

YOUR 2013 WATER QUALITY REPORT



NORTHEAST AGUA FRIA

epcor.com

EPCOR WATER

PWS ID 0407531

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

For EPCOR, being your water and wastewater utility is more than providing a service. The communities that we serve – your community – are our homes, too.

We take great pride in being your neighborhood utility and the quality of life and the quality of the water is important to us at a personal level. At EPCOR, taking care of you and your water supply is serious business. Providing high-quality, safe, reliable water—and protecting it for future generations—is an important part of what we do every day.

That's a responsibility we don't take for granted, and that's why you're receiving this report.

Each year we send you a summary of the results obtained from testing your water in state-certified drinking water analysis labs. And we'll tell you what that analysis means.



In 2013, the water that EPCOR Water provided to you surpassed or met all federal and state primary drinking water quality regulations.

We're proud of this record, and we're dedicated to upholding these results.

If you have questions about this report, our Customer Care team is here to help 24 hours a day, seven days a week. You can call us at 1-800-383-0834 or email us at mywater@epcor.com.

Thank you for caring about your water and for helping us to protect and manage the water we deliver to you. We invite you to learn more about your community's water and being water wise at epcor.com.

Sincerely,

Joe Gysel
President, EPCOR Water (USA) Inc.

ABOUT THIS REPORT

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. Please share the report with water users in your community if you're a landlord, business, school or hospital.

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.

ABOUT YOUR WATER

NORTH EAST AGUA FRIA

ABOUT YOUR DISTRICT

- EPCOR provides water and/or wastewater service to approximately 38,000 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 5,000 customers in the West Valley including the communities of Russell Ranch, Verrado, and Corte Bella.

WHERE YOUR WATER COMES FROM

- Groundwater pumped from the West Salt River Valley (WSRV) Sub-Basin



GROUNDWATER WELLS – AND PROTECTING THEM TOGETHER

About the West Salt River Valley (WSRV) Sub-Basin

- It's a broad, gently sloping alluvial plain with the following boundaries:
 - North: Hieroglyphic Mountains and Hedgpeth Hills
 - 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 hazardous household chemicals on hazardous material collection days and limit your pesticide and fertilizer use.

For information on recycling centers in your area, go to Earth911.com.

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 the surface of the land 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 Hotline at 1-800-426-4791.

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.



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.

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 Hotline** at **1-800-426-4791**.

Lead

EPCOR monitored the water for lead and copper in 2011 at 20 residences throughout the community and met the federal lead and copper standards. The 20 houses sampled were representative of the types of houses throughout the system. If your house was sampled you would have received the analytical 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 Hotline** or at www.epa.gov/safewater/lead.

BACKFLOW PREVENTION

Under state law, you are responsible for testing and maintaining your backflow device in working order. EPCOR Water has a backflow prevention program that ensures proper installation and maintenance of backflow prevention devices throughout our system.

What's a backflow device and what does it do?

Your backflow device is an essential tool in protecting the water supply from possible contamination. Backflow prevention devices range from vacuum breakers on household hose bibs to large commercial reduced-pressure principal devices found throughout our system. These devices ensure hazards originating on customers' property and from temporary connections do not impair or alter the water in our water distribution system. Return of any water to our water distribution system after the water has been used for any purpose on the customer's premises or within the customer's piping system is unacceptable.

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 treatment system such as a water softener or reverse osmosis system to improve taste or odor, 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.

FREQUENTLY ASKED QUESTIONS

WHY IS CHLORINE ADDED TO MY DRINKING WATER?

Chlorine is added to your water for your protection. It is used as a disinfectant to ensure that harmful organisms, such as bacteria and viruses, are destroyed in the treatment process. According to the U.S. Environmental Protection Agency (EPA), chlorine levels of four parts per million or below are recommended for drinking water.

WILL MY HOME TREATMENT DEVICE REMOVE CHLORINE?

Some home treatment devices can remove chlorine. Once removed the water should be treated like any other food and used as quickly as possible. We recommend following the manufacturer's instructions for maintaining the device to insure water quality.

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

To remove the taste of chlorine from your water you can try these three tips:

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



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

In most cases the crystals or sediments left behind after water evaporates is calcium carbonate. The amount of calcium in the water is referred to as hardness.

HOW DO I GET RID OF THE CRYSTAL DEPOSITS?

By cleaning the deposits with white vinegar they can be dissolved and removed. If deposits are found in a dishwasher, using a commercial conditioner, liquid detergents or using the "air-dry" option can all help decrease the calcium carbonate found on dishes.

ARE THE CRYSTALS OR WATER HARDNESS HARMFUL?

We do not treat drinking water for water hardness that can result in crystals. The hardness and/or crystals do not pose a health concern and can be beneficial to our customer's health.

WHAT IS THE LEVEL OF HARDNESS IN MY WATER?

The hardness in your water is 12.5 grains per gallon (gpg).

The degrees of water hardness are as follows:

Degree of water hardness Range (gpg)

Soft	Less than 1
Slightly Hard	1.0 to 3.4
Moderately Hard	3.5 to 6.9
Hard	7.0 to 10.4
Very Hard	Greater than 10.5

DEFINITION OF TERMS

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.

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

NA: Not Applicable.

ND: None Detected.

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



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

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).

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.

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

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	2013 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 water quality tables below are results from commercial laboratories certified in drinking water testing by the State of New Mexico Environment

Department. The table shows what substances were detected in your drinking water during 2013 or the last sampling period.

Regulated Substances Detected in the Water Leaving the Treatment Facility

Substance (units)	Year Sampled	MCLG	MCL	Highest Amount Detected	Range of Detections	Compliance Achieved	Typical Source
Arsenic (ppb)	2013	NA	10	6.4 ¹	6.4	YES	Erosion of natural deposits
Barium (ppm)	2013	2	2	0.04	0.04	YES	Erosion of natural deposits
Chromium (ppb)	2013	100	100	2.4	2.4	YES	Erosion of natural deposits
Fluoride (ppm)	2013	4.0	4.0	0.26	0.26	YES	Erosion of natural deposits
Nitrate (ppm)	2013	10	10	1.6	1.6	YES	Runoff from fertilizer use, leaching from septic tanks
Alpha emitters (pCi/L)	2013	0	15	3.9	3.9	YES	Erosion of natural deposits

WHAT'S IN YOUR WATER

Regulated Substances Detected in the Distribution System

Substance (units)	Year Sampled	MCLG/MRDLG	MCL	Average Amount Detected	Range of Detections	Compliance Achieved	Typical Source
TTHMs (ppb)	2013	NA ²	80	1.8	1.8	YES	By-product of drinking water disinfection
Chlorine residual (ppm)	2013	4	4.0	0.85	0.39-1.35	YES	Water additive used to control microbes

Tap Water Samples: Lead and Copper Results

Substance (units)	Year Sampled	MCLG	Action Level	90th Percentile	Number of Samples	Number of Samples above Action Level	Compliance Achieved	Typical Source
Copper (ppm)	2011	1.3	1.3	0.11	20	0	YES	Corrosion of household plumbing systems; erosion of natural deposits
Lead (ppb)	2011	0	15	4.1	20	0	YES	Corrosion of household plumbing systems; erosion of natural deposits

WHAT'S IN YOUR WATER

Unregulated Substances Detected in the Water Leaving the Treatment Facility

Substance (units)	Year Sampled	Range of Detections	Typical Source
Sodium (ppm)	2013	43	Erosion of natural deposits
Total Dissolve Solids (ppm)	2013	323	Erosion of natural deposits
Hardness (grains/gallon)	2013	12.5	Natural calcium and magnesium content
pH (standard units)	2013	7.7	pH is a measure of acid/base properties

¹Arsenic: 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.

²TTHM: 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).

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**.



WATER

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 Printed on recycled paper; each ton of recycled paper saves 7,000 gallons of water.