

Glendale Water – 2009 Annual Quality Report

We are pleased to provide you the 2009 Annual Water Quality Report. This report is designed to inform you about the quality and services we deliver to your home or business each day, every day. We work hard to protect our water resources and to continually improve the water treatment process. Our goal is to provide you with a safe and dependable water supply, by protecting and improving water quality.

Our water source is known as the Little Miami Aquifer. Water is supplied from two (2) wells, located in the **Glendale Water** well field at 2779 East Sharon Road. The well field has a high susceptibility rating based on a study by the Ohio EPA. This is based on the thin discontinuous layer of low permeability material overlaying the aquifer and the potential contaminant sources around the well field. The likelihood of any contamination is minimized, by using appropriate measures.

We want our valued customers to be informed about their water utility. If you have any questions about this report or concerning your water utility, please contact Mike Heuer at (513)771-6860. If you want to learn more, please attend any of our regularly scheduled meetings. Our City Council meets the first Monday of each month at the Town Hall located at 80 East Sharon Road, Glendale, Ohio at 7:00pm.

At **Glendale Water** we work around the clock to provide top quality water to every tap. We ask that our customers help us protect our water sources, which are the heart of our community, our way of life and our children's future.

The sources of drinking water, both tap water and bottled water, includes rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and in some cases, radioactive materials, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

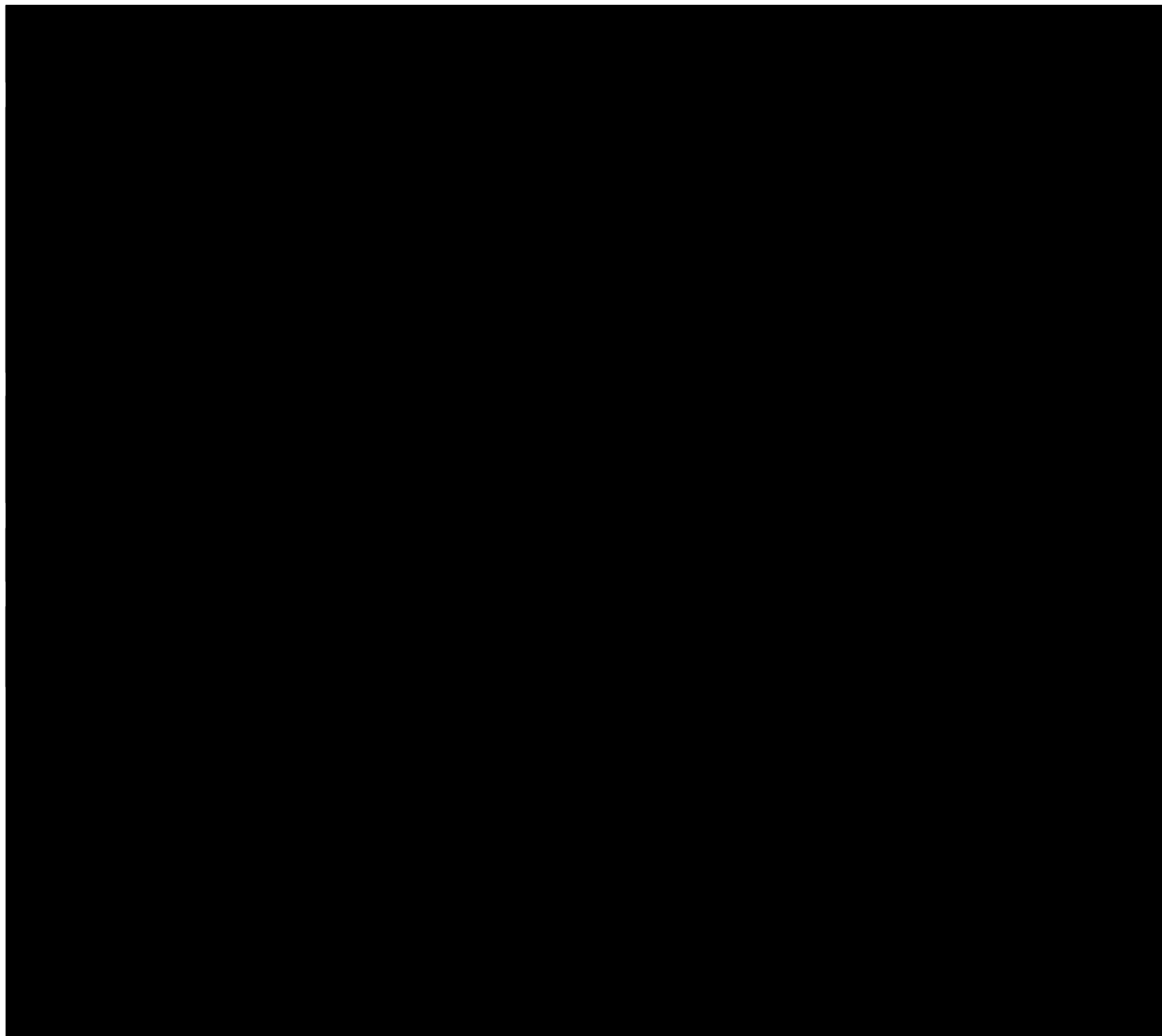
- (A) **Microbial contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife;
- (B) **Inorganic contaminants**, such as salts and metals, which can be naturally-occurring or results from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming;
- (C) **Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses;
- (D) **Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems;
- (E) **Radioactive contaminants**, which can come be naturally occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, EPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immune-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone

organ transplants, persons 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 providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline 1-800-426-4791.

Glendale Water routinely monitors for contaminants in your drinking water according to Federal and State laws. This table shows the results of our monitors for contaminants in your drinking water for the period of Jan. 1st to December 31st, 2009. (Unless otherwise noted) Glendale supplemented with CWW water on several occasions in 2009. Their CCR is also attached.



MCL's are set to the very stringent levels. To understand the possible health effects described for many regulated contaminants, a person would have to drink 2 liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of having the described health effect.

All 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. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Drinking Water Hotline at 1-800-426-4791.

In our continuing efforts to maintain a safe and dependable water supply it may be necessary to make improvements in your water system. The cost of these improvements may be reflected in the rate structure. Rate adjustments may be necessary in order to address these improvements.

Suggestions and feedback Welcomed

It is often difficult to provide service to so many households and families with diverse needs and expectations. It is our goal to make Glendale your unique hometown and to make your living here a cherished experience for you and your family. We value your opinion and ask for your feedback on how we are doing and what we can do to better serve you. Please send your comments to the Administrator at wcordes@glendaleohio.org or Administrative Assistant pdepeel@glendaleohio.org. Of course you can also call (771-7200) or stop by... we have an open door policy and no appointment is necessary. Thank you!