2024
RESULTS

DETROIT WATER QUALITY REPORT

CITY OF DETROIT
Water & Sewerage Department

Table Of Contents

NOTICE: This 2024 Water Quality Report contains important information about your drinking water. Please have someone translate this document for you if you are unable to read the report.

AVISO: En este informe de la calidad del agua de 2024, hay información importante sobre el agua potable que consume. Haga que le traduzcan este documento si no puede leer el informe.

বিজ্ঞপ্তি: এই 2024 ওয়াটার কোয়ালিটি রিপোর্টে আপনার পানীয় জল সম্পর্কে গুরুত্বপূর্ণ তথ্য রয়েছে। আপনি এই রিপোর্টটি পড়তে না পারলে অনুগ্রহ করে কাউকে আপনার জন্য এই নথিটি অনুবাদ করে দিতে বলুন।

ملاحظة: يشتمل تقرير جودة الماء لعام 2024 على معلومات مهمة عن مياه الشرب في منطقتك. يُرجى الاستعانة بشخص آخر كي يترجم لك هذه الوثيقة إذا لم تكن قادرًا على قراءة هذا التقرير.

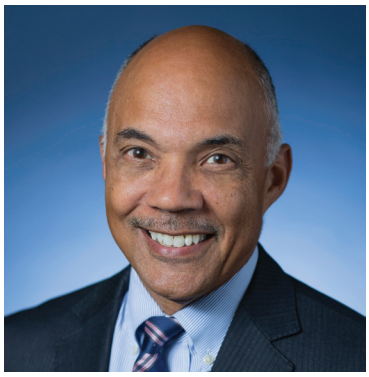
The Detroit Water and Sewerage Department (DWSD) does not discriminate on the basis of race, color, national origin, sex, age or disability in any of our services, programs or activities.

24/7 HOW TO REPORT AN EMERGENCY

To report emergencies, such as water main breaks, street flooding, missing manhole covers, broken fire hydrants, and water in your basement, call DWSD at **313-267-8000**. Mobile users may download the **Improve Detroit app** for Apple and Android devices to take a photo and report the issue or submit online at **detroitmi.gov/DWSD**.

PUBLIC PARTICIPATION

The Board of Water Commissioners meets the third Wednesday of each month at 2 p.m. at the Water Board Building, located at 735 Randolph Street, unless otherwise noticed. Committee meetings are held virtually on the first Wednesday of the month at 1 p.m. All meetings are open to the public and offer the virtual option. For more information, please contact the DWSD board secretary at **313-224-4704** or visit **dwsd.legistar.com.**



Gary A Brown, Director
Detroit Water and Sewerage Department

Dear Valued Customers,

We are very proud of the quality and taste of the drinking water that is provided to Detroit residents, businesses and nonprofits. We meet or exceed the regulations in the Safe Drinking Water Act, as you will find out in this 2024 Water Quality Report.

Revised state and federal rules on municipal drinking water are intended to protect the water system you utilize as well as public health. I was privileged and honored to represent Detroit on an advisory committee that provided input to the Environmental Protection Agency (EPA) Administrator on the revised Lead & Copper Rule, which was announced in October 2024 by President Joe Biden and EPA Administrator Michael S. Regan. As a result, you will see additional communication regarding your drinking water that you did not receive in the past, including a letter about your water service line material. These new notifications are important for transparency, but they do not change the high standards and the safety of our treated drinking water. At the Detroit Water and Sewerage Department (DWSD), we will continue to improve our water distribution system, our pipe material inventory, and our communication and outreach efforts around drinking water, including why you are receiving the new notices.

As you read this 2024 Detroit Water Quality Report and review the data, know that our 670 staff are fully committed to providing you with the best municipal water service in the nation and being responsive to your needs and concerns.

Since 2016, when the Great Lakes Water Authority (GLWA) was created to operate the treatment plants and the regional water and sewer systems, DWSD has been solely focused on keeping rate increases low while continually improving our service delivery for the benefit of Detroiters.

Our team is working hard for you!

A MESSAGE TO OUR CUSTOMERS

Drinking water quality is important to our community and the region. The Detroit Water and Sewerage Department (DWSD) and the Great Lakes Water Authority (GLWA) are committed to meeting state and federal water quality standards, including the Lead and Copper Rule. With the Great Lakes as our water source and proven treatment technologies, GLWA consistently delivers safe drinking water to our community. DWSD operates the system of water mains that carry this water to your home's service line. This year's Water Quality Report highlights the performance of GLWA and DWSD water professionals in delivering some of the nation's best drinking water.

Together, we are committed to protecting public health and maintaining open communication with the community about our drinking water.

To stay informed, register for alerts via email, text message and land line at **detroitmi.gov/DWSD** or text DetroitAlerts365 to 99411.

Our water quality standards are mandated by the Environmental Protection Agency (EPA) and the Michigan Department of Environment, Great Lakes, and Energy (EGLE).

How We Provide Water Services to You

The Great Lakes Water Authority (GLWA) treats drinking water and transports it to the City of Detroit's distribution system through transmission lines. The Detroit Water and Sewerage Department (DWSD) delivers the treated water to neighborhoods through more than 2,700 miles of water mains within the city to the service line of your home or business.

The system uses source water drawn from three intakes. Two source water intakes are located in the Detroit River: one to the north, near the inlet of Lake St. Clair, and one to the south, near Lake Erie. The third intake is located in Lake Huron.

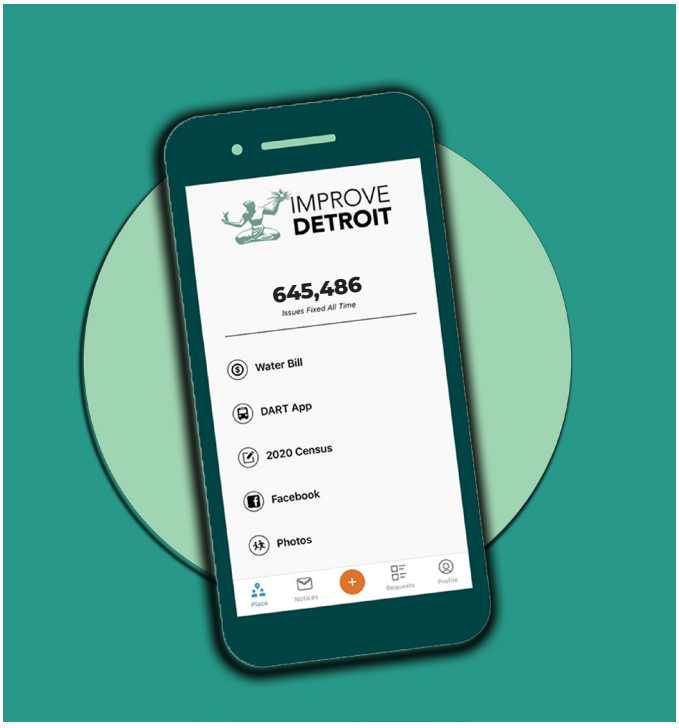
Four of the plants treat source water drawn from the Detroit River intakes. The fifth water treatment plant, located in St. Clair County, uses source water drawn from Lake Huron. Detroit customers are provided with service from four plants that treat source water drawn from the Detroit River.

Did You Know?

Did you know about these tips?

You can save money, protect your pipes and reduce frustration with these helpful tips!

- Washing dark clothes in cold water saves water and energy and helps your clothes retain their color.
- Shorten your shower by a minute or two and you'll save up to 150 gallons of water per month.
- Check the weather forecast before watering your lawn – you may not have to water that day at all.
- Wash your car using a bucket instead of a water hose.
- Use a broom instead of a hose to clean outdoor areas, such as driveways, sidewalks and exterior walls.
- Fix a running toilet immediately, otherwise several gallons of water will be wasted every hour.
- Teach children to turn off the faucet after every use, especially while brushing teeth.
- Soak fruits and vegetables in a body of water to clean them at the same time rather than running each item under your faucet.
- Know where your water shut-off valve is located in your house and turn it off and on at least once a year. This action may save several hundred gallons of water and prevent damage should a pipe burst or break.



- Clean your gutters if you can safely do so – get help if needed from family or neighbors. This will help avoid water seepage into your home.
- Customers may call DWSD at 313-267-8000 to determine if there's hourly water usage in their home while they are sleeping or when they are away, which may indicate a leak.

Did you know the City of Detroit has an app to report water Issues?

When you submit a water or sewer issue using the Improve Detroit app (available on the App Store and Google Play), you will receive an automated service request number to track the progress.

The Improve Detroit app allows Detroiters to report neighborhood problems directly to the City of Detroit. Multiple City departments utilize the Improve Detroit app, including DWSD. There are 12 DWSD service requests you may submit, including investigate water main break, water in basement, missing manhole/catch basin covers, clogged basin, and fire hydrant-related issues.

WATER ASSISTANCE PROGRAMS

EasyPay $10 Payment Plan

The DWSD EasyPay is Detroit's newest payment plan that was launched in July 2024. This is the easy way to keep your water running and pay your past due balance. This payment plan is:

- Open to **ANY DWSD Customer with a past due balance**.
- There are **no income requirements** to sign up.
- **Protects from shutoff and penalties**, so long as you stay current on your payments.
- Requires **only $10 to enroll**, with the remaining past due balance to be spread across 36 months.

EASY TO ENROLL AND EASY WAYS TO PAY

- Log-in and sign up through the Customer Self-Service Portal at **csportal.detroitmi.gov** Or call 313-267-8000 and say "EasyPay" when prompted.
- Then, make your monthly payment online, by phone or at a DivDat Kiosk.

Please Note: if enrolled in EasyPay, you may have two DWSD accounts to manage and pay each month. Your normal monthly water, sewerage and drainage bill, and your EasyPay Plan monthly invoice for your payment arrangement.

DWSD Lifeline Plan - *Enrollment based on available funding*

The DWSD Lifeline Plan is Detroit's income-based plan that was launched on August 1, 2022. If you are income-eligible and there is funding for this program at time of enrollment, the plan provides the following benefits:

- ✓ Receive an **affordable fixed bill** based on household income and size, and get up to 1,125 gallons of indoor water usage per household member per month.
- ✓ **Shutoff protection** while on the plan.
- ✓ If qualified, receive a **free water audit and minor plumbing repairs** to lower your water usage and save you money.

TIER 1
135% FPL*

**Federal poverty level*

You Pay Monthly

$18

For water, sewer & drainage if your income is:

Number of People Living in the Household	Maximum Annual Household Income
1	$21,127
2	$28,552
3	$35,977
4	$43,402

TIER 2
136% - 150% FPL*

You Pay Monthly

$43

For water, sewer & drainage if your income is:

Number of People Living in the Household	Maximum Annual Household Income
1	$23,475
2	$31,725
3	$39,975
4	$48,225

TIER 3
151% - 200% FPL*

You Pay Monthly

$56

For water, sewer & drainage if your income is:

Number of People Living in the Household	Maximum Annual Household Income
1	$31,300
2	$42,300
3	$53,300
4	$64,300

The above Federal Poverty Level thresholds are based on the January 2025 Update. Monthly tier pricing is subject to change.

To learn more, go to detroitmi.gov/water or call 313-267-8000

DWSD Offers Convenient, Safe Ways to Access Your Account and Make Payments

We're working hard to deliver clean water to more than 633,000 residents just like you. It's what we do in the community, every day! Here are easy ways to access your account, pay your water bill and even open or close an account, including using convenient, self-service options.

Access your account and pay online at **detroitmi.gov/DWSD**, and set up auto-pay, enroll in a payment arrangement, if needed, turn-on/off service, and track your real-time water usage to manage your budget and help detect leaks. **This is our fastest and preferred way of communication.**

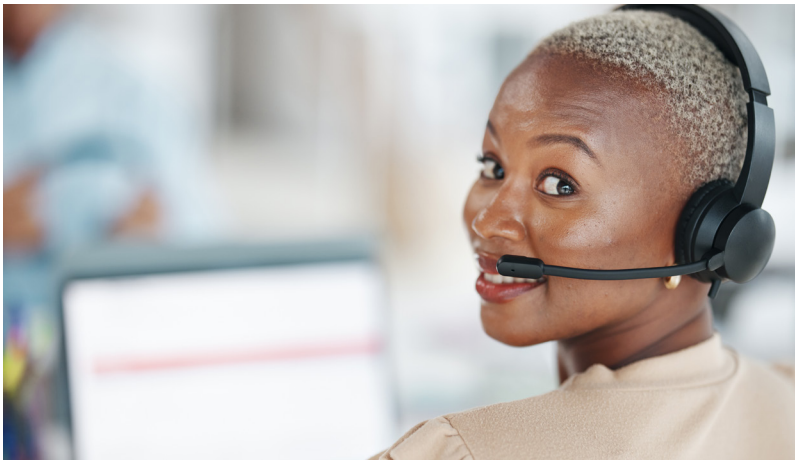
You may also email DWSD Customer Service at mydwsd@detroitmi.gov or call 313-267-8000.

Visit one of the more than 60 no-fee kiosks in and around Detroit and use cash, check or debit/credit card to pay your bill. Find your nearby kiosk at: **locations.divdatkiosknetwork.com**

Call our automated pay-by-phone system at 313-267-8000 and ask for current balance and due date. You may say, "Pay My Bill" then you will get instructions on entering your account and payment information by phone.

Send your payment by mail with check or money order payable to the "Board of Water Commissioners."

Mail to:
Board of Water Commissioners
Detroit Water and Sewerage Department
PO Box 554899
Detroit, MI 48255-4899



COMMUNICATIONS TO DETROIT RESIDENTS

The City of Detroit launched Detroit Alerts 365, a notification system that sends Detroit-specific emergency notifications via cell phone, landline, text, and/or email. This free system can reach people in seconds to notify them of critical situations such as severe weather warnings, flooding/natural disasters and boil water advisories. Alerts come in one of four languages: English, Spanish, Arabic, and Bengali. You will only receive the alerts if you subscribe, so act now!

To register, visit detroitalerts365.org or text DetroitAlerts365 to 99411.

DETROIT ALERTS 365

Michigan's Lead & Copper Rule and Detroit's Test Results

DWSD's efforts to get the lead out continue

Under Michigan's revised Lead and Copper Rule (LCR), which changed the testing method starting in 2019, DWSD lead and drinking water testing results have remained under the state action level for lead remediation.

LCR Testing Results in Parts Per Billion (ppb)

Year	Results
2019	10 ppb
2020	9 ppb
2021	12 ppb

Year	Results
2022	12 ppb
2023	9 ppb
2024	**13 ppb**

In 2024, DWSD estimated there were 72,532 lead service lines of 311,000 total water service lines in the city of Detroit. There are approximately 30,000 service lines with unknown pipe material. Since 2018, DWSD has replaced 11,698 lead service lines.

All communities with lead service lines must sample tap water in homes with existing lead service lines as required by EGLE and the EPA. Under the rule and due to its population size, Detroit must provide samples from at least 50 occupied homes. In summer 2024, DWSD collected water samples from 50 homes with lead service lines. The 90th percentile of samples was 13 ppb, which is under the action level of 15 ppb. A water supply exceeds the action level if more than 10 percent of all samples are over the action level.

"The water supplied by DWSD is clean and safe for drinking, and some of the best in the world," said Gary Brown, DWSD director. "The water leaving Detroit's water treatment plants, operated by the Great Lakes Water Authority, does not contain lead. The primary sources of lead in water are lead service lines, lead solder, and/or fixtures containing lead in the home. Since 2018, we have been replacing lead service lines while on the same street replacing the water main and providing pitcher filters to those residents and businesses as a precautionary measure. In May 2023, with federal and state funding, we accelerated our lead service line replacement program and replaced more than 7,000 lines in calendar year 2024."

The Chief Public Health Officer for the City of Detroit Denise Fair Razo said, "This is welcome news for Detroiters, especially children, who are deserving of our very best efforts to ensure that everyone regardless of zip code, has access to clean water that is safe to drink. We know that the number one source of lead poisoning in children is decaying paint and dust in homes that were constructed prior to 1978. The Detroit Health Department can help with education on how to reduce lead exposure in homes, and referrals to get children tested. If anyone has any concerns regarding lead exposure inside their home, I encourage you to request a lead test from your child's primary healthcare provider or contact the Detroit Health Department.

The Michigan Lead and Copper Rule Testing Method

The Michigan Lead and Copper Rule, revised in 2018, is the most stringent in the nation. It changed the way lead samples are collected at Detroit homes and all Michigan communities. In the past, DWSD and other water utilities in Michigan collected only the first liter of water out of the tap. Under the revised rule – used in testing in the past six years – both the first and fifth liter are collected. The first liter represents water from household plumbing and fixtures, and the fifth liter is more likely to represent water from the lead service line. The service line is the pipe which brings water from the water main in the street to inside the home or business. InDetroit, most service lines are either copper, lead or galvanized steel. Lead service lines are under two inches in diameter and are mostly at single family and duplex homes. The new sampling technique more accurately represents the range of lead in the drinking water in Detroit homes.

EPA Lead and Copper Rule Requirements

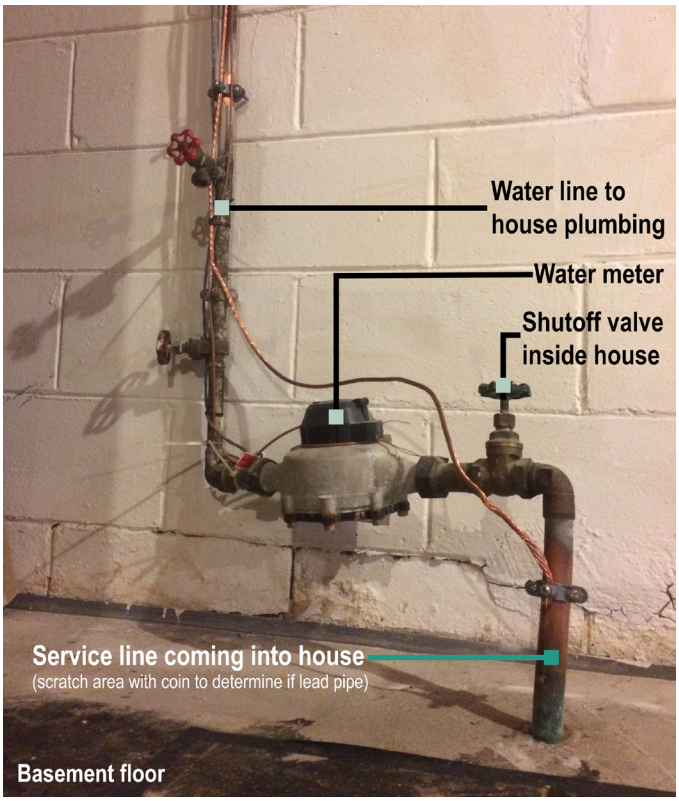
The Environmental Protection Agency (EPA) Lead and Copper Rule Improvements (LCRI) provided new compliance requirements that were announced in October 2024 and go into effect in October 2026. During an earlier revision, the EPA now requires all water systems to have a public service line inventory as of November 2024, which shows all service lines by address and the material classification for both the customer side and the utility side of the service line. Classifications include lead, non-lead, lead status unknown, and galvanized requiring replacement. For all service lines that have have not been visually verified by DWSD or with predictive modeling, the required classification is lead status unknown.

The EPA LCR also includes annual notification of service line material to customers as of November 2024. Notifications include a mailed letter to every property with a water service line that is lead, galvanized, or the material is unknown because DWSD has not visually verified or used approved predictive modeling. DWSD sent the first annual notification in November 2024, which DWSD Director Gary Brown referenced as part of new notifications in his message to customers on page two of this report.

Per the EPA LCRI, DWSD and all municipal water utilities in America are required to visually verify and replace every lead service line by November 1, 2037.

Lead in Drinking Water

The water leaving Detroit water treatment plants, operated by the Great Lakes Water Authority (GLWA), does not contain lead, but lead can be released into drinking water from lead service lines, lead solder and home plumbing as the water moves from the water mains to your tap. Beginning in 1945, Detroit stopped allowing the installation of lead piping for water service lines. Homes before 1945 are most likely to have a lead pipe that connects the home to the water main, known as a lead service line, unless it has already been replaced with a copper service line.



The lead in lead service lines, lead solder, household plumbing and fixtures can dissolve or break off into water and end up in tap water. The water provided to DWSD customers contains a corrosion inhibitor to reduce leaching from lead service lines and other lead components, but lead can still be present in water at the tap. As of October 2024, GLWA increased the dosage of this corrosion inhibitor to further protect the drinking water.

Health Effects of Lead

Lead can cause serious health and development problems. The greatest risk of lead exposure is to infants, young children, and pregnant women. Older homes can have many sources of lead exposure including paint, dust and soil. If you have questions about other sources of lead exposure, please contact the Detroit Health Department at 313-876-0133.

WANT TO KNOW WHAT THE MATERIAL CLASSIFICATION OF YOUR WATER SERVICE LINE?

The DWSD public service line inventory map is available at detroitmi.gov/waterservicelinemap. For more information on the DWSD Lead Service Line Replacement Program, visit detroitmi.gov/LSLR.

Sources of Lead

Drinking water is only one source of lead exposure. Some of the most significant sources, especially for children six years old and under, include lead-based paint and lead contaminated dust and soil. Because lead can be carried on hands, clothing, and shoes, sources of exposure to lead can include the workplace and certain hobbies. Wash your children's hands and toys often as they can come in contact with dirt and dust containing lead. In addition, lead can be found in certain types of pottery, pewter, food and cosmetics. If you have questions about other sources of lead exposure, please contact the health department.

Most plumbing products such as service lines, pipes and fixtures contain lead. The infographic below demonstrates where sources of lead in drinking water could be in your home. Older homes may have more lead unless the service line and/or plumbing has been replaced. Lead-based solder and lead-based fittings and fixtures are still available in stores to use for non-drinking water applications. Be careful to select the appropriate products for repairing or replacing drinking water plumbing in your home. Even materials currently marked "lead free" have up to 0.25% lead by weight.

Galvanized plumbing can be a potential source of lead. Galvanized plumbing can absorb lead from upstream sources like a lead service line. Even after the lead service line has been removed, galvanized plumbing can continue to release lead into drinking water over time. Homes that are served by a lead service line should consider replacing galvanized plumbing inside the home.

Source: Michigan Department of Environment, Great Lakes & Energy

Additional information regarding lead, including "Frequently Asked Questions about Lead in Drinking Water," can be found on the City of Detroit's website at detroitmi.gov/leadsafe, or visit EGLE's website at michigan.gov/MILeadSafe.

Lead Service Line Replacement Program

DWSD initiated the replacement of lead service lines in 2018, prior to the revised Michigan Lead & Copper Rule which mandates all lead service lines to be replaced in the next 20 years. DWSD began by replacing existing lead service lines – the pipe providing water to a home from the water main – while on the same block as water main replacement projects.

In May 2023, with the addition of $100 million in federal, state, and local funding, DWSD accelerated lead service line replacement. This more robust program started a neighborhood-by-neighborhood approach that prioritizes areas with homes built in 1945 or earlier, density of children and/or seniors, and high number of low-income households based on U.S. Census tracts.

DWSD conducts extensive community outreach prior to crews coming onto the street, including door-to-door notifications up to 40 days in advance, in-person neighborhood meetings, and informational packets that are distributed to each household. Since 2018, DWSD has replaced 11,698 lead service lines, more than 7,000 of which were complete in 2024. To get ahead of the federal and state deadline, DWSD is actively seeking more funding and prioritizing contractor outreach.

DWSD is ahead of the curve and setting a national example. DWSD staff present its program including planning, contractor capacity and outreach and share materials with other municipal water utilities across the country including Chicago, Denver and Milwaukee.

A DWSD contractor replaces a lead service line with copper.

SERVICE LINE LETTERS

In November 2024, letters were sent to residents and businesses based on DWSD data of what type of pipe material your service line is composed of, either lead, galvanized or unknown material. This notification is required yearly by the EPA Lead & Copper Rule for all cities in the United States with lead service lines and does not change the quality of the drinking water. These are precautionary letters to inform residents and businesses of the pipe material and provide suggested steps. The State of Michigan will require that DWSD send these letters again in summer 2025 with updated inventory data, including computerized predictive modeling (AI), though again that does not change the quality of the drinking water in Detroit. For example, if you received an "unknown" letter and predictive modeling shows your house may instead have a lead service line, your notification will change to lead or if it shows a likely copper service line, you will not receive a letter at all. If you have any questions about this notification, call 313-267-8000 or email dwsd-publicaffairs@detroitmi.gov.

Steps You Can Take to Reduce Your Exposure to Lead in Your Water

Run your water to flush out lead. The more time water has been sitting in your home's pipes, the more lead it may contain. Therefore, if your water has not been used for several hours, run the water before using it for drinking or cooking. This flushes lead-containing water from the pipes. If you **do not** have a lead service line, run the water for 30 seconds to two minutes, or until it becomes cold or reaches a steady temperature. If you **do** have a lead service line, run the water for at least five minutes to flush water from both the interior building plumbing and the lead service line.

Use only cold water for drinking and cooking. Do not cook with or drink water from the hot water tap; lead dissolves more easily into hot water.

Use only filtered water or bottled water for preparing baby formula.

Do not boil water to remove lead. Boiling water will not reduce lead levels. In the event DWSD issues a boil water advisory due to low water pressure (such as caused by a large water main break), water users in the designated advisory area will be advised to boil water before using it for cooking, drinking and brushing their teeth. Residents with lead service lines should **only boil filtered water** — not water directly from the tap.

Consider using a filter to reduce lead in drinking water. The Detroit Health Department recommends that any household with a child or pregnant woman use a certified lead filter to reduce lead from their drinking water. Look for filters that are tested and certified to **NSF/ANSI Standard 53 for lead reduction**. Some filter options include a pour-through pitcher or faucet-mount systems. If the label does not specifically mention lead reduction, check the Performance Data Sheet included with the device. Be sure to maintain and replace the filter device in accordance with the manufacturer's instructions to protect water quality.

There is no safe level of lead in drinking water. Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of persons who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney, or nervous system problems.

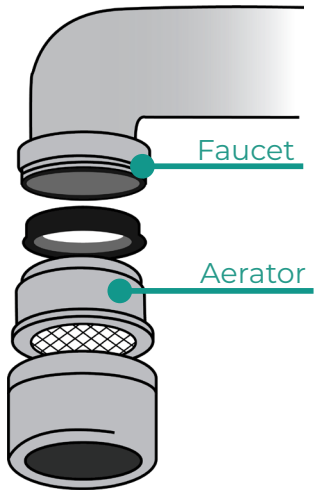
Get your child tested. Contact the Detroit Health Department at 313-876-0133 or your healthcare provider to find out how you can get your child tested for lead if you are concerned about exposure.

Identify older plumbing fixtures that likely contain lead. Older faucets, fittings, and valves sold before 2014 may contain higher levels of lead, even if marked "lead-free." Faucets, fittings, and valves sold after January 2014 are required to meet a more restrictive "lead-free" definition but may still contain up to 0.25 percent lead. When purchasing new plumbing materials, it is important to look for materials that are certified to meet NSF standard 61.

Test your water for lead. To request for your water to be tested, please visit **detroitmi.gov/leadsafe** and search "lead and copper sample request form." If you do not have Internet access, please call DWSD at 313-267-8000 and say "lead service line" for further assistance.

Verify your lead service line material. When you confirm the existence of a lead service line at your house, take a photo near the water meter in your basement or crawl space and submit to DWSD to help improve our mapping of all service line material within the city of Detroit. Go to **detroitmi.gov/LSLR.**

Clean your aerators. The aerator is the screen at the end of your faucet. It catches debris. This debris could include particulate lead. The aerator should be removed monthly to rinse out any debris (see images below).



Additional information regarding lead, including "Frequently Asked Questions about Lead in Drinking Water," can be found on the City of Detroit's website at **detroitmi.gov/leadsafe** or visit EGLE's website at **michigan.gov/MILeadSafe**.

Get to Know Your Source Water

Substances Found in Source 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 materials and substances resulting from the presence of animal or human activity.

Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife;
- Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban stormwater 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 stormwater runoff and residential uses;
- Organic chemical contaminants, including synthetic and volatile organics, which are by-products of industrial processes and petroleum production, which also can come from gas stations, urban stormwater runoff and septic systems; and
- Radioactive contaminants, which can be naturally occurring or the result of oil and gas production and mining activities.

In order to ensure tap water is safe to drink, the EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for human 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 the 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 at 800-426-4791.

Health Concerns

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed}, and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. The Detroit Water and Service Department (DWSD) is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time.

You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry, or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for at least 5 minutes to flush water from both your home plumbing and the lead service line.

If you are concerned about lead in your water and wish to have your water tested, contact DWSD at 313-267-8000 for available resources. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at https://www.epa.gov/safewater/lead/.

Source Water Protection

Your source water comes from the Detroit River, situated within the Lake St. Clair, Clinton River, Detroit River, Rouge River, Ecorse River, watersheds in the U.S. and parts of the Thames River, Little River, Turkey Creek, and Sydenham watersheds in Canada. The Michigan Department of Environment, Great Lakes and Energy (EGLE) in partnership with the U.S. Geological S urvey, the Detroit Water and Sewerage Department (DWSD), and the Michigan Public Health Institute performed a source water assessment in 2004 to determine the susceptibility of GLWA's Detroit River source water for potential contamination. The susceptibility rating is based on a seven-tiered scale and ranges from very low to very high determined primarily using geologic sensitivity, water chemistry, and potential contaminant sources. The report described GLWA's Detroit River intakes as highly susceptible to potential contamination. GLWA's water treatment plants that service the city of Detroit and draw water from the Detroit River have historically provided satisfactory treatment and meet drinking water standards.

GLWA has initiated source-water protection activities that include chemical containment, spill response, and a mercury reduction program. GLWA and DWSD participate in the National Pollutant Discharge Elimination System (NPDES) permit discharge program and has an emergency response management plan. GLWA has updated Surface Water Intake protection plans for the Belle Isle and Fighting Island intakes. The plans have seven elements that include: roles and duties of government units and water supply agencies, delineation of a source water protection areas, identification of potential sources of contamination, management approaches for protection, contingency plans, siting of new water sources, public participation, and public education activities. If you would like to know more information about the Source Water Assessment report, please contact GLWA by email at info@glwater.org or by phone at 844.455.4592.

Since 2018, DWSD has been investing about $100 Million annually on water and sewer upgrades and stormwater management. Below is a snapshot of the progress through 2024.

425 Miles
Water system assessed

120 Miles
Water mains replaced or lined

11,718 Lines
Lead service lines replaced

334 Miles
Sewer system miles assessed

85 Miles
Sewer pipes lined or replaced

19 Projects Installed
Stormwater management

83.8 Million Gallons
Stormwater managed annually

Key to the Detected Contaminants

AL	**Action Level** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.	n/a	**not applicable**
		ND	**Not Detected**
°C	**Celsius** A scale of temperature in which water freezes at 0° and boils at 100° under standard conditions.	NTU	**Nephelometric Turbidity Units** Measure of cloudiness of water.
>	**Greater Than**	PCi/L	**Picocuries Per Liter** Measure of radioactivity.
HAA5	**Haloacetic Acids** HAA5 is the total of bromoacetic, chloroacetic, di-bromoacetic, dichloroacetic, and trichloroacetic acids. Compliance is based on the total.	ppb	**Parts Per Billion** (one in a billion) The ppb is equivalent to micrograms per liter. A microgram = 1/1,000,000 gram.
Level 1	**Level 1 Assessment** A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our system.	ppm	**Parts Per Million** (one in a million) The ppm is equivalent to milligrams per liter. A milligram = 1/1000 gram.
LRAA	**Locational Running Annual Average** The average of analytical results for samples at a particular monitoring location during the previous four quarters.	RAA	**Running Annual Average** The average of all analytical results for all samples during the previous four quarters.
MCL	**Maximum Contaminant Level** 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.	SMCL	**Secondary Maximum Contaminant Level**
MCLG	**Maximum Contaminant Level Goal** The level of contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow a margin of safety.	TT	**Treatment Technique** A required process intended to reduce the level of a contaminant in drinking water.
MRDL	**Maximum Residual Disinfectant Level** The highest level of disinfectant allowed in drinking water. There is convincing evidence that additional of a disinfectant is necessary for control of microbial contaminants.	TTHM	**Total Trihalomethanes** Total Trihalomethanes is the sum of chloroform, bromodichloromethane, dibromochloromethane and bromoform. Compliance is based on the total.
MRDLG	**Maximum Residual Disinfectant Level Goal** The level of a 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.	µmhos	**Micromhos** Measure of electrical conductance of water.

2024 City of Detroit
Regulated Contaminants Table

2024 Inorganic Chemicals - Monitoring at Plant Finished Tap

Regulated Contaminant	Test Date	Unit	Health Goal MCLG	Allowed Level MCL	Highest Level Detected	Range of Detection	Violation	Major Sources in Drinking Water
Fluoride	2/13/2024	ppm	4	4	**0.66**	**n/a**	no	Erosion of natural deposit; Water additive, which promotes strong teeth; Discharge from fertilizer and aluminum factories.
Nitrate	2/13/2024	ppm	10	10	**0.38**	**n/a**	no	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.

2024 Disinfection Residual - Monitoring in the Detroit Distribution System

Regulated Contaminant	Test Date	Unit	Health Goal MRDLG	Allowed Level MRDL	Highest Level RAA	Range of Quarterly Results	Violation	Major Sources in Drinking Water
Total Chlorine Residual	2024	ppm	4	4	**0.84**	**0.52-0.88**	no	Water additive used to control microbes

2024 Disinfection By-Products - Stage 2 Disinfection By-Products Monitoring in the Distribution System

Regulated Contaminant	Test Date	Unit	Health Goal MCLG	Allowed Level MCL	Highest Level LRAA	Range of Quarterly Results	Violation	Major Sources in Drinking Water
(TTHM) Total Trihalomethanes	2024	ppb	n/a	80	**45.3**	**14.0-58.0**	no	By-product of drinking water chlorination
(HAA5) Haloacetic Acids	2024	ppb	n/a	60	**24.5**	**3.1-32.0**	no	By-product of drinking water chlorination

2024 Disinfectant By-Product - Monitoring at the Waterworks Park Plant Finished Tap

Regulated Contaminant	Test Date	Unit	Health Goal MCLG	Allowed Level MCL	Highest Level RAA	Range of Quarterly Results	Violation	Major Sources in Drinking Water
Bromate	2024	ppb	0	10	**ND**	**ND-ND**	no	By-product of drinking water ozonation

2024 Turbidity - Monitored Every 4 Hours at the Plant Finished Water Tap

Highest Single Measurement Cannot Exceed 1 NTU	Lowest Monthly % of Samples Meeting Turbidity Limit of 0.3 NTU (minimum 95%)	Violation	Major Sources in Drinking Water
0.28 NTU	**100%**	**no**	Soil runoff

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.

Summary of Violation: Great Lakes Water Authority (GLWA) did not monitor individual filter turbidity for five hours on September 2, 2024, due to an interruption of power at the GLWA Springwells Treatment Plant. The issue was resolved.

Lead and Copper Monitoring at the Customer's Tap in 2024

Regulated Contaminant	Test Date	Unit	Health Goal MCLG	Action Level AL	90th Percentile Value*	Number of Sites Over AL	Range of Individual Samples	Violation	Major Sources in Drinking Water
Lead	2024	ppb	0	15	**13**	3	0 - 44	no	Lead services lines, corrosion of household plumbing including fittings and fixtures; erosion of natural deposits
Copper	2024	ppm	1.3	1.3	**0.1**	0	1.0 - 0.7	no	Corrosion of household plumbing system; erosion of natural deposits

* The 90th percentile value means 90 percent of the homes tested have lead and copper levels below the given 90th percentile value. If the 90th percentile value is above the AL additional requirements must be met.

Contaminant	Test Date	Unit	MCLG	MCL	Level Detected	Range	Violation	Major Sources in Drinking Water
Total Organic Carbon	Samples Taken Quarterly	ppm	n/a	Treatment Technique	**2.03**	1.80 - 2.03	Yes	Erosion of natural deposits

* Health Effects: Total organic carbon (TOC) has no health effects. However, total organic carbon provides a medium for the formation of disinfection byproducts. These byproducts include trihalomethanes (THM) and haloacetic acids (HAA). Drinking water containing these byproducts in excess of the MCL may lead to adverse health effects, liver or kidney problems, or nervous system effects, and may lead to an increased risk of getting cancer.

Steps Taken: GLWA has improved its removal of the total organic carbon (TOC) through optimized coagulation and has incorporated alternative compliance monitoring of specific ultraviolet absorption as a measure of continued compliance with the TOC rule. The 2024 violation duration was in the first calendar quarter of running annual averages of the four quarterly averages

2024 Special Monitoring

Contaminant	Test Date	Unit	MCLG	MCL	Highest Level Detected	Source of Contaminant
Sodium	2/13/2024	ppm	n/a	n/a	**5.3**	Erosion of natural deposits

These tables are based on tests conducted by GLWA in the year 2024 or the most recent testing done within the last five calendar years. GLWA conducts tests throughout the year. Only tests that show the presence of a substance or require special monitoring are presented in these tables. The State allows us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. The data is representative of the water quality, but some are more than one year old.

About Unregulated Contaminants Monitoring

Unregulated contaminants are those for which EPA had not established drinking water standards. Monitoring helps EPA to determine where these contaminants occur and whether it needs to regulate those contaminants. There were no unregulated contaminants detected during the calendar year 2024 in Detroit.

GLWA voluntarily monitors for Cryptosporidium and Giardia in our source water monthly. The untreated water samples collected from our Belle Isle Intake indicated the presence of one Giardia cyst in November 2024. All other samples collected from the Belle Isle Intake in 2024 were absent for the presence of Cryptosporidium and Giardia. Systems using surface water like GLWA must provide treatment so that 99.9 percent of Giardia lamblia and Cryptosporidium is removed or inactivated. GLWA's drinking water treatment process is designed to remove and inactivate these protozoans.

GLWA Belle Isle intake station

Cryptosporidium is a microbial pathogen found in surface water throughout the U.S. Although filtration removes Cryptosporidium, the most commonly used filtration methods cannot guarantee 100 percent removal. Our monitoring indicates the presence of these organisms in our source water. Current test methods do not allow us to determine if the organisms are dead or if they are capable of causing disease. Ingestion of Cryptosporidium may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However, immuno-compromised people, infants and small children, and the elderly are at greater risk of developing life threatening illness. We encourage immuno-compromised individuals to consult their doctor 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.

Required information on Great Lakes Water Authority's (GLWA) Administrative Compliance Agreement (ACA) with Michigan Department of Environment, Great Lakes, and Energy Drinking Water and Environment Health Division (EGLE)

Great Lakes Water Authority (GLWA) is required to notify water users of any unresolved significant deficiencies identified by the Michigan Department of Environment, Great Lakes, and Energy, Drinking Water and Environment Health Division (EGLE). Below is the status of significant deficiencies in the GLWA water system identified by EGLE:

Date Identified by EGLE	Description	Compliance Agreement Deadline	Status
08-02-2022	Improper rapid mixing and coagulant feed location at the Southwest water plant	12-31-2027	Contractor is in place and the work has been initiated.
08-02-2022	Inoperable flocculation equipment at the Southwest water plant	07-31-2031	Review stage of procurement process.
05-25-2022	Inoperable rapid mixing equipment at the Springwells 1930's water plant	12-31-2023	Completed in December 2023.
05-25-2022	Inoperable flocculation equipment at the 1958 Springwells water plant	11-11-2027	Phase I construction is compleated as of December 2024. Phase II scheduled to begin in the fall of 2025.

2024 City of Detroit
Tap Water Mineral Analysis

Parameter	Units	Max.	Min.	Avg.
Turbidity	NTU	1.50	0.02	**0.15**
Total Solids	ppm	160	76	**136**
Total Dissolved Solids	ppm	153	92	**122**
Aluminum	ppm	0.293	0.012	**0.054**
Iron	ppm	0.4	0.2	**0.2**
Copper	ppm	0.032	ND	**0.002**
Magnesium	ppm	8.6	6.7	**7.8**
Calcium	ppm	29.8	2.6	**26.7**
Sodium	ppm	8.9	0.5	**4.7**
Potassium	ppm	1.2	0.9	**1.1**
Manganese	ppm	0.002	ND	**0.000**
Lead	ppm	ND	ND	**0.000**
Zinc	ppm	0.003	ND	**0.001**
Silica	ppm	2.7	1.5	**2.2**
Sulfate	ppm	40.0	21.6	**29.1**
Chloride	ppm	13.0	8.8	**10.6**

Parameter	Units	Max.	Min.	Avg.
Phosphorus	ppm	0.82	0.34	**0.51**
Free Carbon Dioxide	ppm	18.1	5.7	**9.4**
Total Hardness	ppm	114	74	**100**
Total Alkalinity	ppm	82	60	**79**
Carbonate Alkalinity	ppm	10	0	**1**
Bi-Carbonate Alkalinity	ppm	82	46	**70**
Non-Carbonate Hardness	ppm	48	0	**28**
Chemical Oxygen Demand	ppm	8.7	ND	**4.0**
Dissolved Oxygen	ppm	19.0	6.7	**11.1**
Nitrite Nitrogen	ppm	ND	ND	**0.0**
Nitrate Nitrogen	ppm	0.48	ND	**0.27**
Fluoride	ppm	0.82	0.39	**0.60**
pH		7.42	6.85	**7.19**
Specific Conductance @ 25 °C	µmhos	233	138	**197**
Temperature	°C	23.2	1.9	**14.4**

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Reporting Requirements Not Met for GLWA Springwells

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. We routinely monitor your water for turbidity (cloudiness). This tells us whether we are effectively filtering the water supply. We did not monitor individual filter turbidity for five hours on September 2, 2024, due to an interruption of power at the GLWA Springwells Water Treatment Plant.

"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 which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches." These symptoms are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What should I do? There is nothing you need to do at this time. This is not an emergency. You do not need to boil water or use an alternative source of water at this time. Even though this is not an emergency, as our customers, you have a right to know what happened and what we did to correct the situation.

What happened? What is being done? Power was restored and turbidity monitoring resumed on September 2, 2024. Additional response actions have also been implemented at the plant. We are making every effort to ensure this does not happen again.

For more information, please contact GLWA Water Quality, at waterquality@glwater.org.

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 GLWA.

CERTIFICATION: WSSN: 02838

I certify that this water supply has fully complied with the public notification regulations in the Michigan Safe Drinking Water Act, 1976 PA 399, as amended, and the administrative rules.

Signature: Patrick Williford Title: Water Quality Manager Date Distributed: _____

2024 CALENDAR YEAR ACCOMPLISHMENTS

ACTIVE ACCOUNTS

231,333
TOTAL RESIDENTIAL

48,816
TOTAL NON-RESIDENTIAL

DWSD WAYS TO PAY

23% MAIL

49% ONLINE

13% KIOSK

15% PHONE

CUSTOMER PROGRAMS

DWSD LIFELINE PLAN

13,834* TOTAL HOUSEHOLDS ENROLLED IN LIFELINE PLAN

Detroit's income-based water affordability program was launched in August 2022 with federal, state and regional funding. The program has three tiers for fixed monthly water bills based on income.

EasyPay $10 Payment Plan

Detroit's payment plan launched in July 2024. Open to all customers with a past due balance. The plan starts with $10 down payment with the remaining past due amount to be spread over the following 36 months.

14,109* TOTAL CUSTOMERS ENROLLED IN 2024

13,638* RESIDENTIAL CUSTOMERS ENROLLED

471* NON-RESIDENTIAL CUSTOMERS ENROLLED

* These figures are for calendar year 2024 and may be higher or lower in the current year.

INFRASTRUCTURE EFFORTS

11,718 LEAD SERVICE LINES REPLACED SINCE 2018

7,124 LEAD SERVICE LINES REPLACED IN 2024

16.61 MILES*	54.27 MILES*	20.11 MILES*	17.27 MILES*
WATER MAIN REPLACED	WATER SYSTEM CONDITION ASSESSMENTS	SEWER SYSTEM CONDITION ASSESSMENTS	CITY SEWER REPLACED OR LINED

* Work performed in 2024 only

FIRE HYDRANTS

29,881 TOTAL CITY WIDE

0.6% NEEDED REPAIRS

CATCH BASINS CLEANED & INSPECTED

42,869 SINCE AUG. 2017

7,454 IN 2024

SEWER RESILIENCY

632 MILES CLEANED IN 2024

1,986 MILES CLEANED SINCE 2020

DWSD STORMWATER DATA

DWSD GREEN STORMWATER INFRASTRUCTURE (GSI) PROGRAM

19 PROJECTS TOTAL	83.8 MILLION GALLONS MANAGED ANNUALLY	99.99 ACRES MANAGED

DWSD STORMWATER HUB

detroitstormwater.org

17 PRIVATE PROJECTS ADDED	851.1 TOTAL ACRES MANAGED	590.3 MILLION GALLONS TOTAL GALLONS MANAGED ANNUALLY

For more information, visit detroitmi.gov/DWSD

How and why basements flood and steps you can take to protect your property:

Visit **detroitmi.gov/basementprotection** to download the City of Detroit Basement Backup & Flooding Handbook.

This report is available on the City of Detroit website at **detroitmi.gov/2024waterqualityreport**

We welcome your comments and opinions about this report. Please direct your comments or questions to the DWSD Public Affairs Group.

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Water & Sewerage Department

PUBLIC AFFAIRS GROUP

313-880-2812

dwsd-publicaffairs@detroitmi.gov