

2019 Consumer Confidence Report

City of Wooster Utilities Department 2019 Water Quality Report

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Message from the Utilities Manager

Dear Valued Customer, I invite you to read this report and learn more about your City of Wooster Water Utilities. This report provides information about the quality of your drinking water. The 2019 calendar year was a very productive year for the Utilities Department in the daily mission of clean water. A total of 1.089 billion gallons of drinking water was processed at our facility for everyday customer use. Resources were utilized to operate the Water Production Facility and distribution system for our customers. The goal for 2020 is "Continual Growth and Progress" as we continue our efforts in protecting the utility infrastructure with diligent preventative maintenance and revitalization through reinvestment.

We will continue to focus on infrastructure reliability while ensuring our daily solemn commitment of water to our customers. Our staff is diligent in their duties ensuring the highest quality of drinking water to our customers in a safe, economical, and environmentally friendly approach. Our staff is the first line of defense protecting our water and local natural resources. We strive to exceed regulatory and customer expectations in daily delivery of safe drinking water to our customers with a focus on outstanding customer service. Our focus will continue to be on the public we serve through direct infrastructure management. Our staff utilizes countless hours on facility operation and maintenance, water distribution service and maintenance, and billing and customer service related duties, to ensure the highest quality of water service to you.

On behalf of the City of Wooster Mayor, Council, Administration and the employees of the Utilities Department, I am pleased to present our 2019 Water Quality Report. Our water quality testing and monitoring assures you the highest quality of drinking water.

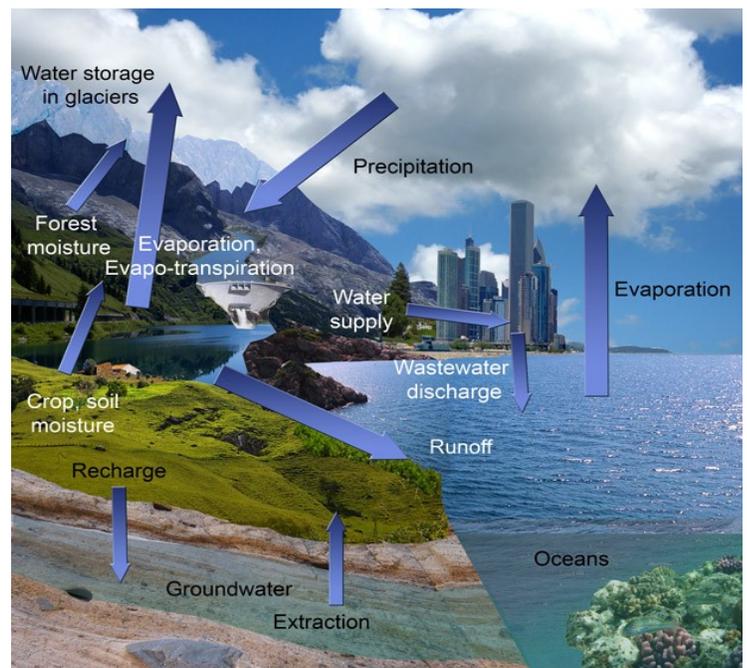
Highest Regards,
Nathan W. Coey, Utilities Manager, "Safety, Reliability, and Excellence!"
330-263-5284

The Water Cycle

Information provided by the USGS:

The Earth's water is always in movement, and the natural water cycle, also known as the hydrologic cycle, describes the continuous movement of water on, above, and below the surface of the Earth. Water always changes states between liquid, vapor, and ice, with these processes happening in the blink of an eye and over many years. Everyday the water cycle is in movement. Twenty thousand feet above the earth's surface, water molecules change from vapor to liquid in a storm cloud. The water falls to earth as precipitation, precipitation soaks into the earth, flows to rivers, streams, and oceans. In Wooster, the precipitation flows into underground aquifers, which is our water supply source. The ground water is treated by our Water Production Facility and distributed to our customers. After the water is used for drinking, cleaning, cooking, and sanitary uses, the polluted water is drained and sent to our Water Resource Recovery Facility for treatment. The wastewater is cleaned, disinfected and discharged to the Killbuck Creek. After treatment, the water begins the trip back to nature, and ultimately the water flows to the Great Mississippi and eventually to the Gulf of Mexico. Along the way the water may be used for other cities as a source of drinking water and it may evaporate into the atmosphere and return again to the earth to replenish the water resources of the earth. Our public water treatment facilities are a critical part of the water cycle. Water is a finite resource, and must be protected with a focus on stewardship and diligence.

Did you Know? About 70% of the earth's surface is covered with water, 97% of the water on earth is salt water which is not potable and difficult to treat, 2% is bound in glacial ice, and less than 1% of all of earth's water is fresh water that can be utilized for consumption.



Utilities Department Contacts

Utilities Manager:
330-263-5284

Billing and Customer Service:
330-263-5228

Water Quality Questions:
330-263-5286 or 330-263-5284

**Water Main Breaks (Weekdays
7:00 am to 3:30 pm):**
330-263-5261

**Water Main Breaks (Weekends
and after 3:30 pm):**
330-263-5286

For information regarding the treatment process, tours, future system plans, or how to participate in decisions concerning your drinking water please call the Utilities Manager at 330-263-5284.

Concerns about the water system may also be addressed at the City Council Meetings, which are held on the 1st and 3rd Monday's of each month at 7:00 pm in Council Chambers located at 538 North Market Street, Wooster Ohio.



Water Sources and Treatment Techniques:

The Wooster Water Production Facility was commissioned in 1998 located at 1020 Old Columbus Road. Water is pumped from underground well sources. The well system consists of nine wells in two separate well fields. The well fields pump from the sand and gravel buried valley aquifer underlying the confluence of the Upper Killbuck Creek and Apple Creek. The aquifer is covered by 15 feet of low-permeability material, which provides protection from contamination in some areas and little protection in others. The facility is classified by the Ohio EPA as a Class III operation. The treatment process includes ground water sources, coagulation, flocculation, iron removal, softening, sedimentation, VOC removal, recarbonation, filtration, disinfection, and solids handling.



Wellfield Susceptibility:

The ground water used by the City of Wooster has high susceptibility to contamination, as evidenced by ground water contamination in the South Wellfield. In 1983, the Ohio EPA discovered the presence of volatile organic compounds in the raw water supply. The source of contamination was determined to be surface spillage migrating from a nearby industrial plant upgradient from the production well. Interceptor wells were installed in 1985, 1989, and 2006 to capture the contaminated ground water prior to migration to the production wells. The interceptors create a hydraulic barrier between the local ground water divide and the production wells. The well system and the treatment components remove contaminants by air stripping thus removing contamination from the aqueous state.

The Utilities Department engaged with the Ohio EPA to create an endorsed 'Source Water Protection Plan'. A 'Source Water Protection Plan' includes protective strategies including the establishment of a committee to review the program and advise on its implementation. The program identifies the source and boundaries of the City's aquifer and the potential sources of contamination that could affect the water in the aquifer. The sand and gravel aquifer is susceptible to contamination. The city has identified potential sources within the wellhead protection area. These sources include several industrial activities, underground storage tanks, and abandoned landfills. Volatile organic compounds (VOCs) have been detected in water well S-1, confirming the sensitive nature of the aquifer. The city has worked to keep VOCs out of the remaining public water wells through pumping and ground water monitoring. Intentional treatment techniques are utilized to ensure the elimination of VOC's in the drinking water.

The City of Wooster has placed a priority on protecting its ground water resources through public education and source controls. Education is focused on those activities identified by the potential contamination source inventory. Source controls will focus on education, recycling methods, and pollution prevention. Several industrial activities, underground storage tanks and abandoned landfills near the well fields were identified as high priority potential sources of pollution. You can review the report by contacting the Utilities Manager, Nathan W. Coey at 330-263-5286.

Additional Source Water Protection Plan information continued on page 3

What are sources of contamination to drinking water?

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 activity. Contaminants that may be present in source water include: (A) Microbial contaminants, such as viruses and bacteria, which may 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 may 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 can also 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, USEPA 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. 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 Environmental Protection Agency's Safe Drinking Water Hotline (1-800-426-4791).

Who needs to take special precautions?

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 organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infection. These people should seek advice about drinking water from their health care providers. EPA/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 (1-800-426-4791).

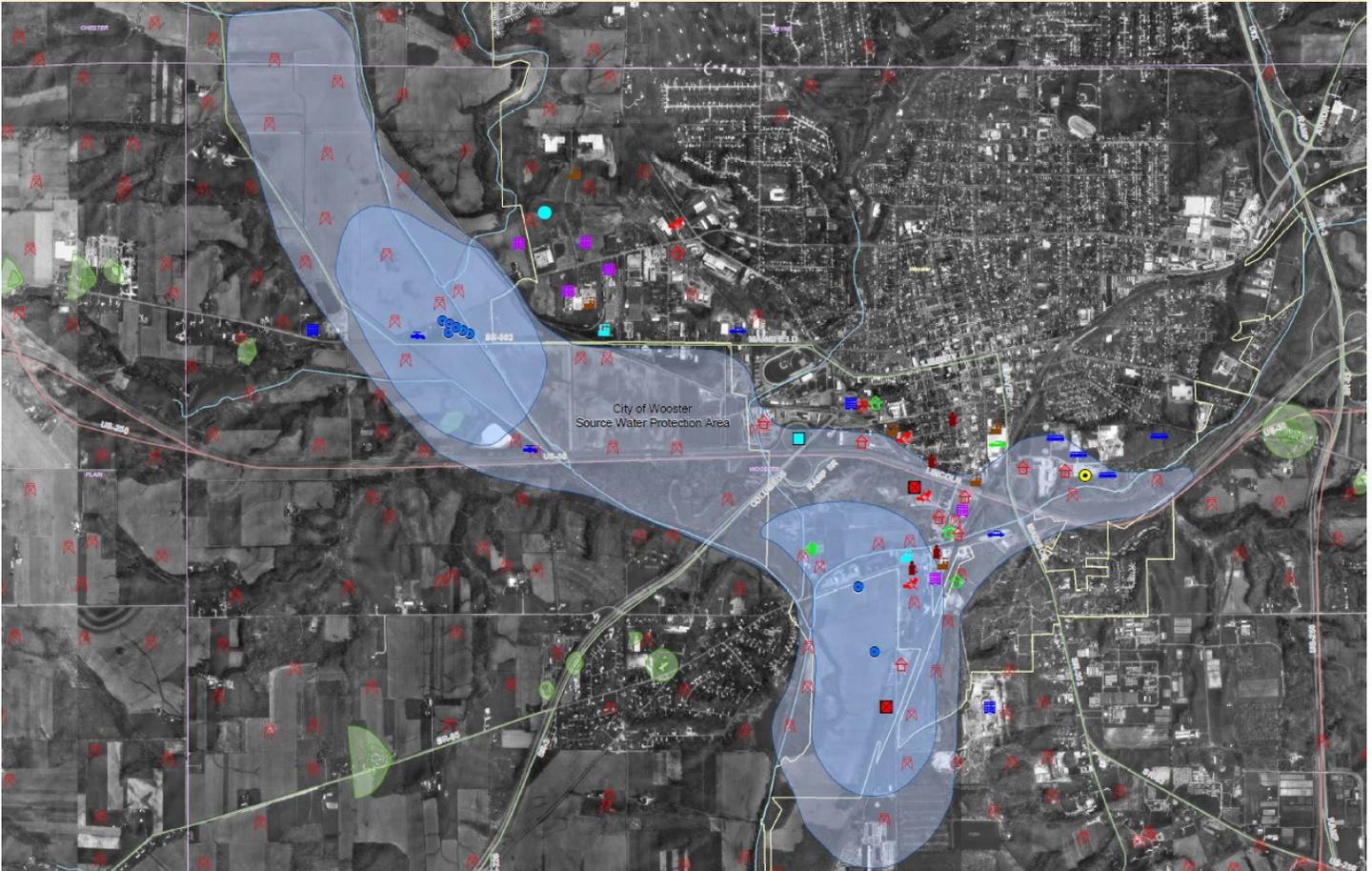
US EPA Lead Education Information

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 City of Wooster Water System 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 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 from the Safe Drinking Water Hotline at 800-426-4791 or at

<http://www.epa.gov/safewater/lead>

Please contact the Utilities Manager, Nathan W. Coey at 330-263-5284 or ncoey@woosteroh.com regarding any questions.

The City of Wooster Source Water Protection Area



The City of Wooster has an Ohio EPA endorsed *Source Water Protection Plan (SWPP)* which is a written, adaptive plan of action for protecting the water we drink at the source. The plan also includes emergency action plans in the event of contamination or major infrastructure that affects the quality and/or deliverance of water. Wooster’s SWPP includes active education and outreach opportunities to educate the general public on our plan and how residents can help protect our most precious natural resource. A SWPP Task Force has been formed with members of our community that desire to protect our Drinking Source Water. If you would like to participate in plan updates and serve on the Task Force or SWPP documents please contact Nathan W. Coey, Utilities Manager at 330-263-5284 or by email at ncoey@woosteroh.com



Listed below are Regulated Health Related Standards for Water Quality Testing in 2019 as required by the Ohio EPA. Your drinking water met all Ohio EPA regulatory standards in 2019. The Ohio EPA requires regular sampling and specific testing to ensure drinking water safety. The Ohio EPA requires the Wooster to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though accurate, is more than one year old. In 2019 the Utility Department conducted nearly 15,00 tests on our drinking water through certified laboratories.

OH8504512		City of Wooster							
Ohio EPA Required Water Quality Testing 2019 / Contaminates Found in the City of Wooster Drinking Water	Detected Regulated Contaminants								
	Detected Contaminants	Collection Year	Level Detected	Range of Levels Detected	MCLG	MCL	Units	Violation	Likely Source of Contamination
	Total Chlorine	2019	1.87	.24 - 1.87	MRDLG = 4	MRDL = 4	ppm	No	Water additive used to control microbes.
	Free Chlorine	2019	0.2	0.2- 1.80	min of 0.2 mg/L		ppm	No	Water additive used to control microbes.
	Total Trihalomethanes (TTHM)	2019	51.97	83.7 - 28.6	No goal for the total	80	ppb	No	By-product of drinking water chlorination.
	Haloacetic Acids (HAA5)	2019	7.7	9.5 - <6.0	No goal for the total	60	ppb	No	By-product of drinking water chlorination.
	Gross Alpha Particle Activity	2019	4.06	NA	No goal for the total	15	pCi/L	No	Erosion of natural deposits.
	Fluoride [measured at source]	2019	0.14	0.13	4	4	ppm	No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories.
	Barium	2019	0.037	0.037	2	2	ppm	No	Discharge from drilling wastes; Discharge from metal refineries; Erosion of natural deposits.
	Ethylbenzene	2019	0.13	.51 - <0.5	700	700	ppb	No	Discharge from petroleum refineries.
Xylene	2019	0.0008	.0035 - <0.0005	10	10	ppm	No	Discharge from petroleum factories; Discharge from chemical factories.	
Tetrachloroethylene	2019	0.17	.68 - <0.5	0	5	ppb	No	Discharge from factories and dry cleaners.	
Lead and Copper	Collection Date	90th Percentile	Sites Above AL/ Total Sites	MCLG	Action Level (AL)	Units	Violation	Likely Source of Contamination	
Copper	2019	0.04	0 / 30	1.3	1.3	ppm	No	Erosion of natural deposits; Leaching from wood preservatives; Corrosion of household plumbing systems.	
Lead	2019	0	0 / 30	0	15	ppm	No	Corrosion of household plumbing systems; Erosion of natural deposits.	

In 2019, The City of Wooster had a current, unconditioned license to operate our water system by the Ohio EPA.

Please see the 'Glossary and Definitions' table at the bottom of the next page regarding the data reported.

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. In 2019 The City of Wooster participated in the fourth round of the Unregulated Contaminant Monitoring Rule (UCMR 4). For a copy of the results please call Nate Coey at 330-263-5284.

The table below consists of operational process data and Secondary Standards.

Non-Regulated Secondary Standards- Non-Mandatory Water Quality Standards and Production Data								
Test Parameter	Frequency	Yearly Average	MCLG	MCL	Units	Violation	Test Information	
Water Production Process Control	Iron-Fe (mg/l)	Weekly	0.03	NA	0.3	ppm	No	Iron is not a health related standard but is aesthetically unpleasant from its yellowish to brownish color and stale taste.
	Manganese-Mn (mg/l)	Weekly	0.01	NA	0.05	ppm	No	Manganese is not a health related standard but is aesthetically unpleasant due to the ability to cause stains.
	Hardness (mg/l)	Daily	108	NA	NA	ppm	No	Hardness consists of calcium and magnesium salts. Soft water creates soap suds easier. Water too soft can be corrosive. The harder the water the more residual deposits. Plant Operational hardness goal is 100-130 mg/l.
	Chloride (mg/L)	Weekly	82.5	NA	250	ppm	No	Chloride concentrations of between 1 and 100 ppm are normal in freshwater. Chloride ions come into solution in water in underground aquifers.
	TDS (mg/L)	Monthly	269	NA	NA	ppm	No	TDS in drinking water originate from natural sources, sewage, urban run-off, industrial wastewater, and chemicals used in the water treatment process.
	Magnesium mg/L	Weekly	7.24	NA	NA	ppm	No	Magnesium is washed from rocks and subsequently ends up in water.
	Calcium	Weekly	31.77	NA	NA	ppm	No	Calcium is naturally present in water. It may dissolve from rocks such as limestone, marble, calcite, dolomite, gypsum, fluorite and apatite.
	Total Gallons Produced	1.089 Billion Gallons	Average Daily Flow: 2.98 MGD					

Glossary and 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.

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

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.

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

ppm: milligrams per liter or parts per million - or one ounce in 7,350 gallons of water or 1 second in 11.5 days.

ppb: micrograms per liter or parts per billion - or one ounce in 7,350,000 gallons of water or 1 second in 31.7 years.

Action Level Goal (ALG): The level of a contaminant in drinking water below which there is no known or expected risk to health. ALGs allow for a margin of safety.

(pCi/L) picocuries per liter: A measure of radioactivity.

The "<" symbol: A symbol which means 'less than'. A result of "<5" means that the lowest level detected was 5 and the contaminant in that sample was not detected.

MDG: A measure of flow in million gallons per day.

NA: Not Applicable.

Backflow Prevention Program



Every time you turn on a faucet in your home you expect a flow of high quality drinking water. Safe, clean drinking water is not something we should take for granted. Every utility customer can play a role in protecting our water and ensure we have clean water every time we turn on the faucet.

Do you know that common hazards in and around your house can contaminate your drinking water as well as your neighbors?

These hazards are known as “cross connections”, and can result in contaminated water backflowing into your home’s drinking water supply with out you even knowing.

What is a Cross Connection?

Any physical connection created between a possible source of contamination and any drinking water system piping.

Why be concerned?

ALL cross-connections pose a potential health risk. Backflow can be a health hazard for your family or other consumers if contaminated water enters your water supply plumbing system and is used for drinking, cooking or bathing. Chemical burns, fires, explosions, poisonings, illness and death have all been caused by backflow through cross-connections.

What are some common residential cross connection hazards?

- * Hose connections to chemical solution aspirators to feed lawn and tree herbicides.
- * Lawn irrigation systems.
- * Chemically treated heating systems / boilers.
- * Hose connections to a water outlet or laundry basin.
- * Swimming pools, hot tubs, and spas.
- * Private and/or non-potable water supply sources located on the property.
- * Water-operated sump pump drain devices.
 - * Feed lots/livestock holding areas or barnyards fed through pipes or hoses from your water supply plumbing.



What can I do?

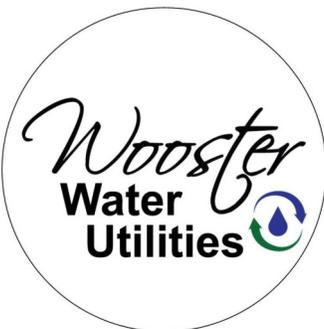
- * Be aware of and eliminate cross-connections.
- * Maintain air gaps. Do not submerge hoses or place them where they could become submerged.
- * Use hose bib vacuum breakers on fixtures (hose connections in the basement, laundry room and outside).
- * Install approved, testable backflow prevention devices on lawn irrigation systems.
- * Do not create a connection between an auxiliary water system (well, cistern, body of water) and the water supply plumbing.
- * If you have a device it must be tested every 12 months to ensure compliance.

What must be done to protect the public water system?

The City of Wooster Utilities Department must determine potential and actual hazards. If a hazard exists at a customer’s water supply service connection, the customer will be required to install and maintain an appropriate backflow prevention device at the meter and/or at the source of the hazard.

Wooster’s Backflow Prevention Program:

For more information on Wooster’s Backflow Prevention Program please contact the Utilities Manager, Nathan W. Coey at [330-263-5284](tel:330-263-5284) or via email at ncoey@woosteroh.com



The City of Wooster utilizes a web based portal “Aqua Backflow” to manage and track the program. Aqua Backflow is a trusted partner in ensuring compliance with Ohio EPA regulations.

For more information please go to the city website at <https://www.woosteroh.com/building-standards>

General Water Meter Information

Your water meter is owned and maintained by The City of Wooster Utilities Department. The city utilizes “Badger Recordall Disc Series Meters” as they have been proven to be highly accurate and dependable. Each standard residential meter includes a register with a straight-reading (left to right), odometer type totalization display in gallons; a 360° test circle with center sweep hand; and a low flow (leak) detector. Gears are self lubricating, molded plastic for long life and minimum friction. Each meter is equipped with electronic reading devices that allow for accurate meter reading on a fixed communication network.



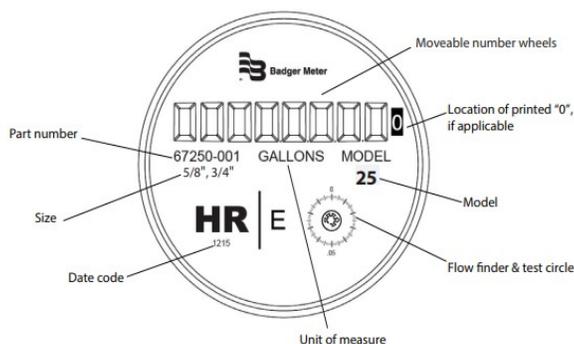
How do Water Meters Work?

Water flows through the meter’s strainer and into the measuring chamber where it drives the piston. The hydro-dynamically balanced piston oscillates around a central hub, guided by the division plate. A drive magnet transmits the motion of the piston

to a driven magnet located within the hermetically sealed register.

The driven magnet is connected to the register gear train. It

reduces the piston oscillations into volume totalization units displayed on the register dial face. The register dial face has 8 odometer wheels for totalizing flow. See reference diagram.



Meter Accuracy

The mechanical design of water meters do not allow for adjustments of the dials or accuracy calibration of the meter. Similar to automobiles, odometers, or other mechanical devices, the meter slows down with age and eventually stops registering completely. The Utility Department has the ability to test for meter accuracy and a meter will be used until the accuracy is less than 97% accurate. The meter will not arbitrarily run faster than it was designed to run or run backwards. The mechanical parts are not capable of “speeding up” or registering a significantly higher reading than actual usage. Having a meter register 20,000 gallons of consumption when the usage was actually 4,000 gallons would be like a vehicle with a maximum speed of 100 mph suddenly being able to intermittently run at speeds of 500 mph, it isn’t mechanically possible. As meters age, the reading accuracy decreases and registering is lower than actual use.

Is it possible for a meter to be read incorrectly?

Although it is very uncommon, the meter reader can incorrectly read the meter or incorrectly enter the reading in the hand-held device. For this reason, the Utility Department utilizes a monthly report through the Billing System that indicates any suspected high or low consumption numbers. This report is reviewed, and suspected misreads are automatically scheduled to be re-read. We re-read every suspected misread on a monthly basis by manually reading the meter inside the home. The radio transmitter records each gallon of usage based on an electrical impulse from the meter, but if the electronic device malfunctions, usually due to the wire being broken or the battery running out, a manual read can be taken from the dials. In any event, the reading from the manual dials is always the official reading and will be used to adjust your bill if there is a problem. For this reason any manual read will let us know if there has been any previous billing error due to reading errors.

If you have any questions about your account and bill payment options please contact the Billing Department located at the Municipal Building at 538 North Market Street, phone 330-263-5228 or by email at wcs@woosteroh.com

Helpful Tips on Water Leaks

Every month the Utility Billing Office is contacted by residents with high use reflected on their bill. Often residents are surprised at the volume of water used. If you feel your water consumption is higher than it should be, you should check for leaks. Leaking water produces a high water bill without your knowledge. Some leaks are sporadic and require some detective work. Other leaks are very obvious. It doesn't matter what type of leak you have, they both have solutions.



High usage is never related to a meter “reading” or “running” fast!

The most common cause of high water usage and leaks in the home are TOILETS!

Toilet leaks often occur without audible or visual evidence. Leaking toilets can waste in up to 200 gallons of water per day and if undetected it could lead to an additional 6,000 gallons or more of additional water usage over the course of a month. Pin-pointing a toilet leak is easy and usually inexpensive. Follow these procedures to locate a toilet leak:

- Wait 5-10 minutes after the last flush.
- Remove tank cover. Is the water level in the tank too high and spilling into the overflow tube? If it is you have a leak.
- While you have the tank cover off, put food coloring in the toilet tank. Wait at least 15 minutes. If the colored water appears in the bowl, you have a leak.

How to detect a leak

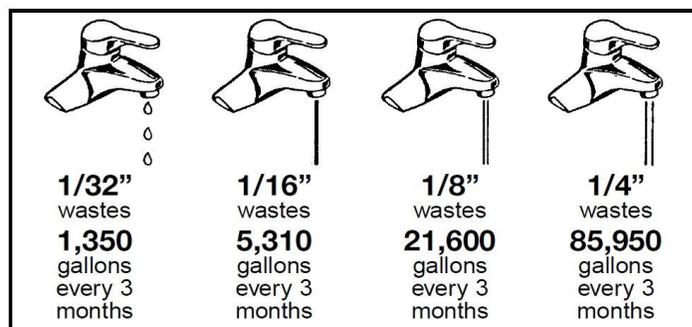
First make sure all water using fixtures in your home are not in use. Check to see if the red circle on the face of the meter is moving; it is a low flow indicator. If it is moving, you either have a leak or something in your home is using water. Go find it! Places to look are toilets (flappers get old and wear out) faucets, hot water heaters, water softeners, etc.

Service Line Leak

Many leaks occur underground and because of gravity and saturation of the ground can leak tens of thousands of gallons per month without visible evidence. Water leaks can develop in the customers water service line. The Utilities Department maintains the main line and service line in the right of way up to the “curb box” or shut off in the yard. Property owners are responsible from the curb box to the home. Although such leaks can be difficult to detect, there are some telltale signs which may indicate that you have a leak in your service line. You should be continuously observant for:

- Wet spots in your yard between the curb box and your house.
- The sound of running water or a hissing sound coming from your main shut off valve when water is not being used in your home.
- Water leaking into your basement or crawl space near the location of your water service line.
- A noticeable loss in water pressure or flow throughout your home.
- Water bills showing progressively higher water consumption that cannot be explained otherwise.

Note below how many gallons even a very small leak can use during a 3 month period:



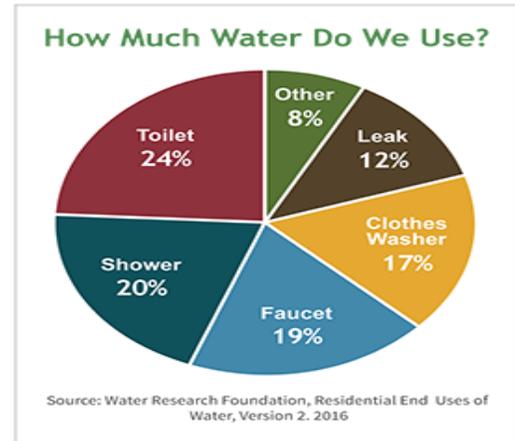
Water Use and Conservation Information

The graphic below is from the US EPA 'WaterSense' Website

Water in Daily Life

In the US, we are lucky to have easy access to some of the safest treated water in the world—just by turning on the tap. We wake up in the morning, take a shower, brush our teeth, grab a cup of coffee, and head out for the day. Water is an important part of our daily lives and we use it for a wide variety of purposes, but do we really understand how much we use?

- The average American family uses more than 300 gallons of water per day at home. Roughly 70 percent of this use occurs indoors.
- Nationally, outdoor water use accounts for 30 percent of household use yet can be much higher in drier parts of the country and in more water-intensive landscapes. For example, the arid West has some of the highest per capita residential water use because of landscape irrigation.



Water Conservation Tips. You can play a role in local water conservation and save money by becoming conscious of the water usage. It is not hard to conserve water when you understand habits. Here are a few tips.

- Dishwashing and clothes washing machines use 15-40 gallons per cycle regardless of a partial load or full load. Load to the capacity prior to each use.
- Turn off the faucet when brushing teeth
- Check faucets for leaks. A slow drip can waste 15-20 gallons per day.
- Check toilets for leaks.
- Limit showers to 5 minutes.

Water Usage and Savings Chart For Comparison

	Normal Usage		Conservation Usage		Savings
	Gals used	Method	Gals used	Method	
Shower (10 mins)	50	Shower head running continuously	25 25 12.5	Shorter Shower (5 mins) OR Low flow shower head (10 min) OR Low flow shower head (5 min)	50% 50% 75%
Tub Bath	36	Standard tub, full	18	Standard tub, half full	50%
Toilet flushing	5 - 7	Depends on tank size	4 - 6 1.6	Use a displacement bag, or milk jug in the tank (or) Replace with low flow toilet	20% 73%
Washing hands	5	With tap running continuously	1	Fill a standard basin	80%
Brushing teeth	10	With tap running continuously	1	Wet brush with brief rinses	90%
Shaving	20	With tap running continuously	1	Fill standard basin	95%
Washing dishes	30	With tap running continuously	10	Wash and rinse with a half filled standard sink.	66%
Dishwasher	16	Full cycle	7	Short cycle	56%
Washing machine	60	Full cycle: Highest water level	27	Short cycle	55%

Less than 1% of the world's fresh water supplies are available for human consumption.



The most common signs that your faucet or sink is affecting the quality of your drinking water are discolored water, sink or faucet stains, a build-up of particles, unusual odors or tastes, and a reduced flow of water. The solutions to these problems may be in your hands.

Kitchen Sink and Drains Hand washing, soap scum buildup, and the handling of raw meats and vegetables can contaminate your sink. Clogged drains can lead to unclean sinks and backed-up water in which bacteria (e.g., pink and black slime growth) can grow and contaminate the sink area and faucet, causing a rotten egg odor. Disinfect and clean the sink and drain area regularly. Also, flush regularly with hot water.

Faucets, Screens, and Aerators Chemicals and bacteria can splash and accumulate on the faucet screen and aerator, which are located on the tip of faucets and can collect particles like sediment and minerals, resulting in a decreased flow from the faucet. Clean and disinfect the aerators or screens on a regular basis. Check with your plumber if you find particles in the faucet screen as they could be pieces of plastic from the hot water heater dip tube. Faucet gaskets can break down and cause black, oily slime. If you find this slime, replace the faucet gasket with a higher quality product. White scaling or hard deposits on faucets and shower heads may be caused by hard water or water with high levels of calcium carbonate. Clean these fixtures with vinegar or use water softening to reduce the calcium carbonate levels for the hot water system.

Water Filtration and Treatment Devices A smell of rotten eggs can be a sign of bacteria on the filters or in the treatment system. The system can also become clogged over time so regular filter replacement is important. (Remember to replace your refrigerator filter!)

Public Education and Outreach Information

The City of Wooster is proactive in providing information to the public. For up to date news and helpful information please visit our website at

<https://www.woosteroh.com>

Follow the City of Wooster accounts on Facebook and Twitter.



Partnering with Our Community
Proudly serving since 1808

- BILL PAY
- PERMITS & VIEWPOINT
- ROAD IMPROVEMENTS

Feb 5 - CDBG Public Hearing (9am) & Fair Housing Training (8am)
UPDATED: JANUARY 17, 2019 9:43 AM

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@CityOfWooster

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Waste Management operations will be CLOSED on Wed January 30 and Thursday, January 31 due to the extreme temp and weather forecasted for both days.
Service will resume on Friday, February 1.
Recovery plan for the City of Wooster.... See More

TRASH & RECYCLING SERVICES

City of Wooster
@CityOfWooster
Partner with our community. Deliver services. Conserve resources. Protect quality of life. Plan for the future. woosteroh.com #woosterPrideTown

Waste Management operations will be CLOSED on Wednesday 1/30 & Thursday 1/31 due to extreme temperatures & weather forecasted.
Recovery plan for City of #Wooster:
• Wednesday routes will be serviced on Friday 2/1
• Thursday routes will be serviced on Saturday 2/2
#woosteroh

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- Wooster Weekly News @mywoocweekly
- The Daily Record @TheDailyRecord



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Wooster
**Water
Utilities** 

"Safety, Reliability, and Excellence!"



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Please visit the Wooster Water Utilities website at

<https://www.woosteroh.com/water>

For more helpful information on the services provided to the community.

Our Mission

<https://www.woosteroh.com/water/water-utilities-mission>

Strategic Plan and Annual Reports

<https://www.woosteroh.com/water/water-utilities-strategic-plan>

Water Quality Reports

<https://www.woosteroh.com/water/water-quality-reports>

The City of Wooster
Utilities Department
1020 Old Columbus Road
Wooster, Ohio 44961



The City of Wooster
Utilities Department
2019 Water Quality Report

“We think of our land and water and human resources not as static and sterile possessions but as life-giving assets to be directed by wise provisions for future days.” Franklin D. Roosevelt