YOUR 2014 WATER QUALITY REPORT

AGUA FRIA DISTRICT
epcor.com

PWS ID 0408695
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

The information in this report is compiled from data from labs 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 Water 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.
1-800-383-0834/mywater@epcor.com.

Sincerely,
Joe Gysel
President, EPCOR Water (USA) Inc.
ABOUT YOUR WATER
AGUA FRIA DISTRICT

ABOUT YOUR DISTRICT
• EPCOR provides water and/or wastewater service to approximately 41,250 billed customers.
• This service area covers parts of multiple cities and towns in the West Valley of metropolitan Phoenix, as well as master-planned communities in currently unincorporated areas of Maricopa County.
• EPCOR also provides wastewater service to approximately 6,500 customers in the West Valley, including customer connections in Verrado, Russell Ranch, Corta Bella and Sun City West.

WHERE YOUR WATER COMES FROM
• The Colorado River via the Central Arizona Project (CAP)
• Groundwater pumped from the West Salt River Valley (WSRV) Sub-Basin

About your CAP water
• Primarily Colorado River water delivered from Lake Havasu via the CAP Canal and the Beardsley Canal

White Tanks Water Treatment Facility
The Agua Fria district receives treated, renewable surface water from the White Tanks Water Treatment Facility (White Tanks). This renewable surface water is Colorado River water that’s delivered through the CAP canal. Using this renewable water source is an important step in making our communities more sustainable. In fact, White Tanks saves billions of gallons of Arizona’s limited and precious groundwater each year.

GROUNDWATER WELLS – AND PROTECTING THEM TOGETHER
About the West Salt River Valley (WSRV) Sub-Basin
• A broad, gently sloping alluvial plain with the following boundaries:
  North: Hieroglyphic Mountains and Hedgpeth Hill
  South: South Mountains, Estrella Mountains and Buckeye Hills
  West: White Tank Mountains
  East: Union Hills, Phoenix Mountains and Papago Buttes
• Depth to groundwater in the WSRV Sub-Basin varies from 150 to more than 500 feet
• Sources of groundwater include natural recharge from flood flows in streams and along mountain fronts and incidental recharge from agricultural and urban irrigation, canals, effluent and artificial lakes

How we protect your groundwater
We protect water sources by ensuring proper well construction and system operations and management.

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 City of Surprise Public Works: 623-222-6000 / Town of Buckeye: www.swm.maricopa.gov / earth911.org.

Notice of source water assessment
In 2004, the Arizona Department of Environmental Quality (ADEQ) completed a source water assessment for 15 wells used by EPCOR-Agua Fria. The assessment 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 assessment were that six wells had adjacent land uses that posed no risk, 10 wells had one adjacent land use that posed a low risk, and two wells had one adjacent land use that posed a high risk.

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. Electronic copies are available from ADEQ at dml@azdeq.gov. For more information please contact ADEQ at 602-771-4641 or visit www.azdeq.gov/environ/water/dw/swap.html.
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, which 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.
Seasonal changes in hardness and taste
Because your water supply contains both surface water and groundwater, you may experience seasonal changes in the hardness and the taste of your water. The hardness and taste difference between surface water and groundwater is normal and completely safe.

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 Arizona Water Quality Association at 480-947-9850 or by writing to 6819 E. Diamond St., Scottsdale, AZ 85257.
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 can be beneficial to our customer’s health. 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 2 to 16 grains per gallon (gpg).

The degrees of water hardness are as follows:

<table>
<thead>
<tr>
<th>Degree of water hardness</th>
<th>Range (gpg)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Soft</td>
<td>Less than 1</td>
</tr>
<tr>
<td>Slightly Hard</td>
<td>1.0 to 3.4</td>
</tr>
<tr>
<td>Moderately Hard</td>
<td>3.5 to 6.9</td>
</tr>
<tr>
<td>Hard</td>
<td>7.0 to 10.4</td>
</tr>
<tr>
<td>Very Hard</td>
<td>Greater than 10.5</td>
</tr>
</tbody>
</table>

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.

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).
DEFINITION OF TERMS

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

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

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

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

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

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

**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.

**MNR:** Monitored, not regulated.

**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.

**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.

**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.

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

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

**N/A:** Not Applicable.

**ND:** None Detected.

**NTU:** Nephelometric turbidity units.

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

<table>
<thead>
<tr>
<th>Substance (units)</th>
<th>Year Sampled</th>
<th>MCLG</th>
<th>MCL</th>
<th>Highest Amount Detected</th>
<th>Range of Detections</th>
<th>Compliance Achieved</th>
<th>Typical Sources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arsenic (ppb)</td>
<td>2014</td>
<td>0</td>
<td>10</td>
<td>8.9¹</td>
<td>ND - 8.9</td>
<td>YES</td>
<td>Erosion of natural deposits</td>
</tr>
<tr>
<td>Chromium (ppb)</td>
<td>2014</td>
<td>100</td>
<td>100</td>
<td>ND</td>
<td>ND - 61</td>
<td>YES</td>
<td>Erosion of natural deposits</td>
</tr>
<tr>
<td>Fluoride (ppm)</td>
<td>2014</td>
<td>4.0</td>
<td>4.0</td>
<td>1.99</td>
<td>ND - 1.99</td>
<td>YES</td>
<td>Erosion of natural deposits</td>
</tr>
<tr>
<td>Nitrate (ppm)</td>
<td>2014</td>
<td>10</td>
<td>10</td>
<td>5.23²</td>
<td>ND - 5.23</td>
<td>YES</td>
<td>Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits</td>
</tr>
<tr>
<td>Selenium (ppb)</td>
<td>2014</td>
<td>50</td>
<td>50</td>
<td>4.5</td>
<td>2 - 4.5</td>
<td>YES</td>
<td>Erosion of natural deposits</td>
</tr>
<tr>
<td>Sodium (ppm)</td>
<td>2014</td>
<td>NA</td>
<td>NA</td>
<td>94</td>
<td>51 - 94</td>
<td>YES</td>
<td>Erosion of natural deposits</td>
</tr>
<tr>
<td>Alpha Emitters (pCi/L)</td>
<td>2014</td>
<td>0</td>
<td>15</td>
<td>3.9</td>
<td>1 - 3.9</td>
<td>YES</td>
<td>Erosion of natural deposits; Certain minerals contain/emit this radiation form</td>
</tr>
<tr>
<td>Combined Radium (pCi/L)</td>
<td>2014</td>
<td>0</td>
<td>5</td>
<td>0.9</td>
<td>ND - 0.9</td>
<td>YES</td>
<td>Erosion of natural deposits; Certain minerals contain/emit this radiation form</td>
</tr>
</tbody>
</table>

The table shows what substances were detected in your drinking water during 2014 or the last required sampling period within the last five years.
## WHAT’S IN YOUR WATER

### Turbidity³ – A Measure of the Clarity of the Water at the Treatment Facility

<table>
<thead>
<tr>
<th>Plant</th>
<th>Year Sampled</th>
<th>TT</th>
<th>Highest Single Measurement</th>
<th>Compliance Achieved</th>
<th>Typical Sources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highest single turbidity measurement</td>
<td>2014</td>
<td>1 NTU</td>
<td>0.15 NTU</td>
<td>YES</td>
<td>Soil run-off</td>
</tr>
<tr>
<td>% Monthly samples &lt; 0.3 NTU (%)</td>
<td>2014</td>
<td>95% of samples &lt; 0.3 NTU</td>
<td>100%</td>
<td>YES</td>
<td>Soil run-off</td>
</tr>
</tbody>
</table>

### Regulated Substances Measured from the Water in the Distribution System

<table>
<thead>
<tr>
<th>Substance (units)</th>
<th>Year Sampled</th>
<th>MCLG/MRDLG</th>
<th>MCL/MRDL</th>
<th>Highest Running Annual Average</th>
<th>Range of Detections</th>
<th>Compliance Achieved</th>
<th>Typical Sources</th>
</tr>
</thead>
<tbody>
<tr>
<td>TTHMs (ppb)</td>
<td>2014</td>
<td>NA&lt;sup&gt;4&lt;/sup&gt;</td>
<td>80</td>
<td>66.5</td>
<td>ND - 109&lt;sup&gt;5&lt;/sup&gt;</td>
<td>YES</td>
<td>By-product of drinking water disinfection</td>
</tr>
<tr>
<td>HAAS (ppb)</td>
<td>2014</td>
<td>NA&lt;sup&gt;4&lt;/sup&gt;</td>
<td>60</td>
<td>19.9</td>
<td>ND - 40</td>
<td>YES</td>
<td>By-product of drinking water disinfection</td>
</tr>
<tr>
<td>Chlorine residual (ppm)</td>
<td>2014</td>
<td>4</td>
<td>4.0</td>
<td>0.75</td>
<td>0.08 - 1.16</td>
<td>YES</td>
<td>Water additive used to control microbes</td>
</tr>
</tbody>
</table>

### Customer Tap Water Samples: Lead and Copper Results

<table>
<thead>
<tr>
<th>Substance (units)</th>
<th>Year Sampled</th>
<th>MCLG</th>
<th>Action Level</th>
<th>Number of Samples</th>
<th>90th Percentile</th>
<th>Number of Samples above Action Level</th>
<th>Compliance Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copper (ppm)</td>
<td>2013</td>
<td>1.3</td>
<td>1.3</td>
<td>30</td>
<td>0.1</td>
<td>0</td>
<td>YES</td>
</tr>
<tr>
<td>Lead (ppb)</td>
<td>2013</td>
<td>0</td>
<td>15</td>
<td>30</td>
<td>ND</td>
<td>0</td>
<td>YES</td>
</tr>
</tbody>
</table>

### Unregulated Contaminant Monitoring Rule Substances Measured at the Treatment Facility and in the Distribution System

<table>
<thead>
<tr>
<th>Substance (units)</th>
<th>Year Sampled</th>
<th>Range of Detections</th>
<th>Typical Sources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bromochloromethane (ppb)</td>
<td>2013</td>
<td>ND - 0.13</td>
<td>By-product of drinking water disinfection</td>
</tr>
<tr>
<td>Chlorate (ppb)</td>
<td>2013</td>
<td>ND - 400</td>
<td>By-product of drinking water disinfection</td>
</tr>
<tr>
<td>Chromium VI (ppb)</td>
<td>2013</td>
<td>ND - 62</td>
<td>Erosion of natural deposits</td>
</tr>
<tr>
<td>Molybdenum (ppb)</td>
<td>2013</td>
<td>3.8 - 7.4</td>
<td>Erosion of natural deposits</td>
</tr>
<tr>
<td>Strontium (ppm)</td>
<td>2013</td>
<td>0.8 - 1.5</td>
<td>Erosion of natural deposits</td>
</tr>
<tr>
<td>Vanadium (ppb)</td>
<td>2013</td>
<td>1.9 - 35.3</td>
<td>Erosion of natural deposits</td>
</tr>
</tbody>
</table>
Although there is no collective MCLG for this contaminant group, there are individual MCLGs for some of the individual contaminants: Trihalomethanes: bromodichloromethane (zero); bromoform (zero); chloroform (0.07 mg/L); dibromochloromethane (0.06 mg/L). Haloacetic Acids: Dichloroacetic Acid (zero); Trichloroacetic Acid (0.02 mg/L). Monochloroacetic Acid (0.07 mg/L), Bromoacetic Acid and Dibromoacetic Acid are regulated with this group but have no MCLGs.

Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys or central nervous systems, and may have an increased risk of getting cancer.

Unregulated Substances Measured from the Water Leaving the Treatment Facilities

<table>
<thead>
<tr>
<th>Substance (units)</th>
<th>Year Sampled</th>
<th>Range of Detections</th>
<th>Typical Sources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calcium (ppm)</td>
<td>2014</td>
<td>6 - 71</td>
<td>Erosion of natural deposits</td>
</tr>
<tr>
<td>Chloride (ppm)</td>
<td>2010</td>
<td>96 - 108</td>
<td>Erosion of natural deposits</td>
</tr>
<tr>
<td>Hardness (grains/gallon)</td>
<td>2014</td>
<td>1.5 - 16.6</td>
<td>Natural Calcium/Magnesium content</td>
</tr>
<tr>
<td>Magnesium (ppm)</td>
<td>2014</td>
<td>3 - 26</td>
<td>Erosion of natural deposits</td>
</tr>
<tr>
<td>pH (standard units)</td>
<td>2014</td>
<td>7.4 - 8.8</td>
<td>pH is a measure of acid/base properties</td>
</tr>
<tr>
<td>Sulfate (ppm)</td>
<td>2010</td>
<td>216 - 248</td>
<td>Erosion of natural deposits</td>
</tr>
<tr>
<td>Total dissolved solids</td>
<td>2014</td>
<td>187 - 696</td>
<td>Natural deposits</td>
</tr>
</tbody>
</table>

**Arsenic:** EPCOR Water’s ground water arsenic removal facility continues to produce water with arsenic levels below the current federal and state standards. 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 costs 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.

**Nitrate:** 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.

**Turbidity** has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea and associated headaches.

**TTHM/HAA5:** Although there is no collective MCLG for this contaminant group, there are individual MCLGs for some of the individual contaminants: Trihalomethanes: bromodichloromethane (zero); bromoform (zero); chloroform (0.07mg/L); dibromochloromethane (0.06 mg/L). Haloacetic Acids: Dichloroacetic Acid (zero); Trichloroacetic Acid (0.02mg/L). Monochloroacetic Acid (0.07mg/L), Bromoacetic Acid and Dibromoacetic Acid are regulated with this group but have no MCLGs.

**TTHM/HAA5:** Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys or central nervous systems, and may have an increased risk of getting cancer.

**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.