



As you, our customers, are struggling to manage the impact of the outbreak of COVID-19, I want to reassure you that our water system staff are focused on continuing to deliver safe water to City of Ann Arbor residents, businesses, University of Michigan and neighboring townships. This

is a difficult time for many families with schools closed, businesses shut down, many telecommuting, UM conducting classes online and modifying many of its operations, and City of Ann Arbor focused on essential operations. During an unprecedented public health crisis such as this, our focus narrows on what is most important in life: family, friends and health.

While you are focused on the health and well-being of those close to you, I want to assure you that city staff are working diligently to ensure your drinking water remains safe and available for consumption and important daily hygiene. I am sure you are inundated with resources on this pandemic from many different groups and organizations, but one common theme that you will see from all reputable sources is the

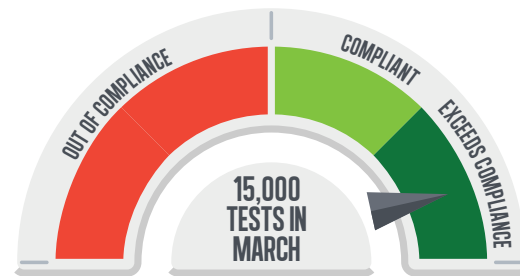
importance of frequent and thorough hand washing. Hand washing for 20 seconds with soap is critical to protect you and others from transmitting this virus. Hand washing is also more effective than the use of hand sanitizer.

Two sources that I find the most useful for up to date information on COVID-19 is the Center for Disease Control (CDC) [www.cdc.gov](http://www.cdc.gov) for a national perspective, and the Washtenaw County Public Health Department [www.washtenaw.org/3095/COVID-19](http://www.washtenaw.org/3095/COVID-19) for local information. I encourage you to access these resources to get up to date information on new advisories and/or best practices. In addition, all City of Ann Arbor COVID-19 related information is available at [www.A2gov.org/COVID19](http://www.A2gov.org/COVID19).

Some customers have contacted us inquiring whether the coronavirus could survive in drinking water and if customers should consider an alternative water source. There have been many studies on

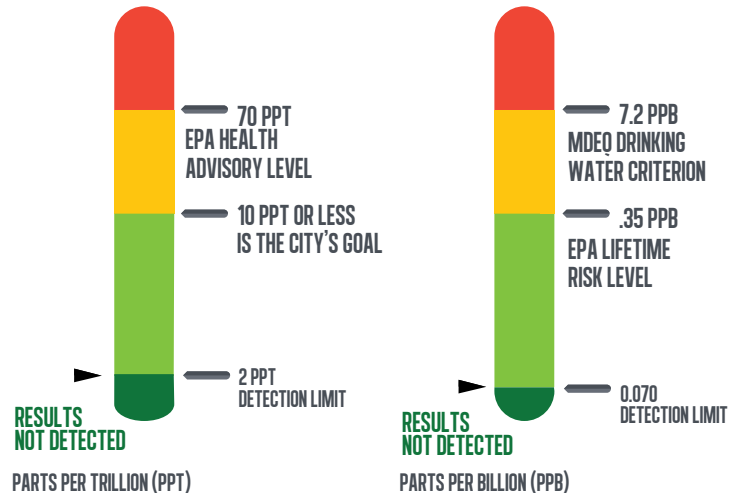
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### MONTHLY WATER QUALITY DASHBOARD



PFOA/PFOA

1,4-DIOXANE



**2019 Water Quality Report**  
The [2019 Annual Water Quality Report](#) is now available and explains where your drinking water comes from, what is in it and how we keep it safe.



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the transmission of this virus and there are no cases associated with contamination of a drinking water source. **The City of Ann Arbor uses multiple disinfectants that are extremely effective at killing viruses, so there is no risk to the city's water system from COVID-19 or any other virus.**

In an overabundance of caution, the city is also taking measures to ensure that the water system employees are protected to ensure we have adequate staffing available to conduct the 24-7 operations needed to continue to treat and deliver drinking water to our customers. We understand that our customers, which include two large health care systems and hospitals, rely on our ability to provide high quality, uninterrupted service. Over the coming weeks, it is all of our hope that this crisis will soon pass, but in the interim be assured that there are more than 40 licensed professionals, some working around the clock, to ensure your potable water needs are met without interruption.

*Brian Steglitz*

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

## APRIL WATER CHAMPIONS

We are **truly grateful** for the dedicated and professional Water Treatment Plant staff who continue to tirelessly deliver safe and potable water to our customers.



City of Ann Arbor Water Treatment Plant Staff

## EVENT CANCELLATION



Due to the COVID19 pandemic, the below events have been **CANCELLED.**

**Water Treatment Open House  
Saturday, May 9.**

## IMPORTANT REMINDER:

### No wipes in the pipes!

Right now, it is more important than ever we take simple steps to help maintain functionality of private and public plumbing and sewer systems.

"[Flushable wipes](#)" create blockages in household pipes and municipal sewer systems and should never be flushed down the toilet, nor should facial tissue or paper towels. Combined with fats, oil and greases, which should never be poured down the sink, these products can create enormous, and expensive to remove, "[fatbergs](#)."



In addition, to ensure that each household has enough toilet paper and stores are able to maintain a steady supply, everyone is encouraged to buy only what they need.