



During the past few months, I have had the pleasure of working with a team of Master's students (Toby Yu, Einas Elamin, Yingying Tang and Sneha Hegde) with the University of Michigan School of Information. These students are helping

us evaluate the effectiveness of our public engagement program related to drinking water. Those of you who subscribe to this newsletter, and there are almost 10,000 of you, are familiar with this important part of our public engagement efforts. In addition to distributing Quality Water Matters each month, there are other ways we try to reach our customers to ensure that you have the information you need about the city's drinking water system. These include social media posts, focused public meetings, our website, virtual tours of the water treatment plant, attendance at association meetings, among others.

Now, here comes the ask!

We would greatly appreciate if you would let us know how we are doing. This team of students has created a survey that will take



### YOUR FEEDBACK IS IMPORTANT TO US!

Please take a few minutes before  
Monday, Nov. 15  
to complete the online survey at:  
[www.surveymonkey.com/r/6KJFSV7](http://www.surveymonkey.com/r/6KJFSV7)

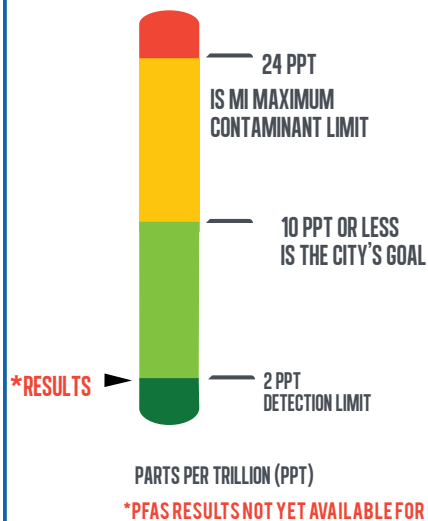
less than five minutes to complete and will give us important feedback about how we can improve your customer experience. While we

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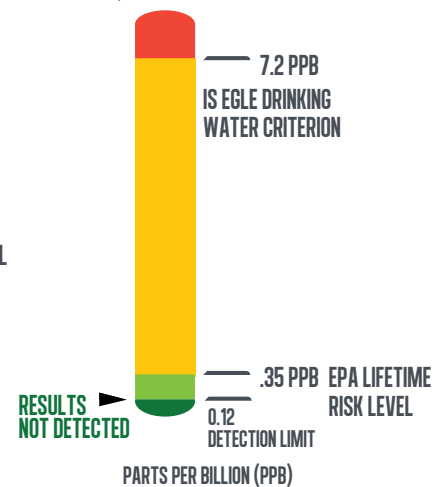
## MONTHLY WATER QUALITY DASHBOARD



### PFOS/PFOA



### 1,4-DIOXANE



## Did you know?



Protect water pipes when the temperature plummets! Check pipes and any water spigots on the outside of your residence during extreme cold spells to prevent them from freezing. Here are some tips to remember:

- For pipes located within cabinets, open the doors to allow warm air to circulate.

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continue to augment our website, provide virtual tours of the water treatment plant, and participate in community events, we know there



are opportunities to improve and to reach customers with whom we have not connected before. Feedback will help us focus on the right priorities to ensure that you have the best customer experience we can deliver.

Thank you in advance for helping our drinking water team improve our communications and better target our outreach. Be well.

*Brian Steglitz*

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



#### **Pick up pet waste**

We all play a part in helping keep our water clean, even while walking the dog!

<https://www.youtube.com/watch?v=bj0KTYfY4Y>

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If you have young children, move chemicals or cleaners so they remain out of reach.

- Insulate any spigots or pipes on the outside of your home.
- Let your faucet drip to keep water moving through pipes.
- Set your thermostat to the same temperature day and night. A slightly higher heating bill is far less expensive than the expense of a broken pipe and possible flooding.
- If you will be away from home, set your thermostat no lower than 55 degrees.
- In the long term, consider moving exposed pipes inside and adding insulation to pipes in crawl spaces and attics.

## **November Water Champion**

Congratulations to our November Water Champion **Henry Schnaidt**, who conducted PFAS removal research for the city's Water Treatment Plant and operated and monitored a pilot ion exchange system. Henry recently presented his work at Michigan American Water Works Association's conference Mi-ACE: Treatment Alternatives for Long- and Short-chain PFAS Removal: A Case Study at the City of Ann Arbor Water Treatment Plant.



Henry is a recent graduate of the University of Michigan, with a bachelor's degree in earth and environmental sciences. He has spent the last 10 months working at the city's Water Treatment Plant as a water quality intern. In this role, Henry operated two filter pilot systems for PFAS removal with funding from the Water Research Foundation and in collaboration with North Carolina State University.

## **Water meter project update**

In partnership with our contractor, Utility Metering Solutions (UMS), over 21,000 meters have been successfully replaced in addition to conducting critical water service line inspections as required by the state's Lead and Copper Rule. UMS has completed their work this year and plans to return in early 2022 to complete the remaining customers who have requested the work be deferred due to COVID. If you did not request deferment but have not yet scheduled your replacement and received previous notifications from the city and/or UMS regarding the need to replace your meter, please contact the city immediately at 734.794.6333 to schedule a meter replacement appointment and service line inspection. Failure to do so could mean additional charges on your water bill. Thank you to those who have participated in the city's water meter replacement project. For details on the project, visit [www.a2gov.org/meterupgrade](http://www.a2gov.org/meterupgrade).