



# CITY OF WARREN

## 2020 ANNUAL WATER QUALITY REPORT



**JAMES R. FOUTS, MAYOR**

PUBLISHED  
MAY 2021

### **Elected Officials**

**James R. Fouts**  
Mayor

**Sonja Buffa**  
City Clerk

**Lorie Barnwell**  
City Treasurer

### **City Council**

**Patrick Green**  
Council President  
Mayor Pro Tem

**Garry Watts**  
Council Vice President

**Mindy Moore**  
Council Secretary

**Jonathan Lafferty**  
Asst. Council Secretary

**Eddie Kabacinski**  
Councilman

**Ronald Papandrea**  
Councilman

**Angela Rogensues**  
Councilwoman

Comments or  
questions, contact:

City of Warren  
Water Division

12821 Stephens  
Warren, MI 48089  
586 759-9200 Office  
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**Tom Pawelkowski**  
Superintendent

Report prepared by:

**David Koss**  
Deputy Superintendent  
Operator in Charge

### **Attention: Important Information on Water Quality and Safety**

Drinking water quality is important to our community and the region. The City of Warren and the Great Lakes Water Authority (GLWA) are committed to meeting state and federal water quality standards including the Lead and Copper Rule. With the Great Lakes as our water source and proven treatment technologies, the GLWA consistently delivers safe drinking water to our community. City of Warren operates the system of water mains that carry this water to your home's service line. This year's Water Quality Report highlights the performance of GLWA and City of Warren water professionals in delivering some of the nation's best drinking water. Together, we remain committed to protecting public health and maintaining open communication with the public about our drinking water.

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 the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791).

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, urban storm water runoff, and residential uses.*
- *Organic chemical contaminants, including synthetic and volatile organics, which are by-products of industrial processes, petroleum production, and can also come from gas stations, and 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 tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. Our water is treated according to EPA's regulations. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water, which must provide the same protection for human health.

"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 system 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 (800-426-4791)."

Your source water comes from the Detroit River, situated within Lake St. Clair, Clinton River, Detroit River, Rouge River, Ecorse River, in the US and parts of the Thames River, Little River, Turkey Creek and Sydenham watersheds in Canada. The Michigan Department of Environmental Quality in partnership with the US 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 potential contamination. The susceptibility rating is on a seven-tiered scale from "very low" to "very high" based primarily on geologic sensitivity, water chemistry, and contaminant sources. The susceptibility of our Detroit River source water intakes were determined to be highly susceptible to potential contamination. However, all four Detroit water treatment plants that use source water from Detroit River have historically provided satisfactory treatment of this source water to meet drinking water standards.

GLWA initiated source-water protection activities that include chemical containment, spill response, and a mercury reduction program. GLWA participates in a National Pollutant Discharge Elimination System permit discharge program and has an emergency response management plan. In 2016, the Michigan Department of Environmental Quality approved the GLWA Surface Water Intake plan for the Belle Isle Plan. The plan has seven elements that include: roles and duties of government units and water supply agencies, delineation of a source water protection area, identification of potential sources of contamination, management approaches for protection, contingency plans, siting of new sources, public participation and public education activities. GLWA is in the process of updating the plan which should be completed by September 2021. If you would like to know more information about the Source Water Assessment report, please contact GLWA at (313 926-8102).

**2020 GLWA Cryptosporidium – Giardia Statement:**

GLWA voluntarily monitors our source water for the presence of Cryptosporidium and Giardia. In 2020, the presence of Cryptosporidium and Giardia were detected in the source water at the Belle Isle Detroit River Intake serving Water Works Park, Springwells and the Northeast treatment plants. Cryptosporidium was detected once in March and Giardia once in April. All other samples monitored in 2020 were absent for the presence of Cryptosporidium and Giardia. Current test methods do not enable us to determine if these organisms are dead or if they are capable of causing disease. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals are able to overcome the disease within a few weeks. However, immunocompromised people have more difficulty and are at greater risk of developing severe, life-threatening illness. Immunocompromised individuals are encouraged to consult their doctor regarding appropriate precautions to take to prevent infection. Cryptosporidium must be ingested for it to cause disease and may be passed through other means than drinking water. Surface water treatment systems like GLWA must provide treatment so that 99.9% Giardia is removed or inactivated.

**Information about lead: (PLEASE REVIEW FOLLOWING PAGES FOR IMPORTANT LEAD SERVICE IDENTIFICATION)**

Safe drinking water is a shared responsibility. The water that GLWA delivers to our community does not contain lead. Lead can leach into drinking water through home plumbing fixtures, and in some cases, customer service lines. Corrosion control reduces the risk of lead and copper from leaching into your water. Orthophosphates are added during the treatment process as a corrosion control method to create a protective coating in service pipes throughout the system, including in your home or business. The City of Warren performs required lead and copper sampling and testing in our community. Water consumers also have a responsibility to maintain the plumbing in their homes and businesses, and can take steps to limit their exposure to lead.

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. The City of Warren 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 tap water for drinking or cooking. If you have a service line that is lead, it is recommended that you run your water 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, 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 (800) 426-4719 or at <http://www.epa.gov/safewater/lead>.

“Infants and children who drink water containing lead could experience delays in their physical and mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.”

**Detected Contaminant Tables:**

The following tables list all the drinking water contaminants that were detected during the 2020 calendar year. The presence of these contaminants in the water does not necessarily indicate the water poses a health risk. Unless otherwise noted, the data presented in these tables are from testing conducted in 2020.

2020 Lead and Copper Monitoring at Customers' Tap							
Inorganic Contaminant Subject to Action Levels (AL)	Action Level	MCLG	90th Percentile Value	Range of Results	Year Sampled	Number of Samples Over AL	Major Sources in Drinking Water
Lead (ppb)	15	0	11	0 ppb—43 ppb	2020	2	Lead service lines, corrosion of household plumbing system; Erosion of natural deposits.
Copper (ppm)	1.3	1.3	0.1	0.0 ppm—0.3 ppm	2020	0	Corrosion of household plumbing systems; Erosion of natural deposits;

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

**NOTE: The table below is a correction of the 90th percentile posted in the 2019 Water Quality Report. None of these samples were in violation.**

2019 Lead and Copper Monitoring at Customers' Tap							
Inorganic Contaminant Subject to Action Levels (AL)	Action Level	MCLG	90th Percentile Value	Range of Results	Year Sampled	Number of Samples Over AL	Major Sources in Drinking Water
Lead (ppb)	15	0	12	0 ppb—18 ppb	2019	2	Lead service lines, corrosion of household plumbing system; Erosion of natural deposits.
Copper (ppm)	1.3	1.3	0.1	0.0 ppm—0.2 ppm	2019	0	Corrosion of household plumbing systems; Erosion of natural deposits;

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

The City of Warren is currently investigating water service line identification in the water distribution system. As of May 2021, the City has the following information:

- ◆ 360 lead service lines
- ◆ 80 lead service lines have been replaced
- ◆ 10,000 unknown service line materials
- ◆ 50,000 water services in the Cities water distribution system

## 2020 Northeast Mineral Analysis

Parameter	Units	Max.	Min.	Avg.	Parameter	Units	Max.	Min.	Avg.
Turbidity	NTU	0.10	0.05	0.07	Chloride	ppm	11.6	8.5	9.8
Total Solids	ppm	165	109	141	Phosphorus	ppm	1.17	0.16	0.53
Total Dissolved Solids	ppm	148	87	128	Free Carbon Dioxide	ppm	10.4	5.7	7.4
Aluminum	ppm	0.149	0.024	0.065	Total Hardness	ppm	108	98	102
Iron	ppm	0.181	ND	0.113	Total Alkalinity	ppm	74	66	70
Copper	ppm	ND	ND	ND	Carbonate Alkalinity	ppm	ND	ND	ND
Magnesium	ppm	8.11	6.83	7.46	Bi-Carbonate Alkalinity	ppm	74	66	70
Calcium	ppm	30.9	24.3	27.6	Non-Carbonate Hardness	ppm	39	26	32
Sodium	ppm	5.93	4.46	5.12	Chemical Oxygen Demand	ppm	13.5	ND	2.8
Potassium	ppm	1.06	0.91	0.99	Dissolved Oxygen	ppm	13.8	8.8	11.1
Manganese	ppm	ND	ND	ND	Nitrite Nitrogen	ppm	ND	ND	ND
Lead	ppm	ND	ND	ND	Fluoride	ppm	0.77	0.49	0.62
Zinc	ppm	ND	ND	ND	pH		7.41	7.12	7.29
Silica	ppm	2.4	1.4	2.0	Specific Conductance @ 25 °C	µohms	243	213	224
Sulfate	ppm	43.0	21.9	26.2	Temperature	°C	24.6	3.5	13.4

## Key to Detected Contaminants Tables

Symbol	Abbreviation for	Definition/Explanation
>	Greater than	
°C	Celsius	A scale of temperature in which water freezes at °0 and boils at °100 under standard conditions.
AL	Action Level	The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements, which a water system must follow.
HAA5	Haloacetic acids	HAA5 is the total of bromoacetic, chloroacetic, dibromoacetic, dichloroacetic, and trichloroacetic acids. Compliance is based on the total.
Level 1	Level 1 Assessment	A level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in the water system.
Level 2	Level 2 Assessment	A level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation occurred and /or why total coliform bacteria have been found in our water system on multiple occasions.
LRAA	Locational Running Annual Average	The average of analytical results for samples at a particular monitoring location during the previous four quarters.
MCL	Maximum Contaminant Level	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.
MCLG	Maximum Contaminant Level Goal	The level of contaminant in drinking water below which there is no known or expected risk to health.
MRDL	Maximum Residual Disinfectant Level	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.
MRDLG	Maximum Residual Disinfectant Level Goal	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.
n/a	Not applicable	
ND	Not detected	
NTU	Nephelometric Turbidity Units	Measures the cloudiness of water.
pCi/L	Picocuries Per Liter	A measure of radioactivity.
ppb	Parts per billion (one in one billion)	The ppb is equivalent to micrograms per liter. A microgram = 1/1000 milligram.
ppm	Parts per million (one in one million)	The ppm is equivalent to milligrams per liter. A milligram = 1/1000 gram.
RAA	Running Annual Average	The average of analytical results for all samples during the previous four quarters.
SMCL	Secondary Maximum Contaminant Level	An MCL which involves a biological, chemical or physical characteristic of water that may adversely affect the taste, odor, color or appearance (aesthetics), which may thereby affect public confidence or acceptance of the drinking water.
TT	Treatment Technique	A required process intended to reduce the level of a contaminant in drinking water.
TTHM	Total Trihalomethanes	Total Trihalomethanes is the sum of chloroform, bromodichloromethane, dibromochloromethane, and bromoform. Compliance is based on the total.
µmhos	Micromhos	Measure of electrical conductance of water

## 2020 Regulated Detected Contaminants Tables

Contaminant	Test Date	Units	Health Goal MCLG	Allowed Level MCL	Highest Level Detected	Range of Detection	Violation Yes / No	Major Sources in Drinking Water
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**2020 Inorganic Chemicals – Monitoring at Plant Finished Water Tap**

Fluoride	3/10/2020	ppm	4	4	0.80	n/a	No	Erosion of natural deposits; Water additive, which promotes strong teeth; Discharge from fertilizer and aluminum factories.
Nitrate	3/10/2020	ppm	10	10	0.36	n/a	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.
Barium	5/16/2017	ppm	2	2	0.01	n/a	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits

**2020 Disinfectant By-Products – Monitoring in Distribution System Stage 2 Disinfection By-Products**

Regulated Contaminant	Test Date	Units	Health Goal MCLG	Allowed Level MCL	Highest LRAA	Range of Detection	Violation	Major Sources in Drinking Water
Total Trihalomethane (TTHM)	2020	ppb	n/a	80	32	25 to 44	No	By-product of drinking water chlorination.
Haloacetic Acids (HAA5)	2020	ppb	n/a	60	15.5	11 to 19	No	By-product of drinking water disinfection.

**2020 Disinfection Residual—Monitoring in the Distribution System**

Regulated Contaminant	Test Date	Units	Health Goal MCLG	Allowed Level MCL	Highest LRAA	Range of Detection	Violation	Major Sources in Drinking Water
Total Chlorine Residual	2020	ppm	MRDGL 4	MRDL 4	0.76	0.67 - 0.84	No	Water additive used to control microbes.

**2020 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%)	Violation Yes/No	Major Sources in Drinking Water
0.14 NTU	100%	No	Soil Runoff.

Turbidity is a measure of the cloudiness of water. 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.

**2020 Microbiological Contaminants – Monthly Monitoring in Distribution System**

Contaminant	MCLG	MCL	Highest Number Detected	Violation Yes / No	Major Sources in Drinking Water
Total Coliform Bacteria	0	Presence of Coliform bacteria > 5% of monthly samples.	0 in one month	No	Naturally present in the environment.
E.coli or fecal coliform bacteria	0	A routine sample and a repeat sample are total coliform positive, and one is also fecal or E.coli positive.	0 in entire year	No	Human waste and animal fecal waste.

Regulated Contaminant	Treatment Technique 2019	Typical Source of Contaminant
Total Organic Carbon (ppm)	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 TOC removal requirement.	Erosion of natural deposits.

**Special Monitoring 2020**

Contaminant	Test Date	MCLG	MCL	Level Detected	Source of Contamination
Sodium (ppm)	3-10-2020	n/a	n/a	5.92	Erosion of natural deposits.

These tables are based on tests conducted by GLWA in the year 2020 or the most recent testing done within the last five calendar years. GLWA conducts tests throughout the year only tests that show the presence of a substance or require special monitoring are presented in these tables. The State allows us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. All of the data is representative of the water quality, but some are more than one year old.

Unregulated contaminants are those which the EPA has not established drinking water standards. Monitoring helps EPA to determine where certain contaminants occur and whether they need to regulate those contaminants.

**2020 Unregulated Contaminant Monitoring Rule - UCMR 4**

Contaminant	Test Date	Units	Health Goal	Range of Detection	Average Results	Major Sources of Drinking Water
HAA5	Dec 2019 & Mar, Jun, Sept 2020	ppb	NA	9.8—24.18	15.97	By-product of drinking water disinfection
HAA6Br	Dec 2019 & Mar, Jun, Sept 2020	ppb	NA	3.93—10.42	7.41	By-product of drinking water disinfection
HAA9	Dec 2019 & Mar, Jun, Sept 2020	ppb	NA	14.68—34.02	23.01	By-product of drinking water disinfection

More information about contaminants and potential health effects can be obtained by visiting the EPA's website at <http://www.epa.gov/dwucmr/third-unregulated-contaminant-monitoring-rule> or by calling the Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791).

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

### **Monitoring Requirements Not Met for City of Warren**

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During May 2020 we did not monitor for total trihalomethanes (TTHM) and haloacetic acids (HAA5) and therefore cannot be sure of the quality of our drinking water during that time. However, this violation **does not** pose a threat to your supply's water.

**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 our customers, you have a right to know what happened and what we did to correct the situation.

The table below lists the contaminants we did not properly test for, how often we are supposed to sample for these contaminants, how many samples we are supposed to take, how many samples we took, when samples should have been taken, and the date we will collect follow-up samples.

Contaminant	Required sampling frequency	Number of samples taken	When all samples should have been taken	Date additional samples will be taken
TTHM	2 samples every 3 months	0	05/01/2020 to 05/31/2020	08/01/2020 to 08/31/2020
HAA5	2 samples every 3 months	0	05/01/2020 to 05/31/2020	08/01/2020 to 08/31/2020

**What happened? What is being done?** We inadvertently missed taking a sample within this required sampling period. We are making every effort to assure this does not happen again. We plan to collect follow-up samples in August 2020.

For more information, please contact Mr. David Koss, Designated Operator in Charge, at (586) 759-9224.

*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.*

This notice is being sent to you by the City of Warren.

CERTIFICATION:

WSSN: 6900

I certify that this water supply has fully complied with the public notification regulations in the Michigan Safe Drinking Water Act, 1976 PA 399, as amended, and the administrative rules.

Signature: 

Title: Deputy Superintendent

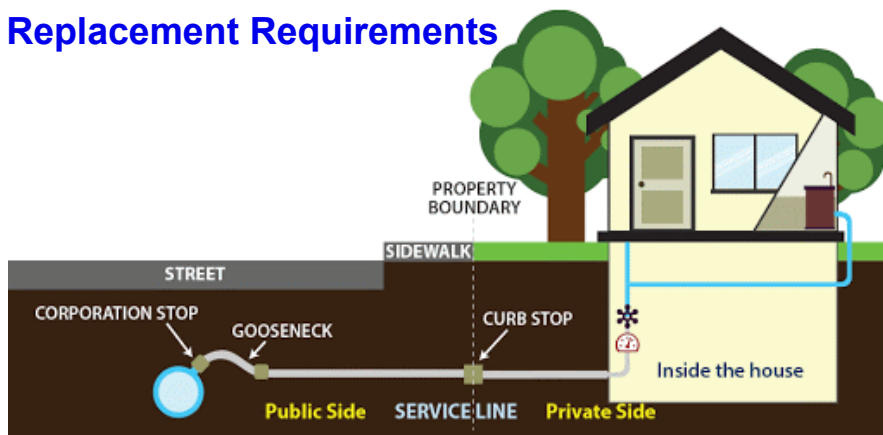
Date Distributed: July 1 2021

**\*\*\*IMPORTANT NOTICE— PLEASE READ IMMEDIATELY\*\*\***

**City of Warren Water Division**

**Complete Lead Service Line Replacement Requirements**

**LEAD SERVICE LINE (LSL):** If any portion of your service line, the underground pipe that delivers water from the water main to your home, is made of lead, then you have a lead service line. The service line continues to the first shutoff valve inside your home, or 18” inside your home, whichever is shortest. LSL replacement permanently removes this lead source from drinking water supplies. Studies show that partial lead service line replacement can release lead particles into water, increase pipe corrosion, and can allow more lead to reach a homeowners faucet.



**How to Identify a Lead Service Line In Your Home**

The City of Warren needs your help in identifying the type of water service lines in the Cities Distribution System that service your home and/or business. There are generally three (3) types of water service lines to your home. Galvanized steel, lead, and copper. In newer homes, there may be PVC or plastic water services which do not pose a problem. Services that contain lead materials pose a potential health risk. The City of Warren Water Division is currently undergoing a survey for each home and/or business that may have a lead service.

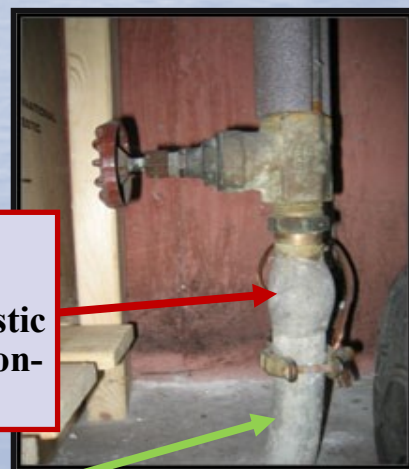
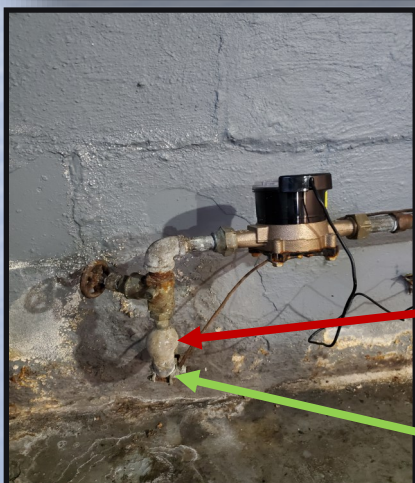
To help confirm the type of service to your home, there are 6 simple steps below which will help you determine the type of piping. Helpful tools you will need are a **house key**, a **penny**, **screwdriver** and a **magnet**:

**Steps to Identify Types of Water Service Lines:**

1. Find the water meter on your property. This could be in a basement, crawl space or on the ground level floor for slab homes.
2. Look for the pipe that comes through the basement wall or floor or in the crawl space.
3. Use a penny to gently scratch the pipe. Make sure the pipe is clean of debris and or paint.
4. Place a magnet on the pipe to see if it sticks to the pipe.
5. Determine the pipe material and email the results to: [leadout@cityofwarren.org](mailto:leadout@cityofwarren.org)
6. Use the instructions below and on back of page to assist with determining your type of plumbing in the home.

**How to Identify the Test Area:**

**Typical Lead Service Line**



**Lead Service Typical solder “bulb” characteristic at the plumbing connection**

**TEST AREA**

## City of Warren Water Division — Water Service Identification

Now that you identified the test area, test the service line to determine the type of pipe material.

### *Lead Pipe*

If the scraped area is shiny and silver, your service line is lead. A magnet will not stick to a lead pipe.



### *Copper Pipe*

If the scraped area is copper in color, like a penny, your service line is copper. A magnet will not stick to a copper pipe.

### *Galvanize Steel Pipe*

If the scraped area remains a dull gray, and a magnet sticks to the surface, your service line is galvanized steel.





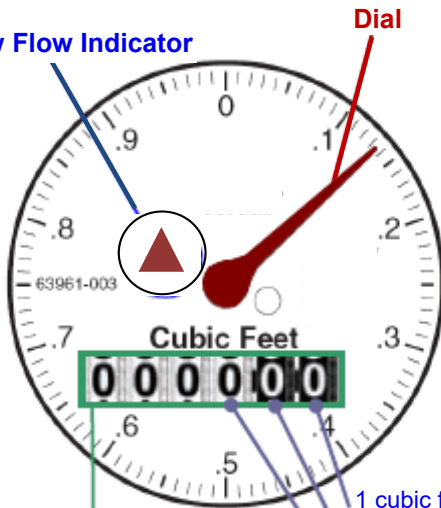
## CITY OF WARREN WATER DIVISION

*A Message from the City of Warren*



### Know your water meter and how it works!

**Low Flow Indicator**



**Odometer**

1 cubic foot = 7.48 gallons  
10 cubic feet = 74.8 gallons  
100 cubic feet = 748 gallons = 1 unit on water bill

The City of Warren measures water consumption by units for billing purposes: 1 unit of water billed = 100 cubic feet or 748 gallons.

**Example: 2 units on your water bill = 200 cubic feet or 1,496 gallons of water.**

Your water meter looks similar to this one on the left:

**Dial:** One full rotation of the dial equals 1 cubic foot of water or 7.48 gallons and advances the far right digit on the odometer.

**Low flow or leak indicator:** Any water passing through the meter is detected, including small leaks which will register on the odometer.

**Odometer:** The odometer records total water use in a similar way as the odometer of your car records mileage driven. The water meter odometer records water use in cubic feet and displays as follows: The digits from right to left represent 1 cubic foot, 10 cubic feet, 100 cubic feet and so on. Like a car odometer, the water meter odometer cannot be altered.

City of Warren Water Division  
Water Service Identification  
Door Tag

## NOTICE

Calling for all Lead Services!



**Lead Service Line**  
Typical solder "bulb" characteristic at the plumbing connection

City of Warren Water Division needs your help to find all lead services in your area. Email us a picture of your water meter connection and street address to:

[leadout@cityofwarren.org](mailto:leadout@cityofwarren.org)  
or Contact us for a free in-home inspection at

Call (586) 759-9200

Lead service line identification and reporting forms can be found at [www.cityofwarren.org](http://www.cityofwarren.org).

To have your Lead Service replaced free of charge, please call us for further information.

### Delinquent Water Bills

The City of Warren has stepped up collections of unpaid water and sewer bills. **Delinquent water bills not paid within thirty (30) days after they become due may result in water and sewer services being shut-off at the property for non-payment.** If your water and /or sewer service is discontinued for non-payment, you will be charged a \$70.00 service fee in addition to any other unpaid fees including penalties per city ordinance, section 41-182. –Late payment; penalty. **Please pay your water bills on time.**

### Minimize Water Use During Summer Months Between the Hours of 5 am and 11 PM

As warmer weather approaches, watering demands increase, what you may not know is that the time of day you use this water has a direct impact on our City water rates. The City of Warren purchases wholesale water from the GLWA.

**The cost of buying water is based on peak rate demand which occurs during the hours of 5 am to 11 pm. The more water we use during this time period from May 15 through October 15 has significant impact on what GLWA charges Warren for its water.**

Minimize your outdoor water usage between (5 am to 11 pm) for your irrigation systems and outdoor usage. Lawn irrigation systems are the main contributor to our peak hour demand. If we can shift when we water our lawns into the non-peak hours (11 pm to 5 am), we will be able to reduce rate increases. **Reduce our peak rate water usage by shifting your irrigation and other outdoor water consumption to the hours of 11 pm to 5 am.**

### Easy Ways to Pay Your Water Bill.

The City of Warren offers three (3) options to pay your water bill

- Direct Payment
- Point n pay (PNP) Credit/Debit Card and E-check Payment (3rd party fees apply)
- By US Mail

Charges may apply to some of the payment options. Find the right payment method that meets your needs. Prompt payment will keep water account free of late charges. Any questions, call Customer Service at 586-759-9200.

### WRAP—Water Residential Assistance Program

The Water Residential Assistance Program (WRAP) is a two year program that provides funding to eligible, low-income homeowners to assist with water bills, water conservation, and self-sufficiency initiatives. Any questions, call Customer Service at 586-759-9200.



### COVID Emergency Rental Assistance (CERA)

Having trouble paying or receiving rent? MSHDA has federal funds available to help tenants facing pandemic-related hardships avoid eviction while also ensuring landlords can recoup owed rent through the COVID Emergency Rental Assistance (CERA) program. MSHDA administers CERA through its statewide network of local nonprofit agencies. Apply on-line at <https://ceraapp.michigan.gov/>