This report details the highest quality water delivered to your tap — the culmination of our extensive tasting, treatment and technology processes.

**WHERE YOUR WATER COMES FROM**

GCWW supplies water from two sources: the Ohio River and the Great Miami Aquifer. Surface water from the Ohio River is treated at the Miller Treatment Plant. This plant, located on the east side of Hamilton County, supplies about 88% of drinking water to GCWW’s customers.

The Bolton Treatment Plant treats ground water from twelve wells in the Great Miami Aquifer. It is located in the southern part of Butler County and supplies about 12% of drinking water to GCWW customers.

GCWW Drinking Water: (513) 591-7700 | www.cincinnati-oh.gov/gcww

The Food and Drug Administration (FDA): regulates bottled water: (888) 723-3366 | www.fda.gov

National Sanitation Foundation (NSF): for more information about home treatment devices: (800) 673-8010 | www.nsf.org

USEPA Safe Drinking Water Hotline: (800) 426-4791

Drinking Water Regulations: (800) 426-4791 | water.epa.gov/drink/index.cfm

**OUR STATE-OF-THE-ART TREATMENT PROCESSES**

GCWW’s Miller Treatment Plant is one of only a few water treatment plants in the nation that incorporates granular activated carbon (GAC) with on-site reactivation into its water treatment process. This state-of-the-art treatment process treats 133 million gallons of water a day.

**SOURCE WATER PROTECTION**

The Ohio River Valley Water Sanitation Commission (ORSAnCO) Early Warning Detection System — Ohio River

Thirteen monitoring stations, strategically placed along the Ohio River, detect and warn treatment plants downstream about spills so they can take precautionary measures before the spill reaches their intake. ORSAnCO, a group comprised of seven public and private stakeholders, works with facilities to determine risk of spills, and educates the public on what they can do to protect ground water. For more information, visit www.orsanco.org.

**Our 2010 Water Quality Report**

This report meets the Ohio and USEPA’s National Primary Drinking Water Regulation for Consumer Confidence Reports.
Water Regulation for Consumer Confidence Reports.

This report meets the Ohio and USEPA's National Primary Drinking Water Regulations. The City of Cincinnati is an Equal Opportunity/Affirmative Action Employer.

• www.cincinnati-oh.gov/gcww

about this report, call (513) 591-7700.

about water quality, customer billing, or to Contact Us

full of educational materials and resources.

Groundwater Committee

OKI Regional Council of Governments

Call (513) 785-2464

Drinking Water Regulations:

(513) 591-7700

(800) 673-8010

National Sanitation Foundation (NSF):

regulates bottled water.

www.fda.gov

www.nsf.org

info@nsf.org

4747 Spring Grove Avenue

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Where Water Enters the Water System

GCWW provides a plentiful supply of the highest quality drinking water to more than 1.3 million people in parts of Hamilton, Butler, Warren and Clermont Counties in Ohio and Boone County, Kentucky.

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This report meets the Ohio and USEPA’s National Primary Drinking Water Regulations. You may attend any of the following meetings:

- Just for Teachers
  www.cincinnati-oh.gov/gcww

Contact Us
www.orsanco.org

GCWW has a current unconditioned license to operate our water system. For more information, call (513) 591-7700. GCWW has a Teacher Resource Center, full of educational materials and resources.

For More Information

• Hamilton to New Baltimore Groundwater Consortium
  (800) 426-4791

• ORSAnCO, Early Warning Detection System — Ohio River
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Greater Cincinnati Water Works (GCWW) is constructing an ultraviolet (UV) disinfection treatment facility at the Miller Plant. UV disinfection uses UV light, in low doses, to inactivate disease-causing organisms such as Cryptosporidium. UV is a Bright Light in our Future

Our State-Of-The-Art Treatment Processes

Before the water comes to your tap, GCWW takes many steps to ensure its quality and safety. Our priority is safe drinking water. On average, we perform 600 tests a day throughout the treatment process and distribution system to ensure you receive the highest quality water possible.

The Treatment Process at the Miller Plant on the Ohio River

The Treatment Process at the Bolton Plant on the Great Miami Aquifer

A Leader in Water Quality Technology

Granular Activated Carbon

GCWW’s Miller Treatment Plant is one of only a few water treatment plants in the nation that incorporates granular activated carbon (GAC) on-site reactivation into its water treatment process. This state-of-the-art technology uses granular carbon which contains numerous microscopic cavities. When water is passed through the GAC, impurities adhere to the carbon and are removed from the water. Benefits of GAC are barrier against potential chemical spills in the Ohio River; barrier against impurities in raw source water; less chlorine required for disinfection; reduced disinfection-by-products; and improved control of taste and odor.

UV, a Bright Light in our Future

Greater Cincinnati Water Works is constructing an ultraviolet (UV) disinfection treatment facility at the Miller Plant. UV disinfection uses UV light, in low doses, to inactivate disease-causing organisms such as Cryptosporidium. Once completed, GCWW will be the largest water utility in North America to use UV disinfection following sand filtration and GAC adsorption to protect public health.

Source Water Protection

The sources of drinking water — both tap 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 inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems; and

• 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 stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming;

• Pesticides and herbicides, which may come in a variety of sources such as agricultural, urban stormwater runoff 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, urban stormwater runoff, and septic systems; and

• Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

For more information about source water protection or to find out what you can do to help, call (513) 624-5611 or email info@gcww.cincinnati-oh.gov.

To reduce the potential of contamination in its source water, GCWW has helped establish two environmental protection programs:

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Hamilton to New Baltimore Groundwater Consortium — Great Miami Aquifer

This group, comprised of seven public and industrial ground water producers/suppliers in southwest Ohio, maintains a network of early warning monitoring stations, works with facilities that store hazardous substances to minimize the risk of spills, and educates the public on what they can do to protect ground water. For more information, visit www.gwconsortium.org.
The sources of drinking water — both tap 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, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. As a result, the Ohio environmental protection agency has classified all surface waters as highly susceptible to potential contamination. The Bolton Well Field, a ground water source, is also highly susceptible to contamination because of the close proximity of potential contaminant sources nearby. 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; urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, and can also come from gas byproducts of industrial processes and petroleum production.

To reduce the potential of contamination in its source water, GCWW has helped establish two early warning systems. The Ohio River Valley Water Sanitation Commission (ORSANCO) is a coordinated early warning system that store hazardous substances to minimize the risk of spills, and educates the public on what they can do to protect ground water. For more information, visit www.orsanco.org.

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Where Your water comes from

GCWW's mission is to provide safe and reliable water to its customers. GCWW is committed to the highest quality water delivered for more than 120 years. Today, that mission is reflected in the treatment processes GCWW has in place to achieve the goal.

A map of GCWW's service area shows the different areas where water is brought in from different sources. This includes the Ohio River and the Great Miami Aquifer. GCWW typically treats 133 million gallons of water a day.

Excellence

GCWW has a Teacher Resource Center, full of educational materials and resources. The Bolton Well Field, a ground water source, is also highly susceptible to contamination because of the close proximity of potential contaminant sources nearby. Contaminants that may be present in source water include:

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Regulated Contaminants: Substances subject to a Maximum Contaminant Level (MCL), Action Level (AL) or Treatment Technique (TT). These standards protect drinking water by limiting the amount of certain substances that can adversely affect public health and are known or anticipated to occur in public water systems.

Unregulated Contaminants: Substances for which EPA requires monitoring to determine where certain substances occur and whether it needs to regulate those substances.

If there are reported contaminants, how can my water be safe?

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. However, some contaminants may present a potential health concern; the water meets or exceeds health goals and may be refilled 15,000 times. We will deliver your laundry in the dryer.

Is there lead in my water?

There is no detectable lead in our drinking water as it leaves our treatment plants. 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. GCWW is responsible for providing high quality water 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 lead exposure by flushing your tap for 30 seconds to 3 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.

Why does drinking water sometimes look cloudy?

Cloudy water that clears quickly from the bottom up is caused by tiny air bubbles in the water similar to gas bubbles in soda. After a while, the bubbles rise to the top and disappear. This cloudiness occurs more often in the winter when drinking water may more vulnerable to cold. Air does not affect the safety of the water.

Why is fluoride added to my water?

Fluoride is added to the water to protect teeth as required by state law passed in 1969. According to the American Dental Association, persons who drink fluoridated water have a 20% to 40% reduction in the number of cavities that would have occurred without fluoride. Some home filtration devices remove fluoride. Bottled water may not contain fluoride.

Is the amount of sodium in my water?

GCWW has tested for sodium in treated water as it leaves the treatment plants and has found 31 mg per liter in the Miller water and 31 mg per liter in the Bolton water. There are approximately 4 cups in a liter. Hard water is water that contains more minerals such as calcium and magnesium.

FREQUENTLY ASKED QUESTIONS

- GCWW supplies about 45 billion gallons of water a year to 1.1 million people
- Water is the original health drink. It contains no fat, calories or cholesterol
- 60 percent of an adult’s body is water
- An 8 oz glass of water can be refilled 15,000 times for the same price as a six-pack of soda
- GCWW tests its water more than 600 times a day, far more frequently than bottled water
- GCWW employees work 24 hours a day 365 days a year to ensure you have a plentiful supply of the highest quality water
- GCWW operates and maintains 2 treatment plants, 24 pump stations, 33 water storage tanks and 3,100 miles of water mains.
GCWW MET OR EXCEEDED ALL STATE AND FEDERAL HEALTH STANDARDS

GCWW is proud to say that our water meets or exceeds all health standard developed by the USEPA and Ohio EPA. In order to ensure that tap water is safe to drink, USEPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water which shall provide the same protection for public health.

The tables below show the substances detected in GCWW drinking water while performing the most up-to-date monitoring required by the EPA. The Ohio EPA requires us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Because of this, some of our data, though accurate, is more than one year old. For a complete listing of GCWW test results, call (513) 591-7700 and press “0.”

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FREQUENTLY ASKED QUESTIONS

If there are reported contaminants, how can my water be safe?

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. However, some contaminants may not be easy to detect. Because human health is vulnerable to contaminants in drinking water, the general population. Immunocompromised 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 vulnerable to contaminants in water and require special protection. More information about contaminants and potential health effects can be found by visiting the Environmental Protection Agency’s (USEPA) Safe Drinking Water Hotline at (800) 426-4791.

What is Cryptosporidium?

Cryptosporidium (Crypto) is a microscopic organism, that when ingested, can result in diarrhea, fever and other gastrointestinal symptoms. Crypto is found in surface waters and comes from animal and human waste. GCWW routinely tests for Crypto and did not detect it in either our source or finished water in 2010. USEPA/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 at (800) 426-4791.

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Sometimes my water is reddish-brown. Is this safe?

The reddish-brown color can be caused by rust from corrosion in GCWW’s pipes, the pipes in your home or corrosion in your home’s water heater. This is not a health concern; the water meets or exceeds all health-based regulations. If you have rusty water, try running cold water for several minutes. If you have questions, or your laundry is stained from rusty water, contact GCWW at 931-591-7700. We will deliver laundry aid to remove the rust. Do NOT put stained laundry in the dryer.

Why does drinking water sometimes look cloudy?

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How hard is GCWW’s water?

Hard water is water that contains more minerals such as calcium and magnesium. Ground water tends to have higher mineral content than surface water because minerals are present in the rocks and aquifer. Water from GCWW’s Miller Plant has an average hardness of 138 milligrams per liter or 8 grains per gallon. Water from the Bolton Plant averages 151 milligrams per liter or 9 grains per gallon. Hardness does not affect the safety of water.

FASCINATING FACTS WHO KNEW?

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