



# DUCK RIVER UTILITY COMMISSION



Post Office Box 1237      270 Water Lane      Tullahoma, Tennessee 37388  
Telephone: (931) 455-6458      Fax: (931) 455-6488      [www.druc.org](http://www.druc.org)

## IS A HOME WATER FILTRATION SYSTEM NECESSARY?

Manchester's water supply is one of the finest in the country. In fact, Manchester's water meets all USEPA and State of Tennessee regulations and has received numerous awards for drinking water excellence including recognition by the USEPA and the American Water Works Association.

Both the Manchester Water Department and the water producer, the Duck River Utility Commission receive unannounced inspections by the State of Tennessee, and both received a **perfect 100 score** on the most recent inspect. These water systems routinely receive high marks from independent inspections. And both the Manchester and DRUC systems are public agencies with dedicated employees putting their best effort to provide pure and plentiful water for our community. These organization were established for public service, they don't have a profit motive, and they don't have employees who get paid for selling products.

The Manchester Water Department produces an annual report called the Consumer Confidence Report which is sent to every home in the system. This report provides educational information and full disclosure of all testing to customers. However, these reports can be used to mislead citizen into thinking there is a problem where none exist. The report details every detection of even naturally occurring compounds in water at trace levels that represent normal water characteristics. The presence of the minute levels of compounds in water have been used as a tactic to sell homeowners expense and unnecessary treatment systems.

Typical home water filtration systems offer expensive membrane or activated carbon filters or even both.

Before reaching your home, Manchester water has already been filtered by both a membrane and an activated carbon filter and has been tested numerous times by certified technicians every day of the year, even holidays. Both a microbiologist and an environmental engineer are on staff to make sure your water is of the highest quality at all times. And all water system operators are certified by the State of Tennessee.

Beware of aggressive sales tactics pushing home water filtration systems. Water filter sales people may offer misleading information including in-house demonstrations that make the water appear to contain "contaminants," which are actually natural minerals or chemicals the salesperson put in the water.

Closely examine claims of health benefits or other improvements from home water systems. Some customers have called to complain of taste and odor issues that have turned out to be caused by their home filtration system.

Also, beware of ugly photos of things like old corroded pipes being sent out on social media. These are **NOT** from the Manchester system and are not even the same material as most Manchester water pipes, etc.

It is a crime in Tennessee to make false claims about the quality of the public drinking water and we encourage anyone who has been given false or misleading information to please contact us immediately.



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