

2020 WATER QUALITY REPORT



Safety. Quality. Community. You'll hear these words spoken often around EPCOR.

At EPCOR, we're committed to providing you safe, quality, reliable drinking water every day. It's our mission, and it's an honor. Water fuels our economy, quenches our thirst, and breathes life into our daily routines.

But we can't take it for granted. Our water system needs a steward, one who's there behind the scenes 24 hours a day, 7 days a week to manage, maintain and invest in it.

EPCOR takes this responsibility seriously. From daily water quality checks that ensure safety and quality to investing in your water system, we're ensuring that water will be available for years to come, whether your water source is deep underground or from rivers and lakes.

While the COVID-19 pandemic has created many uncertainties, we want to remind customers that your water is safe. The virus has not been detected in drinking water supplies, and there is no evidence to suggest that it survives the standard disinfection process.

In addition to monitoring the water that comes out of your tap, we're also maintaining and improving the miles of pipelines, water mains, wells and hydrants that make up your water system. We're ensuring that water isn't wasted, and that it's a resource that will be there for the long term.

Because every drop matters.



Sincerely,



Joe Gysel

President,
EPCOR USA, Inc.

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.



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.

ABOUT YOUR WATER

➤ SAN TAN – PWS 11-128

ABOUT YOUR WATER SYSTEM

- EPCOR provides connections to approximately 27,250 service connections in the San Tan system.

WHERE YOUR WATER COMES FROM

- Groundwater is the sole source of water for PWS 11-128 and it is within the Phoenix Active Management Area

Additional Information About The Groundwater In Your Area

Sources of groundwater recharge include natural recharge from stream flows, and incidental recharge from agricultural and urban uses.

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

A Source Water Assessment is on file with the Arizona Department of Environmental Quality (ADEQ) and a copy of it can be obtained by contacting ADEQ's Record Center. The Source Water Assessment Report concluded with a low risk designation for our water system. We are continually observant of past, present and future land uses in and around our area and implement all reasonable measures which vigilantly safeguard our water supplies. Please contact us at (480) 987-9870 to learn more about what you can do to help protect your drinking water sources, any questions about the annual drinking water quality report, to learn more about our system, or to attend scheduled public meetings. We want you, our valued customers, to be informed about the services we provide and the quality water we deliver to you every day.

The complete assessment is 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?

- ◊ **One-Part-Per-Million** (mg/L or ppm) is equivalent to one inch in 16 miles.
- ◊ **One-Part-Per-Billion** (ug/L or ppb) is equivalent to a single 4-inch hamburger in a chain of hamburgers long enough to circle the earth at the equator 2.5 times.
- ◊ **One-Part-Per-Trillion** (ng/L or ppt) is equal to a single drop of water being diluted into 20 Olympic-size swimming pools.



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.



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

EPCOR monitored the water for lead and copper in 2018 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 the system. 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 high-quality 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?

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 = \$3.29/gallon
- Orange Juice = \$2.55/gallon
- Beer = \$15.00/gallon
- Bottled Water = \$1.21/gallon
- Wine = \$25/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.

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.

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).

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:



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 2020 or the last required sampling period within the last five years.

Contaminants (units)	MCLG or MRDLG	MCL, TT, or MRDL	Highest Detect in your Water	Range (low - high)	Sample Date	Violation	Typical Source
Disinfectants & Disinfection By-Products							
Chlorine (as Cl ₂) (ppm)	4	4.0	1.3	0.2 - 1.3	2020	No	Water additive used to control microbes
TTHMs [Total Trihalomethanes] (ppb)	NA ¹	80	6.3	ND - 6.3	2020	No	By-product of drinking water disinfection
Haloacetic Acids (HAA5) (ppb)	NA ¹	60	3	ND - 3	2020	No	By-product of drinking water disinfection
Inorganic Contaminants							
Arsenic (ppb)	0	10	14 ²	ND - 14	2020	No	Erosion of natural deposits; Runoff from orchards
Barium (ppm)	2	2	0.042	0.032 - 0.042	2018	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Chromium (ppb)	100	100	3.2	1.7 - 3.2	2018	No	Discharge from steel and pulp mills; Erosion of natural deposits
Fluoride (ppm)	4.0	4.0	1.3	1.3	2018	No	Erosion of natural deposits
Nitrate [measured as Nitrogen] (ppm)	10	10	9.5 ³	0.29 - 9.5	2020	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Sodium (ppm)	NA	MNR	190	90 - 190	2018	No	Erosion of natural deposits; Leaching
Radioactive Contaminants							
Gross Alpha – Excluding Radon and Uranium (pCi/L)	0	15	3.8	1.8 - 3.8	2016	No	Erosion of natural deposits
Uranium (ppb)	0	30	10	7.2 - 10	2016	No	Erosion of natural deposits

WHAT'S IN YOUR WATER

Contaminants (units)	MCLG	AL	Your Water	Sample Date	# Samples Exceeding AL	Exceeding AL	Typical Source
Inorganic Contaminants							
Copper - action level at consumer taps (ppm)	1.3	1.3	.097	2018	0	No	Corrosion of household plumbing systems; Erosion of natural deposits
Inorganic Contaminants							
Lead - action level at consumer taps (ppb)	0	15	ND	2018	0	No	Corrosion of household plumbing systems; Erosion of natural deposits
Violations and Exceedances							

¹TTHM/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: dichloroacetic 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.

²Arsenic: While your drinking water meets EPA's standard for arsenic, it does contain low levels of arsenic. EPA's standard balances the current understanding of arsenic's possible health effects against the cost of removing arsenic from drinking water. EPA continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.

³Nitrate: Nitrate in drinking water at levels above 10 ppm is a health risk for infants of less than six months of age. High nitrate levels in drinking water can cause blue baby syndrome. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant you should seek advice from your healthcare provider.

Johnson Utilities did not collect required follow-up well samples within 24 hours of learning of a distribution system total coliform positive/fecal indicator negative test result on September 21, 2020. Because of this monitoring gap, we cannot be certain of the quality of the source water during this

time frame. However follow-up sampling was conducted outside of the 24 hour time period on all required wells and all samples tested negative for the presence of total coliform and fecal bacteria indicators. Moreover, the microbial quality of water in the distribution system met all state and federal safe drinking water requirements at all times.

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).



Learn more about your
water at [epcor.com](https://www.epcor.com).

EPCOR