



Water Quality Report/Consumer Confidence Report Collaborative Messaging – May 24, 2016

Note: This messaging was developed by the GLWA Wholesale Customer Water Quality Work Group in response to the need for unified messaging in Water Quality Reports distributed throughout the GLWA service area. We strongly encourage wholesale customers to integrate this text into their community's annual Water Quality Report. The introduction and closing text convey a shared commitment between the wholesale customer and GLWA to drinking water quality. The lead message can be incorporated wherever you feel appropriate in your report – we suggest including it with the mandatory lead language as the first paragraph. A water system diagram (three different scenarios of service line ownership are available) can be included if desired.

We recognize light editing may be required to seamlessly integrate this text into your report. Please do not delete or change the meaning of information presented.

Safe Drinking Water is a Shared Responsibility

1. Introduction:

Drinking water quality is important to our community and the region. The (City/Twp) of ___ and the Great Lakes Water Authority (GLWA) are committed to meeting state and federal water quality standards including the Lead and Copper Rule. With the Great Lakes as our water source and proven treatment technologies, the GLWA consistently delivers safe drinking water to our community. (Community name) operates the system of water mains that carry this water to your home's service line. This year's Water Quality Report highlights the performance of GLWA and (Community name) water professionals in delivering some of the nation's best drinking water. Together, we remain committed to protecting public health and maintaining open communication with the public about our drinking water.

2. Closing:

(Community name) and the Great Lakes Water Authority are committed to safeguarding our water supply and delivering the highest quality drinking water to protect public health. Please contact us with any questions or concerns about your water.

3. Lead Message (optional message for use in addition to mandatory lead language):

Safe drinking water is a shared responsibility. The water that GLWA delivers to our community does not contain lead. Lead can leach into drinking water through home plumbing fixtures, and in some cases, customer service lines. Corrosion control reduces the risk of lead and copper from leaching into your water. Orthophosphates are added during the treatment process as a corrosion control method to create a protective coating in service pipes throughout the system, including in your home or business. The (City/Twp) of ___ performs required lead and copper sampling and testing in our community. Water consumers also have a responsibility to maintain the plumbing in their homes and businesses, and can take steps to limit their exposure to lead.

Insert community name