



A Service of The City of Cincinnati

GREATER CINCINNATI
WATER WORKS

*Using the most advanced technology to bring
you the cleanest, highest quality...*



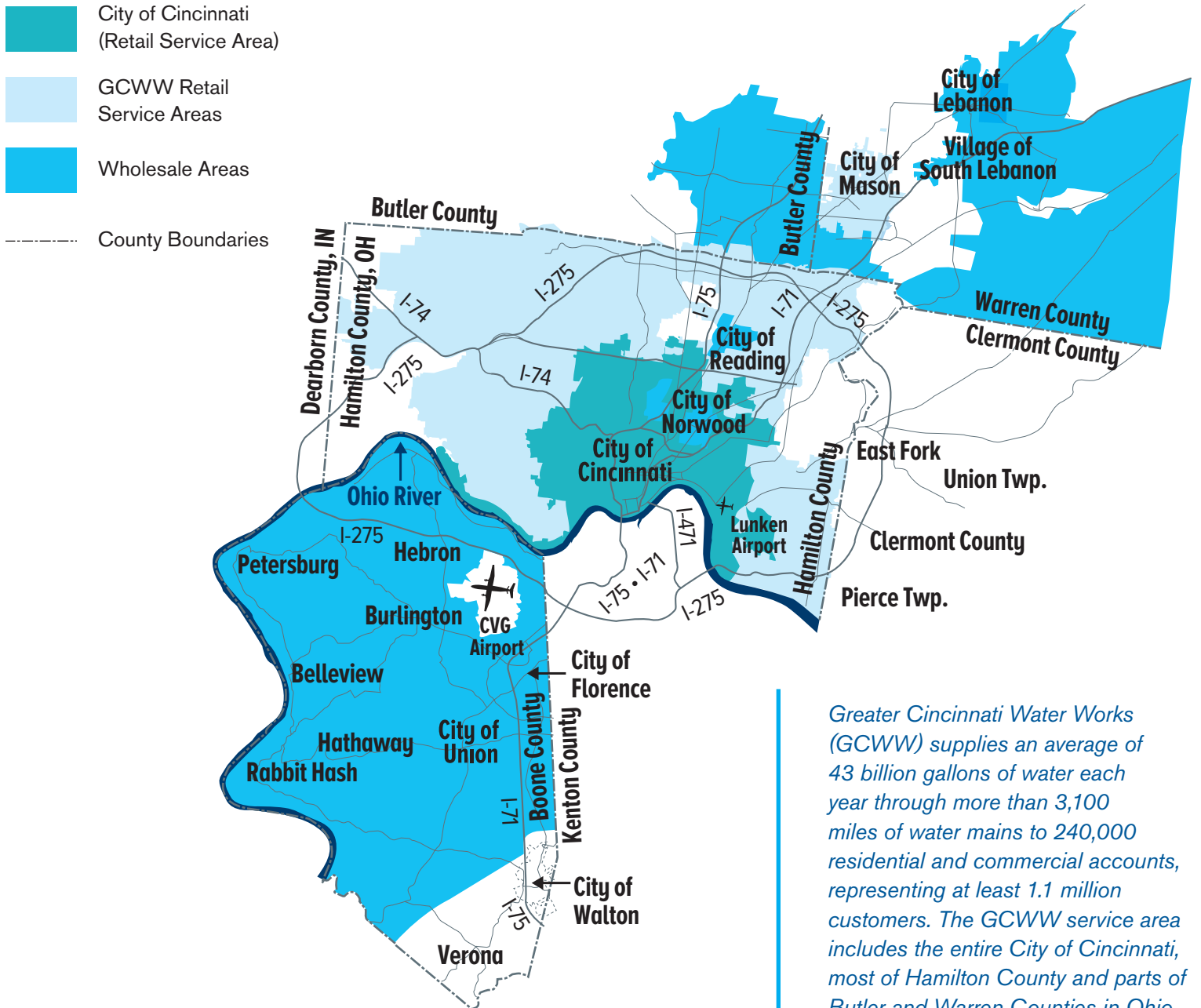
water

Our Most Essential Resource

Where Your Water Comes From

GCWW supplies water from two sources: the Ohio River and the Great Miami Buried Valley Aquifer (GMBVA). Surface water from the Ohio River is treated at the Richard Miller Treatment Plant. This plant, located on the east side of Hamilton County, supplies about 88% of drinking water to GCWW's customers. The Charles M. Bolton Treatment Plant treats groundwater from 13 wells in the GMBVA. It is located in the southern part of Butler County and supplies about 12% of drinking water to GCWW customers.

Service Area Map



Greater Cincinnati Water Works (GCWW) supplies an average of 43 billion gallons of water each year through more than 3,100 miles of water mains to 240,000 residential and commercial accounts, representing at least 1.1 million customers. The GCWW service area includes the entire City of Cincinnati, most of Hamilton County and parts of Butler and Warren Counties in Ohio, and Boone County in Kentucky.

Only Your Tap Water Delivers These Protective Benefits

Protection of Public Health and Welfare

A safe water supply is critical to protecting public health. In the United States, water utilities monitor for more than 100 contaminants and must meet close to 90 regulations for water supply and quality. The same system of water mains, pumps and storage tanks transports water to home faucets and fire hydrants.

GCWW also takes great care to protect your water supply from chemical spills into the Ohio River that may contaminate the drinking water supply. GCWW has the ability to shut down river intake pumping, utilize stored and supplementary water until the spill passes, and use advanced treatment systems to remove contaminants.

Sources of Your Drinking Water

The sources of drinking water - both tap and bottled - 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 (in some cases radioactive material) and can pick up substances resulting from the presence of animals or from human activity. As with all surface waters, the Ohio EPA has classified the Ohio River as highly susceptible to potential contamination. The Ohio EPA has also classified our portion of the Great Miami Buried Valley Aquifer as highly susceptible to contamination due to lack of an overlying protective clay layer, the presence of low levels of nitrate in the groundwater, and the presence of nearby potential contaminant sources.

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 stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming;
- Pesticides and herbicides, which may come from variety of sources such as agriculture, 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 the result of oil and gas production and mining activities.



Protecting Your Drinking Water

GCWW actively participates in two regional collaborative source water protection programs:

1. Protection of the Ohio River in the Cincinnati Area

GCWW has partnered with the Northern Kentucky Water District and the Ohio River Valley Water Sanitation Commission (ORSANCO) to implement an Ohio EPA-endorsed source water protection program for the Ohio River near Cincinnati. ORSANCO maintains 17 monitoring stations strategically placed along the Ohio River to detect and warn drinking water treatment plants about spills. GCWW participates as one of the monitoring stations for this program by analyzing Ohio River water multiple times a day, every day of the year.

2. Protection of the Great Miami Buried Valley Aquifer

The Hamilton to New Baltimore Groundwater Consortium is comprised of seven public and industrial ground water producers/suppliers in southwest Ohio. The Consortium 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 groundwater.

ORSANCO Monitoring Locations Map



For more information about source water protection or to find out what you can do to help, visit myGCWW.org, email info@gcww.cincinnati-oh.gov, call Greater Cincinnati Water Works at 513.591.7700, or call the Groundwater Consortium at 513.785.2464.

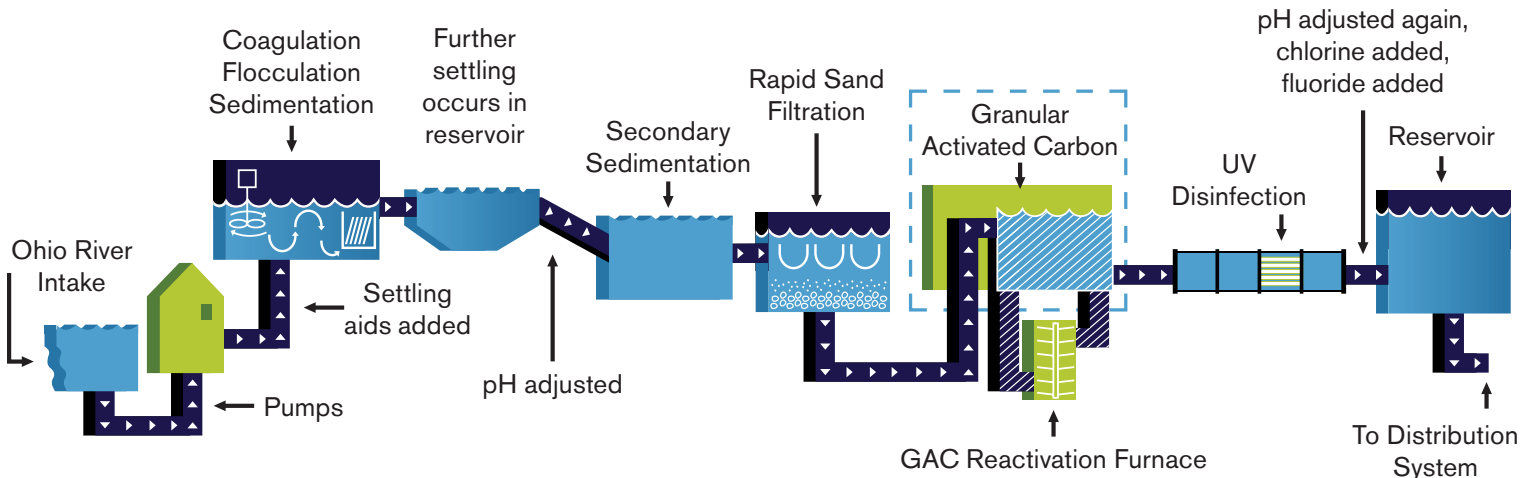
A Leader in Water Quality Treatment and Technology

GCWW uses state-of-the-art water treatment processes that create multiple barriers to protect public health. GCWW treatment processes include Coagulation/Flocculation/Sedimentation, Sand Filtration, Granular Activated Carbon (GAC), ultraviolet (UV) light and chlorine to remove and treat for natural and man-made contaminants from our drinking water. It is one of the first in the nation to use a combination of all these treatment methods.

GCWW typically treats about 120 million gallons of water a day, and ensures that all the treatment processes are effective by using more than 600 daily tests.

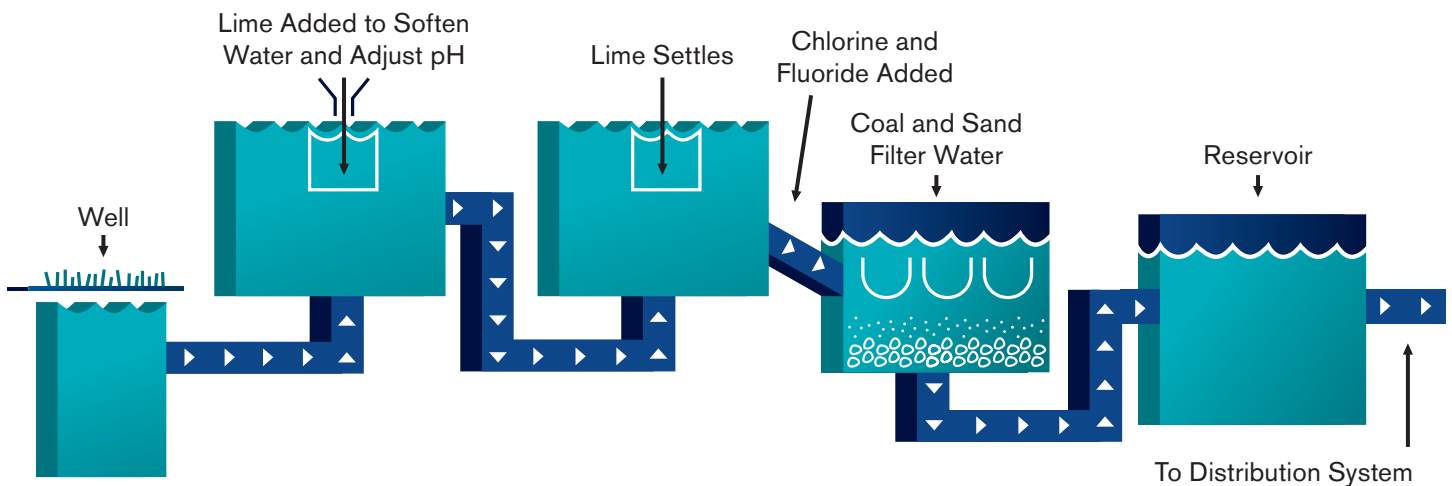
GCWW also treats the drinking water specifically to minimize the amount of lead that may leach into the drinking water from home plumbing — this treatment process is called corrosion control. There is no lead in the water as it leaves GCWW treatment plants, and this process minimizes the chance that lead can be picked up from home plumbing. Page 5 illustrates the treatment processes at the Richard Miller and Charles M. Bolton Plants.

Treatment Process at the Richard Miller Plant on the Ohio River



Backwash water from the sand filters and plant recycle water is returned to the beginning of the treatment process.

Treatment Process at the Charles M. Bolton Plant on the Great Miami Buried Valley Aquifer



Granular Activated Carbon

GCWW's Richard 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 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 include: barrier against 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.

Ultraviolet Disinfection

GCWW is the largest water utility in North America to use UV disinfection following rapid sand filtration and GAC adsorption. UV disinfection, which uses rays of intense light to disinfect water, is one of the most effective methods used to protect against microorganisms such as *Cryptosporidium*.

GCWW Meets or Exceeds All State and Federal Health Standards

GCWW is proud to say that our water meets or exceeds every health standard developed by both the USEPA and Ohio EPA. In order to ensure that tap water is safe to drink, USEPA prescribes regulations that 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 on pages 6-9 show the substances detected in GCWW drinking water while performing the most up-to-date monitoring required by the EPA. The Ohio EPA requires GCWW 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 and additional water quality information, visit WQT.myGCWW.org, or call 513.591.7700.

TABLE A: Regulated Contaminants			Miller Water (from the Ohio River)				
Substance (Unit)	Maximum Allowed (MCL)	MCLG	Highest Compliance Level Detected	Range of Detection	Violation	Year Sampled	
Fluoride (ppm)	4.0	4.0	0.86	0.73 - 1.00	No	2023	
Nitrate (ppm)	10	10	1.15	0.56 - 1.15	No	2023	
TTHMs (ppb) [Total Trihalomethanes] ¹	80	na	49.7	16.3 - 67.4	No	2023	
HAA5 (ppb) [Total Haloacetic Acids] ¹	60	na	10.5	1.1 - 14.7	No	2023	
Turbidity (NTU)	TT1 < 1 NTU Max and TT2 < 0.3 NTU 95% of the time	na na	0.09 100% < 0.3 NTU	0.04 - 0.09	No	2023	
1st Compliance Period (Jan - June)	Lead ¹ (ppb)	AL = 15 (the 90th percentile must be less than 15 ppb)	0	90th percentile 3.38 ppb	nd - 13.9	No	2023
	Copper ¹ (ppm)	AL = 1.3 (the 90th percentile must be less than 1.3 ppm)	1.3	(0 of 104 samples tested during the first compliance period were > the AL) ⁴			
2nd Compliance Period (July - Dec)	Lead ¹ (ppb)	AL = 15 (the 90th percentile must be less than 15 ppb)	0	90th percentile 2.84 ppb	nd - 20.7	No	2023
	Copper ¹ (ppm)	AL = 1.3 (the 90th percentile must be less than 1.3 ppm)	1.3	(2 of 117 samples tested during the second compliance period were > the AL) ⁴			
Total Organic Carbon ²	TT	na	2.38	2.06 - 3.26	No	2023	
Total Chlorine ¹ (ppm)	MRDL = 4.0	MRDLG = 4.0	1.08	0.93 - 1.21	No	2023	
Barium (ppm)	2	2	0.03	na ³	No	2023	

Regulated Contaminants (Table A): 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.

Refer to pages 8-9 for definitions, abbreviations, and footnotes.

Bolton Water (from the Great Miami Valley Buried Aquifer)				Typical Source of Contamination
Highest Compliance Level Detected	Range of Detection	Violation	Year Sampled	
0.88	0.75 - 0.95	No	2023	Additive which promotes strong teeth. May come from erosion of natural deposits.
1.37	nd - 1.37	No	2023	Runoff from fertilizer use, leaching from septic tanks, sewage, erosion of natural deposits.
49.7	16.3 - 67.4	No	2023	Byproduct of drinking water chlorination.
10.5	1.1 - 14.7	No	2023	Byproduct of drinking water chlorination.
nr	nr	No	na	Soil runoff.
90th percentile 3.38 ppb	nd - 13.9	No	2023	May come from erosion of natural deposits. There is no detectable lead in our water as it leaves the treatment plants. However, corrosion of household plumbing is a source of lead and copper contamination. GCWW tests water samples collected at customers taps, as required by the Safe Drinking Water Act to ensure safe water.
(0 of 104 samples tested during the first compliance period were > the AL) ⁴				
90th percentile 0.027 ppm	nd - 0.087	No	2023	
(0 of 104 samples tested during the first compliance period were > the AL)				
90th percentile 2.84 ppb	nd - 20.7	No	2023	
(2 of 117 samples tested during the second compliance period were > the AL) ⁴				
90th percentile 0.021 ppm	nd - 0.047	No	2023	
(0 of 117 samples tested during the second compliance period were > the AL)				
nr	nr	No	na	Naturally present in the environment.
1.08	0.93 - 1.21	No	2023	Water additive used to control microbes.
0.02	na ³	No	2023	Erosion of natural deposits; Discharge of drilling wastes; Discharge from metal refineries.

2023 GCWW WATER QUALITY REPORT

Unregulated Contaminants (Table B): Unregulated contaminants are those for which EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted.

TABLE B: Unregulated Contaminants		Miller Water (from the Ohio River)			
Substance (Unit)	MCLG	Average Level Detected	Range of Detection	Violation	Year Sampled
Chloroform (ppb) ¹	70	9.6	0.54 - 27.6	na	2023
Bromodichloromethane (ppb) ¹	0	10.8	2.3 - 23.8	na	2023
Dibromochloromethane (ppb) ¹	60	11.9	6.2 - 18.5	na	2023
Bromoform (ppb) ¹	0	6.4	0.62 - 21.4	na	2023
Monochloroacetic Acid (ppb) ¹	70	1.6	nd - 4.4	na	2023
Monobromoacetic Acid (ppb) ¹	na	nd	nd - nd	na	2023
Dichloroacetic Acid (ppb) ¹	0	2.5	nd - 6.2	na	2023
Trichloroacetic Acid (ppb) ¹	20	0.6	nd - 3.1	na	2023
Dibromoacetic Acid (ppb) ¹	na	3.5	1.1 - 7.4	na	2023
Sulfate (ppm)	na	57	44 - 72	na	2023
Unregulated Contaminant Monitoring Rule - fifth round (UCMR5) -- the five contaminants listed below were analyzed during UCMR5 monitoring:					
Perfluorooctanoic acid (PFOA) (ppt)	4*	nd	na	na	2023
Perfluorooctanesulfonic acid (PFOS) (ppt)	4*	nd	na	na	2023
Hexafluoropropylene oxide dimer acid (HFPO-DA or GenX) (ppt)	5*	nd	na	na	2023
Perfluorobutanesulfonic acid (PFBS) (ppt)	3*	nd	na	na	2023
Perfluorobutanoic acid (PFBA)(ppt)	5*	nd	na	na	2023

Definitions

*Minimum Reporting Level or MRL:

The contaminant level that can reliably be detected using the specified analytical method. The EPA established this level to ensure consistency in the data quality reported for UCMR5.

Maximum Contaminant Level Goal or MCLG:

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 Contaminant Level or MCL:

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.

Action Level or AL:

The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements which a water system shall follow.

Treatment Technique or TT:

A method for treating water to achieve acceptable levels of the contaminants in lieu of establishing a maximum contaminant level.

Maximum Residual Disinfection Level or MRDL:

The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfection Level Goal or 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.

Turbidity:

Utilities who treat surface water are required to report on turbidity as an indication of the effectiveness of the

filtration system. Turbidity is a measure of the cloudiness of water. The turbidity limit set by the EPA is 0.3 NTU in 95% of the samples analyzed each month, and shall not exceed 1 NTU at any time. As reported in the table, GCWW's highest turbidity result for 2023 was 0.09 NTU (Miller Water) and lowest monthly percentage of samples meeting the turbidity limits was 100%.

The < symbol:

A symbol which means less than. A result of <5 means that the lowest level that could be detected was 5 and the contaminant in that sample was not detected.

Lead Threshold Level:

The concentration of lead in an individual tap water sample. The lead threshold level is exceeded at 0.015 milligrams per liter (15 ppb) concentration of lead in an individual tap water sample.

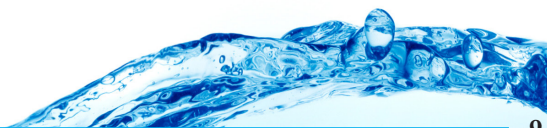
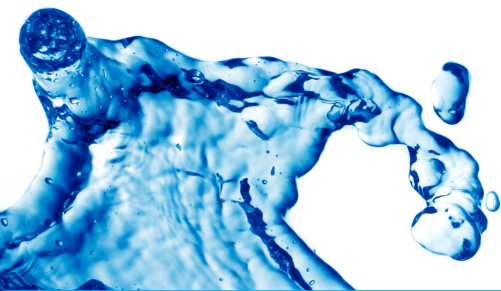
Unregulated Contaminant Monitoring Rule - fifth round (UCMR5): In 2023, GCWW participated in the fifth round of the Unregulated Contaminant Monitoring Rule (UCMR5). U.S. EPA issues a list of unregulated contaminants that may be present in drinking water but are not yet subject to U.S. EPA drinking water standards. The contaminants listed in this section of Table B (see below) were analyzed during UCMR5 monitoring. Additional contaminants were monitored during UCMR5 and not detected. For more info on UCMR5 results, call 513.591.7700.

Bolton Water (from the Great Miami Buried Valley Aquifer)				Typical Source of Contamination
Average Level Detected	Range of Detection	Violation	Year Sampled	
9.6	0.54 - 27.6	na	2023	Byproducts of drinking water disinfection, measured at representative points in the distribution system.
10.8	2.3 - 23.8	na	2023	
11.9	6.2 - 18.5	na	2023	
6.4	0.62 - 21.4	na	2023	
1.6	nd - 4.4	na	2023	
nd	nd - nd	na	2023	
2.5	nd - 6.2	na	2023	
0.6	nd - 3.1	na	2023	
3.5	1.1 - 7.4	na	2023	
46	45 - 46	na	2023	
				Erosion of natural deposits.
				Perfluoralkyl and polyfluoralkyl substances (PFAS compounds) are manmade chemicals that have been used in consumer products since the 1940s, usually in the manufacture of non-stick coatings, clothing, carpets, and food wrappers. Research into the harm that PFAS compounds may cause to human health is ongoing. GCWW is already working with the Ohio EPA to investigate source water quality and operational or treatment modifications to minimize PFAS levels in the drinking water. More info: https://www.cincinnati-oh.gov/water/water-quality-and-treatment/water-your-health/pfas/
nd	na	na	2023	
5.2	4.2 - 6.1	na	2023	
nd	na	na	2023	
3.9	3.7 - 4.1	na	2023	
5.2	5.1 - 5.2	na	2023	

Abbreviations

- ppt:** parts per trillion or nanograms per liter;
- ppb:** parts per billion or micrograms per liter;
- ppm:** parts per million or milligrams per liter;
- nr:** not regulated;
- na:** not applicable;
- NTU:** Nephelometric Turbidity Unit (used to measure clarity in drinking water);
- nd:** not detectable at testing limits;
- TTHMs:** Total Trihalomethanes;
- HAA5:** Haloacetic Acids

Footnotes: **1.** Miller and Bolton were considered as one distribution system for regulatory purposes by Ohio EPA during 2023. Data listed for each system represents the combined distribution system. **2.** The value reported under "Highest Compliance Level Detected" for Total Organic Carbon (TOC) is the lowest ratio between percentage of TOC actually removed to the percentage of TOC required to be removed. A value of greater than one (1) indicates that the water system is in compliance with TOC removal requirements. A value of less than one (1) indicates a violation of the TOC removal requirements. **3.** GCWW collects one sample per year. **4.** 0 of 104 samples were found to have lead levels in excess of the lead threshold level of 15 ppb during the first compliance period of 2023 (Jan-June). 2 of 117 samples were found to have lead levels in excess of the lead threshold level of 15 ppb during the second compliance period of 2023 (July-Dec): 1 result between 15-20 ppb; 1 result between 20-25 ppb.



Frequently Asked Questions

1

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

Drinking water, including bottled water, may reasonably be expected to contain small amounts of contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk.

However, some people may be more vulnerable to contaminants in drinking water than 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 at risk from infections. These people should seek advice about drinking water from their healthcare providers. More information about contaminants and potential health effects can be obtained by calling the United States Environmental Protection Agency's (USEPA) Safe Drinking Water Hotline at 800.426.4791.

2

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 our finished water in 2023. GCWW also tested for Crypto in the Ohio River surface water and it was detected in 1 of 4 samples during 2023. 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.

3

Why is fluoride added to my water?

Fluoride is added to the water to protect teeth as required by a state law passed in 1969. According to

the American Dental Association, persons who drink fluoridated water have a 20% to 40% reduction in the amount of cavities that would have occurred without fluoride. Some home filtration devices remove fluoride. Bottled water may not contain fluoride.

4

How much sodium is in my water?

GCWW has tested for sodium in treated water as it leaves the treatment plants and has found 25 mg (milligrams) per liter in the Richard Miller Water and 36 mg per liter in the Charles M. Bolton Water. There are approximately four cups in a liter.

5

Is there lead in my water?

There is no detectable lead in drinking water as it leaves the 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 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 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.

A list of laboratories certified in the State of Ohio may be found at epa.ohio.gov/ddagw or by calling 614.644.2752. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline 800.426.4791 or at epa.gov/safewater/lead.

GCWW tests customers' water for lead at no cost. Lead information, including a lead service line lookup map and request for test kits, can be found at Lead.myGCWW.org or by calling 513.651.LEAD (5323).

6

Sometimes my water is reddish-brown. What should I do?

The reddish-brown color can be caused by rust from corrosion in GCWW's pipes, the pipes in your home or from corrosion in your home's water heater. If you have rusty water, try running cold water for several minutes.

If you have questions or your laundry is stained from rusty water, call GCWW at 513.591.7700. We will deliver a laundry aid to remove the rust. Do NOT put stained laundry in the dryer.

7

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. The bubbles rise to the top and disappear. This cloudiness occurs more often in the

winter when drinking water is cold. Air does not affect the safety of water.

8

How hard is GCWW's water?

Hard water is water that contains more minerals, such as calcium and magnesium. Water from GCWW's Richard Miller Plant has an average hardness of 127 mg per liter or 7 grains per gallon. Water from the Charles M. Bolton Plant averages 144 mg per liter or 8 grains per gallon. Hardness does not affect the safety of water.



For More Information About...

Lead Awareness

Website: lead.myGCWW.org

Phone: 513.651.LEAD (5323)

USEPA Safe Drinking Water

Website: epa.gov/ground-water-and-drinking-water

Safe Drinking Water Hotline:
800.426.4791

The Food and Drug Administration (FDA)

Website: fda.gov

Phone: 888.463.6332

NSF International

Website: nsf.org

Phone: 800.673.6275

Contact GCWW

For more information about water quality, customer billing, or to request additional copies or submit comments about this report, call 513.591.7700 or visit myGCWW.org.

Attend the Following Meetings to Participate in Water Decisions:

City of Cincinnati Council

Website: cincinnati-oh.gov

Phone: 513.352.3246

ORSANCO

Website: orsanco.org

Phone: 513.231.7719

OKI Regional Council of Governments Groundwater Committee

Website: oki.org

Phone: 513.621.6300

Educational Resources

Two online Teacher Resource areas are available for teachers, students and parents. These sites are full of educational resources, videos, activity ideas, links, and more -- schedule a group tour of the Water Museum or Historic Old River Station online as well!

Water Quality

Website: cincinnati-oh.gov/water/about/teacher-resources

Stormwater

Website: cincinnati-oh.gov/stormwater/teacher-resources



The GCWW lead program is being used to meet a portion of the notification requirements in OAC Rule 3745-83-02. This report meets the Ohio and USEPA's National Primary Drinking Water Regulation for Consumer Confidence Reports. GCWW has a current unconditioned license to operate from the Ohio Environmental Protection Agency.