WILLOW VALLEY WATER COMPANY-KING STREET SYSTEM
2010 WATER QUALITY REPORT

This report contains information about the drinking water our utility provides to your home. Please take a moment to review this information and call us if you have any questions about our water service to you.

Willow Valley Water Company – A subsidiary of Global Water Resources (928) 768-4413

Spanish (Espanol)
Este informe contiene information muy importante sobre la calidad de su agua para beber. Traduscalo o hable con alguien que lo entienda bien.

Is my water safe?

The Willow Valley Water Company– King Street System, public water system number AZ04-08-040, is dedicated to providing customers with water that meets or exceeds all Federal and State drinking water standards. Extensive tests have been conducted on your water to ensure your tap water is safe to drink. Unless otherwise indicated, this report is a snapshot of last year's water quality. Included in this report are details about where your water comes from, what it contains, and how it compares to standards set by regulatory agencies. We are committed to providing you with information because informed customers are our best allies.

Do I need to take special precautions?

Some people may be more vulnerable to contaminants in drinking water than the general population.
Immuno-compromised individuals such as those with cancer undergoing chemotherapy, or who have undergone organ transplants, or those with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers.

EPA / Centers for Disease Control and Prevention (CDC) provides guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial organisms. This information is available from the Federal Safe Drinking Water Hotline (800-426-4791) and on the CDC website at www.cdc.gov.

Other information

Global Water owns and operates water and wastewater utilities in Arizona and is staffed with dedicated professional operators, engineers, planners, customer service representatives and other personnel to ensure safe, compliant, operations at all times. If you have any questions or concerns about your water quality do not hesitate to contact Global Water Resources at 928-768-4413 or on the web at www.gwresources.com.

Where does my water come from?

The King Street water system supplies water to its customers from wells within its service area. These wells range in depth from approximately 78 ft to 100 ft deep with a total production capacity of approximately 700 gallons per minute (gpm).

Water from the well is chlorinated for disinfection, treated to remove iron and manganese and stored in several tanks with a combined capacity of 320,000 gallons. Booster pumps and hydropneumatic tanks maintain constant pressure throughout the distribution system.
Willow Valley Water Company obtains all its water from groundwater sources. Iron and manganese are two unregulated inorganic substances that are commonly found in drinking water at concentrations often higher than secondary guidelines established by EPA/ADEQ. In the Mohave Valley, the unique hydrogeological conditions make the source water susceptible to increased concentration levels of both iron and manganese.

In order to assure the distribution of safe drinking water to our customers, we add chlorine for disinfection. The addition of chlorine combines with the naturally occurring iron and manganese in the source water which may cause both substances to precipitate out of the water. This reaction may cause the water to turn brown. While iron and manganese are not regulated substances, due to their associated aesthetic issues, Willow Valley Water Company has installed treatment systems and is replacing scale-encrusted pipelines to reduce the effects.

The depth from land surface to groundwater is less than 100 ft which minimizes natural filtration of the earth in the protection of the groundwater source. As such, proper disposal of residual oils and greases, chemicals or cleaners is of paramount importance to ensuring the viability and integrity of our community's water supply. The water produced by the wells meets or exceeds State and Federal drinking water standards and is monitored closely by the Willow Valley Water Company.

For additional information on water related issues, please contact us at 623-518-4000 or 928-768-4413 or visit us on our website at www.gwresources.com.

How can I get involved ?

Water conservation is everyone's responsibility. You can directly impact the availability of water in your community through judicious use of water by: irrigating at night, employing timers for irrigation systems, maximizing xeriscape, fixing leaky faucets, etc. Please visit our website at www.gwresources.com/conservation_education.php for additional information on water conservation practices.

Willow Valley Water Company customers may get involved in their water system through such activities as well-head protection (activities around wells to prevent the contamination of the ground water source that provides water to our community) and attendance at public meetings to ensure that the community's need for safe drinking water is considered in making decisions about land use. And all consumers can do their part to conserve water and properly dispose of household chemicals.

In addition, reporting unauthorized entry or access to the well sites or booster stations is a critical component to ensuring continued safety and security of our community water sources. Should you notice any unusual activity in or around wells or tank sites, please contact law enforcement officials by dialing 911.

Water Quality Data Table

Unless otherwise indicated, the table below lists all of the contaminants that we detected in the drinking water during the 2010 calendar year. The presence of contaminants in the water does not necessarily indicate that the water poses a health risk. The EPA or the State requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not change frequently.

Substance	MCLG or MRDLG	MCL, TT or MRDL	Lowest Level	Highest Level	Running Annual Average	Compliance Achieved	Typical Source
Disinfectants & Disinfection By-Products (There is convincing evidence that addition of a disinfectant is necessary for control of microbial organisms)							
Chlorine (mg/L)	4	4	0.7	1.5	1.1	Yes	Water additives used to control microbes
Haloacetic Acids [HAA5] (ppb)	NA	60	23	28	NA	Yes	By-product of drinking water disinfection
Total Trihalomethanes [TTHM's] (ppb)	NA	80	77	120	NA	Yes*	By-product of drinking water disinfection
***See 'Important water system information' section for more information on TTHM's**							
Inorganic Chemicals							
Arsenic (ppb) 2006 Data	0	10	NA	5.0	NA	Yes	Erosion of natural deposits; runoff from glass and electronics production wastes
Barium (ppm) 2006 Data	2	2	NA	0.11	NA	Yes	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Fluoride (ppm) 2007 Data	4	4	NA	0.29	NA	Yes	Erosion of natural deposits; water additives which promote strong teeth; discharge from fertilizer and aluminum factories
Chromium (ppb) 2006 Data	100	100	NA	1.2	NA	Yes	Discharge from steel and pulp mills; erosion of natural deposits
Microbial Organisms							
Total coliform (positive samples/month)	0	1	NA	0	NA	Yes	Naturally present in the environment
Radionuclides							
Alpha Emitters (pCi/L) 2009 Data	0	15	0.9	2.1	NA	Yes	Erosion of natural deposits
Volatile Organic Chemicals							
Total Xylenes (ppm) 2009 Data	10	10	N/A	0.0021	NA	Yes	Discharge from petroleum factories; Discharge from chemical factories
Dichloromethane (ppm) 2009 Data	0.005	0.005	N/A	0.0017	NA	Yes	Discharge from pharmaceutical and chemical factories

Lead and Copper	Action Level	Your Water	Compliance Achieved	Typical Source
Copper - action level at consumer taps (ppm) 2008 Data	90% of homes tested must have copper levels less than 1.3 ppm	90% of the homes tested had copper levels less than 0.74 ppm	Yes	Corrosion of household plumbing systems; erosion of natural deposits
Lead - action level at consumer taps (ppb) 2008 Data	90% of homes tested must have lead levels less than 15 ppb	90% of the homes tested had lead levels less than 14 ppb	Yes	Corrosion of household plumbing systems; erosion of natural deposits

General information about drinking water

To ensure your tap water is safe to drink, the EPA issues regulations that limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) regulations establish limits for substances in bottled water which must provide the same protection for public health.

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 water poses a health risk. More information about these contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's (EPA) Safe Drinking Water Hotline (800-426-4791).

Sources of drinking water (both tap water and bottled water) include rivers, lakes, reservoirs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and radioactive materials, and can pick up contaminants resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include the following:

- Microbial organisms including viruses, bacteria or parasites (such as Cryptosporidium or Giardia), which may come from agricultural or livestock operations and wildlife;
- Inorganic chemicals such as salts and metals, which can be naturally occurring or result from urban storm 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, storm water runoff and residential uses;
- Organic chemicals including synthetic and volatile organic compounds, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff and septic tanks;
- Radioactive chemicals which occur naturally or result from oil and gas production and mining activities.

Public Notification

In December 2009, the Ground Water Rule took effect. The purpose of the Ground Water rule is to provide increased protection against microbial pathogens in public water systems that use ground water sources. The King Street water system provides and monitors for 4-log removal (99.99%) of viruses using chlorine disinfection and is required to conduct compliance monitoring. Compliance monitoring consists of continuous on-line monitoring for chlorine residuals at a minimum residual of 0.3 ppm concentration.

*continued overleaf

There are a number of ways to save water and they all start with you!

Choose low water -use plants for year-round landscape color and save up to 550 gallons each year.

Only water when necessary. More plants die from over-watering than from under-watering.

Never use running water to thaw food. Defrost food in the refrigerator for water efficiency and food safety.

Shorten your shower by a minute or two and you'll save up to 150 gallons per month.

Encourage your school system and local government to develop and promote water conservation among children and adults.

Report broken pipes, open hydrants and errant sprinklers to the property owner or your water provider.

Verify your irrigation use by using a tuna can to measure and adjust sprinkler output.

Always use a broom instead of a hose to clean your driveway and sidewalk and save up to 80 gallons of water every time.

Turn off the water while brushing your teeth and save 25 gallons a month.

If your shower fills a one-gallon bucket in less than 20 seconds, replace the showerhead with a water-efficient model.

Only run your washing machine and dishwasher when they are full and you can save 1,000 gallons a month.

Never water your lawn on windy days since most of the water gets blown away or evaporates.

For over a hundred other ways to save water, visit:
www.wateruseitwisely.com

Public Notification Continued

On March 29, 2010 a communication failure occurred with the continuous on-line monitoring equipment which continued for approximately 9 hours. As required by Code of Federal Regulations (CFR) Title 40, Part 141, Subpart S, §141.403(b)(3)(i)(A) the system must conduct grab sampling every 4 hours until the continuous monitoring equipment is returned to service. The sampling did not occur within the required 4 hour time frame, therefore, we cannot verify during this period of time, the minimum chlorine residual concentration was met. Once the communication failure was discovered, grab samples were conducted to verify the minimum chlorine residual was above the 0.3 ppm and the continuous monitoring equipment was returned to service on March 30, 2010. The grab sample readings were consistent with the reading of 1.0 ppm prior to the communication failure.

As a result of this failure, an automatic alarm system has been installed, which will notify operations personnel in the event of a reoccurrence. **Although this one incident occurred, testing conducted prior to and after this incident confirmed compliance with federal and state drinking water standards.** At the time of the failure the appropriate regulatory agencies were notified.

Important water system information

Total Trihalomethanes (TTHM's)

The King Street water system is required to monitor annually, during the warmest months of the year, for the Stage 1 Disinfectant and Disinfection By-Products (TTHM's/HAA5's) in the distribution system.

In August 2010, the water system began to monitor quarterly for the Stage 1 Disinfectant and Disinfection By-Products (TTHM's/HAA5's) in the distribution system because TTHM concentrations were found to be above the MCL. Compliance is determined by a running annual average (RAA), which is the mathematical average of four consecutive quarterly results. The system is not in violation of the MCL unless the running average of four consecutive quarters exceeds the MCL. We have taken steps to reduce the formation of DBPs in the water, and continue to monitor our systems in accordance with the Safe Drinking Water Act. 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 system, and may have an increased risk of getting cancer.

Unit descriptions

ppm: parts per million; milligrams per liter (mg/L)

ppb: parts per billion; micrograms per liter (ug/L)

pCi/L: picocuries per liter (a measure of radioactivity)

Positive samples/month: number of samples taken monthly that were found to be positive

NA: not applicable

ND: not detected

Important drinking water definitions

MCLG: Maximum Contaminant Level Goal: The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLG's allow for a margin of safety.

MCL: Maximum Contaminant Level : The highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCLG's as feasible using the best available treatment technology.

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 which a water system must follow.

Variances and Exemptions: State or EPA permission not to meet an MCL or a treatment technique under certain conditions.

MRDLG: Maximum Residual Disinfectant Level Goal: The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLG's do not reflect the benefits of the use of disinfectants to control microbial contaminants.

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.

For more information please contact:

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