

Important Information About Your Drinking Water

EPCOR – Willow Valley/King Street, Public Water System ID# AZ0408040

At EPCOR we're committed to providing water and water service you can count on. As part of that commitment, our water quality experts conduct more than 300,000 tests each year to monitor contaminants.

Why are you receiving this letter?

You are receiving this notice, in accordance with Arizona Department of Environmental Quality requirements, to let you know of recent tests specific to EPCOR customers located in the area highlighted on the map (see reverse).

In April 2025, routine monthly compliance tests were conducted that indicated chlorite levels in the Willow Valley/King Street distribution system were slightly above the maximum allowable level allowed by federal drinking water standards. The standard, or maximum contaminant level, for chlorite is 1.0 mg/L and the average level of chlorite during the month of April was 1.09 mg/L.

We understand that this information may cause concern. Please know that we took immediate action to address the issue. We worked closely with regulatory agencies, conducted additional monitoring, and made operational adjustments to bring chlorite levels back into compliance as quickly as possible. Additional chlorite samples collected on April 24, 2025, showed the average chlorite level in the distribution system at 0.62 mg/L, thus meeting the water quality standard.

Chlorite can cause health effects if consumed at elevated levels over a long period. Most people are unlikely to experience any immediate health problems, but sensitive groups, such as children and those with certain health conditions, may be at a higher risk.

Some infants and young children who drink water containing chlorite in excess of the Maximum Contaminant Level (MCL) could experience nervous system effects. Similar effects may occur in fetuses of pregnant women who drink water containing chlorite in excess of the MCL. Some people may experience anemia.

Do I need to do anything?

No. You are receiving this notice because the Arizona Department of Environmental Quality regulations require notification within 30 days of discovery. Additionally, you do not need to use an alternate source (e.g. bottled) water supply. However, if you have specific health concerns, please consult your doctor.

Please share this information with all other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

To learn more about your water and water quality, please visit epcor.com.

We regret any inconvenience this notice may cause you. Our Water Quality experts are available to answer questions you may have at 1-800-383-0834 or mywater@epcor.com.

