

*To Our Valued Customers:*

*The information contained in this report represents our 16<sup>th</sup> Annual Consumer Confidence Report which the Environmental Protection Agency is requiring all Water Utilities across the United States to provide to the users of their water supply. This report covers the year of 2012. Please read this information carefully and if you have any concerns or questions do not hesitate to call us at the phone number listed on the front of this brochure.*

*Since 1908, the City of West Bend Water Utility has strived to provide safe and reliable water supply to its customers. The year 2012 marked a total of 104 years of service to the community.*

This report is based upon tests conducted in the year 2012 by Northern Lake Services, U.S. Filter, Luxerin Labs and the Wisconsin State Laboratory of Hygiene for the City of West Bend Water Utility. The data presented in this report is from the most recent testing done in accordance with regulations.

The EPA requires monitoring for over 80 contaminants.

**There were no detected contaminants which were in violation in 2012.**

### **Important Information About Lead:**

Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested and flush your tap for 30 seconds to 2 minutes before using tap water.

Additional information is available from the Safe Drinking Water Hotline (800) 426-4791.

### **SPECIAL NOTICE: ELDERLY, INFANTS, CANCER PATIENTS, PEOPLE WITH HIV/AIDS OR OTHER IMMUNE PROBLEMS.**

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people 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/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (800) 426-4791.

### **City of West Bend Water Source:**

The City of West Bend Water Utility is supplied by groundwater pumped from various wells throughout the City.

Chlorine, fluoride, and polyphosphates are added to our drinking water supply on a daily basis.

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 water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline (800)426-4791.

The sources of drinking water nationwide (both tap water and bottled water) include 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 can be polluted by animals or human activity. Contaminants that may be present in source water include:

**Microbial contaminants**, such as viruses and bacteria.

**Inorganic contaminants**, such as salts and metals.

**Pesticides and herbicides**, which may come from a variety of sources such as agriculture, stormwater runoff, and residential uses.

**Organic chemical contaminants**, from industrial processes and petroleum production.

**Radioactive contaminants**, from oil and gas production and mining activities.

In order 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. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

## WATER CONSERVATION

Water conservation has become an important part of our daily lives. Hidden water leaks can waste thousands of gallons of water – costing you money and wasting precious water resources.

Following are a few tips to help you do your part to conserve:

- Check all faucets, toilets and appliances for water leaks and fix them.
- Turn the water off while you brush your teeth.
- Install water-efficient toilets, bathroom faucets and accessories.
- Water your lawn and landscape plants early in the morning when the water is less likely to evaporate.

### Save Water, Save Energy

It takes a lot of energy to deliver and treat the water you use every day. Letting your faucet run for five minutes uses about as much energy as leaving a 60-watt light bulb on for 14 hours. By reducing household water use, you can reduce the energy required to supply and treat public water supplies.

Conserving water is good for all of us. Using less water means less energy is used to treat it, pump it, and distribute it. By conserving water, you are helping maintain our natural resources.

For more information on water-efficient products, programs and practices visit:

<http://www.epa.gov/watersense>

## City of West Bend Water Utility 2012 Consumer Confidence Report

*This annual Water Quality Report provides information on West Bend's drinking water.*

*The United States Environmental Protection Agency (EPA) requires that all drinking water suppliers in the country provide a water quality report to their customers on an annual basis.*

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