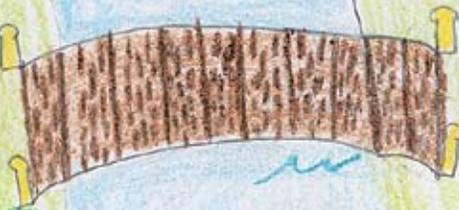


ONLY
TAP
WATER
DELIVERS



Kelly Baker



2009
WATER
QUALITY REPORT

STUDENT ARTISTS HIGHLIGHT TAP WATER BENEFITS

Imaginative Moline students explored the many benefits of Moline tap water, as they participated in the “Only Tap Water Delivers” Art Contest earlier this year. Third grade students from 12 different elementary schools exercised their artistic talents to create original art relating to the Only Tap Water Delivers theme:

Moline’s Tap Water Delivers —

- 1) public health protection,
- 2) promotes our high standard of living,
- 3) supports our economic prosperity and
- 4) provides fire protection for our homes and businesses.

The student artists used colorful and imaginative imagery to illustrate the many ways tap water touches our daily lives. Through this creative learning process, these students have highlighted the beneficial role of tap water in protecting public health and supporting our high standard of living.

After the creative process was complete, one art finalist was selected

from each elementary school. Each of these art contest finalists was publically recognized by Mayor Don Welvaert, School Superintendent Cal Lee, and the Moline City Council during a special ceremony held on May 4, 2010, in celebration of National Drinking Water Week. The ceremony, which was held in the City Council Chambers and culminated with the unveiling of the contest winner, was well attended by family and friends of the contest finalists.

This is the fourth year that the City of Moline has enlisted the help of Moline students to make its annual water quality report more interesting and appealing to those who rely on Moline’s tap water every day. The top winning artwork is featured on the cover of this report and the finalists’ art work is featured on the back cover. We believe that the creative efforts of these young people serve to enhance Moline’s annual water quality report. We hope that you enjoy the student’s creative efforts and their creativity heightens your interest in the tap water information presented in the report.



Moline Mayor Don Welvaert, winner Kelsey Baker, Moline Superintendent Dr. Cal Lee and Utilities General Manager Greg Swanson pose near the winning poster. Kelsey, 9, from Roosevelt Elementary School, spent three days on her poster and said her inspiration was her family.



Kelsey Baker

Roosevelt
Elementary School
3rd Grade

**ART CONTEST
WINNER**

Kelsey enjoys playing softball and basketball. She is a straight A student, with math being her favorite subject. She also excels in spelling, having missed only one spelling word in four years! Kelsey especially enjoys drawing, and aspires to be a teacher when she grows older.



MOLINE WATER DIVISION: Facts & Figures

- 💧 We treat about 2 billion gallons of Mississippi River water each year
- 💧 We use 10 processes to treat the water supply (screening, oxidation, adsorption, disinfection, clarification, softening, sedimentation, recarbonation, filtration and fluoridation)
- 💧 Our water distribution system consists of more than 230 miles of water main, 2,100 fire hydrants, 4,300 mainline valves, and 3 elevated water towers
- 💧 We have about 17,000 customers
- 💧 We have 32 employees who work in following areas: water plant O&M; laboratory activities; distribution system O&M; metering & customer service; and water supply administration.
- 💧 The water plant is staffed 24/7 and additional personnel are on emergency stand-by at all times
- 💧 We collect about 70,000 meter readings & complete 9,000 service calls each year
- 💧 We rely exclusively on the money from water bills to finance our operation (no tax \$)
- 💧 Our water costs about 1/3 of a penny per gallon

BACK COVER ART

- 1 **Flordalia Avila**
Ericsson, 3rd Grade
- 2 **Kyle Blind**
Logan, 3rd Grade
- 3 **Isis Clark**
Jane Addams, 3rd Grade
- 4 **Rafael Hernandez**
Butterworth, 3rd Grade
- 5 **Sydney Keehner**
Bicentennial, 3rd Grade
- 6 **Jacob Kroll**
Garfield, 3rd Grade
- 7 **Dianna McCain**
Willard, 3rd Grade
- 8 **Miranda McKenzie**
Washington, 3rd Grade
- 9 **Dora Randall**
Hamilton, 3rd Grade
- 10 **Autumn Stalf**
Lincoln-Irving, 3rd Grade
- 11 **Landon Thiele**
Franklin, 3rd Grade

Tap Water Supports Local Economy and Overall Quality of Life

Moline's tap water supply is central to the economic prosperity of our community. Moline businesses and commercial enterprises rely on tap water to sustain their day-to-day operations. Moline's water supply has sufficient capacity to support new commercial and residential developments that will help vitalize our local economy. Tap water is more than a convenience: it is vital to our everyday lives. Our use of tap water is intricately woven into our lives. We rely on tap water to prepare our meals, brush our teeth, do our laundry, and a myriad of everyday activities. Our schools, hospitals and medical facilities must have a safe and reliable supply of water to function. The high quality tap water provided to Moline homes and businesses protects our health and safety while enhancing our standard of living and overall enjoyment of life.

MOLINE'S WATER METER REPLACEMENT PROJECT

Moline initiated a city-wide water meter replacement project in April 2010. City personnel are replacing the water meters, but the City has hired Northern Water Works to manage the meter replacement scheduling. The meter replacement work, which is anticipated to require about six months, began in the eastern portion of the city and has been progressing westward across the city in a systematic manner. The completed project will greatly improve the efficiency and accuracy of water meter reading operations.



The new Neptune R900i water meters exceed American Water Works Association accuracy requirements and feature integrated radio transmitters, digital registers, lead free alloy bodies and are manufactured in the USA. The integrated radio transmitters will allow us to collect meter readings by the drive-by data collection method, eliminating the need to manually collect readings at each individual building, as previously practiced. We anticipate a 95% reduction in meter reading man-hour requirements based on the results of our pilot tests of the new meters, which represents a significant operational savings.

The digital registers include advanced functions like water use data logging and leak detection. Customers may access flow and leak information by shining a light on the top of the register to activate the LCD display. The main display will toggle between the instantaneous flow and totalized flow, as water passes through the meter. An intermittent leak is indicated by a flashing faucet icon and a sustained leak is indicated by a continuous faucet icon. See the figure

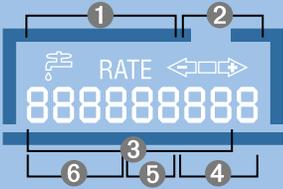
on the following page for icon definitions. Customers can arrange for Water personnel to extract detailed water use data, as needed, to address unusual water use concerns. These advanced functions will benefit our customer and enhance our operations.

Our work towards achieving the goal of having these new water meters and meter reading technology installed throughout Moline continues at this time. The City extends its sincere appreciation to the customers who have already participated in the meter replacement program. The following information provides additional project insight for our customers who have not yet been contacted regarding the meter replacement project:

At an appropriate time, each customer will receive a letter requesting that they schedule the meter replacement for their property. The installation process typically requires 20 minutes, and there is no cost to the customer for this meter change-out. After being contacted, customers must contact Northern

Water Works to schedule meter installation appointments. This may be done over the phone by calling 1-888-497-4171 or by scheduling on-line at www.nwwsonline.com. Evening and weekend appointments are available upon request. Please note that customers cannot schedule appointments until after they have received the scheduling request letter in the mail.

The completed meter replacement project will provide significant benefits to Moline's water utility and allow us to provide enhanced service to our water customers. The City of Moline appreciates your cooperation and patience during the course of this monumental project. Thank you!

	<p>LIGHT SENSOR Recessed under the small hole near the center of the faceplate of the E-Coder R900i, supplies the power for the LCD panel (light activated).</p>
	<p>FLOW INDICATOR Shows the direction of flow through the meter:</p> <p>ON Water in use. OFF Water not in use. FLASHING Water is running slowly. (-) Reverse flow. (+) Forward flow.</p>
	<p>LEAK INDICATOR Displays a possible leak:</p> <p>OFF No leak indicated. FLASHING Intermittent leak indicates that water has been used for at least 50 of the 96 15-minute intervals during a 24-hour period. ON CONTINUOUSLY Indicates water use for all 96 15-minute intervals during a 24-hour period.</p>
<p>RATE</p>	<p>RATE OF FLOW Average flow rate is displayed every six seconds on LCD display.</p>
	<p>LCD DISPLAY Nine-digit LDC displays the meter reading in billing units of measure: U.S. gallons, cubic feet, imperial gallons, or cubic metres.</p> <ul style="list-style-type: none"> ❶ E-Cocer™ Basic Reading/Customary 6-digit remote reading ❷ Customary sweep hand digits ❸ E-Coder PLUS Reading (8-digit remote reading) ❹ Testing units used for diagnostics ❺ Extended reading units ❻ Customary billing units

DILIGENT ACTION & PRUDENT PLANNING ENHANCE WATER QUALITY



Moline's team of drinking water professionals are dedicated to optimizing the performance of Moline's water treatment plant and ensuring the safety of the water that flows from your tap. Thanks to these diligent efforts and prudent reinvestment in the treatment plant, we do not need to be concerned with water-borne diseases such as typhoid and cholera. These diseases, which are caused by microorganisms that are readily inactivated by Moline's treatment process, remain a significant problem in areas without effective water supply systems.

Our mission to provide Moline with a continuous supply of high quality tap water is not stagnant. To the contrary, as science continues to advance, so do our efforts to understand and address emerging potential health concerns. For example, we have been actively working to address potential health concerns that can be associated with a microorganism called cryptosporidium, which is a microbial parasite found in surface water throughout the U.S. Although filtration removes cryptosporidium, the most commonly used filtration methods cannot guarantee 100 percent removal.

Monitoring of our untreated Mississippi River source water has indicated the periodic presence of these organisms. Current test methods do not enable us to determine if the organisms are dead or if they are capable of causing disease. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However, immunocompromised people are at greater risk of developing life-threatening illness. Immunocompromised individuals are encouraged to consult their doctors regarding appropriate precautions to avoid infection. Cryptosporidium must be ingested to cause disease and it may be spread through means other than drinking water.

Shortly after potential health concerns associated with cryptosporidium first emerged in the mid-1990s, Moline became a member of the Partnership for Safe Water. Since that time, we have worked to optimize the performance of our clarification and filtration processes, as a member of this elite voluntary national initiative. Our efforts have resulted in filtered water quality that consistently exceeds regulatory requirements, which provides you and your family with enhanced protection against cryptosporidium infection.

In April 2010, the Moline City Council authorized engineering services to design and construct an advanced treatment project that will provide supplemental protection from cryptosporidium related health concerns. The advanced treatment project will incorporate the use of ultraviolet (UV) disinfection to provide enhanced microbial inactivation, including cryptosporidium, as part of Moline's water treatment process. Design of these improvements is underway, with construction anticipated to begin in 2011, and start-up in 2012. The addition of UV disinfection at the water treatment plant exemplifies our ongoing commitment to provide the homes and businesses with a continuous supply of high quality tap water. We are always working to protect the health and safety of our community.

Only Tap Water Delivers

Find these words in the word bank and learn more about how only tap water delivers.

- Fire Hydrants
- United States
- Economy
- Billion
- Quality
- Fire Protection
- Infrastructure
- Safety
- Drought
- Fire

Z A U D N N Q Y N N F V T T H G U O R D K W M D I
 T R Y T O G C M C B K C H F D A G S O Z N B U M Z
 Z S N M R Q N P Q J J X E P C P V T C Z E N G W A
 Q T U O W L H W R X I C K U E O C N V E B F G G B
 S Z P D I A P I K F N N S V P K G A D C X Q W F I
 S X Z Z A T L D X Q E U F T O V M R J O A Y C C L
 N E E Z M C C L B R N D O R S X A D J N M Y R V L
 I D T G G S E E K I B Z V D A Y X Y A O C V N O I
 C P I K V Q K D T C D X K E K S G H U M U D P H O
 C G K V X V J E C O Q E S U R A T E F Y U K Y P N
 V Y S T Y H D S T C R Z R E W F Y R T M Y V B E I
 Q P Y B U S N I L I U P W Q O E T I U I E L Z A O
 L I F K T D B N F J E G E R P T I F G C T S S T Q
 R L B A A R P D Q W B B O R S Y L H N P T N J K I
 V L T G J N T N Z N B J A L I Q A S Y P I U N A F
 Q E Y D N J S Q Q L L O S Y C F U Q B E Y D R N D
 S D H V E E P P U H V Q K E L Z Q C B B P N J E P

1. Our local water utility maintains **fire hydrants**.
2. A period of time with little or no rainfall is called a **drought**.
3. Pipes run underground and make up the **infrastructure** of the water system.
4. Tap water protects us against the threat of **fire**.
5. Safe tap water contributes to quality of life by increasing productivity and **safety**.
6. Water utilities provide their customers with a report on the **quality** of their drinking water each year.
7. The first water systems in North America were built to provide **fire protection**.
8. Only tap water delivers public health protection, fire protection, support for the **economy** and the quality of life we enjoy.
9. Replacing old pipes in the United States is expected to cost more than 250 **billion** dollars over the next 20 years.
10. In 2004, U.S. fire departments responded to over one million fires across the **United States**.

“We forget that the water cycle and the life cycle are one” – Jacques Cousteau

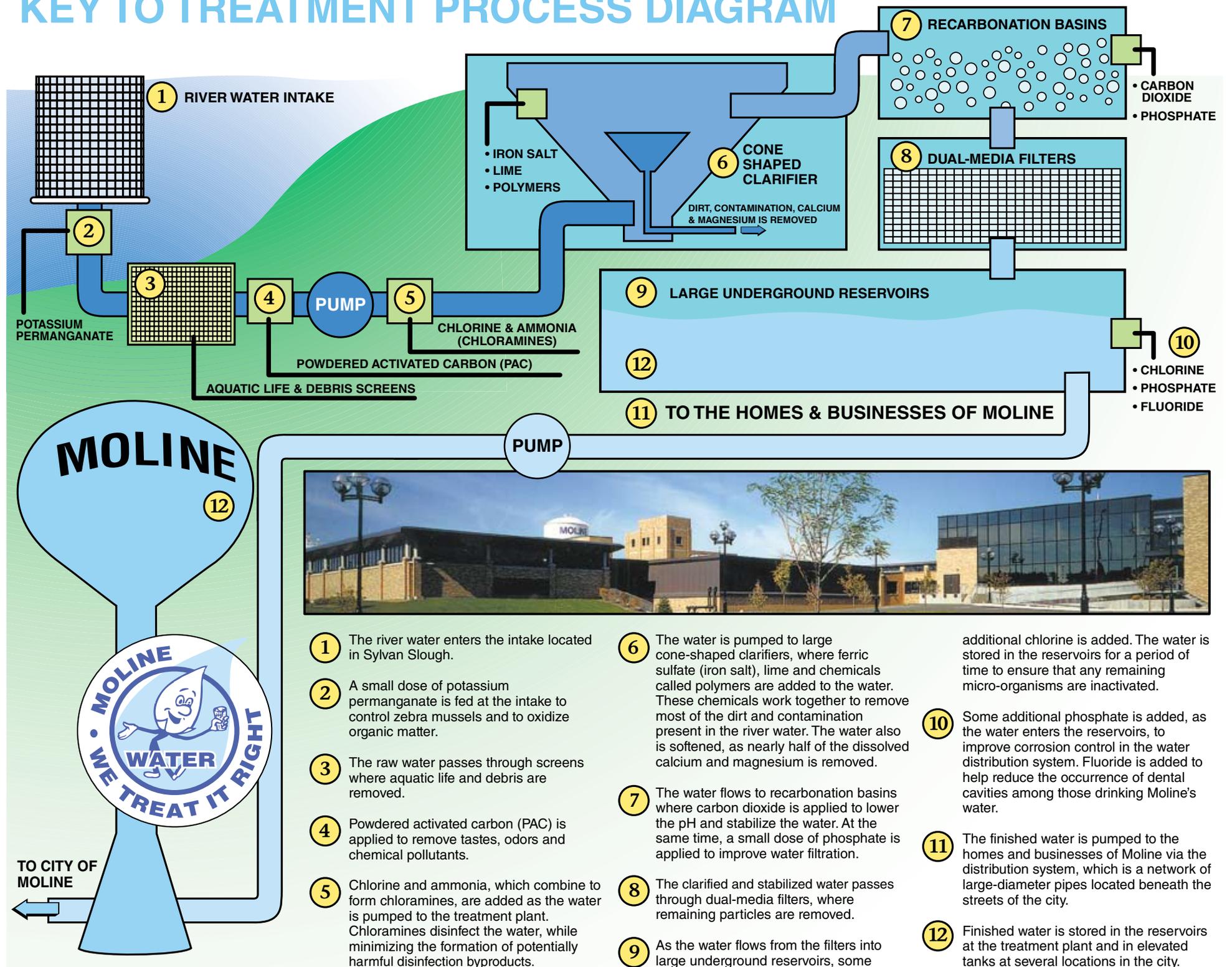
MOLINE’S TAP WATER DELIVERS PUBLIC HEALTH PROTECTION

Moline’s team of public water supply professionals works around the clock to provide you with a continuous supply of high quality, safe and economical tap water. First and foremost, we are dedicated to ensuring the safety of your drinking water. We routinely monitor Moline’s tap water for more than 100 contaminants. The Water Division has 13 Illinois Environmental Protection Agency certified water operators on staff, and our microbiological lab is certified by the Illinois Department of Public Health. We conduct numerous

diverse analyses every day and continuously monitor key aspects of treatment plant operations to protect your health and safety. Actually, your tap water undergoes far more stringent monitoring than bottled water. If any regulatory violation or contamination occurs, we are required to issue public notification. In a world where thousands of people die every day from preventable waterborne diseases, we trust that you take comfort knowing that we are always on the job monitoring the safety of your tap water.

MOLINE WATER TREATMENT PLANT

KEY TO TREATMENT PROCESS DIAGRAM



- 1** The river water enters the intake located in Sylvan Slough.
- 2** A small dose of potassium permanganate is fed at the intake to control zebra mussels and to oxidize organic matter.
- 3** The raw water passes through screens where aquatic life and debris are removed.
- 4** Powdered activated carbon (PAC) is applied to remove tastes, odors and chemical pollutants.
- 5** Chlorine and ammonia, which combine to form chloramines, are added as the water is pumped to the treatment plant. Chloramines disinfect the water, while minimizing the formation of potentially harmful disinfection byproducts.

- 6** The water is pumped to large cone-shaped clarifiers, where ferric sulfate (iron salt), lime and chemicals called polymers are added to the water. These chemicals work together to remove most of the dirt and contamination present in the river water. The water also is softened, as nearly half of the dissolved calcium and magnesium is removed.
- 7** The water flows to recarbonation basins where carbon dioxide is applied to lower the pH and stabilize the water. At the same time, a small dose of phosphate is applied to improve water filtration.
- 8** The clarified and stabilized water passes through dual-media filters, where remaining particles are removed.
- 9** As the water flows from the filters into large underground reservoirs, some

additional chlorine is added. The water is stored in the reservoirs for a period of time to ensure that any remaining micro-organisms are inactivated.

- 10** Some additional phosphate is added, as the water enters the reservoirs, to improve corrosion control in the water distribution system. Fluoride is added to help reduce the occurrence of dental cavities among those drinking Moline's water.
- 11** The finished water is pumped to the homes and businesses of Moline via the distribution system, which is a network of large-diameter pipes located beneath the streets of the city.
- 12** Finished water is stored in the reservoirs at the treatment plant and in elevated tanks at several locations in the city.

2009

WATER QUALITY REPORT

REGULATED CONTAMINANTS DETECTED IN 2009 (COLLECTED IN 2009 UNLESS NOTED)

NOTE: The state requires monitoring of certain contaminants less than once per year because the concentrations of these contaminants do not change frequently. Therefore, some of this data may be more than one year old.

REGULATED CONTAMINANTS	COLLECTION DATE	HIGHEST LEVEL DETECTED	RANGE OF LEVELS DETECTED	MCLG	MCL	UNITS OF MEASUREMENT	VIOLATION (?)	LIKELY SOURCE OF CONTAMINATION
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DISINFECTANTS & DISINFECTION BY-PRODUCTS

Chloramines	(1)	4	1.9 - 4	MRDLG = 4	MRDL = 4	ppm	NO	Water additive used to control microbes.
Haloacetic Acids (HAA5) (2)	(1)	18	0 - 26	No goal for the total	60	ppb	NO	By-product of drinking water chlorination.
Total Trihalomethanes (TThm) (2)	(1)	10	5.3 - 14	No goal for the total	80	ppb	NO	By-product of drinking water chlorination.

INORGANIC CONTAMINANTS

Barium	(1)	.038	.038 - .038	2	2	ppm	NO	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits.
Fluoride	(1)	1.1	1.1 - 1.1	4	4	ppm	NO	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories.
Nitrate (measured as Nitrogen)	(1)	1	1.3 - 1.3	10	10	ppm	NO	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.

RADIOACTIVE CONTAMINANTS

Combined Radium 226 / 228	(1)	0.58	0.58 - 0.58	0	5	pCi/L	NO	Erosion of natural deposits.
Gross alpha excluding radon and uranium	(1)	0.3	0.3 - 0.3	0	15	pCi/L	NO	Erosion of natural deposits.

STATE REGULATED CONTAMINANTS

Sodium (3)	(1)	14	14 - 14	N/A	N/A	ppm	NO	Erosion from naturally occurring deposits; Used in water softener regeneration.
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UNREGULATED CONTAMINANTS

N-Nitrosodimethylamine (NDMA)	(1)	0.01558	0.00945 - 0.01558	(4)	(4)	ppb	NO	(4)
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(1) – All samples were collected during 2009

(2) – Not all sample results have been used for calculating the Highest Level Detected because some results were part of an evaluation to determine where compliance sampling should occur in the future

(3) – This contaminant is not currently regulated by the USEPA. However, the state has set an MCL for this contaminant for supplies serving a population of 1,000 or more.

(4) – A maximum contaminant level (MCL) for this contaminant has not been established by either state or federal regulations, nor has mandatory health effects language been set. The purpose of unregulated contaminant monitoring is to assist USEPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted.

Abbreviations:

N/A: Not Applicable

TT: Treatment Technique

ppm: parts per million, or milligrams per liter (mg/l)

pCi/L: Picocuries per liter, used to measure radiation

AL: Action Level

NTU: Nephelometric Turbidity Units

ppb: parts per billion, or micrograms per liter (ug/l)





REGULATED CONTAMINANTS

COLIFORM BACTERIA						
MAXIMUM CONTAMINATE LEVEL GOAL	TOTAL COLIFORM MAXIMUM CONTAMINATE LEVEL	HIGHEST NO. OF POSITIVE	FECAL COLIFORM OR E. COLI MAXIMUM CONTAMINANT LEVEL	TOTAL NO. OF POSITIVE E. COLI OR FECAL COLIFORM SAMPLES	VIOLATION (?)	LIKELY SOURCE OF CONTAMINATION
0	5% of monthly samples are positive	1.9		0	NO	Naturally present in the environment.

LEAD & COPPER	YEAR SAMPLED	MCLG	ACTION LEVEL (AL)	90TH PERCENTILE	# SITES OVER AL	UNITS OF MEASUREMENT	VIOLATION (?)	LIKELY SOURCE OF CONTAMINATION
Copper	2008	1.3	1.3	0.11	0	ppm	NO	Erosion of natural deposits; Leaching from wood preservatives; Corrosion of household plumbing systems.
Lead	2008	0	15	7	3	ppb	NO	Corrosion of household plumbing systems; Erosion of natural deposits.

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. The Moline Water Division is responsible for providing high-quality drinking water, but cannot control the variety of materials used for 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 2 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. Information on lead in drinking water, testing methods and steps you can take to minimize exposure is available on the Safe Drinking Water Hotline or at <http://epa.gov/safewater/lead>.

Turbidity	LIMIT (TREATMENT TECHNIQUE)	LEVEL DETECTED	VIOLATION (?)	LIKELY SOURCE OF CONTAMINATION
HIGHEST SINGLE MEASUREMENT	1 NTU	0.14 NTU	NO	Soil runoff.
LOWEST MONTHLY % MEETING LIMIT	0.3 NTU	100%	NO	Soil runoff.

Information Statement: Turbidity is a measurement of the cloudiness of the water caused by suspended particles. We monitor it because it is a good indicator of water quality and the effectiveness of our filtration system and disinfectants.

Total Organic Carbon

The percentage of Total Organic Carbon (TOC) removal was measured each month and the system met all TOC removal requirements set by IEPA.

Definitions:

Maximum Contaminant Level Goal (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 (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.

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

Action Level (AL): The concentration of a contaminant that triggers treatment or other required actions by the water supply.

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

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

WHERE DOES OUR WATER COME FROM?

2009 SOURCE-WATER ASSESSMENT SUMMARY

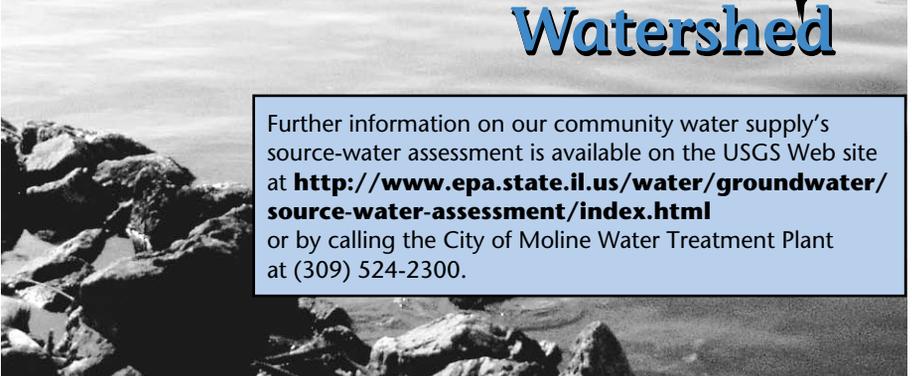
Drinking water for the City of Moline (Facility No. 1610450) is supplied by the Moline community water supply (CWS). The Mississippi River serves as the primary source of this water. This facility draws water from the Mississippi River through one surface-water intake. The supply provides an average of 5.2 million gallons per day to an estimated population of 44,718 persons in Rock Island County. Facilities purchasing water from Moline include Clover Leaf Village MHP. In addition, Moline is interconnected with the cities of East Moline and Rock Island to allow for mutual aid in the event of a water-supply emergency.

Illinois EPA considers all surface-water sources of a community's water supply to be susceptible to potential pollution problems, hence the reason for mandatory treatment for all surface-water supplies in

Illinois. Mandatory treatment includes coagulation, sedimentation, filtration and disinfection. We also soften the water, removing approximately one-half the hardness found in river water. After treatment, disinfection and testing, the water is stored until it is pumped to the city via the distribution system. These operations are continuously controlled and monitored with more than 61,000 individual analyses performed each year.



Mississippi River surface-water intake



Further information on our community water supply's source-water assessment is available on the USGS Web site at <http://www.epa.state.il.us/water/groundwater/source-water-assessment/index.html> or by calling the City of Moline Water Treatment Plant at (309) 524-2300.

ADDITIONAL HEALTH INFORMATION

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 USEPA's Safe Drinking Water Hotline at (800) 426-4791.



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

- (A) Microbial contaminants such as viruses and bacteria which come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.
- (B) 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.
- (C) Pesticides and herbicides, which might come from a variety of sources such as agriculture, urban storm-water runoff and residential uses.
- (D) Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and

also can come from gas stations, urban storm-water runoff and septic systems.

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

In order to ensure that tap water is safe to drink, 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. Some people might be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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. USEPA/CDC guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbial contaminants are available from the USEPA's Safe Drinking Water Hotline at (800) 426-4791.

USEFUL TAP WATER TIPS

Be prepared for plumbing problems: Identify the location of the main water shut-off valve in your home or business, so that you can turn off the water quickly if a leak or other plumbing problem occurs. The main shut-off valve is typically located in the basement where the water service pipe enters the building.

Prevent unnecessary water loss and damage: Failed washing machine hoses cause more than \$100 million in property damages each year. Inspect your washing machine hoses on a routine basis. Look for seepage at the hose ends and bulges, cracks or frays along the length of the hoses. Replace your hoses if you find a defect or problem, or every three to five years as part of a proactive maintenance program. You may want to consider turning off the water to your washing machine when going on vacation, as an added margin of safety.

Avoid unnecessarily high water and sewer bills: Leaky and defective toilets are the top cause of wasted

water. You can check your toilets for leaks by placing a few drops of food coloring, or some laundry-bleuing agent in the water tank. Do not flush the toilet. If you see color in the toilet bowl after 15 to 45 minutes, you have a leak. Prompt repair of dripping and leaking faucets can also reduce water waste. See page 5 of this report to learn how the leak detection feature of your new water meter works.

Save money on soaps, softeners and detergents: Moline tap water is softened at our water treatment plant and its hardness (level of dissolved minerals) is significantly lower than the non-softened tap water in other communities. Moline's softened tap water can allow our water users to reduce the amounts of soap, detergent and similar products used by 25% to 75% while achieving the same (or even better) results. Water users are encouraged to experiment systematically to determine how much soap and detergent use reduction is possible in their homes and businesses.



HOW TO GET INVOLVED WITH YOUR WATER SUPPLY OR SCHEDULE A TOUR

We encourage public interest and participation in decisions affecting Moline's drinking water. Water issues are discussed by the City Council at Committee of the Whole meetings, which are held at 6:30 PM on most Tuesday evenings in City Hall. The public is welcome to attend these meetings and agendas are posted on the City's web site, www.moline.il.us. If you would like to have a specific water-related item brought up for

discussion, contact Greg Swanson, Utilities General Manager, at (309) 524-2301. Mr. Swanson can assist you and provide specific detailed information regarding the City's water supply and its operation. The City offers individual and group tours to those interested in visiting the Moline Water Treatment Plant. Contact Mr. Swanson, who will be happy to schedule a tour for you or your group.

Repair leaks promptly whenever they occur

Dripping faucets & leaky fixtures can waste thousands of gallons of water per day

Gallons lost through continuous leak at 60 psi water pressure

Diameter of stream	Daily	Quarterly	Annually
○ 1/4"	12,950	1,181,500	4,726,000
○ 3/16"	7,295	666,000	2,664,000
○ 1/8"	3,240	296,000	1,184,000
○ 1/16"	810	74,000	296,000

Water. We treat it right.

Typical Moline Water Characteristics in 2009

PARAMETER	AVERAGE (in ppm unless otherwise noted)
pH (in pH units)	9.4
Total Alkalinity	62
Total Hardness	91
Calcium Hardness	46
Magnesium Hardness	45

THE BOTTOM LINE

Our water met or surpassed all regulations. No drinking water violations were recorded during 2009.

In addition to tests we are required to perform, we voluntarily test our water system for additional substances and microscopic organisms to make certain our water is safe and of high quality.

The City of Moline is proud of the fine drinking water it provides to its consumers. This annual water quality report shows the source of our water, lists the results of our tests and contains important information about water and health. City of Moline Water will notify you immediately if there is any reason for concern about our water. We are happy to show you how we have surpassed water quality standards.



Este informe contiene información importante sobre la calidad de el agua en su comunidad. Traduzcalo o hable con alguien que lo entienda bien.



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