

City of Chicago Heights Water Department

MAYOR

David A. Gonzalez



Annual Water Quality Report

January 1, 2016—December 31, 2016

June Issue 2017

Continuing Our Commitment

Once again we proudly present our annual water quality report. This edition covers all testing completed from January 1, 2016 through December 31, 2016.

We are dedicated to producing drinking water that meets all state and federal drinking water standards. As new challenges to drinking water safety emerge, we remain vigilant in delivering quality drinking water to our customers.

We want our valued customers to be informed about their water quality. For more information about this report, or for any questions relating to your drinking water, please call 708-756-5381.

How We Get Our Water

Our source water is Lake Michigan, which is surface water, purchased from Hammond, Indiana. The Lake Michigan water is treated and pumped into Hammond's distribution system. The City of Chicago Heights' lake line receives the water at 172nd and State Line Road in Hammond. The water then flows to a booster station located at Paxton Avenue and 175th Street in Lansing, Illinois. This station boosts the water through the lake line, providing water to Thornton and Glenwood, on its way to two distribution stations in Chicago Heights. The largest of these is our Lowe Avenue Pumping Station, which is located east of Vollmer Road and Halsted Street, surrounded by the Chicago Heights Park District Golf Course. The second station is located at 14th and State Street along with a one million-gallon elevated storage tank. These two stations are connected by large water lines that distribute the water evenly throughout the city. Our fourth station is located at Division & 16th Street which is utilized to further supply our customers of Chicago Heights. The City of Chicago Heights also supplies water to the Village of Ford Heights through a reconstructed connection to the City's distribution system and to the Village South Chicago Heights through a southbound transmission line.



Important Health Information



Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone 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 (1-800-426-4791)**.

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. We are responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. 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. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <http://www.epa.gov/safewater/lead>.

CHICAGO HEIGHTS WATER QUALITY REPORT

Este informe contiene información muy importante. Tradúscalo ó hable con alguien que lo entienda bien.

REGULATED SUBSTANCES

Monitoring Data Collected by Chicago Heights Water Department

Contaminant (unit of measure)	MCLG	MCL	Level Found	Range of Detections	Violation	Date of Sample	Typical Source Of Contaminant
Disinfectants/Disinfection							
TOTAL TRIHALOMETHANES [TTHM] (ppb)	N/G	80	18	8.1 - 24.1	N	2016	By-product of drinking water chlorination.
HALOACETIC ACIDS [HAA5] (ppb)	N/G	60	4	1.1 - 4.6	N	2016	By-product of drinking water chlorination.
CHLORINE (ppm)	MRDLG=4	MRDL=4	0.1	0.1 - 0.12	N	12/31/2016	Water additive used to control microbes.
Contaminant (unit of measure)	MCLG	Action Level	90th Percentile	# Sites Over AL	Violation	Date of Sample	Typical Source Of Contaminant
Inorganic Contaminants							
COPPER (ppm)	1.3	1.3	0.257	0	N	08/14/2014	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives.
LEAD (ppb)	0	15	5.45	1	N	08/14/2014	Corrosion of household plumbing systems; Erosion of natural deposits.

Monitoring Data Collected by Hammond Indiana

The following contaminants were detected in the Finished Water at the entry point to our distribution system. This information is provided by our Parent Supplier.

Contaminant (units)	MCLG	MCL	Level Found	Range of Detections	Date of Sample	Typical Source Of Contaminant
Surface Water Treatment						
TURBIDITY (NTU)	N/A	1 NTU MAX	0.04 - 0.14	ND		Soil runoff
TURBIDITY (NTU)	N/A		100% Less than 0.30 NTU			Soil runoff
Inorganic Contaminants						
FLOURIDE (ppm)	4	4		0.0 - 1.4 mg/L		Erosion of natural deposits; Water additives, which promotes strong teeth; Discharge from fertilizer and Aluminum factories.
SODIUM (ppb)	N/A	N/A	9.5 mg/L	N/A		N/A
Disinfectant & Disinfection By Products						
DISINFECTANT RESIDULE	N/A	N/A	N/A	1.6 - 2.2 mg/L		By product of drinking water chlorination
TOTAL HALOACETIC ACIDS	N/A	N/A	N/A	2.5- 4.2 ug/L		By product of drinking water chlorination

The following contaminants were not detected in the Finished Water at the entry point to our distribution system.

- ① Synthetic Organic Contaminants (SOC's) ② Volatile Organic Contaminants (VOC's) ③ Any Unregulated Contaminants

Table Definitions

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below, which there is no known 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.

Level Found: This column represents an average of sample result data collected during the CCR calendar year. In it may represent a single sample if only one sample was taken.

Range of Detections: This column represents a range of individual sample results; from lowest to highest that were during the CCR calendar year.

Date of Sample: If a date appears in this column, the Illinois EPA requires monitoring for this contaminant less than a year because the concentrations do not frequently change. If no date appears in the column, monitoring for this contaminant was not conducted during the Consumer Confidence Report calendar year.

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

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

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

ND: Not detectable at testing limits.

N/A: Not applicable

N/G: No goal for the total.

ppb (parts per billion): One part substance per billion parts water or micrograms per liter.

ppm (parts per million): One part substance per million parts water or milligrams per liter.

% pos/mo: Percentage of positive samples per month.

pos/mo: Number of positive samples per month.

Educational Information

The sources of drinking water (both tap water 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 can dissolve naturally occurring minerals and radioactive materials, and pick up substances resulting from the presence of animals or human activity. Possible contaminants consist of:

Microbial Contaminants: such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, or wildlife.

Inorganic Contaminants: such as salts and metals, which can be naturally occurring or may 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, urban storm water runoff and residential uses.

Organic Chemical Contaminants: including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and which may also come from gas stations, urban storm water runoff and septic systems.

Radioactive Contaminants: which can be naturally occurring or may be the result of oil and gas production and mining activities.

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

In order to insure that tap water is safe to drink, USEPA prescribes regulations that 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.

More information about contaminants and potential health effects can be obtained by calling: USEPA's Safe Drinking Water Hotline (1-800-426-4791)

WATER SAVING TIPS



Only wash full loads of dishes in the dishwasher.

- If washing dishes by hand, fill the sink with water instead of continually running the tap.
- The average American family washes approximately 110 loads of dishes per year.
- An older model dishwasher will use approximately 10 to 15 gallons of water per load.



Make sure your faucets don't drip or leak. Find and fix any leaky faucets.

- Avoid running water to thaw frozen food.
- Turn off the faucet when lathering hands, shaving or brushing teeth.
- Faucet water use accounts for 15% to 18% of the overall water consumption.



When doing laundry, always wash full loads.

- A standard washer will use approximately 40 to 45 gallons of water per load.
- A family of four using a standard clothes washer will generate more than 300 loads per year, consuming 12,000 gallons of water.
- Conventional washers typically use about 40 gallons per load; a resource-efficient washer may use as little as 15 gallons per load.
- Washing laundry is a significant use of water in the average home; accounting for 15% to 40% of the overall water consumption.



A running toilet can waste hundreds of gallons of water per day.

- Make sure the water level is not too high, the fill valve is working properly, and the flapper is not leaking.
- Do not use the toilet as a trash can.
- Researchers have found that 20% to 35% of residential toilets leak to some degree.
- Toilet flushing is the single highest use of water in the average home, with the average person flushing 5 times per day.
- Large toilet leaks can be detected when the valve constantly emits a hissing or gurgling sound when the toilet is not in use.

DID YOU KNOW?

Catch a silent leak from your toilet tank into the bowl by putting a few drops of dark food coloring into the water tank. Wait about 10 minutes. If the colored water seeps into the bowl, your toilet is leaking. Sometimes the float arm gets out of adjustment, allowing water to flow down the overflow tube. More commonly, the flapper valve needs to be replaced.



Only run your laundry or dishwasher with full loads



Turn off the tap when washing your face, brushing your teeth or shaving



Shorten your showers by one to two minutes



Water your yard before 8 a.m. to reduce evaporation

Shower
About 2-5 gallons a minute

Bathroom Sink
About 2-7 gallons a minute

Toilet
Up to 7 gallons a flush

Dishwasher
About 9-12 gallons a load

Kitchen Sink
About 2-5 gallons a minute

Washing Machine
About 41 gallons a load

Coliform Monitoring Violation

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Monitoring Requirements Not Met for City of Chicago Heights, IL

Our water system violated several drinking water standards over the past year. Even though these were not emergencies, as our customers, you have a right to know what happened and what we did to correct these situations.

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During 2/1/2017 – 2/28/2017 we did not complete all monitoring or testing for total coliform and chlorine residuals and therefore cannot be sure of the quality of our drinking water during that time.

What should I do?

There is nothing you need to do at this time.

The table below lists the contaminant (s) we did not properly test for during the last year, how often we are supposed to sample for total coliform and how many samples we are supposed to take, how many samples we took, when samples should have been taken, and the date on which follow-up samples were (or will be) taken.

Contaminant	Required sampling frequency	Number of samples taken	When all samples should have been taken	When samples were or will be taken
Residual Chlorine	30 Per Month	25	February 2017	March 2017
Total Coliform	30 Per Month	25	February 2017	March 2017

What happened? What is being done?

We failed to collect all of our required samples during February 2017. We have revised procedures and schedules and have collected the correct number of samples since March of 2017.

For more information, please contact Gilbert Ayala, Jr., ROINC, 708-756-5381, gayala@chicagoheights.net

Mailing: 137 E. 14th Street, Chicago Heights, IL 60411

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by City of Chicago Heights	Water System ID#	IL0310450	Date distributed	June 2017
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