2024 Drinking Water Quality Report

Consumer Confidence Report

The Safe Drinking Water Act (SDWA) is the federal law that ensures the quality of Americans' drinking water. Under SDWA, the Environmental Protection Agency (EPA) sets standards for drinking water quality and oversees the state, local municipality and water supplier who implements those standards. Amendments to the SDWA require all public water systems with at least 15 service connections or a system that regularly serves at least 25 individuals to publish and distribute a Consumer Confidence Report (CCR) annually. The CCR increases the availability of information to water customers. Informed and involved customers can be strong allies of their water systems, large and small, as they take action on water issues. Also, an increase in public awareness can give sensitive sub-populations the information that they may need for their protection.

Special 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/Center for Disease Control guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline 800-426-4791.

Lead Information

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. WRC 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 WRC at 248-452-9158 or wrcwater@oakgov.com 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.

Contaminants

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:

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 storm water 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, storm water runoff, and residential uses.

Organic chemical contaminants, including synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.

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, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

All 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 the water poses a health risk. More information about contaminants and potential health effects can be obtained by simply calling the EPA Safe Drinking Water Hotline at 800-426-4791.

Cross Connection Control Program

Michigan water utilities are required by State law (Michigan Public Act 399) to develop and implement a comprehensive Cross Connection Control Program. The WRC continues to operate and maintain our comprehensive, State approved program for the elimination and prevention of cross-connections in all residential, commercial, medical, industrial and institutional facilities.

Our Cross Connection Control Program is a continuing effort to maintain pure, clean, and safe drinking water for everyone. This is accomplished through inspections, testing, recordkeeping and public education.

For more information about your water system, visit www.oakgov.com/PleasantRidgeWater

WRC
WATER RESOURCES COMMISSIONER
Jim Nash

City of Pleasant Ridge

2024 Consumer Confidence Report

The City of Pleasant Ridge employed the Oakland County Water Resources Commissioner (WRC) to act as the City's water system (Water System Serial Number [WSSN] 5390) agent. This report is designed to inform you about the water quality and services we deliver to you every day. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and to protect our water resources. We are committed to ensuring the quality of your water. The Oakland County Water Resources Commissioner (WRC) is pleased to present the Annual Drinking Water Quality Report (CCR) for the year 2024.

Your drinking water comes from surface water from the Detroit River intakes via the Springwells and Northeast Water Treatment Plants. We purchased the water from the Great Lakes Water Authority (GLWA). The Michigan Department of Environment, Great Lakes, and Energy (EGLE) in partnership with the U.S. Geological Survey, the Detroit Water and Sewerage Department, 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 Northeast and Springwells water treatment plants that draw water from the Detroit River has historically provided satisfactory treatment and meets drinking water standards.

GLWA has initiated source-water protection activities that include chemical containment, spill response, and a mercury reduction program. GLWA participates in the National Pollutant Discharge Elimination System permit discharge program and has an emergency response management plan. GLWA has a Surface Water Intake Protection plan for the Belle Isle Intake. The plan has 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 at 313-926-8127.

We are pleased to report that your drinking water is safe and meets federal and state requirements. If you have questions about this report, or your water utility, please contact your WRC representative, Kathryn DiCea, at wrcwater@oakgov.com or 248-452-9158. We want our valued customers to be informed about their water utility.

System Design and Improvements

The City of Pleasant Ridge Water System, like many water systems, is looped to provide a duplicate water supply. This looping is an important way of reducing the possibility of water supply loss to our customers during incidents such as water main breaks or system repairs.

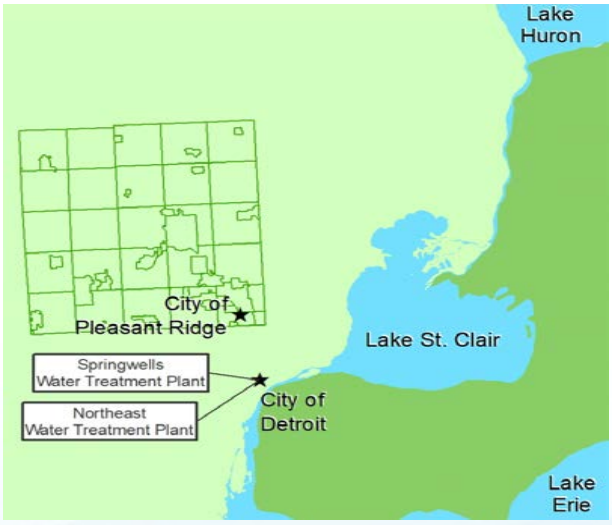
We work continually to provide high quality water to every tap. In order to maintain a safe and dependable water supply, we may need to make improvements that will benefit all of our customers. These improvements are sometimes reflected as rate structure adjustments. We ask that all our customers help us conserve and protect our water resources, which impact our present lifestyle and our children's future. Please call the WRC office at 248-452-9158 if you have questions or visit our web site at www.oakgov.com/water.

Your Water Quality

The City of Pleasant Ridge Water System is routinely monitored, in accordance with the Safe Drinking Water Act (SDWA), for contaminants in your drinking water. The following tables show the results of our monitoring for the period of January 1 to December 31, 2024. In addition, other test results are shown for the year they were required, since annual testing is not required for some contaminants. The most recent test date for detected contaminants is listed in the tables.

Maximum Contaminant Level (MCL) is the highest level of a contaminant that is allowed in drinking water and is set at a very stringent level. To understand the possible health effects described for many regulated constituents, a person would have to drink two liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of having the described health effect.

GLWA had one violation for not monitoring the turbidity for five hours on September 2, 2024 due to an interruption of power at the GLWA Springwells Water Treatment Plant. The Environmental Protection Agency (EPA) has determined that your water is safe at the levels detected.



Regulated Contaminants Table

Contaminant	Test Year	Health Goal MCLG	Allowed Level MCL	Highest Detected Level	Range of Detection	Units	Major Sources in Drinking Water	Violation
Inorganic Chemicals - Monitoring at Plant Finished Water Tap								
Fluoride	2024	4	4	0.66	0.43 - 0.66	ppm	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories.	No
Nitrate	2024	10	10	0.40	0.17 - 0.40	ppm	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.	No
Disinfectant Residuals and Disinfectant By-Products - Monitoring in Distribution System								
Haloacetic Acids (HAA5)	2024	NA	60	16	NA	ppb	By-product of drinking water disinfection.	No
Total Trihalomethanes (TTHM)	2024	NA	80	35	NA	ppb		No
Disinfectant (chlorine)	2024	MRDLG 4	MRDL 4	RAA 0.68	0.60 - 0.70	ppm	Water additive to control microbes.	No

Running Annual Average (RAA) - The average of analytical results for all samples during the previous four quarters.

Per- and polyfluoroalkyl substances (PFAS) were analyzed in 2024 and were not detected.

2024 Turbidity - Monitored every 4 hours at Plant Finished Water Tap			
Highest Single Measurement Cannot Exceed 1 NTU	**Lowest Monthly % of Samples Meeting Turbidity Limit of 0.3 NTU (minimum 95%)**	**Major Sources in Drinking Water**	**Violation**
0.28 NTU	100%	Soil runoff.	Yes

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 that can cause symptoms such as nausea, cramps, diarrhea and associated headaches.

The total organic carbon (TOC) removal ratio is calculated as the ratio between the actual TOC removal and the TOC removal requirements. The TOC was measured each quarter and because the level was low, there is no requirement for TOC removal.

Copper and Lead Monitoring at Customers' Tap								
Contaminant	**Test Year**	**Health Goal MCLG**	**Action Level (AL)**	**90th Percentile Value***	**Range of Detection**	**Units**	**Major Sources in Drinking Water**	**Number of Samples above AL**
Copper	2024	1.3	1.3	0.2	0 - 0.3	ppm	Corrosion of houshold plumbing systems; Erosion of natural deposits.	0
Lead	2024	0	15	6	0 - 7	ppb	Lead service lines, corrosion of household plumbing including fittings and fixtures, erosion of natural deposits.	0

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

Service Line Material - The City of Pleasant Ridge has a total of 1,149 service lines. Of which, 719 are lead and 430 are non-lead. If you would like to know what your service line is made of, please visit www.oakgov.com/watermap.

Special Monitoring and more

Contaminant	Test Year	MCLG	MCL	Highest Level Detected	Range of Detection	Units	Major Sources in Drinking Water
Sodium	2024	NA	NA	8.9	0.5 - 8.9	ppm	Erosion of natural deposits.

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
5/25/22	Inoperable rapid mixing equipment at the Springwells 1930s water plant.	12/31/2023	Completed in December 2023.
5/25/22	Inoperable flocculation equipment at the 1958 Springwells water plant.	11/11/2027	Phase I construction is completed as of December 2024. Phase II scheduled to begin at the fall of 2025.

Notice to Non-Residential Customers

Federal Regulations require that as the billing customer, it is your responsibility to ensure that all water consumers at your facility (whether business, educational institute, apartments, etc.) have access to the report. Please post this CCR in a visible area. Copies are available for your distribution by contacting the WRC office at wrcwater@oakgov.com or 248-452-9158.

Important Definitions and more

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

Haloacetic Acids (HAA5/HAA9) – HAA5 is the total of bromoacetic, chloroacetic, dibromoacetic, dichloroacetic, and trichloroacetic acids. Compliance is based on the total. HAA9 include the five listed above and tribromoacetic, bromochloroacetic, chlorodibromoacetic, and bromodichloroacetic acids.

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. To understand the possible health effects described for many regulated constituents, a person would have to drink two liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of having the described health effect.

Maximum Contaminant Level Goal (MCLG) – The level of contaminant in drinking water below which there is no known or expected risk to health.

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.

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

Nephelometric Turbidity Units (NTU) – Measures the cloudiness of the water.

Not Applicable (NA)

Parts Per Billion (ppb) – The ppb is equivalent to microgram per liter. A microgram = 1/1000 milligram. A ppb is equivalent to one penny in $10,000,000.

Parts Per Million (ppm) – The ppm is equivalent to milligram per liter. A milligram = 1/1000 gram. A ppm is equivalent to one penny in $10,000.

Total Trihalomethanes (TTHM) – The sum of chloroform, bromodichloromethane, dibromochloromethane, and bromoform. Compliance is based on the total.

Water Residential Assistance Program (WRAP)

The Water Residential Assistance Program (WRAP) can help reduce your water bill and pay past due balances. The two-year program provides funding to eligible, low-income homeowners or renters to assist with water bills, water conservation, and self-sufficiency initiatives. Disabled customers and seniors may qualify for a longer period. For more information, call 248-983-5656 or visit https://unitedwaysem.org/utility-assistance. WRAP is funded by the Great Lakes Water Authority and administered by United Way of Southeast Michigan.

Hardship Assistance Program

WRC, in partnership with the United Way for Southeastern Michigan, created the Hardship Assistance Program to assist Oakland County households who need help with water and sewer bills but who may not qualify for existing water assistance programs. The Hardship Assistance Program can help eligible Oakland County residents. The program helps residents 1) Pay their current water or sewer bill for up to three months. 2) Eliminate past-due balances. 3) Pay for plumbing repairs. Visit oakgov.com/wrchardship to learn more!

WRAP Water Residential Assistance Program GLWA

Hardship Assistance Program

MAINTAINING QUALITY DRINKING WATER IN YOUR HOME

WRC
WATER RESOURCES COMMISSIONER
Jim Nash

A Shared Responsibility

Maintaining drinking water quality is a shared responsibility between the water supplier and the resident.

We're Committed to...

- Protecting public health and wellness.
- Delivering the same clean, high-quality water we've always delivered.
- Providing greater public education.

In order to maintain or improve water quality at home, there are a few things you should remember to do on a regular basis:

Remove and Clean Your Aerator Every 6 Months.

The aerator is that screen on the end of your faucet, and it's important to remove it and clean it every six months.

Also, if you have any plumbing work done, remove and clean the aerators on every faucet to get rid of particles that build up.

Flush Water that Has Been Sitting in Your Pipes.

Overnight, water sits stagnant in your pipes. And the longer it sits there, the more metal it may contain. So, flush your pipes by running the cold water for several minutes before you use it.

Replace Faucets, Fittings or Valves From Before 2014.

Even if marked 'lead-free,' faucets, fittings and valves sold before 2014 may contain higher levels of lead than the current tolerance of 0.25%. It might be time to upgrade.

Drink and Cook With Cold Water

Only use cold water for drinking or cooking. Hot water can sit for long periods of time in a hot water heater and could contain dissolved metals.

Purely Resourceful

www.oakgov.com/water

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER
Reporting Requirements Not Met for GLWA Springwells Water Treatment Plant

The Great Lakes Water Authority (GLWA) is required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not drinking water meets health standards. GLWA routinely monitors your water for turbidity (cloudiness). This tells GLWA whether they are effectively filtering the water supply. GLWA 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 GLWA's customers, you have a right to know what happened and what GLWA 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. GLWA is making every effort to ensure this does not happen again.

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

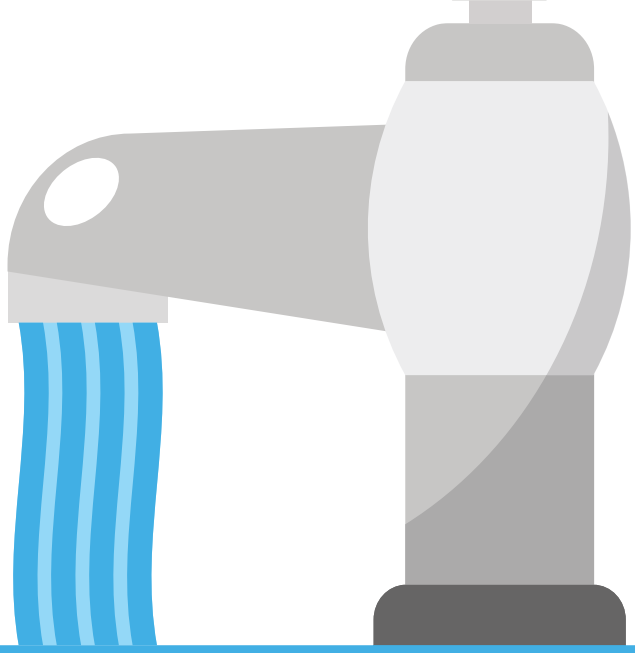
Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

WRC
WATER RESOURCES COMMISSIONER
Jim Nash

NEED ASSISTANCE WITH YOUR WATER BILL?

WRAP CAN HELP!

WRC WATER RESOURCES COMMISSIONER Jim Nash



The Water Residential Assistance Program provides funding to eligible, low-income households. Funding is provided by the Great Lakes Water Authority and is administered in partnership with local community action agencies.

WRAP can help reduce your water bill and pay past due balances!

WRAP Eligibility:

- Reside within an eligible GLWA Member Community (see reverse side for list)
- Responsible for paying your water bill
- At or below 200% of the federal poverty level
- Own or rent your home

200% Federal Poverty Chart														
Number of Household Members	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Income Limit ($)	27,180	36,620	46,060	55,500	64,940	74,380	83,820	93,260	97,980	102,700	107,420	112,140	116,860	121,580

WRAP is administered by local service delivery partners

211 for Southeastern Michigan

United Way for Southeastern Michigan

248-983-5656
https://uwsem.smapply.org/prog/utilities/

GLWA Great Lakes Water Authority

United Way serves the following communities in Oakland County:

Auburn Hills
Berkley
Beverly Hills
Bingham Farms
Birmingham
Bloomfield Hills
Bloomfield Township
Clarkston
Clawson
Commerce Township
Farmington
Farmington Hills
Ferndale
Franklin
Hazel Park
Huntington Woods
Independence Township
Keego Harbor
Lake Angelus
Lake Orion
Lathrup Village
Madison Heights
Novi
Oak Park
Oakland Township
Orchard Lake
Orion Township
Oxford Township
Oxford Village
Pleasant Ridge
Pontiac
Rochester
Rochester Hills
Royal Oak Township
Royal Oak, City of
Southfield Township
Southfield, City of
Sylvan Lake
Troy
Walled Lake
Waterford Township
West Bloomfield Township
Wixom

Oakland County: Here to help.

Hardship Assistance Program

A path to water affordability

What is the Hardship Assistance Program?

Currently, 22% of Oakland County residents live in households that don't qualify for assistance under federal poverty guidelines but still face hardships that make it difficult to pay their water bills and for other basic needs.

This program was created to help Oakland County households receive assistance in paying for water and sewer resources. The program is designed to help those who may not qualify for other existing programs, because we all need a little support from time to time!

Who is eligible?

The program is available to all Oakland County residents using municipal water and/or sewer services. Program eligibility is flexible and considers both income level and hardships.

The program is primarily designed to serve Oakland County households earning up to 300% of the federal poverty level. In 2024, that's $93,600 for a family of four, $61,320 for a two-person household and $45,180 for a single individual.

Are you currently going through a difficult time? Examples of hardship include:

- Your household is experiencing temporary unemployment due to unexpected job loss.
- Your household is paying for medical or health care expenses due to accident or injury of a household member(s).
- Your household is experiencing divorce.

How to apply:

Want our help? Apply TODAY in 15 minutes or less using your phone or computer!

Scan the QR code below to apply.

Or visit the website at OakGov.com/WRCHardship to learn more and apply.

How to use the Hardship Assistance Program:

Benefits are provided on a first-come, first-served basis with an initial household cap of $2,000.

Hardship Assistance Program benefits can include:

- Plumbing repairs to address water loss contributing to increased usage.
- Bill assistance for up to three months of water and/or sewer services.
- Help to eliminate past-due balances.

Contact us!

Have unanswered questions or need help completing the application form?

Give us a call at 844-211-4994.
Support is available Monday-Friday from 9 a.m. to 4 p.m.

Don't wait to apply — Hardship Assistance Program funds are distributed on a first-come, first-served basis!

How to apply:

Want our help? Apply TODAY in 15 minutes or less using your phone or computer!

Scan the QR code below to apply

or visit the website at
OakGov.com/WRCHardship

To complete your application, you'll need pay stubs/benefits statements or a State of Emergency Relief approval letter from the last 30 days.

The Hardship Assistance Program was developed by:

WRC
WATER RESOURCES COMMISSIONER
Jim Nash

United Way
United Way for Southeastern Michigan