

# Chaparral City

## Water Company

12021 N. Panorama Drive  
Fountain Hills, AZ 85268  
Ph: (480) 837-3411  
Fax: (480) 837-5310

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June 1, 2012

Dear Chaparral City Water Company Customer,

Providing our customers with a safe, reliable water supply is the foundation of what we do. To do that well into the future, this fall we will be making important infrastructure updates to ensure that your water supply continues to be safe and reliable.

Currently, our Fountain Hills customers receive surface water from the Central Arizona Project (CAP) Canal as well as from groundwater wells. Like hundreds of wells in the Southwest, naturally occurring arsenic is found in the groundwater in Fountain Hills. In 2001, the Federal Government lowered the arsenic level requirements from 50 parts per billion to 10 parts per billion.

While the levels of arsenic in the water are low, Chaparral City Water Company uses a treatment method called "blending" to bring the levels even lower. By blending CAP water and well water, we reduce the concentration even further and ensure that your water meets all safety and federal regulations.

But while the current method of treatment is effective and acceptable, it is not always reliable and available since the CAP Canal can be shut down for routine maintenance or emergencies. We want to make sure that Fountain Hills always has the infrastructure and safe water supply to meet demand and to ensure that the drinking water delivered to your home continues to exceed Federal drinking water standards.

That's why, this fall, Chaparral City Water Company will be introducing an improved treatment method for removing arsenic from the groundwater well water supply. The new treatment method, which is used by many water providers as an even more efficient and safer treatment option, absorbs and removes arsenic from the water and leaves it at a higher quality. It also protects the surface water supply by eliminating the blending process, making it possible for us to provide you with even higher quality drinking water that is safe and reliable for many years to come.

In addition to the new treatment process, Chaparral City Water Company plans to repair or replace aging infrastructure components – from hydrants, meters and service lines to pumps and valves – all of which are vital to delivering safe and reliable water every day. We are also improving the infrastructure of our biggest freshwater reservoir to ensure that it continues to be reliable over the long term.

We expect to begin work on these improvements in June 2012 and complete our work by the end of the year with minimal disruption to you, our valued customers.

We take our role as your water provider seriously and these responsible investments are another commitment from us to you. We work hard to deliver water that you can trust and can count on, every day. If you'd like more information about what we're doing to improve your water and your water service, please visit [epcor.com/chaparral](http://epcor.com/chaparral), call 1-877-669-3434 or visit us at 12021 N. Panorama Drive.

Best regards,



Paul Kinshella  
General Manager  
Chaparral City Water Company