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Quality Water Matters

Brought to you by the City of Ann Arbor
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As the Michigan economy opens, businesses that may have been sheltered will begin to return to normal usage of water services. As I have communicated in May and June, I want to remind customers again to follow our guidelines on flushing interior building piping before water is used. We

recommend flushing for any building that has not had any water use for a period of more than one week. Visit www.QualityWaterMatters.org for guidelines the city has prepared to ensure that water used at properties where there has been limited occupancy during the past month is fresh and safe for all uses.

The eventual impact of COVID-19 on the local, state and national economy may not be fully understood or realized for many months, or as some economists estimate, maybe many years. I know that it has impacted our customers and employees on a personal level as well. It is difficult for a utility, during such uncertain times, to seek additional revenue to cover the additional cost of doing business during the pandemic, and to cover much-needed capital investment. However, the long-term challenge ahead will not be achievable without additional financial resources.

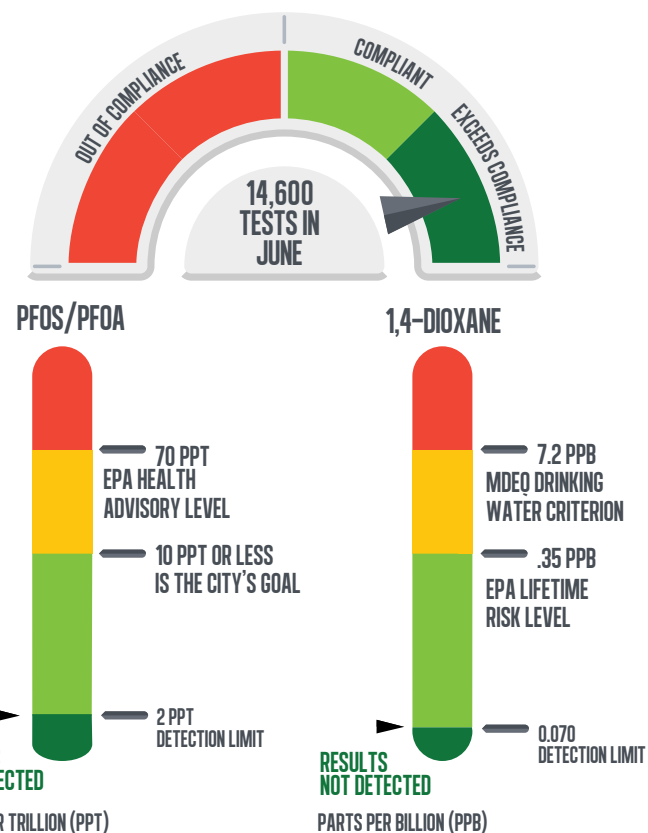
Infrastructure needs for the city's water system are real. Over half of the city's 500 miles of buried water main is over 50 years old, and the water treatment plant is still operating components that are part of its original construction in 1938, more than 80 years ago. As stewards of the community's resources, it is our job to meet our customers' service expectations while also ensuring that the services are affordable for all members of the community. This is no easy task when unemployment in Michigan is at levels not seen since the Great Depression.

Drinking water is an essential community service and is critical for life and public safety. I remain committed to working with community members, staff and other external stakeholders to develop cost-effective solutions to ensure the long-term integrity of the city's water system. I know that we all have the same goal, which is ensuring the level of service our customers have become accustomed to receiving will be available to the next generation.

We hope that you, our customers, are both safe and healthy, and we look forward to the opportunity to

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MONTHLY WATER QUALITY DASHBOARD



AquaHawk is ready to fly

This summer, Ann Arbor is introducing AquaHawk, a free online tool which helps city water customers:

- View and track water consumption.
- Get water alerts via email, text or phone.

To register for this new tool, simply visit www.a2gov.org/aquahawk and click on the "register" button. Users with multiple accounts with the same customer number only need to add one account per customer number; the remaining accounts with that customer number will be linked within

CITY OF ANN ARBOR

AquaHawk



24 hours. After registering, you will be able to see your current water use history and take advantage of the

other powerful tools AquaHawk provides. If you have any questions, please contact City of Ann Arbor Customer Service at 734.794.6320 or customerservice@a2gov.org.

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soon see your faces at our facilities in the not-too-distant future.

Brian Steglitz

Brian Steglitz, P.E., Drinking Water License F-1, Water Treatment Plant Manager, Ann Arbor resident

JULY WATER CHAMPION

Water Utility Supervisor **Mike LaCroix** is July's Water Champion.



Mike, Water Utility Supervisor

Mike says, "I take great pride in providing clean and safe water to the area hospitals, businesses and residents in these times of a pandemic and quarantine. Plus, with all of the water here, I actually do drink the doctor recommended eight glasses of water a day."

WATER METER UPGRADES

The city continues its planning to replace aging water meters with new models that provide greater efficiency, communications and resource management technology. Due to technology challenges, as well as the impacts of COVID-19, the project has been delayed. Instead of beginning this spring, work is now expected to begin later this summer and fall. The new meters represent a commitment to providing the most advanced and environmentally sound technology available throughout the city.



Ann Arbor is partnering with Utility Metering Solutions to complete the work. All residential and small-commercial meters will be replaced at no cost over a two-year period. More information about the project, including health and safety precautions being taken by staff, details about the actual replacement and how to schedule the work for your home, will be mailed directly to residents and is available online at www.a2gov.org/meterupgrade.

YOUTUBE: What to watch!

We encourage you to watch our Quality Water Matters video, which explains where your drinking water comes from, what is in it and how we deliver it safely to homes and businesses.



Check it out!

https://youtu.be/H4MWTmr_FnY