



## Utility Billing Office

The Utility Billing office is the first place to go for your water and waste collection needs. The Utility Billing function includes waste collection billing for Bellbrook residents and water service billing for Bellbrook residents, businesses, and portions of Sugar Creek Township.

For questions regarding your water or waste collection service (city residents), please contact the Utility Billing office at (937) 848-4638. You can also visit the Utility Billing page on our website at [www.cityofbellbrook.org](http://www.cityofbellbrook.org).

The Utility Billing office is located on the first floor of the Administration building at 15 East Franklin Street. A payment drop box is located at the front entrance to the building. Office hours are Monday through Friday from 8:30 am to 4:30 pm.

## Pay Your Bill Online

**E-Bills** Residents can receive their Bellbrook utility bill over email. Visit the Utility Billing page on our website to sign up for this service. Current and past statements are available for customers to view.

**Pay Online** Residents can pay their bill over the internet with a credit card or checking account. Visit the City's web site for additional information. A transaction fee will apply for credit card payments.

## 2016 Water Quality Report Overview

The Environmental Protection Agency (EPA) requires all community water systems to annually provide a water quality report to their customers. The Bellbrook Water Department is proud of the fine drinking water it provides and is pleased to show that it meets all water quality standards. This annual water quality report shows the source of water, lists the results of tests, and contains important information about water and health. The Bellbrook Water Department will notify you if there is ever any reason for concern about your water. The City of Bellbrook has a current, unconditioned license to operate the water system.

This water quality report reflects changes in drinking water regulatory requirements during 2016. All water systems were required to comply with the Total Coliform Rule from 1989 to March 31, 2016, and begin compliance with a new rule, the Revised Total Coliform Rule, on April 1, 2016. The new rule maintains the purpose to protect public health by ensuring the integrity of the drinking water distribution system and monitoring for the presence of total coliform bacteria, which includes E. coli bacteria. The EPA anticipates greater public health protection under the new rule, as it requires water systems that are vulnerable to microbial contamination to identify and fix problems. As a result, under the new rule there is no longer a maximum contaminant level violation for multiple total coliform detections. Instead, the new rule requires water systems that exceed a specified frequency of total coliform occurrences to conduct an assessment to determine if any significant deficiencies exist. If found, these must be corrected by the public water system.

## Water Source

The source of Bellbrook's drinking water is ground water pumped from wells drilled into the aquifer that lies beneath the City. The aquifer extends the length of the Miami Valley. Residents are encouraged to report activity or spills that could cause contamination of the aquifer.

The aquifer has a high susceptibility to contamination. This is due to its sensitive nature and the existing potential contaminant sources identified. This does not mean that the well field will become contaminated; only that conditions are such that the ground water could be impacted by potential contaminant sources. Future contamination can be avoided by implementing protective measures. More detailed information is available in the City's Wellhead Protection Report and Susceptibility Analysis, which can be obtained by contacting Ryan Pasley, Service Foreman, at (937) 848-8415.

## Required Additional Health Information

In order to ensure that tap water is safe to drink, the EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration regulations establish limits for contaminants in bottled water that must provide the same protection for public health. 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 EPA Safe Drinking Water Hotline at (800) 426-4791.

The sources of drinking water, both tap 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.



## Required Additional Health Information Continued

Contaminants that may be present in source water include:

- A. *Microbial contaminants*, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.
- B. *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.
- C. *Pesticides and herbicides*, which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.
- D. *Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.*
- E. *Radioactive contaminants*, which can be naturally occurring or be the result of oil and gas production and mining activities.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immune-compromised persons such as individuals with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and some infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. The Centers for Disease Control and Prevention and EPA guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbial contaminants (which, while rare, are more likely to be found in surface water sources than in the ground water used here) are available from the EPA Safe Drinking Water Hotline at (800) 426-4791.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or 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. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing.

The City of Bellbrook 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 thirty seconds to two minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. A list of laboratories certified in the State of Ohio to test for lead may be found at [www.epa.state.oh.us/ddagw](http://www.epa.state.oh.us/ddagw) or by calling (614) 644-2752. Information on lead in drinking water, testing methods and steps you can take to minimize exposure is available from the EPA Safe Drinking Water Hotline at (800) 426-4791 or at [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead).

We encourage public interest and participation in our community's decisions affecting drinking water. Regular City Council meetings are scheduled at 7 pm on the second and fourth Mondays of each month at 15 East Franklin Street. The Service Foreman will be happy to answer any questions about Bellbrook water quality. Please call (937) 848-8415. For further information, go to the EPA Ground Water & Drinking Water web site at [www.epa.gov/safewater](http://www.epa.gov/safewater).



## Water Quality Data Table

Listed are 22 tests in which any level of contaminant (regardless of how small the amount) was detected in Bellbrook's drinking water for the most recent date up to and including 2016. All detected levels are far below allowed limits. Not listed are over 200 other tests in which **no contaminants** were detected.

The data presented in this report is from the most recent testing done in accordance with EPA regulations by the Bellbrook Water Department. Terms used in the Water Quality Table and in other parts of this report are defined here:

- **Parts per Million (ppm):** or Milligrams per Liter (mg/L) are units of measure for concentration of a contaminant. A part per million corresponds to one second in a little over 11.5 days.
- **Parts per Billion (ppb):** or Micrograms per Liter (ug/L) are units of measure for concentration of a contaminant. A part per billion corresponds to one second in 31.7 years.
- **Maximum Contamination 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.
- **Action Level (for Lead and Copper):** the concentration of a contaminant, which, if exceeded, triggers treatment or other requirements which a water system must follow.

Contaminant	Date Tested	Units	MCL	MCLG	Highest Level Found	Range of Detection	Major Sources	Violation
<b>Inorganic Contaminant</b>								
Fluoride	2016	ppm	4.0	4.0	1.11	.52-1.11	Erosion of natural deposits; water additive to promote strong teeth	No
Nitrite	3/29/11	ppm	1.0	1.0	<.02	N/A	Erosion of natural deposits	No
Lead **	Sep-16	ppb	AL=15.0	15.0	49.2	<5.0 – 49.2 (90%) 15.1	Corrosion of household plumbing	No
Copper *	Sep-16	ppb	AL=1300	1300	371	64.9-371 (90%) 250	Corrosion of household plumbing	No
Asbestos	7/22/11	mfl	≥10 Microns	0	0.17	0.17	Product used in A/C Water Main	No
Nitrate	3/7/16	ppm	10.0	10.0	0.80	N/A	Erosion of natural deposits; runoff from fertilizer use	No
Barium	7/21/14	ppm	2.0	2.0	0.11	N/A	Erosion of natural deposits	No
<b>Volatile Organic Contaminant</b>								
Bromodi-Chloro-Methane	9/16/16	ppb	***	***	8.81	N/A	1 of 4 by-products of chlorination –TTHM's	No
Dibromo-Chloro-Methane	9/16/16	ppb	***	***	3.53	N/A	1 of 4 by-products of chlorination –TTHM's	No
Chloroform	9/16/16	ppb	***	***	1.28	N/A	1 of 4 by-products of chlorination –TTHM's	No
Bromoform	9/16/16	ppb	***	***	1.1	N/A	1 of 4 by-products of chlorination –TTHM's	No
Dibromoacetic Acid	9/16/16	ppb	****	****	2.487	N/A	By-product of drinking water chlorination HAA5	No
Dichloroacetic Acid	9/16/16	ppb	****	****	1.41	N/A	By-product of drinking water chlorination HAA5	No
Trichloroacetic Acid	9/16/16	ppb	****	****	Below detectable limit	N/A	By-product of drinking water chlorination HAA5	No
Total Trihalomethanes	9/16/16	ppb	80	0	8.81	7.54-8.81	By-product of drinking water chlorination	No
HAA5 (Halacetic Acids) Total	9/16/16	ppb	60	0	6.254	6.211-6.254	By-product of drinking water chlorination	No
Toluene	3/4/15	ppm	1.0	1.0	Below Detection	N/A	Petroleum discharge	No
<b>Residual Disinfectants</b>								
Total Chlorine	Highest qtrly running ann avg Qtr 1	ppm	MRDL 4	MRDLG 4	1.09	N/A	Water additive used to control microbes	No
<b>Synthetic Organic Contaminant</b>								
Alachlor	3/4/15	ppb	2	0	Below detection	N/A	Herbicide runoff	No
Atrazine	3/4/15	ppb	3	3	Below detection	N/A	Herbicide runoff	No
Simazine	3/4/15	ppb	4	4	Below detection	N/A	Herbicide runoff	No
<b>Microbiological</b>								
Total Coliform	132 samples in 2016	Present or Absent	Positive	Negative	No Positive Samples	Positive or Negative	Sampling error or naturally present	No



## Water System Updates

### Water Rates Remain Steady

In February, City Council decided not to increase water rates in 2017. This is the sixth consecutive year that water rates have remained stable. According to the annual *City of Oakwood Water and Sewer Rate Survey*, the City of Bellbrook is currently below average in what residents pay for water service.

### Irrigation Customers

As part of our software transition, all water customers who have an irrigation service will receive one statement for their

quarterly billing. Irrigation accounts have been merged with the water accounts so that both charges will be displayed on the same statement. This will make it easier for customers paying their balances and reduce printing and mailing costs.

### Water Tower Repainting

The contractor has completed the repainting of the Upper Bellbrook Road water tower. This project included making repairs to the structure, painting the inside of the tower, and painting the exterior of the tower to include the new city logo.

### Upper Hillside Drive Project

Planning work has begun on the replacement of the Upper Hillside Drive water line replacement. This project will include new water meters and resurfacing the street. The impacted streets include Upper Hillside Drive, Pinegrove Drive, Shady Oak Drive, Viewpoint Drive, Bellecrest Court, and Hoop Court. Construction will commence in 2018. This project is part of the city's commitment to maintaining a strong water system for the years ahead.



## Hydrant Flushing

The annual fire hydrant flushing will occur in the fall. Dates and times will be announced in the August edition of the City Newsletter and on the city's website.

Please avoid doing laundry during this time. If discoloration of laundry occurs, a special detergent is available from the City's Utility Billing Office. If you use a water softener, please set it to "by-pass" during this week. Water may appear rusty during the process, but will return to normal when the process is complete.

If you have any questions regarding Hydrant Flushing, please contact the Utility Billing Office at (937) 848-4638.



### Administration Office

15 East Franklin Street  
Bellbrook, Ohio 45305  
(937) 848-4666

### Utility Billing Office

15 East Franklin Street  
Bellbrook, Ohio 45305  
(937) 848-4638

### Service Department

29 North West Street  
Bellbrook, Ohio 45305  
(937) 848-8415

[www.cityofbellbrook.org](http://www.cityofbellbrook.org)

## Common Water Customer Questions

### How and where can I pay my bill?

- Pay online – Credit card and ACH payments are accepted via the web.
- Pay by mail – Payments are posted on date of receipt.
- Pay at the drop box – The secure drop box is located at the Utility Billing office.
- Pay in person – 15 East Franklin Street, Bellbrook, Ohio 45305.

### What is the hardness of our city water?

- Elements that contribute to water hardness are calcium and magnesium. The city's water hardness is about 23.8 grains per gallon or 408 milligrams per liter.

### What could cause a higher than normal water bill?

- If it is summer, many residents' water usage increases both inside and out. More bathing, more laundry, filling swimming pools, watering lawns and gardens all add up to higher than normal water bills.
- Undetected leaks can also cause one's bill to increase. Check your toilets and other plumbing fixtures including outside faucets and hose bibs. It may be necessary to have a plumber inspect your plumbing system.

## Water Quality Data Table Continued

Key to Table	
AL=Action Level	TTHM=Total Trihalomethanes
MCL= Max. Contamination Level	HAA5=Haloacetic Acids
MCLG=Max. Contamination Level Goal	* =20 samples, none above AL
ppm=parts per million or milligrams per liter (mg/l)	** =20 samples, two above AL
ppb=parts per billion or micrograms per liter (ug/l)	*** =Added together not to exceed 80 ppb for TTHMs
N/A=not applicable	**** =Added together not to exceed 60 ppb for HAA5