



2009 CUSTOMER CONFIDENCE REPORT



Did you know that Marshalltown has the best tasting drinking water in Iowa? It's true! The Marshalltown Water Works competed at the annual conference of the Iowa Section of the American Water Works Association (AWWA) in October of 2008. A sample of Marshalltown's water will be sent to the AWWA national competition in June of 2009. The AWWA was founded in 1881 and is the authoritative resource on safe water providing knowledge, information and advocacy to its members. AWWA is global, 60,000 members strong, and advances the public health, safety and welfare of drinking water consumers. The Marshalltown Water Works has been an AWWA utility member since 1984.



Construction of the new 0.5 million gallon water tower has begun. The new water tower will improve the reliability for our customers in the higher elevation zone. Progress on the tower will be seen throughout the next year. Scheduled completion will be spring 2010.



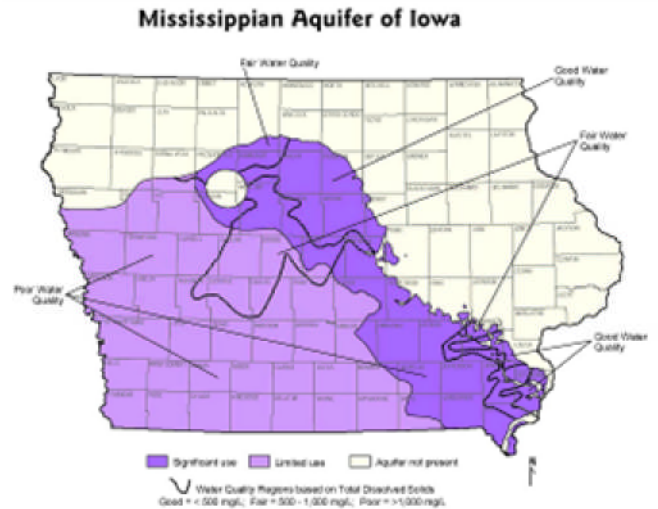
NEW WATER TOWER WHEN COMPLETED



Last year the Iowa River experienced record flooding. Proactive planning in years past by our Board, Administration, and the work of our Staff helped to prevent any of our facilities from being affected. Pictured above is an existing well that is being raised in response to a change in the 100 year flood elevation by the Iowa DNR. The required change is a result of last year's records. That same proactive planning is still at work keeping your water safe.



The Marshalltown Water Works obtains a portion of its water from the Mississippian aquifer. The aquifer was determined to be not susceptible to contamination because the characteristics of the aquifer and overlying material prevent easy access of contaminants to the aquifer. The Mississippian wells will not be susceptible to most contaminant sources except through pathways to the aquifer such as abandoned or poorly maintained wells. A detailed evaluation of your source water was completed by the Iowa Department of Natural Resources, and is available from the Marshalltown Water Works at (641) 753-7913.



For over 130 years the Marshalltown Water Works has been committed to providing the safest, highest quality, and most reliable drinking water. This report gives you an overview of our treatment process from the source to your faucet.

You will see that the contaminants detected in your drinking water are very minute compared to the standards set by the Environmental Protection Agency (EPA) Guidelines for Drinking Water.

The source of your water is ten deep wells located on the north side of the Iowa River drawing water from the Mississippian Aquifer. The water is pumped to the treatment plant where it first goes through aeration to remove iron, radon, and hydrogen sulfide. It then travels to the softening basin for removal of the excess hardness and the remaining iron. The water is then pH adjusted and flows to the filters where it passes through the sand filters to remove the remaining very small particles. Chlorine is added as a disinfectant and fluoride is added to prevent tooth decay before being stored in the underground clear well. The water is pumped from the clear well to the distribution system for public use. The Marshalltown Laboratory and Production Staff collect samples hourly at the water plant and daily from the distribution system at various locations around the City to ensure the safety and purity of the water supplied to you.

MARSHALLTOWN WATER WORKS 2008 DRINKING WATER QUALITY REPORT

ANALYTE	MCLG	MCL	DETECTED LEVEL	DATE SAMPLED	RANGE OF DETECTION	VIOLATION	SOURCE
Copper (ppm)	1.3	1.3	0.014	6/1/2005 - 9/30/2007	0 - 0.017	No	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Lead (ppb)* (90th percentile)	0	15	0	6/1/2005 - 9/30/2007	0 - 6	No	Corrosion of household plumbing systems; Erosion of natural deposits
Barium (ppm)	2	2	0.018	4/12/2004	0 - 0.018	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Fluoride (ppm)	4	4	0.8	5/6/2008	0.8 - 1.1	No	Water additive which promotes strong teeth; Erosion of natural deposits; Discharge from fertilizer and aluminum factories
Sodium (ppm)	N/A	N/A	19.9	5/6/2008	19.9	No	Erosion of natural deposits; Added to water during treatment process
Chlorine (ppm)	4	4	2.3	Daily	0.4 - 2.7	No	Water additive used to control microbes

* 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. Marshalltown Water Works 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 drinking 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 or at <http://www.epa.gov/safewater/lead>.

DEFINITIONS

Maximum Contaminant Level (MCL) – The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

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.

ppb -- parts per billion.

ppm -- parts per million.

N/A – Not applicable

IMPORTANT HEALTH INFORMATION

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 systems disorders, some elderly, and infants can be particularly at risk from infections. 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.

In order to ensure that tap water is safe to drink, EPA 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 that must provide the same protection for public health. Any bottled water that is labeled "drinking water" has to meet EPA's drinking water regulations. 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 (EPA) Safe Drinking Water Hotline.

SAFE DRINKING
WATER HOTLINE
1-800-426-4791
www.epa.gov/OGWDW

MARSHALLTOWN WATER WORKS
BOARD OF TRUSTEES MEETINGS
Third Monday of each month
205 East State Street
Marshalltown, IA 50158

For more detailed information on water analysis
call

Water Production Plant
753-3997

Customer Service
753-7913