



## CITY OF FLINT

RECEIVED

JAN 03 2017

Chancellor's Office

Dr. Karen W. Weaver  
Mayor

Dear Flint Resident:

U.S. District Judge David Lawson ordered the following information be shared with all Flint residents:

*It is further ORDERED that the defendants must provide Flint residents with clear and current information about lead contamination in the drinking water that states that: (1) **unfiltered** tap water from the Flint Water System is currently unsafe for drinking, cooking, brushing teeth, or preparing baby formula because it may contain high levels of lead; (b) lead exposure can cause serious and permanent health harms, especially when consumed by pregnant women, infants, children less than six years old, and adults with high blood pressure or kidney ailments; and (c) faucet filters are effective at removing lead only when properly installed and adequately maintained.*

Need help installing a filter on your faucet? Call the Michigan Department of Environmental Quality (MDEQ) at 810-238-6700 or 1-800-662-9278. You may also email your question to: [deq-assist@michigan.gov](mailto:deq-assist@michigan.gov).

Flint's water quality has greatly improved since the emergency began.

Recent testing showed 96% of the water samples collected met or exceeded the federal standards for safe drinking water. This was the sixth-time in a row where the results were at or better than the federal requirement of 90%.

Scientists are monitoring Flint's water system and tested the faucet filters. These scientists found that filtered water was lead-free. Independent experts, like Dr. Marc Edwards, also said the Flint water system has greatly improved. The water quality in Flint is improving.

You should use faucet water filters while work continues to replace service lines because they remove lead.

Community Outreach and Resident Education (CORE) team members are going door-to-door in Flint to help with filters. They are local Flint residents and can help you.

CORE teams have information on water testing, health and nutrition, and other services available. CORE teams have visited more than 25,600 Flint homes and connected with nearly 6,000 residents.

When will the water be good to drink without a filter? We are getting close. Scientists from all levels of government and independent experts must agree the water is safe before we can set a date. The City of Flint remains committed to replacing all the lead service lines. We will do whatever is necessary to deliver good water.

We are working very hard every day to fix the water. But that's not enough. We are also working to attract more jobs. We are focused on improving our schools and workforce training. We are raising up safe, productive neighborhoods. By working with our friends, our neighbors, our church family, our schools, and our City, State, and Federal partners, we can rebuild the City of Flint together.

I have said many times, "We know that members of the community can heal the community." We all play a critical role in the recovery and rebuilding of Flint, so THANK YOU for your partnership in moving Flint forward. We will not stop until all Flint residents can drink and use safe water without filters.

If you need information about available resources or answers to your questions, call 2-1-1 or visit [www.flintcares.com](http://www.flintcares.com), [www.helpforflint.com](http://www.helpforflint.com), [www.cityofflint.com](http://www.cityofflint.com) or [www.michigan.gov/flintwater](http://www.michigan.gov/flintwater).

Sincerely,

A handwritten signature in cursive script that reads "Karen M. Weaver".

Dr. Karen Weaver, Mayor of the City of Flint and  
Chairperson of the Flint Cares Coalition

# DID YOU KNOW?

## *- Important information for Flint families as the city's recovery continues -*

### PROPERLY INSTALLED AND MAINTAINED FILTERS REMOVE 99.9% OF LEAD

Water filters are effective at removing lead and other contaminants by 99.9% when properly installed and adequately maintained. FILTERED water is as safe as bottled water and more easily accessible than visiting a water distribution site to obtain bottled water.

Filters are available at water distribution sites or can be delivered by calling the Genesee County Emergency Operations Center at 810-257-3600 or the United Way by dialing 2-1-1. It is important that every household use a properly installed and maintained water filter that is certified by the National Sanitation Foundation (NSF).

### TESTING OF FLINT WATER

The latest round of testing showed that 96% of the water samples collected were at or below the federal standard. This was the sixth consecutive round of testing where the results were at or better than the standard and produced the lowest lead levels of all the testing done in 2016. The scientists monitoring Flint's water system have also extensively tested the NSF-certified filters and found that filtered water was lead-free every time.

### USES FOR FILTERED WATER AND UNFILTERED WATER

**FILTERED** water is safe for drinking, cooking and washing fruits/vegetables, brushing teeth, preparing baby formula, and watering pets. FILTERED tap water is safe for consumption by everyone.

**Unfiltered** water is safe for cleaning and bathing.

The continued recovery of the Flint water system is dependent on keeping water moving through the system, so use city water whenever you can instead of bottled water.

### TESTING SHOWS THAT FILTERS WORK

The EPA (U.S. Environmental Protection Agency) and CDC (U.S. Center for Disease Control) tested water filters in Flint and found that NSF-certified filters being distributed by the state make water safe from lead for everyone. Samples were collected at high-risk locations at homes with full lead service lines, galvanized plumbing, and where the most vulnerable populations live, including pregnant mothers and children.

### FILTER EDUCATION AND CORE (COMMUNITY OUTREACH EDUCATION)

The CORE program was created to provide door-to-door community outreach and education to ensure Flint residents are properly installing, using, and maintaining their water filters. It also ensures that residents get all the information they need on resources available to them to help with water recovery, health and nutrition, and medical support.

CORE teams are comprised of Flint residents from the community who have endured many of the same challenges, which means there are local residents helping local residents.

The CORE program is being led by the City of Flint in partnership with the State of Michigan. Efforts are currently underway to hire more CORE team members at \$12 to \$15 per hour. Interested individuals should contact GST Michigan Works! by phone at 810-233-5974, online at [www.gstmiworks.com/flintwaterproject](http://www.gstmiworks.com/flintwaterproject), by email at [flintwater@gstmiworks.org](mailto:flintwater@gstmiworks.org) or in person at Employment Services located at 711 N. Saginaw Street in Flint.

To date, CORE teams have visited more than 25,600 homes and made contact with nearly 6,000 residents.

## HOME DELIVERY OF BOTTLED WATER

Individuals unable to visit a water distribution site due to age or health issues should call United Way 2-1-1 and water will be delivered, usually within 24 hours. Currently, approximately 1,300 residents are receiving water delivery.

## JOBS! JOBS! JOBS!

Flint residents are receiving job training and employment opportunities as part of Flint water recovery efforts. To date, nearly 1,000 Flint residents are working in positions at water distribution sites, the new Help Centers, and other jobs across the city.

For more information about available Flint jobs, visit [www.gstmiworks/flintwaterproject](http://www.gstmiworks/flintwaterproject), call 810-233-5974, email [flint-water@gstmiworks.org](mailto:flint-water@gstmiworks.org) or stop by Employment Services at GST Michigan Works! at 711 N. Saginaw Street, Flint.

## PIPE REPLACEMENTS EFFORTS

Replacement of lead service lines continues to be the long-term objective. The goal of Mayor Karen Weaver's FAST Start Program is to replace a thousand pipes by the end of the year and thousands more next year. The state has provided \$27.5 million for pipe replacement and is working with the City of Flint to continue efforts to replace lead service lines.

## WATER CREDITS

The state is providing money to pay for 65% of the water portion of your bill. To get this credit, you must be paying your current water bill and at least 10% of any past due balance. If bills are not current and at least 10% of past-due amounts are not paid, several collection measures may be taken. Those include loss of the 65% water relief credit on future bills, late interest charged on the past due balance, or the account being considered for placement on the "shut off" list. If a resident has questions about their account balance, please contact the City of Flint Customer Center at 810-766-7015. If a resident encounters hardships that impact their ability to pay their water bill, please visit the Customer Service Center to review available options.

## HEALTH IMPACTS OF LEAD EXPOSURE

Lead exposure can cause serious and permanent health harms, especially when consumed by pregnant women, infants and children 6 years of age and younger, and adults with high blood pressure or kidney illnesses. Residents should contact their primary care provider if they believe they've been impacted.

## EXPANDED HEALTH CARE COVERAGE

Medicaid coverage is available at no cost to many Flint residents who have been served by the Flint water system since April 2014. This includes children and adults up to age 21 and pregnant women. Additional information can be found online at [www.michigan.gov/mibridges](http://www.michigan.gov/mibridges), by phone at 1-866-789-5610, TTY 1-866-501-5656 or by visiting a Department of Health and Human Services office.

## FIGHT LEAD WITH NUTRITION

Foods with calcium, iron, and vitamin C can help limit the effects of lead. For example, milk and things made of milk, like yogurt and cheese. Also, eat plenty of green leafy vegetables, like spinach, kale, and collard greens. Citrus fruits, like oranges or grapefruit, and lots of other fruits and vegetables like cauliflower, strawberries and kiwi, also are helpful.

## FOR MORE INFORMATION OR RESOURCES

Call United Way 2-1-1 or visit [www.michigan.gov/flintwater](http://www.michigan.gov/flintwater), [www.helpforflint.com](http://www.helpforflint.com) or [www.cityofflint.com](http://www.cityofflint.com). You can also visit the community based website for more information at [www.flintcares.com](http://www.flintcares.com). If you need assistance installing your filter or have any questions about filter usage, contact the Michigan Department of Environmental Quality (MDEQ) at 810-238-6700 or 1-800-662-9278 or [deq-assist@michigan.gov](mailto:deq-assist@michigan.gov).



# TAKING ACTION ON FLINT WATER

[www.mi.gov/FlintWater](http://www.mi.gov/FlintWater)

## COMMUNITY WATER RESOURCE SITES

Visit a community water resource site to receive bottled water, water filters, filter replacement cartridges and water testing kits. Residents can also recycle empty water bottles and used filter cartridges at any site.

*The hours of operation for the community water resource locations:*

*Monday through Saturday: Noon to 6 p.m.*

*Sunday: Closed*

**Ward 1: Ross Plaza  
2320 W. Pierson Road  
Flint, MI 48504**

**Ward 2: St. Mark Missionary Baptist Church  
3020 DuPont Street  
Flint, MI 48504**

**Ward 3: Mt. Calvary Missionary Baptist Church  
4805 N. Saginaw Street  
Flint, MI 48505**

**Ward 4: Franklin Avenue Lot  
2804 N. Franklin Avenue  
Flint, MI 48506**

**Ward 5: Old Flint Farmers' Market  
420 E. Boulevard Drive  
Flint, MI 48503**

**Ward 6: West Court Street Church of God  
2920 W. Court Street  
Flint, MI 48503**

**Ward 7: Grace Emmanuel Baptist Church  
3502 Lapeer Road  
Flint, MI 48503**

**Ward 8: Lincoln Park United Methodist Church  
3410 Fenton Road  
Flint, MI 48507**

**Ward 9: Eastown Bowl Bowling Alley  
3001 S. Dort Highway  
Flint, MI 48507**

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## USE FILTERED TAP WATER

- Drinking, cooking
- Brushing teeth
- Washing fruits and vegetables
- Pet water bowls

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## USE UNFILTERED TAP

- Cleaning
- Bathing

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## BLOOD LEAD LEVEL TESTING

All Flint children less than six years of age should have their blood lead levels tested. Contact your primary care provider or call 2-1-1.

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## NUTRITION

Did you know that some foods will help keep lead from being stored in a child's body? These are foods with a lot of calcium, vitamin C and iron.

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## FREE WATER TESTING

Flint residents who are concerned about their water can obtain free water testing kits at the water resource sites.

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## USE WATER FILTERS & CARTRIDGES

Water filters can reduce lead and other contaminants by 99 percent when installed correctly. Free water filters are available at the water resource sites.

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FOR IMMEDIATE ASSISTANCE

# DIAL 2-1-1



# Installing a PUR Filter



## WHAT'S IN YOUR BOX

- A. Filter Unit
- B. Filter Cartridge
- C. Adapters (you'll only need one of these)
- D. Rubber Gaskets (they match up with the adapters)



## ADAPTER INSTALLATION

Every sink faucet has a round tip at the end that can be removed. Unscrew and remove the aerator on your faucet. Try out the different adapters (C) to find the one that best fits your faucet. Once you find the best fit, put the rubber gasket (D) on the adapter and screw the adapter onto your faucet.



## FILTER INSTALLATION

### Step 1

Unscrew the top of the filter unit (A).

### Step 2

Remove your filter cartridge (B) from its plastic wrapping and place the cartridge into the top of the filter unit (A). The 'front' arrow on the filter cartridge should line up with the PUR logo on the front of your filter unit. Screw the top of the filter unit back on.



### Step 3

Install the filter unit onto the adapter attached to your faucet by simply pushing it on until you hear a click.

See the next page for information about how to use your new filter.





## USING YOUR FILTER

There is a black lever on the side of your filter unit. When it is flat, you are NOT using your filter. To use your filter, turn the black lever down and only run COLD water through the filter at all times.

When you use your filter for the first time ONLY, run cold water for five minutes. After that, your filter is ready for use whenever you turn on your faucet.

## WHEN SHOULD YOU USE FILTERED OR UNFILTERED WATER?

### FILTERED WATER - COLD WATER ONLY

Drinking (making coffee, juice, baby formula)  
Cooking  
Washing fruits and vegetables  
Brushing kids' teeth  
Pets water bowls

### UNFILTERED WATER

Washing your hands  
Washing dishes, clothes  
Mopping floors, cleaning countertops  
Showers, baths (people and pets)  
Brushing adults' teeth



## CHANGING YOUR FILTER

Each time you use your filter, a light will flash on the front six times.

**GREEN** - Your filter is working

**YELLOW** - Your filter is working, but you will need to change it soon.

**RED** - It is time to change your filter. Revisit step 2 once you have your new filter cartridge.



## REMOVING YOUR FILTER

Should you need to remove your filter, there is a quick release option. There are small white buttons on each side of the adapter. Squeeze them in at the same time and the filter unit will come off.

## FOR MORE INFORMATION

If you live in the City of Flint and need a free water filter or replacement filter cartridge, they are available at one of the water resource sites. If you are unable to visit a water resource site, call 810-257-3600 or United Way 211.

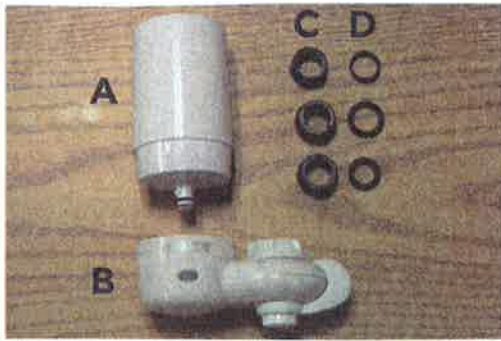
To get a free water test, visit a water resource site, Flint City Hall, or call the Flint Water Plant at 810-787-6537.

If you live outside of the City of Flint and would like to purchase a filter to protect you and your family from lead or other chemicals, make sure you get a filter that is NSF-approved. Look for this symbol on the box:





# Installing a BRITA Filter



## WHAT'S IN YOUR BOX

- A. Filter Cartridge
- B. Filter Base
- C. Adapters (you may or may not need one of these)
- D. Rubber Washers (these match up with the adapters)



## ADAPTER INSTALLATION

Every sink faucet has a round tip at the end that can be removed. Unscrew and remove it. If your faucet has threads on the OUTSIDE, you will not need an adapter or rubber washer. If your faucet has threads on the INSIDE, you will need to use one of the adapters (C) and the matching rubber washer (D). Find the adapter that fits your faucet best and screw it on.



## FILTER INSTALLATION

### Step 1

Place the filter base (B) under your faucet with the cartridge cup to the left of your faucet. Twist the mounting collar onto the faucet and tighten by hand. Do not over tighten or use pliers.

### Step 2

Place your hand under the filter base cartridge cup. With the filter cartridge (A), align the pegs on the bottom of the cartridge with the holes in the cartridge cup and push down until you hear a click.



## USING YOUR FILTER

There is a white filter handle on the right side of the filter base. Move the handle towards the Brita logo (front of the base) to use the filter. Only run COLD water through the filter at all times.

When you use your filter for the first time ONLY, run cold water for five minutes. After that, your filter is ready for use whenever you turn on your faucet.





## FILTER SETTINGS

**Filtered Water** - Brita water drop in front of the filter base handle

**Unfiltered Water Stream** - Single water drop in the middle of the filter base handle

**Unfiltered Water Spray** - Three water drops behind the filter base handle

## WHEN SHOULD YOU USE FILTERED OR UNFILTERED WATER?

### FILTERED WATER - COLD WATER ONLY

Drinking (making coffee, juice, baby formula)

Cooking

Washing fruits and vegetables

Brushing kids' teeth

Pets water bowls

### UNFILTERED WATER

Washing your hands

Washing dishes, clothes

Mopping floors, cleaning countertops

Showers, baths (people and pets)

Brushing adults' teeth



## CHANGING YOUR FILTER

Each time you use your filter, a light will signal.

**GREEN** - Your filter is working

**YELLOW** - Your filter is working, but you will need to change it soon.

**RED** - It is time to change your filter. Press the filter cartridge release button at the back of the filter cup and pull the cartridge up. Revisit step 2 to place a new cartridge in the filter cup.



## REMOVING YOUR FILTER

Should you need to remove your filter unit, simply unscrew the filter mounting collar from the faucet.

## FOR MORE INFORMATION

If you live in the City of Flint and need a free water filter or replacement filter cartridge, they are available at one of the water resource sites. If you are unable to visit a water resource site, call 810-257-3600 or United Way 211.

To get a free water test, visit a water resource site, Flint City Hall, or call the Flint Water Plant at 810-787-6537.

If you live outside of the City of Flint and would like to purchase a filter to protect you and your family from lead or other chemicals, make sure you get a filter that is NSF-approved. Look for this symbol on the box:



