

# *Charter Township of West Bloomfield*

## *Water Utilities Department*

This is a communication to West Bloomfield water customers regarding Point of Use (POU) devices, and in particular, the rash of direct mailings being recently sent to our water customers which offers water testing that is essentially spreading public fear and misunderstandings with respect to tap water.

### *Frequently Asked Questions regarding water testing*

#### *Is my tap water safe?*

West Bloomfield is committed to providing superior quality water that meets or exceeds the high safety standards of the Safe Drinking Water Act. The Act sets forth a rigorous scientific process to set standards for drinking water quality. Our skilled water professionals work tirelessly to fulfill the standards and protect public health and safety.

#### *Why are private companies going door to door asking to test homeowners' water?*

These companies are in the business of selling water treatment systems. They may make false or misleading claims about the quality of communities' drinking water. For example, one mailing implies that the tap water in a particular area contains contaminants when in fact the water meets all regulatory requirements. Such misleading information is designed to create concerns among water customers and convince them to invest in a home treatment system.

#### *Will I be obligated to buy some filtering equipment if I agree to have my water tested?*

Do not sign or agree to anything that requires you to buy a filter or other home treatment device as a condition of testing water. If you are considering purchasing a water filter or other home treatment device, we encourage you to make a fully informed decision. The personnel of the West Bloomfield Township Water Utilities Department are not motivated by the sale of equipment and are available to offer advice with regards to any drinking water question/issue.

If you should decide to purchase a water treatment device, make certain that it's certified to address the issue of concern to you. NSF International is an independent organization that certifies home treatment devices. Follow the manufacturer's instructions to make sure the device is properly installed and maintained.

#### *Does my public water provider also provide testing services?*

Your water is constantly tested and checked by West Bloomfield Township and the Great Lakes Water Authority (GLWA). We want the people we serve to know as much as possible about the quality of their water. One can refer to the recent 2016 Consumer Confidence Report (CCR) to see more regarding the testing performed and the test results for treated drinking water. The more informed you are about tap water quality, the more confidence you will have in it.

## *Frequently Asked Questions regarding water testing (cont.)*

### *What is the process for testing my water?*

Should there be a real concern regarding the quality of your water, please contact the West Bloomfield Water Utilities Department at (248) 451-4780 and the department can schedule for a bacterial test to be taken and the laboratory test results provided within a week's time or less. If you want to have a full analytical spectrum analysis performed on your tap water from the inside of your home or business then that can also be arranged; however, this will be at a direct cost to the customer.

### *“How can I be sure the test results by the companies offering to test my water are accurate?”*

Water testing is a scientific process based on rigorous criteria, which West Bloomfield Township is certified to conduct as part of its water delivery system. Our water professionals have been trained in current nationally recommended standards and procedures and the testing of our water only uses state certified laboratories. It may be difficult for independent companies to provide the same assurance of accuracy as a certified laboratory that uses state of the art equipment and employs professionals with years of experience, training and specialized scientific knowledge.

### *“Since my water comes from the same treatment facility as my neighbors, won't all the test results be the same?”*

Not necessarily, since water quality not only relies on how it is treated before it is distributed, but also on the condition of the pipes that deliver the water to a home or business. Some pipes in older homes or buildings, for example, may affect the quality of the water that eventually comes out of the tap. If you have concerns about the quality of your tap water, contact the West Bloomfield Township Water Utilities Department to speak with one of our water quality professionals. Department number: (248) 451-4780.

### *How can I find out more about my water quality?*

Contact us or visit our township website: [wbtownship.org](http://wbtownship.org) to see our latest report in regards to water quality.