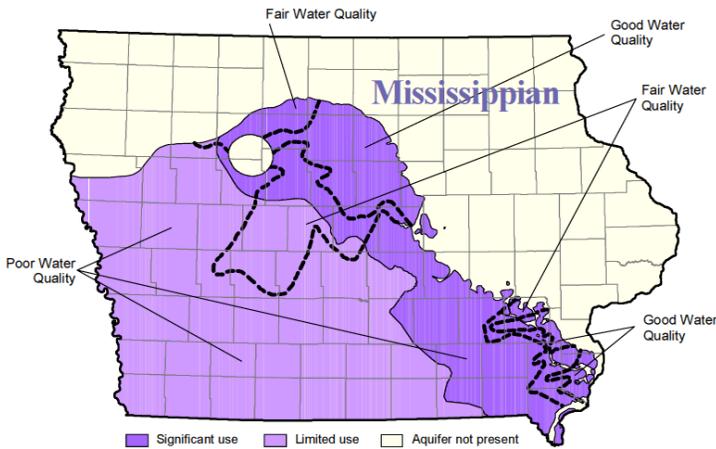


CONSUMER CONFIDENCE REPORT



SOURCE WATER AND TREATMENT

The Marshalltown Water Works obtains a portion of its water from the Mississippian Aquifer. The aquifer was determined to be not susceptible to contamination because the characteristics of the aquifer and overlying material prevent easy access of contaminants to the aquifer. The Mississippian wells will not be susceptible to most contaminant sources except through pathways to the aquifer such as abandoned or poorly maintained wells. A detailed evaluation of your source water was completed by the Iowa Department of Natural Resources, and is available from the Marshalltown Water Works at (641) 753-7913.

For over 135 years the Marshalltown Water Works has been committed to providing the safest, highest quality, and most reliable drinking water. This report gives you an overview of our treatment process from the source to your faucet.

You will see that the contaminants detected in your drinking water are very minute compared to the standards set by the Environmental Protection Agency (EPA) Guidelines for Drinking Water.

The source of your water is ten deep wells located on the north side of the Iowa River drawing water from the Mississippian and Pleistocene Aquifers. The water is pumped to the treatment plant where it first goes through aeration to remove iron, radon, and hydrogen sulfide. It then travels to the softening basin for removal of the excess hardness and the remaining iron. The water is then pH adjusted and flows to the filters where it passes through the sand filters to remove the remaining very small particles. Chlorine is added as a disinfectant and fluoride is added to prevent tooth decay before being stored in the underground clear well. The water is pumped from the clear well to the distribution system for public use.

The Marshalltown Laboratory and Production Staff collect samples hourly at the water plant and daily from the distribution system at various locations around the city to ensure the safety and purity of the water supplied to you.

IMPORTANT HEALTH INFORMATION

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 systems 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.

In order to ensure that tap water is safe to drink, EPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water that must provide the same protection for public health. Any bottled water that is labeled "drinking water" has to meet EPA's drinking water regulations. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants.

I'm more than just another tall drink of water.

If only our tap water could talk to us. It might remind us that tap water is more than just a healthy, refreshing drink. It also fights fires, supports our economy and provides us with the high quality of life we enjoy.

Our water bills pay to keep our community tap water safe, reliable and there for us — 24/7 without fail. For more information about what your tap water delivers, visit

www.marshalltownwater.com



Only Tap Water Delivers

Presented in cooperation with
 American Water Works Association

WATER RATES

In 2013 the Marshalltown Water Works participated in a survey performed by the City of Ames detailing domestic water service charges and rates. The survey compared the rates of cities in Iowa with a population of 10,000 or greater. Of the 35 cities surveyed, Marshalltown performed very well. There are only 3 utilities that have a cheaper monthly minimum charge than Marshalltown. Our average customer uses 600 cubic feet per month. For this volume of water there are only 4 utilities in the state that charge less than Marshalltown and two of them do not provide softened water. If a customer uses 1000 cubic feet per month there are 5 utilities in the state that charge less and four of them do not provide softened water. That means that 82%—85% of the utilities in Iowa charge more for water than Marshalltown Water Works. A modest rate increase of 6.5% is planned for the fiscal year beginning 7/1/2014. The average customer using 600 cubic feet per month will see their bill increase by only \$1.06 and this does not change our ranking among other utilities in the state. The rate increase is due to two primary factors. The first is increased costs, especially lime residual disposal costs. The other driving force is the need to continuously reinvest in our infrastructure in order to reliably fulfill our mission.



Tap Water is a Bargain!

Domestic Bottled Water \$2.00/gal
 Imported Bottled Water: \$5.50/gal
Marshalltown Tap Water: \$.0022/gal

For the price of a single, 20-ounce bottle of water, you could fill up the same container with Marshalltown tap water once a day for more than 12 years.



P.O. Box 1420
 Marshalltown, IA 50158

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 Environmental Protection Agency's (EPA) Safe Drinking Water Hotline.

SAFE DRINKING WATER HOTLINE 1-800-426-4791 www.epa.gov/OGWDW

For more detailed information on water analysis call Water Production Plant 753-3997 or Customer Service 753-7913

MARSHALLTOWN WATER WORKS 2013 DRINKING WATER QUALITY REPORT

ANALYTE	MCLG	MCL	DETECTED LEVEL	DATE SAMPLED	RANGE OF DETECTION	VIOLATION
Lead (ppb)* (90th percentile)	0	AL = 15	4	7/18/2013	ND - 21	No
TYPICAL SOURCE: Corrosion of household plumbing systems; Erosion of natural deposits						
Copper (ppm) (90th percentile)	1.3	AL = 1.3	0.03	7/18/2013	ND - 0.03	No
TYPICAL SOURCE: Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives						
Fluoride (ppm) †	4	4	0.75	Daily	0.6 - 0.8	No
TYPICAL SOURCE: Water additive which promotes strong teeth; Erosion of natural deposits; Discharge from fertilizer and aluminum factories						
Sodium (ppm)	N/A	N/A	16	10/14/2013	16 - 19	No
TYPICAL SOURCE: Erosion of natural deposits; Added to water during treatment process						
Chlorine (ppm) †	MRDLG = 4.0	MRDL = 4.0	2.3	Daily	2.1 - 2.6	No
TYPICAL SOURCE: Water additive used to control microbes						
THIRD UNREGULATED CONTAMINANT MONITORING RULE RESULTS (UCMR3)						
<p>Our utility is committed to protecting public health and meets or surpasses all state and federal health standards for tap water. To help advance the science of drinking water, we have been collecting data for the EPA since the rule was enacted in January 2013. Collecting information about the occurrence of these compounds in water supplies is the first step in the EPA's efforts to determine whether they should be regulated. The presence of a compound does not necessarily equate to a health risk; the concentration of a compound is a far more important factor in determining whether there are health implications. We will closely monitor both the concentrations of these compounds and the EPA's health studies and will keep you informed of any developments. Should the EPA ultimately determine that regulation is warranted, we will take whatever steps are necessary to protect the health of our customers. Additional information about the Third Unregulated Contaminant Monitoring Rule can be found at DrinkTap.org</p>						
Chlorate (ppb)	N/A	N/A	187	11/18/2013	182 - 187	No
Molybdenum (ppb)	N/A	N/A	1.60	11/18/2013	1.40 - 1.60	No
Strontium (ppb)	N/A	N/A	170	11/18/2013	160 - 170	No
Chromium (ppb)	N/A	N/A	0.400	11/18/2013	0.300 - 0.400	No
Chromium-6 (ppb)	N/A	N/A	0.334	1/29/2014	0.226—0.334	No
1,4-Dioxane (ppb)	N/A	N/A	0.106	11/18/2013	0.106	No

* 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. Marshalltown Water Works 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 water for drinking or cooking. If you are concerned about lead in your drinking 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 or at <http://www.epa.gov/safewater/lead>.

† These values are a Running Annual Average. A running annual average is determined by calculating the arithmetic average of quarterly compliance values covering any consecutive four quarter period.

DEFINITIONS

Maximum Contaminant 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 (AL) – The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Maximum Residual Disinfectant Level Goal (MRDLG) – 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.

Maximum Residual Disinfectant Level (MRDL) – 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.

- ppb – parts per billion
- ppm – parts per million
- N/A – Not applicable
- ND – Not detected