

***Annual Drinking Water Quality Report for 2023***  
***Village of Fredonia***  
***P.O. Box 31***  
***Fredonia, NY 14063***  
***Public Water Supply ID# NY0600364***

## **INTRODUCTION**

To comply with State regulations, the Village of Fredonia annually issues a report describing the quality of your drinking water. The purpose of this report is to raise your understanding of drinking water and awareness of the need to protect our drinking water sources. Last year, your tap water met most State drinking water health standards. In June and November, we had treatment technique violations for turbidity. More information about this is included in the Table of Detected Contaminants and in the section “What Does This Information Mean?”

During 2023, there were two instances when Village customers were advised to boil their water: 1) On February 26, 2023 an equipment failure at the water treatment plant led to water that was not adequately disinfected entering the distribution system. 2) On June 7, 2023 inspection of the clearwell stirred up sediment, which led to water with elevated levels of turbidity entering the distribution system.

This report provides an overview of last year’s water quality. Included are details about where your water comes from, what it contains, and how it compares to State standards. Educated consumers are more likely to help protect drinking water sources and to understand the true value as well as associated costs of safe drinking water. The AWQR intentionally encourages consumers to consider the challenge of delivering potable drinking water with adequate pressure in quantities to meet demands. If you have any questions about this report or concerning your drinking water, please contact Luis Fred, Chief Operator, at (716) 679-2310. We want you to be informed about your drinking water. If you want to learn more, you are invited to participate in our public forum and voice your concerns about your drinking water. We meet the first and third Monday of each month, at 6:30 pm, at Village Hall, 9-11 Church Street, Fredonia, NY.

## **WHERE DOES OUR WATER COME FROM?**

In general, 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 dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activities. Contaminants that may be present in source water include: microbial contaminants; inorganic contaminants; pesticides and herbicides; organic chemical contaminants; and radioactive contaminants. In order to ensure that tap water is safe to drink, the State and the EPA prescribe regulations which limit the amount of certain contaminants in water provided by public water systems. The State Health Department and the FDA’s regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

The Village of Fredonia draws its water from the Fredonia Reservoir. The present estimated storage capacity of the reservoir is 211 million gallons. The watershed area that feeds the reservoir covers more than five square miles. A vast majority of the watershed is unpopulated and heavily wooded. In addition to the reservoir, we have an emergency interconnection with the City of Dunkirk that can supply less than half the average daily demand of the Village.

A Source Water Assessment Plan (SWAP) is available at our office. This plan is an assessment of the delineated area around our reservoir, from which contaminants, if present, could migrate and reach our source water. It also includes an inventory of potential sources of contamination within the delineated area and a determination of the water supply’s susceptibility to contamination by the identified potential sources.

According to the Source Water Assessment Plan, our water system had a susceptibility rating of medium. If you would like to review the Source Water Assessment Plan, please feel free to contact our office during regular business hours.

## **WATER TREATMENT PROCESS**

The treatment process consists of a series of steps. First, raw water is drawn from our reservoir and sent to clarifiers, where polyaluminumchloride, polymer, and clay are added. The addition of these substances cause small particles to adhere to one

another (called floc), making them large enough to collide and group together and be caught in the bottom of the clarifier. From here, the clarified water is piped to the filter beds. The water is filtered through layers of anthracite coal and silicate sand. As smaller, suspended particles are removed, turbidity is removed and clear water emerges. We then carefully monitor and add chlorine to the filtered water to kill any potentially harmful bacteria. Before entering the clear well, poly orthophosphate is added for corrosion control to reduce lead-leaching from household plumbing. The water travels into our on-site clear well. This clear well is baffled to allow the chlorine to react with the water so it becomes thoroughly disinfected. Upon exiting the clear well, the water travels through three transmission lines in the village. This is all done using gravity. The processes are monitored with our SCADA (Supervisory Control and Data Acquisition) system. This system monitors water quality and controls flows into and out of the water plant.

## FACTS AND FIGURES

Our water system serves over 10,700 customers through 3,200 service connections. The total amount of water produced in 2022 was 483 million gallons. The daily average of water treated is 1.3 million gallons per day. Of the 483 million gallons we produced, 122 million gallons was billed to our customers. The balance or unaccounted water was used for firefighting, hydrant use, distribution system leaks, and reactor solids removal at the water plant (75% of the total amount produced). In 2022, water customers were charged \$ 4.95 per 1,000 gallons of water and the annual average water charge per user was \$ 426.20 They were also charged a \$25 base fee.

## ARE THERE CONTAMINANTS IN OUR DRINKING WATER?

As the State regulations require, we routinely test your drinking water for numerous contaminants. These contaminants include: total coliform, turbidity, inorganic compounds, nitrate, nitrite, lead and copper, volatile organic compounds, total trihalomethanes, haloacetic acids, Per- and polyfluoroalkyl substances (PFAS), radiological and synthetic organic compounds including pesticides and herbicides. The table presented below depicts which compounds were detected in your drinking water. The State allows us to test for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old.

It should be noted that all drinking water, including bottled drinking water, may be reasonably 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 EPA's Safe Drinking Water Hotline (800-426-4791) or the Chautauqua County Health Department at 716-753-4481.

Table of Detected Contaminants							
Contaminant	Violation	Date of Sample	Level Detected	Unit Measure -ment	Regulatory Limit (MCL/AL)	MCLG	Likely Source of Contamination
<b>MICROBIOLOGICAL CONTAMINANTS</b>							
Turbidity(1) Max	Yes	6/7/23	5.03	NTU	TT=<1.0 NTU	N/A	Soil Run-off
Turbidity(1)	Yes	November (2023)	59.44% <0.3	NTU	TT=95% of samples < 0.3 NTU	N/A	Soil Run-off
Distribution Turbidity(2) Max	No	November (2023)	0.31	NTU	MCL>5 NTU	N/A	Soil Run-off, water main breaks, flushing hydrants
<b>INORGANIC CONTAMINANTS</b>							
Lead(3)	No	8/28/23 – 9/15/23	6.1; Range= ND – 10.0	ug/l	15 (AL)	0	Corrosion of household plumbing systems; Erosion of natural Deposits
Copper(4)	No	8/28/23 – 9/15/23	0.254; Range= 0.016 – 0.523	mg/l	1.3 (AL)	1.3	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Barium	No	10/24/23	0.0905	mg/l	2.0 (MCL)	2	Discharge of drilling wastes; discharge from metal refineries; erosion or natural deposits
Nickel	No	10/24/23	0.5	ug/l	N/A	N/A	Nickel enters groundwater and surface water by dissolution of rocks and soils, from atmospheric fallout, from biological decays and from waste

							disposal.
Arsenic	No	10/24/23	0.6	ug/l	10 (MCL)	N/A	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes.
Cyanide	No	10/24/23	6.7	ug/l	200 (MCL)	200	Discharge from steel/metal factories; discharge from plastic and fertilizer factories.
Manganese	No	1/26/22	23	mg/l	300 (MCL)	N/A	Naturally occurring; Indicative of landfill contamination.
Copper (E.P.)	No	1/26/22	0.00057	mg/l	1.3 (AL)	1.3	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Iron	No	1/26/22	20	ug/l	300 (MCL)	N/A	Naturally occurring.
Sodium	No	1/26/22	9.4	mg/l	(see Health Effects) (5)	N/A	Naturally occurring; Road salt; Water softeners; Animal waste.
Chloride	No	1/26/22	16.3	mg/l	250 (MCL)	N/A	Naturally occurring or indicative of road salt contamination.
Sulfate	No	1/26/22	13.7	mg/l	250 (MCL)	N/A	Erosion of natural deposits
<b>RADIOLOGICALS</b>							
Gross Alpha	No	12/22/16	0.691	pCi/L	15(MCL)	0	Erosion of natural deposits.
Gross Beta	No	12/22/16	0.641	pCi/L	50 (MCL)	0	Decay of natural deposits and man-made emissions.
Radium 226	No	12/22/16	0.0896	pCi/L	5 (MCL)	0	Erosion of natural deposits
Radium 228	No	12/22/16	0.168	pCi/L	5 (MCL)	0	Erosion of natural deposits.
<b>STAGE 2 DISINFECTION BYPRODUCTS (CHESTNUT ST)</b>							
Haloacetic Acids	No	Quarterly (2023)	Avg.=25.5 Range= 17.4 – 34.1	ug/l	60 (MCL)	N/A	By-products of drinking water chlorination.
Total Trihalomethanes	No	Quarterly (2023)	Avg.=41.8 Range= 26.6 – 68.5	ug/l	80 (MCL)	N/A	By-products of drinking water chlorination. TTHM's are formed when source water contains large amounts of organic matter.
<b>STAGE 2 DISINFECTION BYPRODUCTS (EAGLE ST)</b>							
Haloacetic Acids	No	Quarterly (2023)	Avg.=15.9 Range= 8.0 – 26.2	ug/l	60 (MCL)	N/A	By-products of drinking water chlorination.
Total Trihalomethanes	No	Quarterly (2023)	Avg.=48.9 Range= 30.2 – 73.9	ug/l	80(MCL)	N/A	By-products of drinking water chlorination. TTHM's are formed when source water contains large amounts of organic matter.
<b>STAGE 2 DISINFECTION BYPRODUCTS (GREGORY HALL)</b>							
Haloacetic Acids	No	Quarterly (2023)	Avg.=25.7 Range= 1.1 – 39.4	ug/l	60 (MCL)	N/A	By-products of drinking water chlorination.
Total Trihalomethanes	No	Quarterly (2023)	Avg.=42.7 Range= 9.1 – 74.54	ug/l	80 (MCL)	N/A	By-products of drinking water chlorination. TTHM's are formed when source water contains large amounts of organic matter.
<b>STAGE 2 DISINFECTION BYPRODUCTS (TEMPLE)</b>							
Haloacetic Acids	No	Quarterly (2023)	Avg.=28.8 Range= 21.5 – 35.8	ug/l	60 (MCL)	N/A	By-products of drinking water chlorination.
Total Trihalomethanes	No	Quarterly (2023)	Avg.=31.0 Range= 17.9 – 51.9	ug/l	80 (MCL)	N/A	By-products of drinking water chlorination. TTHM's are formed when source water contains large amounts of organic matter.
<b>DISINFECTANT</b>							
Chlorine Residual	No	Daily (2023)	Avg.=1.15 Range= 0.31-1.82	mg/l	4.0 (MCL)	N/A	Water additive used to control microbes.

**Notes:**

1 – Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system. Our highest turbidity measurement for the year (5.03 NTU) occurred on June 7th. State regulations require that turbidity must always be less than or equal to 1.0 NTU. This high turbidity measurement most likely came from the disruption of sediment during routine tank cleaning, which caused a Boil Water advisory in June, 2023. The regulations also require that 95% of the turbidity samples collected every month must be below 0.3 NTU. In November, 59.44.% of our samples measured below 0.3 NTU.

2-Distribution Turbidity is a measure of the cloudiness of the water found in the distribution system. We monitor it because it is a good indicator of water quality. High turbidity can hinder the effectiveness of disinfectants. Our highest average monthly distribution turbidity measurement detected during the year (0.31 NTU) occurred in November 2023. This value is below the State's maximum contaminant level (5 NTU).

3-The level presented represents the 90th percentile of the 30 sites tested. A percentile is a value on a scale of 100 that indicates the percent of a distribution that is equal to or below it. The 90th percentile is equal to or greater than 90% of the Lead values detected in your water system. In this case, 30 samples were collected at your water system and the 90th percentile value was calculated to be the 4<sup>th</sup> highest value at 6.1 ug/l. The action level for lead was not exceeded at any of the 30 sampling locations.

4- The level presented represents the 90th percentile of the 30 sites tested. A percentile is a value on a scale of 100 that indicates the percent of a distribution that is equal to or below it. The 90th percentile is equal to or greater than 90% of the Copper values detected in your water system. In this case, 304 samples were collected at your water system and the 90th percentile value was calculated to be the 4<sup>th</sup> highest value at 0.254 ug/l. The action level for copper was not exceeded at any of the 30 sampling locations.

5- Water containing more than 20 mg/l of sodium should not be used for drinking by people on severely restricted sodium diets. Water containing more than 270 mg/l of sodium should not be used for drinking by people on moderately restricted sodium diets.

#### **Definitions:**

**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.

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

**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 the use of disinfectants to control microbial contamination.

**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.

**Non-Detects (ND):** Laboratory analysis indicates that the constituent is not present.

**Nephelometric Turbidity Unit (NTU):** A measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

**Milligrams per liter (mg/l):** Corresponds to one part of liquid in one million parts of liquid (parts per million - ppm).

**Micrograms per liter (ug/l):** Corresponds to one part of liquid in one billion parts of liquid (parts per billion - ppb).

#### **WHAT DOES THIS INFORMATION MEAN?**

As you can see by the table, our system had two violations for turbidity in 2023. In June, we had a turbidity level reading of 5.03 NTU. State regulations requires that turbidity measurements at the treatment plant must be below 1.0 NTU. This exceedance resulted in the issuing of a boil water notice referenced in the introduction of this report. In November, we measured turbidity levels higher than allowed in our filtered water. This is considered a treatment technique violation. As mentioned above in the notes, state regulations require that 95% of the turbidity samples collected every month must be below 0.3 NTU. In November, 59.44% of our samples measured below 0.3 NTU. We are required to present the following information on turbidity in drinking water:

Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. Please pay special attention to the additional statement in this document regarding Cryptosporidium.

We have learned through our testing that some contaminants have been detected; however, other than turbidity, these contaminants were detected below the level allowed by the State. Lead and copper were detected within the system in 2023 and of twenty-four samples collected, two were found exceeding the action levels. We are required to present the following information on Lead in drinking water:

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 Village of Fredonia is responsible for providing high quality drinking water and removing lead pipes, but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water. If you are concerned about lead in your water and wish to have your water tested,

## IS OUR WATER SYSTEM MEETING OTHER RULES THAT GOVERN OPERATIONS?

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 your drinking water meets health standards. During 2023, our system was in compliance with applicable State drinking water reporting requirements, but not monitoring and operating/maintenance requirements. In September of 2023, we failed to complete the full number of bacteria samples required by the state, and therefore cannot be sure of the quality of your water regarding coliform bacteria during that time. This does not pose a threat to the quality of our water supply. We also failed to complete monitoring for total organic carbon in the month of February 2023, and thus we cannot be sure of the quality of your water for that contaminant during that time. This does not pose a threat to the quality of the water supply.

We failed to submit an updated emergency response plan to the NYS DOH within the required time frame. This does not pose a threat to the quality of our water supply.

However, an inspection of our source and treatment system in May 2023 resulted in the following violations and significant deficiencies of Subpart 5-1 of the New York State Sanitary Code:

- The Village is in violation of Subpart 5-1.71 (b), “The supplier of water and the person or persons operating a water treatment plant or distribution system shall exercise due care and diligence in the operation and maintenance of these facilities and their appurtenances to ensure continued compliance with the provisions of this Subpart.” **The Village must repair or replace the inoperable backwash pump, as this is a single point of failure. If the other pump were to fail, operators report that the plant could produce water for a maximum of 4 days before the Village would be unable to make potable water.**
- The Village is in violation of Subpart 5-1.71 (b), “The supplier of water and the person or persons operating a water treatment plant or distribution system shall exercise due care and diligence in the operation and maintenance of these facilities and their appurtenances to ensure continued compliance with the provisions of this Subpart.” **The Village must repair or replace the inoperable chlorinator. This is a single point of failure and has already resulted in one Boil Water Order in 2023. With the only storage currently located in the clearwell, if the only working chlorinator breaks down, disinfection will cease, and it will be a matter of a couple of hours before a system-wide boil water order will be necessary.**
- The Village is in violation of Subpart 5-1.71 (b), “The supplier of water and the person or persons operating a water treatment plant or distribution system shall exercise due care and diligence in the operation and maintenance of these facilities and their appurtenances to ensure continued compliance with the provisions of this Subpart.” There is currently no redundancy provided for the coagulant or polymer feed pumps. It was reported that 2 of each of these pumps have been ordered. This violation will be resolved when the new pumps are installed.
- The Village is in violation of Subpart 5-1.71 (b), “The supplier of water and the person or persons operating a water treatment plant or distribution system shall exercise due care and diligence in the operation and maintenance of these facilities and their appurtenances to ensure continued compliance with the provisions of this Subpart.” Currently, as a temporary measure, sludge is being drawn off the bottom of the clarifiers using monitoring ports and hoses into a sump pit. This is because operators report that the valves on the sludge lines are clogged and need to be cleaned out. This needs to be addressed so that normal sludge flow can be reinstated.
- The Village is in violation of Subpart 5-1 Appendix 5-A, 2.21, “Chemicals and water contact materials shall be approved by the reviewing authority or be certified for compliance with ANSI/NSF Standards 60 or 61.” The bentonite clay that was near the hopper was ANSI/NSF certified, however the clay that was stored in the chemical storage room did not have any certification indicators. This is a repeat violation and was noted in previous sanitary survey reports.
- The Village is in violation of Subpart 5-1.31(e), cross connection control. The water lines for the

backwash water are directly connected to the finished water lines at the plant but lack any type of cross connection control device. This violation was initially identified in the 2008 sanitary survey report. The Village has been given several violations since that time, and several completion dates, none of which have been met.

- Currently the entry point sampling location is the far end of the clearwell, prior to entering the distribution system. It was report that CT is not met until somewhere along the initial distribution system piping. This must be calculated and verified, and entry point chlorine residual sampling must be conducted at the location where CT is met.
- Labels, color coding, and arrows are missing from the majority of the piping in the plant. A guide for color coding can be found in Recommended Standards for Water Works, 2018 edition, section 2.14.
- Operators report that they currently do not adjust any chemical addition based on raw water parameters. Jar testing should be done to determine the optimal amounts of each chemical to use during different raw water quality situations.
- Currently the liquid chemicals are stored in a room with no containment. This area must be reconfigured to include spill containment. This issue was initially identified in the February 27, 2018 sanitary survey report.
- Handling of bentonite clay requires strict safety precautions. It is a respiratory hazard and should not be handled in the general working areas of the plant. The Village must modify its dry chemical storage handling facilities to create an isolated room strictly for dry chemical feed operations and storage. This has been noted in sanitary survey reports since 2008.
- The vent fan for the chlorine room failed during the sanitary survey. It must be repaired
- The clearwell vent must be screened with twenty four mesh non-corrodible screen.
- Brush and weeds must be removed from the top of the clearwell and wall between the clearwell and sludge well.
- All hatches providing access to the clearwell must be locked to prevent entry.
- The Village is in violation of Subpart 5-1, Appendix A, 7.0.1(a), “the minimum storage capacity (or equivalent capacity) for systems not providing fire protection shall be equal to the average daily consumption”. Currently the system only has the water stored in the clearwell and the tank on Webster Road. With both tanks full and operating correctly the storage requirements are not met.
- The tank overflow must be screened with twenty-four mesh non-corrodible screen.
- The Village of Fredonia is in violation of Section 5-1.52(Table 4A): Surface Water Turbidity Performance Standards. Therefore, we are required to include the following statement in this report:

“Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites, which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.”

## **INFORMATION ON CRYPTOSPORIDIUM**

Cryptosporidium is a microbial pathogen found in surface water and groundwater under the influence of surface water. Although filtration removes Cryptosporidium, the most commonly-used filtration methods cannot guarantee 100 percent removal. During 2023, we had a treatment technique for turbidity in November and a distribution system turbidity exceedance in June. The presence of turbidity does not mean that cryptosporidium was present in our water. However, ingestion of Cryptosporidium may cause cryptosporidiosis, a gastrointestinal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome disease within a few weeks. However, immuno-compromised people are at greater risk of developing life-threatening illness. We encourage immuno-compromised individuals to consult their health care provider regarding appropriate precautions to take to avoid infection. Cryptosporidium must be ingested to cause disease, and it may be spread through means other than drinking water.

## **DO I NEED TO TAKE SPECIAL PRECAUTIONS?**

Some people may be more vulnerable to disease causing microorganisms or pathogens in drinking water than the general population. Immuno-compromised 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 from their health care provider about their drinking water.

EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium, Giardia and other microbial pathogens are available from the Safe Drinking Water Hotline (800-426-4791)

## **INFORMATION FOR NON-ENGLISH SPEAKING RESIDENTS**

### **Spanish**

Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien.

### **French**

Ce rapport contient des informations importantes sur votre eau potable. Traduisez-le ou parlez en avec quelqu'un qui le comprend bien.

## **WHY SAVE WATER AND HOW TO AVOID WASTING IT?**

Although our system has an adequate amount of water to meet present and future demands, there are a number of reasons why it is important to conserve water:

- ♦ Saving water saves energy and some of the costs associated with both of these necessities of life;
- ♦ Saving water reduces the cost of energy required to pump water and the need to construct costly new wells, pumping systems and water towers; and
- ♦ Saving water lessens the strain on the water system during a dry spell or drought, helping to avoid severe water use restrictions so that essential firefighting needs are met. You can play a role in conserving water by becoming conscious of the amount of water your household is using, and by looking for ways to use less whenever you can. It is not hard to conserve water. Conservation tips include:
- ♦ Automatic dishwashers use 15 gallons for every cycle, regardless of how many dishes are loaded. So get a run for your money and load it to capacity.
- ♦ Turn off the tap when brushing your teeth.
- ♦ Check every faucet in your home for leaks. Just a slow drip can waste 15 to 20 gallons a day. Fix it up and you can save almost 6,000 gallons per year.
- ♦ Check your toilets for leaks by putting a few drops of food coloring in the tank, watch for a few minutes to see if the color shows up in the bowl. It is not uncommon to lose up to 100 gallons a day from one of these otherwise invisible toilet leaks. Fix it and you save more than 30,000 gallons a year.

## **CLOSING**

Thank you for allowing us to continue to provide your family with quality drinking water this year. We ask that all our customers help us protect our water sources, which are the heart of our community. Please call our office if you have questions.