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Subject: Media Contact - Flint WTP
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I just spoke with Ron Fongers of the Flint Journal.

He said he was at a press conference this morning held by the Flint Emergency Manager in which the EM brought in Flint Water System staff to report on the first full month of operation at the City's Water Treatment Plant. Ron indicated the City stated they were in 100% compliance with the treatment standards.

Ron asked me to confirm that this statement was accurate. I stated that the City has been meeting all applicable standards for water quality and treatment operations.

Ron asked about the City using lime treatment to soften the water. I explained that when the City was a customer of DWSD, the source of their water was from the Great Lakes which have natural levels of hardness that normally don't require softening to meet customer expectations. However, the City's current source of the Flint River has higher levels of hardness and the City is using lime softening to lower the hardness level. I also indicated that this treatment is for aesthetic purposes and goes beyond minimum treatment requirements for public health protection.

Ron indicated the City was receiving an increase in complaints from customers and asked whether we had seen a significant increase in complaint calls. I indicated we have received a couple of complaints specific to Flint, but that this is not a significant increase as we receive complaints from customers sporadically for all the water systems we regulate.

Ron asked if we were in contact with the City regarding their operations. I stated that we have been in consultation with the City regarding the operation of all of their water facilities, treatment (including softening) and distribution.

Ron asked about what monitoring we have reviewed mentioning bacteria and turbidity. I indicated in addition the City has monitored for metals, organics including disinfection byproducts, and other inorganics such as nitrate along with microbial contaminants and applicable operational requirements like turbidity and disinfection.

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