets or surpasses all standards. However, technological advances may change how both the media and customers define or perceive water quality. For example, scientists now can detect contaminants in as little as parts per trillion – equal to a few drops of water in 20 Olympic-size swimming pools. Decades ago, this wasn't possible. At low levels, these contaminants generally are not harmful in drinking water. Removing all contaminants simply because they are detected would be extremely costly, and in most cases, would not provide increased protection of public health. Therefore, we support drinking water research by the EPA, the Water Research Foundation, and other agencies. We also have been recognized by the EPA for our collaboration with health agencies to track and respond to public health issues related to water.

Of all the choices of water available to you, only one must meet all standards of the Safe Drinking Water Act: Your tap water.

Water Treatment and Quality Monitoring for Your Health



1. Ozone Disinfection: Ozone gas is bubbled through the incoming lake water. Ozone destroys disease-causing microorganisms including *Giardia* and *Cryptosporidium*, controls taste and odor, and reduces the formation of chlorinated disinfection byproducts.

2. Coagulation and Flocculation: Aluminum sulfate is added to the water to neutralize the charge on microscopic particles in the water. The water is then gently mixed to encourage the suspended particles to stick together to form floc.

3. Sedimentation: Sedimentation is the process in

which the floc settles out and is removed from the water.

4. Biologically Active Filtration: The water is slowly filtered through 24" of anthracite coal and 12" of crushed sand to remove very small particles.

5. Chlorine Disinfection: After filtration, chlorine is added as a secondary disinfectant. This provides extra protection from potentially harmful microorganisms.

6. Fluoridation: Fluoride, when administered at low levels, is proven to help prevent tooth decay.

7. Clearwell Storage: Treated water is stored in deep underground tanks and pumped as needed through the distribution system.

8. Corrosion Control: A phosphorus compound is added to help control corrosion of pipes. This helps prevent lead and copper from leaching from plumbing into the water.

9. Chloramine Protection: Ammonia changes the chlorine to chloramine, a disinfectant that maintains bacteriological protection in the distribution system.

We continuously conduct water quality monitoring, or sampling, from the lake source water to the distribution system of 1,956 miles of water mains that carry over 100 million gallons of treated water every day.

Water quality monitoring and screening activities look for organisms and contaminants not yet regulated but considered of emerging concern. We test source and treated water for over 500 contaminants while the EPA requires tests for only 91. We go above and beyond what is required:

- As a precaution to ensure safe water.
- To collect baseline data for study.
- To help increase the understanding of how contaminants may affect public health.
- To meet future regulations.

The expense of testing for unregulated compounds provides our customers with added assurance and confidence in Milwaukee water quality and service.

Health Precautions

Some people may be more vulnerable to contaminants in drinking water than the general population. These include people with compromised immune systems, those with cancer undergoing chemotherapy, people who have undergone organ transplants, those with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about

drinking water from their health care providers. EPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the EPA Safe Drinking Water Hotline, 1-800-426-4791, and the CDC at cdc.gov/parasites/crypto.

Cryptosporidium

Cryptosporidium is a microscopic protozoan that when ingested, can result in diarrhea, fever, and other gastrointestinal symptoms. In collaboration with the Milwaukee Health Department, we consider *Cryptosporidium* detection a priority, and since 1993, have continued to test source and treated water for *Cryptosporidium*. The organism is found in many surface water sources (lakes, rivers, streams) and comes from human and animal wastes in the watershed. The risk of *Cryptosporidium* from drinking water in Milwaukee has been reduced to extremely low levels by an effective treatment combination including ozone disinfection, coagulation, sedimentation, biologically active filtration, and chloramine disinfection. *Cryptosporidium* was not detected in any 2013 source water samples.

Important Information

This report contains important information about your drinking water. Translate it, or speak with someone who understands it.

Información Importante para nuestros clientes que hablan español

Este informe contiene información muy importante sobre su agua de beber. Tradúzcalo o hable con alguien que lo entienda bien.

Важная информация

В данном отчете приведена важная информация о питьевой воде в Shorewood. Если вы не можете прочитать этот отчет, попросите кого-нибудь перевести его для вас.

We have prepared a brochure based on EPA and CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium*. Obtain a copy from our Customer Service Center, (414) 286-2830, or at milwaukee.gov/water/about/WaterQuality.htm; scroll down to Resource Links, choose Information for Persons with High Risk Immune Systems.



About Lead and Copper

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. Shorewood and Milwaukee Water Works are responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to two minutes before using water for drinking or cooking. If you are concerned about lead in your water, 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 EPA Safe Drinking Water Hotline, 1-800-426-4791 or at epa.gov/safewater/lead.

Notice to Parents of Infants Six Months of Age or Younger

According to the CDC, the proper amount of fluoride from infancy throughout life at all ages helps prevent and control tooth decay (cavities). Therefore, the Milwaukee Water Works, following public health recommendations, maintains a level of fluoride in our drinking water that is both safe and effective. Per Common Council File No. 120187 adopted on July 24, 2012, we are required to post the following advisory regarding fluoride and young infants:

The American Academy of Pediatrics recommends exclusive breastfeeding for the first six months of a child's life, followed by continued breastfeeding as complementary foods are introduced, for optimal short- and long-term health advantages. Go to <http://pediatrics.aappublications.org/content/129/3/e827.full> for more information.

As of Aug. 31, 2012, Milwaukee water is fluoridated at a level not to exceed 0.7 mg/L. According to the CDC, for infants up to six months of age, if tap water is fluoridated or has substantial natural fluoride (0.7 mg/L or higher) and is being used to dilute infant formula, a parent may consider using a low-fluoride alternative water source. Bottled water known to be low in fluoride is labeled as purified, deionized, demineralized, distilled, or prepared by reverse osmosis. Ready-to-feed (no-mix) infant formula typically has little fluoride and may be preferable at least some of the time.

If breastfeeding is not possible, parents should consult a pediatrician about an appropriate infant formula option. Parents should be aware that there may be an increased chance of mild dental fluorosis if the child is exclusively consuming infant formula reconstituted with fluoridated water. Dental fluorosis is a term that covers a range of visible changes to the enamel surface of the tooth. Go to http://www.cdc.gov/fluoridation/safety/infant_formula.htm for more information on dental fluorosis and the use of fluoridated drinking water in infant formula.

Use Water Wisely – Save Water, Money, and Energy

Water leaks in homes and businesses are the responsibility of the property owner. Sewer charges are based on the amount of water that passes through your water meter, whether you used the water or it leaked and was wasted.

Contact Information

Shorewood Water Works Office
 Monday–Thursday, 7:00 a.m. – 3:30 p.m.
 Friday, 7–11:00 a.m.
 (414) 847-2650 • Fax: (414) 847-2651
email: dpw@villageofshorewood.org
website: www.villageofshorewood.org/dpw
 24-Hour Emergency: (414) 847-2610

North Shore Health Department
 (414) 371-2980 • Fax: (414) 371-2988
24-Hour Water Control Center: (414) 286-3710
Email for non-emergency contact:
watwebcs@milwaukee.gov
 Visit milwaukee.gov/water

Para una explicación en español, por favor llame al (414) 286-2830.

Shorewood and Milwaukee Water Works' water quality, operations, and rates are regulated by the Public Service Commission of Wisconsin, the U.S. Environmental Protection Agency and the Wisconsin Department of Natural Resources.

The Milwaukee Water Works is a member of the American Water Works Association, the Association of Metropolitan Water Agencies, the Water Research Foundation, the Wisconsin Water Association, Milwaukee Food and Beverage (FaB) and the Water Council. Shorewood is a member of the American Water Works Association and the Wisconsin Rural Water Association.

This information presented by the Shorewood Water Works with permission of: Carrie M. Lewis, M.Sc., Superintendent, Milwaukee Water Works; Jeffrey J. Mantes, Commissioner, Milwaukee Department of Public Works; Bevan K. Baker, CHE, Commissioner, Milwaukee Health Department.

Contaminants Detected by Shorewood and Milwaukee in 2013

No contaminants were detected at levels that violated federal drinking water standards. The Milwaukee Water Works has an extensive, acclaimed water quality monitoring program, testing for over 500 contaminants, only 26 of which were detected in treated water in 2013. Those detected were below levels allowed by state and federal laws or are not at all regulated, as shown in the table below. A list of the hundreds of other compounds tested for but not detected can be found at www.milwaukee.gov/water/about/WaterQuality.htm. Scroll down to Resource Links, choose 2013 Undetected Chemical Contaminants.

Substance	Ideal Goals (MCLG)	Highest Level Allowed (MCL)	Median of the Detected Values	Maximum Value	Source(s) of Contaminant	Meets Standard
Aluminum	0.2 mg/L	NR	0.041 mg/L	0.121 mg/L	Water treatment additive, natural deposits	NR
Barium	2 mg/L	2 mg/L	0.02 mg/L	0.02mg/L	Natural deposits	✓
Bromate	10 µg/L	10 µg/L (RAA)	< 5 µg/L (RAA)	7.3 µg/L	Byproduct of drinking water disinfection	✓
Chlorate	NA	NR	81.64 µg/L	109.74 µg/L	Byproduct of drinking water disinfection	NR
Chlorine, total	4 mg/L	4 mg/L	1.61 mg/L	2.01 mg/L	Residual of drinking water disinfection	✓
Chloride	250 mg/L	NR	15.7 mg/L	18.9 mg/L	Natural deposits, road salt	NR
Chromium, Hexavalent	NA	NR	0.2 µg/L	0.25 µg/L	Natural deposits, manufacturing	NR
Chromium, total	NA	100 µg/L	0.23 µg/L	0.25 µg/L	Natural deposits, manufacturing	✓
Copper*	1.3 mg/L	1.3 mg/L (AL)	0.029 mg/L (AL)	NR	Corrosion of household plumbing	✓
Fluoride	4 mg/L	4 mg/L	0.58 mg/L	0.68 mg/L	Water treatment additive, natural deposits	✓
Gross Alpha particles*	Zero	15 pCi/L	2.7 pCi/L	2.8 pCi/L	Natural deposits	✓
Gross Beta particles*	Zero	50 pCi/L	5.3 pCi/L	6.0 pCi/L	Natural deposits	✓
Haloacetic Acids, total	NA	60 µg/L	3.1 µg/L	5.7 µg/L	Byproduct of drinking water disinfection	✓
Iron	0.30 mg/L	NR	0.006 mg/L	0.020 mg/L	Natural deposits	NR
Lead*	Zero	15 µg/L (AL)	4.2 µg/L (AL)	NR	Corrosion of household plumbing	✓
Manganese	50 µg/L	NR	< 0.5 µg/L	0.7 µg/L	Natural deposits	✓
Molybdenum	NA	NR	1.0 µg/L	1.07 µg/L	Natural deposits	NR
Nitrate	10.0 mg/L	10.0 mg/L	0.25 mg/L	0.30 mg/L	Natural deposits, farm runoff	✓
Radium 226 + 228 combined*	Zero	5 pCi/L	1.98 pCi/L	1.99 pCi/L	Natural deposits	✓
Strontium	NA	NR	117.06 µg/L	119.559 µg/L	Natural deposits	NR
Sulfate	500 mg/L	NR	26 mg/L	27 mg/L	Natural deposits	NR
Trihalomethanes, total	NA	80 µg/L	7.1 µg/L	11 µg/L	Byproduct of drinking water disinfection	✓
Total Dissolved Solids	500 mg/L	NR	179 mg/L	187 mg/L	Natural deposits	NR
Turbidity	NA	<0.3 NTU 95% of the time	0.04 NTU 95% of the time	0.22 NTU 1-day max	Natural deposits	✓
Uranium, total*	Zero	30 pCi/L	0.23 pCi/L	0.25 pCi/L	Natural deposits	✓
Vanadium	NA	NR	0.26 µg/L	0.279 µg/L	Natural deposits	NR

*Data from 2011, the most recent required sampling date

Definitions

< “less than” or not detected

AL – Action Level: the concentration of a contaminant that when exceeded, triggers treatment or other requirement that a water system must follow. Action Levels are reported at the 90th percentile for homes at greatest risk.

Haloacetic Acids: Mono-, di-, and trichloroacetic acid; mono-, di-, and tribromoacetic acid; bromochloroacetic acid, dibromochloroacetic acid; and bromodichloroacetic acid

Median: The middle value of the entire data set for the parameter (range from high to low)

µg/L – Microgram per Liter or parts per billion

MCL – Maximum Contaminant Level: the highest level allowed by regulation

MCLG – Maximum Contaminant Level Goal: the ideal goal for public health

mg/L – Milligram per Liter, or parts per million

NA – Not Applicable

NR – Not Regulated

NTU – Nephelometric Turbidity Unit: unit to measure turbidity

pCi/L – Picocuries per Liter: a measure of radioactivity. A picocurie is 10-12 curies.

RAA – Running Annual Average: the average of four quarterly samples collected in one year

TT – Treatment Technique: a required process intended to reduce the level of a contaminant in drinking water

Trihalomethanes: Chloroform, bromodichloromethane, dibromochloromethane, and bromoform