

City of Tumwater



Water Quality Report



Drinking Water Quality Report

2020 Water Quality Recap

One of the City's essential services is providing clean drinking water. We know that safe drinking water is important to you and your family, and we are happy to report your drinking water exceeded all state and federal standards again in 2020!

We conduct year-round water quality monitoring across our drinking water system. Samples are collected from water pipes, wells, and in our customers' homes. Your water continues to be clean, safe, and reliable year after year.

You can view your complete 2020 Water Quality Report Table online by visiting the City website or scanning the QR code.

Want a print copy of the table? No problem!

Contact the Water Resources & Sustainability Department to request a print copy of the 2020 Drinking Water Quality Report.



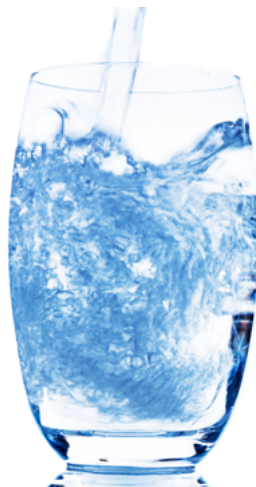
Your Drinking Water


Your clean and safe drinking water comes from 13 groundwater wells located at the Bush, Palermo, and Port wellfields. The water pulled from these wells comes from the Vashon Aquifer, a deep underground aquifer. This aquifer acts as a sponge, holding water that soaks into the ground from above and creates high-quality water that needs little treatment.

To protect your health and improve water quality, your drinking water is disinfected using chlorine. Chlorine destroys bacteria, parasites, and viruses. Air is also pumped into the water in a process called aeration at City treatment facilities.

These processes raise pH levels to make the water less corrosive to pipes and reduce the number of minerals, metals, and other substances that can be dissolved naturally in the water.

The City uses sensors to monitor your water 24/7 to make sure there is enough water for everyone. Our water operators take bacterial and water quality samples every day to ensure the water remains clean and safe.





The City monitors and tests drinking water extensively throughout the year. Your drinking water met all state and local drinking water standards and continues to be of excellent quality.

www.ci.tumwater.wa.us/WaterQualityReport

Lead and Copper Ruling

We work hard to provide you with clean, safe drinking water. One way we make sure your water is safe to drink is by testing it for various contaminants, including lead and copper. Stories from around the country about lead in drinking water have become more common over the last decade.

Lead can enter drinking water when chemical reactions occur between the water and pipes that contain lead. While past sampling has shown very little lead detected in Tumwater's drinking water, we are still increasing testing in the interest of our customers' health. Following new rules from the US Environmental Protection Agency (EPA), Tumwater will be focusing on lead and copper in 2022. The recent changes include:

- Testing drinking water at elementary schools and child care facilities annually for lead.
- Replacing old lead pipes quicker.
- Alerting our customers faster if lead is found.
- Providing more outreach and education on lead in drinking water.

[Want to learn more about the quality of your drinking water?](#)

Visit www.ci.tumwater.wa.us/waterquality for water quality test results from the past five years.

Preparing for the Future

If 2020 taught us anything, it was to expect the unexpected! And that's exactly what we are doing. This year, the City of Tumwater finished our Risk and Resilience Assessment. Our goal was to list out all the potential hazards that may impact our water system. These risks include cyber-attacks, sabotage, earthquakes, and extreme storms, to name a few.

Our next step is to create an Emergency Response Plan, with steps we would need to take in each situation to keep our water clean and available for our critical resources, such as medical centers. We are working hard to make sure that we can still provide outstanding service to you when the unexpected happens.



Water Utility

By the Numbers



13
groundwater
wells



1.1 billion
gallons of water
produced in 2020



130
miles of
distribution pipe



9,211
water meters



1,700
fire hydrants



12,640
customers
served

Tumwater's Drinking Water System

Save Water, Save Money

Want to save water and money? We can help!

The City offers rebates and incentives to help you save time and money, including:



- Free Outdoor Water Savings Kits
- Free Indoor Water Savings Kits
- Energy Star Washing Machine Rebates
- High-Efficiency Toilet Rebates
- Rain Barrel Rebates
- Weather-Based Irrigation System Rebates

Visit www.ci.tumwater.wa.us/rebatesandincentives for more information.

Secret Behind the Spots

Have you done a load of dishes in the dishwasher, taken out the glasses, and noticed spots on them? Or have you noticed a white residue coming from your washer or home water heater?

This is a residue known as calcium carbonate. Calcium carbonate occurs naturally and can collect in your water faucets because of the hard water. Hard water, which is common in groundwater, is high in dissolved minerals such as calcium and magnesium. When hard water is heated, solid bits of calcium carbonate form.

There are many ways to wash this residue away. Filling a cup with vinegar and placing it on the top rack of the dishwasher during your regular dishwasher cycle can help dissolve mineral particles, making the residue easy to wash away.

At your kitchen sink, calcium carbonate can accumulate in the faucet screen or aerator. Cleaning the aerator with vinegar or changing out the aerator is a quick and cheap fix. In water heaters, flushing out your water heater can also reduce the build-up.



Although this substance can be annoying, it is very common and safe to drink and eat.

Better Check for Backflow

Every year across the country, there are many cases of drinking water pollution due to cross-connections. A cross-connection happens when clean water for drinking and an uncleaned source of water are connected.



This connection becomes dangerous when backflow conditions, caused by a water main break or increased demand, allows pollution to enter the drinking water system.

The City is committed to keeping drinking water clean and safe. Our cross-connection control program protects the drinking water cleanliness. If you have an irrigation system, contact the Water Resources Department for information to avoid a backflow situation.



Sanitary Sewer

Wipes Clog Pipes

When in doubt, throw it out! Only human waste and toilet paper should go in the toilet; products labeled as “flushables” often clog pipes and can cause sewer backups.

When you flush a toilet, the wastewater goes down the drain and into pipes that take it to the wastewater treatment plant or your septic system. However, sometimes the wastewater cannot reach its destination because something in the pipe is blocking its path, leading to backups and spills that can be dangerous to our families and community.

Many products may list themselves as “flushable,” but often they are not. Most products don’t break down as toilet paper does. Eventually, they get stuck somewhere clogging the treatment plant, the sewer system, or your home plumbing! A good rule of thumb is if it doesn’t come from your body and isn’t toilet paper, don’t put it down the drain.



Please do your part to protect our pipes, health, and community!

Block the FOG, Prevent a Clog

Fats, oils, and greases (FOGs) aren’t just dangerous for your arteries, they are also bad for pipes! Common FOGs include meat fats, gravies, cooking oil, and butter. When FOGs are poured down sink drains, they are usually liquid, but as they cool down, they harden and stick to the walls of pipes, where they can cause clogs. These clogs typically occur within 25 feet of your drain and backup sewer lines into your home, resulting in expensive clean up and repairs.



Help prevent FOG Clogs in four easy steps!

1. Scrape FOGs into an empty can, cover, and store in the freezer.
2. Place full cans in a plastic bag and toss them in the trash.
3. Before washing greasy pans and dishes, wipe them with a paper towel.
4. Throw greasy towels and food scraps into a compost or trash bin.

Stormwater



Spotlight on Spills

Did you know that most of the rain that hits streets and roofs runs into local rivers and lakes without being cleaned first?

This means that anything the water mixes with or picks up ends up in the places where we swim and play. One of the best ways to keep our communities and the environment clean is by reporting spills! Often, spills come from vehicles that are leaking or spilling gas, diesel, or antifreeze.



The City of Tumwater has a 24-hour Spills Hotline you can call to report these issues. City staff can respond quickly and can get these spills cleaned up before they cause damage. The quicker the call, the faster the clean up!

Help protect our water resources and community by reporting spills when you see them.

A Helping Hand for Stormwater

Stormwater systems can be found all around the city. These systems help cut down on flooding and improve water quality before rain runs into our streams and rivers. Many of these systems can be found in your own backyard! Most stormwater systems are the responsibility of the neighborhood or HOA. Summer is the perfect time of year to begin inspecting and maintaining your system.

The best place to start is by collecting three things:

1. As-Builts—the blueprints for your site.
2. Site Map—the location of all your systems.
3. Annual Inspection Form—the list of everything that needs to be checked on each year.

Have questions about your system or where to start? The City of Tumwater can help!

Meet Matthew Joseph, our new Stormwater Inspector. Matthew is excited to help answer any and all stormwater questions and provide free site visits to walk you through the whole process.



Contact Matthew today at (360) 754-4140.

City of Tumwater
555 Israel Road SW
Tumwater, WA 98501

ECRWSS
Postal Customer

PRSRRT STD
US POSTAGE
PAID
TACOMA, WA
PERMIT NO.
397

NEWS Alert

You asked for more info on drinking water, wastewater, and stormwater utilities. And we listened! Water Works is a new quarterly email with tips to conserve water, rebates to help you save money, easy ways to help the environment, and info on water quality.

Get all the latest news delivered to your inbox when you subscribe to eNotifications and select Water Works. You manage your preferences, so you may change your selection at any time.

Scan the QR code to sign up for the latest edition or sign up on the City website.

Need help subscribing to Water Works?

Send an email to WaterResources@ci.tumwater.wa.us or call (360) 754-4140.



Survey Says!

Thanks to all of our wonderful customers who took part in our Drinking Water Satisfaction Survey. Over 200 customers responded to survey questions about water quality and customer service.

Overall, water customers were happy with their water. Of those surveyed, 82% believed their water is safe or very safe, and 61% said their water tastes, smells, and looks good or excellent. Customers were also happy with the level of customer service they received. Nearly half of respondents had contacted the City of Tumwater about their service, and 85.4% were satisfied or very satisfied with the service they received.

We are grateful for your feedback.

Contact Us

Water Resources & Sustainability

(360) 754-4140

WaterResources@ci.tumwater.wa.us

Utility Billing

(360) 754-4133

Water Resources Operations

(360) 754-4150

EPA Water Quality Hotline

1 (800) 426-4791

Report a Spill 24-hour Hotline

(360) 754-4150

Tumwater City Hall
555 Israel Road SW
Tumwater, WA 98501

www.ci.Tumwater.wa.us