

Bay County Department of Water and Sewer



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IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER Introduction of an Uncertified Chemical

Our water system recently violated a drinking water standard. Although this was not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did to correct this situation.

In accordance with State of Michigan drinking water rules, all chemicals that may come in contact with water intended for use in a public water supply shall meet American National Standards Institute/National Sanitation Foundation (ANSI/NSF) Standard 60. Phosphoric acid is routinely fed into drinking water as a means to reduce corrosion of lead and other metals contained in plumbing materials. An internal investigation determined that phosphoric acid not certified to the ANSI/NSF 60 standard was delivered to the water treatment plant and added to the water supply.

What should I do?

There is nothing you need to do at this time. You do not need to boil your water or take other actions. We are providing this notification, as required by the Michigan Department of Environment, Great Lakes, and Energy (EGLE).

What does this mean?

This is not an emergency. If it had been an emergency, you would have been notified within 24 hours. The uncertified product that was fed serves the same purpose as ANSI/NSF Standard 60 certified phosphoric acid.

Water test results taken during the time the uncertified product was being fed confirm the water was well within normal drinking water standards. Test results are available at www.baycodws.org/water-testing/ and will be shared in our 2021 annual water quality report.

Because the phosphoric acid was uncertified when added to the water supply, we are required to inform our water customers by way of this public notice.

What happened? What was done?

The Bay Area Water Treatment Plant recently received a lesser grade phosphoric acid from our chemical supplier. Although the same chemical in name, it was not certified as an ANSI/NSF Standard 60 chemical, which is specific for water supply use.

The uncertified product was first introduced in May of 2021, and plant staff noted the discrepancy on August 31, 2021. Plant staff immediately notified EGLE of the situation. To minimize interruptions in water quality, EGLE directed staff to continue feeding the uncertified phosphoric acid and to replace it with an ANSI/NSF Standard 60 certified phosphoric acid immediately. ANSI/NSF Standard 60 certified phosphoric acid was purchased and began feeding the next day, September 1, 2021.

We have enacted protocols to verify all chemicals used at the plant meet the required standards. These protocols will help prevent this from occurring again in the future.

If you have questions or would like more information, please contact us at (989) 684-3883 or bawtp@baycodws.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.

This notice is being sent to you by the Bay Area Water System.