Toledo Water Treatment Plant
3040 York Street
Toledo, OH 43605

IMPORTANT INFORMATION ENCLOSED:
2011 WATER QUALITY REPORT

POSTAL CUSTOMER

Dear Fellow Citizens:

The City of Toledo provides your drinking water, and it is my privilege to present you with this water quality report for 2011. Our mission is to produce safe and dependable drinking water for our customers.

This annual water quality report provides an overview of the quality of drinking water we supplied to you during 2011. Included are details about where your water comes from, what it contains, and how it compares to federal and state standards. Please read the contents of this report thoroughly because it will illustrate that the City is proactively achieving this mission.

Staff at the Collins Park Water Treatment Plant work 24 hours a day, 7 days a week to produce over 27 billion gallons of drinking water that surpasses all federal and state requirements. Their daily tasks include maintenance, skilful operations, and laboratory analysis. As a result, the customers of the Toledo Water System receive the highest quality drinking water.

The City of Toledo’s commitment to produce high quality water, both now and well into the future, continues with the implementation of the 20 Year Master Plan and Needs Assessment Plan for 2012. These plans lay the foundation to ensure that the Water Treatment Plant will continue to meet the current needs of the consumer and exceed water quality standards well into the future.

The water provided by the staff at the Toledo Water Treatment Plant contributes to the excellent quality of life that every water customer expects and deserves.

Michael P. Bell
Mayor

Where Does Your Drinking Water Come From?
The State has completed a Source Water Assessment for the City of Toledo, which uses surface water drawn from Lake Erie. By their nature, all surface waters are considered to be susceptible to contamination from chemicals and pathogens. The time it would take for a contaminant to travel from our source water to our drinking water intake is relatively short. Although the water system’s main intake is located offshore, susceptibility of the source water to contamination may be increased by its proximity to the following: municipal sewage treatment plants, industrial wastewater; combined sewer overflows; septic system discharges; open water dredge disposal operations; runoff from agricultural and urban areas; oil and gas production; mining operations; and accidental releases and spills, especially from commercial shipping operations and recreational boating.

The City of Toledo treats its water to meet and even surpass drinking water quality standards, but no single treatment protocol can address all potential contaminants. The potential for water quality impacts can be further decreased by implementing measures to protect Lake Erie. More detailed information is provided in the City of Toledo’s Drinking Water Source Assessment Report, which can be obtained by calling 419-936-3021.

2011 System-Wide Improvements
Toledo’s Water Treatment Plant has an outstanding record of success, consistently maintaining 100% compliance with drinking water quality regulations. Our outstanding performance in 2011 was achieved through a proactive commitment by our staff to produce a higher level of drinking water safety and reliability than is currently required by law. Over 454,000 customers in the greater Toledo area benefit from the City’s proactive approach to drinking water quality. Many water system improvements were made in 2011 to keep our water system functioning at peak performance levels and to maximize service reliability and value:

- Completed improvements to the High Service Pumping Station to increase the capacity of and provide variable speed pump capabilities for Pump 1 and to modernize the variable speed drive for Pump 5.
- Replaced faulty 24-inch fill valve at Heatherdowns Pump Station to improve valve reliability.
- Replaced Plunders Road Pump Station #3 to increase redundancy (duplicative of critical components to improve reliability).
- Completed construction of the new instrumentation laboratory.
- Improved marine warning light system at intake crib by installing a new solar charging system, replacing incandescent warning lamps with LED lamps and constructing a new lighting system support structure.

El informe contiene informacion importante sobre la calidad del agua en su comunidad. Traduzcalo o hable con alguien que lo entienda bien.
<table>
<thead>
<tr>
<th>Parameter</th>
<th>Sample Year</th>
<th>Units</th>
<th>Level Found</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chlorite</td>
<td>2011</td>
<td>ppm</td>
<td>0.56</td>
<td>1.1</td>
</tr>
<tr>
<td>Fluoride</td>
<td>2011</td>
<td>ppm</td>
<td>1.17</td>
<td>4</td>
</tr>
<tr>
<td>Nitrate</td>
<td>2011</td>
<td>ppm</td>
<td>3.47</td>
<td>10</td>
</tr>
<tr>
<td>Atrazine</td>
<td>2011</td>
<td>ppb</td>
<td>0.88</td>
<td>Runoff from herbicide use on row crops</td>
</tr>
<tr>
<td>Simazine</td>
<td>2011</td>
<td>ppb</td>
<td>0.074</td>
<td>Herbicide runoff</td>
</tr>
<tr>
<td>TTDM</td>
<td>2011</td>
<td>ppm</td>
<td>48.2</td>
<td>Runoff from drinking water disinfection</td>
</tr>
<tr>
<td>HAA5</td>
<td>2011</td>
<td>ppm</td>
<td>16.2</td>
<td>Runoff from drinking water disinfection</td>
</tr>
<tr>
<td>Turbidity</td>
<td>2011</td>
<td>ntu</td>
<td>0.32</td>
<td>None</td>
</tr>
<tr>
<td>TOC</td>
<td>2011</td>
<td>mg/L</td>
<td>1.74</td>
<td>None</td>
</tr>
<tr>
<td>Copper</td>
<td>2011</td>
<td>ppb</td>
<td>0.20</td>
<td>None</td>
</tr>
<tr>
<td>Lead</td>
<td>2011</td>
<td>ppb</td>
<td>7</td>
<td>None</td>
</tr>
<tr>
<td>Sodium</td>
<td>2011</td>
<td>ppm</td>
<td>98.8</td>
<td>None</td>
</tr>
</tbody>
</table>

**Water Quality Terminology**

**Maximum Contaminant Level (MCL)** - The MCL is 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. MCLGs are set at very stringent levels by State and Federal governments.

**Maximum Contaminant Level Goal (MCLG)** - The MCLG is 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.

**Maximum Residual Disinfectant Level (MRDL)** - The highest level of a disinfectant allowed in drinking water. There is evidence convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

**Maximum Residual Disinfectant Level Goal (MRDLG)** - The level of drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

**Nephelometric Turbidity Unit (NTU)** - A measure of water clarity.

**Action Level (AL)** - The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

**Treatment Technique (TT)** - A required process intended to reduce the level of a contaminant in the drinking water.

**Health and Safety Information**

The following is mandatory language provided by the EPA, The City of Toledo's drinking water meets or surpasses all federal and state laws.

Drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. The presence of these contaminants does not necessarily pose a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline, 800-426-4791.

The sources of both tap and bottled drinking water include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive materials, and can also pick up substances resulting from animal or human activity. Contaminants that may be present in source water include:

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

To ensure that tap water is safe, the EPA prescribes regulations limiting the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) establishes limits for contaminants in bottled water, which must provide the same protection for public health.

**Who Needs to Take Special Precautions?**

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as those undergoing chemotherapy, who have undergone organ transplants, or other immune system disorders, and some elderly and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. Federal guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the EPA's Safe Drinking Water Hotline at 800-426-4791.