EPCOR

WILLOW VALLEY

2024 WATER QUALITY REPORT

epcor.com

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Clean Water Promise

At EPCOR, we take water quality seriously – and we're proud to consistently provide clean, fresh, high-quality water to our customers in Arizona and New Mexico. We conduct hundreds of tests daily, and hundreds of thousands of tests annually, across our systems to ensure your water meets or exceeds all state and federal standards.

That's our Clean Water Promise.

EPCOR expertly monitors water supplies, carefully maintaining and treating them before the first drop reaches your tap. In addition to monitoring water supply, we also constantly maintain and improve the miles of pipelines, water mains, wells, treatment plants, and hydrants that make up your water system.

The attached water quality report for your system, which includes data collected up through 2024, demonstrates our care and commitment as your water provider.

We have long been innovative and proactive in terms of how we source water as a precious resource and treat the supply to ensure clean, high-quality water for our communities. We continue to innovate for the future.

You may have heard that last year, the federal government's Environmental Protection Agency set the first federal drinking water limits for PFAS, or perfluoroalkyl and polyfluoroalkyl substances, also known as forever chemicals.

EPCOR is proud of our water and, as we monitor and test to meet new regulations, we continue to pledge that we will keep meeting or exceeding all water quality standards.

Sincerely,

Shawn Bradford

Shawn Bradford
Senior Vice President, Regulated US Water

QUESTIONS?

EPCOR Customer Care:
1-800-383-0834 ▪ mywater@epcor.com
Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

YOU WANT TO KNOW WHAT'S IN THE WATER YOU'RE DRINKING

As your water service provider, we're committed to ensuring the quality and safety of that water. That's why you are receiving this annual water quality report from us. We hope it will help you understand your community's water a little better and what we're doing to protect it.

WHAT WILL I FIND IN THIS REPORT?

This report complies with state and U.S. Environmental Protection Agency (EPA) drinking water regulations.

In it you'll find information on:

- Where your water comes from
- Protecting your water
- What's in your water

Information in this report is compiled, in part, from analytical data generated by laboratories certified in drinking water analysis.

READ THIS REPORT – AND SHARE IT!

Reading this report and understanding your community's water is the first step. But it's also important to share this information with those who might not receive it directly. If you're a landlord, business, school or hospital, please share this report with water users in your community.

About Your Water

WILLOW VALLEY

ABOUT YOUR DISTRICT

- EPCOR provides water service to approximately 1,700 service connections in the Willow Valley district.

WHERE YOUR WATER COMES FROM

- Groundwater pumped from the Lake Mohave Basin

Additional Information About The Groundwater In Your Area

The Lake Mohave Basin is a narrow strip of land bounded by the Colorado River on the west and the Black Mountains to the east. Groundwater is found in the alluvial sand, silt and gravel deposits adjacent to the Colorado River and Lake Mohave and is replenished by the Colorado River.

How We Protect Groundwater Together

Both groundwater and the associated pumping and delivery facilities are part of a complex system that needs not just monitoring, but also maintenance. From pipelines to water mains, wells to hydrants, we're ensuring that the groundwater supply is protected and accessible.

How You Can Help

Properly dispose of hazardous household chemicals on hazardous material collection days and limit your pesticide and fertilizer use. For information on household hazardous material collection days in your area, contact the **Arizona Department of Environmental Quality** at **602-771-2300** or **Earth911.com**.

NOTICE OF SOURCE WATER ASSESSMENT

In 2000 and 2003, the Arizona Department of Environmental Quality completed source water assessments for the wells used by Willow Valley-King Street and Willow Valley-Lake Cimarron water systems, respectively. The assessments reviewed the adjacent land uses that may pose a potential risk to the sources. These risks include, but are not limited to, gas stations, landfills, dry cleaners, agriculture fields, wastewater treatment plants and mining activities. Once ADEQ identified the adjacent land uses, they were ranked as to their potential to affect the water sources. The results of the assessments found that there were no adjacent land uses near of any of the wells that posed a risk to ground water quality.

The complete assessments are available for inspection at the Arizona Department of Environmental Quality, 1110 W. Washington, Phoenix, AZ 85007, between the hours of 8 a.m. and 5 p.m. For more information, please contact **ADEQ** at **602-771-2300**.

GETTING INVOLVED

Consulting with the community is important to us. If you have a question, concern or suggestion about your local water system, please contact our Customer Care team at **1-800-383-0834**.

What You Can Expect to Find in Your Water

SOURCES OF DRINKING WATER

The sources of drinking water—both tap water and bottled water—include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over land surfaces or through the ground, it can acquire naturally occurring minerals. In some cases it can also acquire radioactive material and substances resulting from the presence of animals or from human activity.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of these contaminants does not necessarily indicate that the water poses a health risk.

More information about contaminants and potential health effects can be obtained by calling the **EPA's Safe Drinking Water Information Hotline** at **1-800-426-4791**.

DID YOU KNOW?

Tap water costs a lot less than what you pay for other beverages. **A gallon of water costs you about 1 penny.** Compare that to the cost of a gallon of these beverages*:

- Milk = $4.05/gallon
- Orange Juice = $5.00/gallon
- Beer = $15.00/gallon
- Bottled Water = $1.27/gallon
- Wine = $14.38/gallon

** Costs for milk, orange juice and bottled water obtained from Bureau of Labor Statistics and Beverage Marketing Association reports. Other costs determined by calculating average supermarket pricing for bottles of soda, wine and beer and converting to a gallon.*

SUBSTANCES THAT MAY BE PRESENT IN SOURCE WATER

Microbial Contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations or wildlife.

Inorganic Contaminants, such as salts and metals, which can be naturally occurring or may result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.

Pesticides and Herbicides, may come from a variety of sources, such as agriculture, urban stormwater runoff and residential uses.

Organic Chemical Contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and may also come from gas stations, urban stormwater runoff and septic systems.

Radioactive Contaminants, which can be naturally occurring or may be the result of oil and gas production and mining activities.

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Since 2012, EPCOR has been recognized with over 300 awards for safety and operational excellence in delivering your water every day.

ENSURING YOUR WATER IS SAFE

To ensure that tap water is safe to drink, the EPA prescribes regulations limiting the amount of certain contaminants in water provided by public water systems.

To ensure bottled water is safe to drink, U.S. Food and Drug Administration regulations establish limits for contaminants in bottled water.

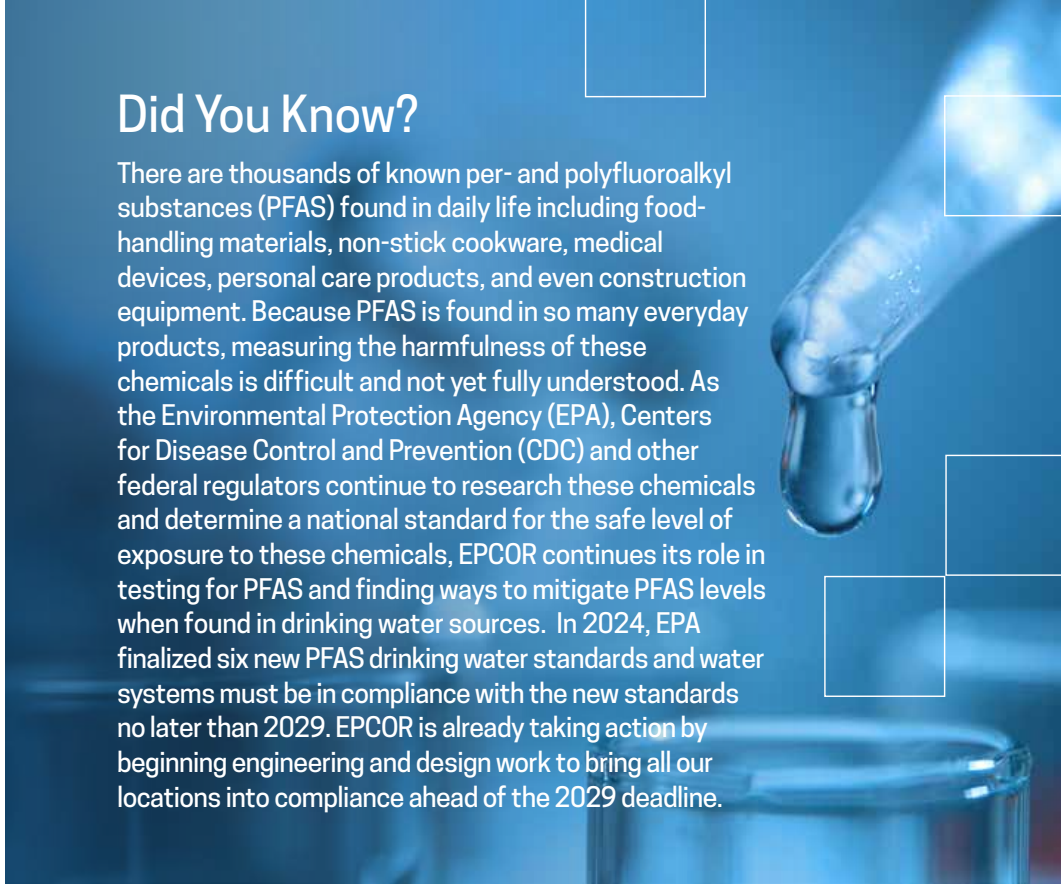
What You Can Expect to Find in Your Water

SPECIAL 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 system disorders, some elderly and infants may be particularly at risk from infections. These people should seek advice about drinking water from their healthcare providers. EPA/CDC (Centers for Disease Control and Prevention) guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbial contaminants are available from the **EPA's Safe Drinking Water Information Hotline** at **1-800-426-4791**.

Lead

Lead and copper were last monitored in 2023 at 30 residences throughout the community and met the federal lead and copper standards. The 30 houses sampled were representative of the types of houses throughout both systems. If your house was sampled you would have received the analysis results. 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. EPCOR is responsible for providing highquality 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 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 Information Hotline** or at **www.epa.gov/safewater/lead**.



Did You Know?

There are thousands of known per- and polyfluoroalkyl substances (PFAS) found in daily life including food-handling materials, non-stick cookware, medical devices, personal care products, and even construction equipment. Because PFAS is found in so many everyday products, measuring the harmfulness of these chemicals is difficult and not yet fully understood. As the Environmental Protection Agency (EPA), Centers for Disease Control and Prevention (CDC) and other federal regulators continue to research these chemicals and determine a national standard for the safe level of exposure to these chemicals, EPCOR continues its role in testing for PFAS and finding ways to mitigate PFAS levels when found in drinking water sources. In 2024, EPA finalized six new PFAS drinking water standards and water systems must be in compliance with the new standards no later than 2029. EPCOR is already taking action by beginning engineering and design work to bring all our locations into compliance ahead of the 2029 deadline.

HOME WATER TREATMENT UNITS

Failure to perform maintenance on your home water treatment unit can result in poor water quality. If you installed a home water treatment system such as a water softener or reverse osmosis system, please remember to follow the manufacturer's instructions on operation and maintenance. For more information, contact the manufacturer of your treatment system for maintenance instructions or assistance. Additional information about home water treatment systems is available from the **Water Quality Association** at **630-505-0160** or by visiting **wqa.org**.

Frequently Asked Questions

WHAT IS THE WHITE OR COLORED DEPOSIT ON MY DISHES OR FAUCETS?

In most cases, the deposits or sediments left behind after water evaporates are calcium carbonate. The amount of calcium in the water is referred to as hardness. Cleaning with white vinegar can help to dissolve and remove deposits. Using a commercial conditioner, liquid detergents or the "air-dry" option in dishwashers can help to decrease the calcium carbonate found on dishes.

ARE THE DEPOSITS OR HARD WATER HARMFUL?

Hardness and/or the deposits left by hard water don't pose a health concern and may have health benefits. We don't treat drinking water for water hardness that can result in hard water deposits.

WHAT IS THE LEVEL OF HARDNESS IN MY WATER?

The hardness in your water ranges from 45 to 47 grains per gallon (gpg).

Degree of water hardness range (gpg)	
Soft	Less than 1
Slightly Hard	1 to 3.4
Moderately Hard	3.5 to 6.9
Hard	7 to 10.4
Very Hard	Greater than 10.5

WHY IS MY WATER CLOUDY OR MILKY IN APPEARANCE WHEN IT COMES OUT OF THE TAP?

Water that appears cloudy or milky is typically caused by trapped air (very small air bubbles) in the water. If this occurs, simply let the water stand for a few minutes—the air will dissipate leaving a clear glass of water.

The quality of your water depends on the source water itself as well as factors such as the geology and biology of the area where the water came from. For some elements that are known to have an effect on the aesthetics of the water quality parameters, the EPA has established guidance levels known as secondary maximum contaminant level standards (SMCLs). When levels of these contaminants are found to be above the SMCLs, they may impact the aesthetic quality of the water (e.g., color, taste and odor). Although aesthetic water qualities may vary, your water meets all state and federal regulatory standards and is safe to use for all drinking water purposes. Secondary contaminants include, but are not limited to, manganese, iron and total dissolved solids (TDS).

WHY IS CHLORINE ADDED TO MY DRINKING WATER?

Chlorine is added to your water for your protection and is used as a disinfectant to ensure that harmful organisms, such as bacteria and viruses, are destroyed in the treatment process.

ARE THERE OTHER WAYS TO REMOVE THE CHLORINE TASTE OR SMELL FROM MY WATER?

To remove the taste of chlorine from your water, try these tips:

- Place water in a glass container in the refrigerator overnight, uncovered. This will let the chlorine dissipate.
- Bring your water to a rolling boil for five minutes and let it stand to cool.
- Add a slice of lemon or a few drops of lemon juice to your glass of drinking water.

WILL MY HOME TREATMENT DEVICE REMOVE CHLORINE?

Some home treatment devices can remove chlorine. Once chlorine is removed, the water should be treated like any other beverage product and used as quickly as possible. We recommend that you follow the manufacturer's instructions for maintaining the device to ensure water quality.

Definition of Terms

AL (Action Level): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

GPG (grains per gallon): Used to describe the dissolved hardness minerals contained in water and is a unit of weight that equals 1/7,000 of a pound.

HAA5 (Haloacetic Acids): Consist of Monochloroacetic Acid, Dichloroacetic Acid, Trichloroacetic Acid, Bromoacetic Acid and Dibromoacetic Acid.

MCL (Maximum Contaminant Level): 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.

MCLG (Maximum Contaminant Level Goal): 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.

MNR: Monitored, not regulated.

MRDL (Maximum Residual Disinfectant Level): 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.

MRDLG (Maximum Residual Disinfectant Level Goal): 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.

NA: Not Applicable.

ND: None Detected.

NTU: Nephelometric turbidity units.

ppb (Parts per Billion): One part substance per billion parts water (or micrograms per liter).

pCi/L (Picocuries per Liter): Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

ppm (Parts per Million): One part substance per million parts water (or milligrams per liter).

ppt (Parts per Trillion): One part substance per trillion parts water (or nanograms per liter).

Polyfluoroalkyl substances - PFAS: Widely used, long lasting chemicals, components of which break down very slowly over time. There are thousands of PFAS chemicals, and they are found in many different consumer, commercial, and industrial products.

SMCL (Secondary Maximum Contaminant Level): Non-enforceable guidelines regulating contaminants that may cause cosmetic or aesthetic effects in drinking water.

Total Dissolved Solids: An overall indicator of the amount of minerals in water.

TT (Treatment Technique): A required process intended to reduce the level of a contaminant in drinking water.

TTHM (Total Trihalomethanes): Consist of Chloroform, Bromoform, Bromodichloromethane and Dibromochloromethane.

UCMR (Unregulated Contaminant Monitoring Rule): Unregulated substances are measured, but maximum contaminant levels have not been established by the government.

What's in Your Water

HOW TO READ YOUR WATER QUALITY TABLE

Below, you'll see an analysis of your drinking water.
Here's an example of how to read these tables:

Start here and read across	2024 or year prior	The goal level for that substance	Highest level of substance allowed	Highest amount that was found	Highest and lowest amounts found	Yes means the amount found is below gov't requirements	Where substance usually originates
Substance (units)	**Year Sampled**	**MCLG**	**MCL**	**Highest Amount Detected**	**Range of Detections**	**Compliance Achieved**	**Typical Sources**

YOUR WATER QUALITY TABLE

The data shown in the tables below are results from commercial laboratories certified in drinking water analysis by the Arizona Department of Health Services. The table shows what substances were detected in your drinking water during 2024 or the last required sampling period within the last five years.

Regulated Substances Measured in the Water Leaving the Treatment Facility

KING STREET

Substance (units)	Year Sampled	MCLG	MCL	Highest Amount Detected	Range of Detections	Compliance Achieved	Typical Sources
Sodium (ppm)	2024	NA	MNR	220	220	YES	Erosion of natural deposits
Barium (ppm)	2021	2	2	0.049	0.049	YES	Erosion of natural deposits
Fluoride (ppm)	2021	4.0	4.0	0.24	0.24	YES	Erosion of natural deposits

Regulated Substances Measured in the Distribution System

KING STREET

Substance (units)	Year Sampled	MCLG/ MRDLG	MCL/ MRDL	Highest Running Annual Average	Range of Detections	Compliance Achieved	Typical Sources
TTHMs (ppb)	2024	NA[1]	80	67.4	57.4 - 72.8	YES	By-product of drinking water disinfection
HAA5 (ppb)	2024	NA[1]	60	14	7.3 - 14.3	YES	By-product of drinking water disinfection
Chlorine Residual (ppm)	2024	4	4.0	0.51	0.27 - 0.69	YES	Water additive used to control microbes
Chlorite (ppm)	2024	0.8	1.0	0.96	0.17 - 0.96	YES	Water additive used to control microbes

What's in Your Water

Tap Water Samples: Lead and Copper Results

KING STREET

Substance (units)	Year Sampled	MCLG	Action Level	Number of Samples	90th Percentile	Number of Samples Above Action Level	Compliance Achieved	Typical Sources
Copper (ppm)	2023	1.3	1.3	20	0.36	0	YES	Corrosion of household plumbing systems; erosion of natural deposits
Lead (ppb)	2023	0	15	20	ND	0	YES	Corrosion of household plumbing systems; erosion of natural deposits

Unregulated Substances Measured in the Water Leaving the Treatment Facility

KING STREET

Substance (units)	Year Sampled	Range of Detections	Typical Sources
Hardness (grains/gallon)	2019	47	Natural calcium and magnesium content

Unregulated Monitoring Rule Substances Measured at the Treatment Facility

KING STREET

Substance (units)	Year Sampled	Range of Detections	Typical Sources
Lithium (ppb)	2024	80.1 - 91.3	Erosion of natural deposits

What's in Your Water

Regulated Substances Measured in the Water Leaving the Treatment Facility

LAKE CIMARRON

Substance (units)	Year Sampled	MCLG	MCL	Highest Amount Detected	Range of Detections	Compliance Achieved	Typical Sources
Sodium (ppm)	2024	NA	MNR	180	180	YES	Erosion of natural deposits
Nitrate (ppm)	2024	10	10	0.16	0.16	YES	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Barium (ppm)	2022	2	2	0.055	0.055	YES	Erosion of natural deposits
Fluoride (ppm)	2022	4.0	4.0	0.24	0.24	YES	Erosion of natural deposits

Regulated Substances Measured in the Distribution System

LAKE CIMARRON

Substance (units)	Year Sampled	MCLG/ MRDLG	MCL/ MRDL	Highest Running Annual Average	Range of Detections	Compliance Achieved	Typical Sources
TTHMs (ppb)	2024	NA[1]	80	72.4	33.9 - 76.7	YES	By-product of drinking water disinfection
HAA5 (ppb)	2024	NA[1]	60	10	3.1 - 16.6	YES	By-product of drinking water disinfection
Chlorine Residual (ppm)	2024	4	4.0	0.51	0.04 - 1.40	YES	Water additive used to control microbes
Chlorite (ppm)	2024	0.8	1.0	0.77	ND - 0.77	YES	Water additive used to control microbes

Tap Water Samples: Lead and Copper Results

LAKE CIMARRON

Substance (units)	Year Sampled	MCLG	Action Level	Number of Samples	90th Percentile	Number of Samples Above Action Level	Compliance Achieved	Typical Sources
Copper (ppm)	2023	1.3	1.3	10	0.43	0	YES	Corrosion of household plumbing systems; erosion of natural deposits
Lead (ppb)	2023	0	15	10	ND	0	YES	Corrosion of household plumbing systems; erosion of natural deposits

What's in Your Water

Unregulated Substances Measured in the Water Leaving the Treatment Facility

LAKE CIMARRON

Substance (units)	Year Sampled	Range of Detections	Typical Sources
Hardness (grains/gallon)	2019	45	Natural calcium and magnesium content

PFAS Substances Measured in the Water Leaving the Treatment Facility

LAKE CIMARRON

Substance (units)	Year Sampled	EPA Proposed MCLG	EPA Proposed MCL	Highest Amount Detected	Range of Detections	Major Sources In Drinking Water
PFOA (ppt)	2024	0	4	ND	ND	Discharge from manufacturing and industrial chemical facilities, and certain firefighting activities
PFOS (ppt)	2024	0	4	ND	ND	Discharge from manufacturing and industrial chemical facilities, and certain firefighting activities
PFNA (ppt)	2024	10*	10*	ND	ND	Discharge from manufacturing and industrial chemical facilities, and certain firefighting activities
PFHxS (ppt)	2024	10*	10*	ND	ND	Discharge from manufacturing and industrial chemical facilities, and certain firefighting activities
HFPO-DA/GenX (ppt)	2024	10*	10*	ND	ND	Discharge from manufacturing and industrial chemical facilities, and certain firefighting activities
PFBS (ppt)	2024	*	*	5.40	5.23 - 5.40	Discharge from manufacturing and industrial chemical facilities, and certain firefighting activities
*Mixture of two or more: PFNA, PFHxS, HFPO-DA, and PFBS	2024	Hazard Index of 1 (unitless)	Hazard Index of 1 (unitless)	NA	NA	

What's in Your Water

[1]**TTHM/HAA5:** Although there is no collective MCLG for this contaminant group, there are individual MCLGs for some of the individual contaminants: Trihalomethanes: bromodichloromethane (0.0 mg/L); bromoform (0.0 mg/L); chloroform (0.07 mg/L); dibromochloromethane (0.06 mg/L). Haloacetic acids: dichoroacetic acid (0.0 mg/L); trichloroacetic acid (0.3 mg/L). Monochloroacetic acid, bromoacetic acid and dibromoacetic acid are regulated with this group but have no MCLGs.

ADDITIONAL MONITORING

In addition to the parameters listed in this table, other parameters were monitored for, including regulated pesticides, herbicides, petroleum by-products and metals. None of those parameters were detected in the water. If you have any questions about this report or your drinking water, please call our **Customer Care** team at **1-800-383-0834**.

EPCOR encourages feedback related to the quality of water that is provided to you. Please feel free to submit comments to us directly at **mywater@epcor.com**. You may also provide feedback to the Arizona Corporation Commission (ACC).

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