

VALENCIA WATER COMPANY 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.

Valencia Water Company-Town Division - A subsidiary of Global Water (623) 518-4000

Spanish (Español)

Este informe contiene información muy importante sobre la calidad de su agua para beber. Tradúscalo o hable con alguien que lo entienda bien.

Is my water safe?

The Valencia Water Company, public water system identification AZ04-07-078, 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 623-580-9600 or on the web at www.gwresources.com.

Where does my water come from?

The Valencia Water Company's water is produced from groundwater wells located at sites within its service area. These wells range in depth from approximately 300 ft. to 1000 ft deep with a total production capacity of over 3500 gallons per minute (gpm).

Water from these wells is chlorinated for disinfection, treated for arsenic removal and stored in several storage tanks with a combined capacity of over a million gallons. Booster pumps and hydropneumatic tanks maintain constant pressure throughout the distribution system.

Source water assessment, and its availability

In 2003 the Arizona Department of Environmental Quality (ADEQ) completed a Source Water Assessment for the wells used by the Valencia Water Company. The assessment reviewed the hydrogeologic conditions and adjacent land uses that may pose a potential risk to the water sources. These risks include, but are not limited to, gas stations, landfills, dry cleaners, agriculture, 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 the wells had a high risk of contamination due to adjacent land use. **This does not imply that the source water is contaminated nor does it mean that contamination is imminent.** Rather it simply means that land use activities or hydrogeologic conditions exist that make the source water susceptible to possible contamination. A designation of high risk indicates there may be additional source water protection measures which can be implemented on the local level.

The water is currently protected by well construction and system operations and management. Residents can help protect the water by taking hazardous household chemicals to hazardous material collection days and limiting pesticide and fertilizer use. The water produced by the wells meets all State and Federal drinking water standards and is monitored closely at the local, state and federal level.

The complete assessment is available for inspection at ADEQ, 1110 W Washington St, Phoenix, Arizona 85007, between the hours of 8:00 a.m. and 5:00 p.m. Electronic copies are available from ADEQ. Contact ADEQ's Source Water Assessment and Protection Unit at 602-771-4644 or visit their website at www.azdeq.gov/environ/water/dw/swap/html for more information.

How can I get involved ?

Valencia 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 [as Cl ₂] (ppm)	4	4	0.8	1.0	NA	Yes	Water additive used to control microbes
Haloacetic Acids [HAA5] (ppb)	NA	60	ND	1.5	0.93	Yes	By-product of drinking water disinfection
Total Trihalomethanes [TTHMs] (ppb)	NA	80	6.6	17.0	13.5	Yes	By-product of drinking water disinfection
Substance	MCLG or MRDLG	MCL, TT or MRDL	Lowest Level	Highest Level		Compliance Achieved	Typical Source
Inorganic Chemicals							
Arsenic (ppb)	0	10	4.2	8.4		Yes	Erosion of natural deposits; runoff from glass and electronics production waste
Barium (ppm) 2009 Data	2	2	0.07	0.19		Yes	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Chromium (ppb) 2009 Data	100	100	ND	31		Yes	Discharge from steel and pulp mills; erosion of natural deposits
Fluoride (ppm) 2009 Data	4	4	1.89	2.3		Yes	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate [measured as Nitrogen] (ppm)	10	10	1.6	8.5		Yes	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Selenium (ppb) 2009 Data	50	50	2.5	12		Yes	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines
Antimony (ppm) 2009 Data	0.006	0.006	ND	0.0019		Yes	Discharge from petroleum refineries; fire retardants; ceramics; electronics; solder
Microbial Organisms							
Total Coliform (positive samples/month)	0	1	NA	0		Yes	Naturally present in the environment
Radionuclides							
Gross Alpha (pCi/L) 2009 Data	0	15	ND	4.2		Yes	Erosion of natural deposits
Uranium (ppb) 2009 Data	0	30	1.5	3.3		Yes	Erosion of natural deposits
Volatile Organic Chemicals							
Ethylbenzene (ppm)	0.7	0.7	NA	0.0043		Yes	Discharge from petroleum refineries
Lead and Copper		Action Level		Your Water		Compliance Achieved	Typical Source
Copper - action level at consumer taps (ppm) 2009 Data		90% of homes tested must have copper levels less than 1.3 ppm		90% of the homes tested had copper levels less than 0.12 ppm		Yes	Corrosion of household plumbing systems; erosion of natural deposits
Lead - action level at consumer taps (ppb) 2009 Data		90% of homes tested must have lead levels less than 15 ppb		90% of the homes tested had lead levels below detectable levels		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 contaminants 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.

Additional information for nitrate

Your water **does not** contain nitrate levels above the MCL, but it can exceed 5 ppm, the value at which we are required to inform our customers.

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 ask for advice from your health care provider.

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.

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

Upcoming drinking water regulations

Stage 2 Disinfectants and Disinfection Byproducts Rule (Stage 2 DBPR)

The Stage 2 DBPR builds upon the Stage I Disinfectants and Disinfection Byproducts Rule (Stage I DBPR) and focuses on public health protection and improving your drinking water quality by limiting exposure to disinfectant byproducts, specifically total trihalomethanes (TTHM's) and haloacetic acids (HAA5's). Compliance for the Stage 2 DBPR will be based on a locational running annual average (LRAA) calculated at each sampling location. Valencia Water Company was required to conduct standard monitoring (one year of increased monitoring for TTHM and HAA5) in order to select Stage 2 monitoring locations. The sampling was completed and all results were below the MCL for TTHM's and HAA5's.

Important water system information

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 Valencia Water Company provides and monitors for 4-log removal of viruses (99.99%) using chlorine disinfection and is required to conduct compliance monitoring. Compliance monitoring consists of continuous on-line monitoring for chlorine residuals at a minimum concentration of 0.4 ppm.

On March 29, 2010 a failure occurred with the continuous on-line monitoring equipment. As required by the 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 failure was discovered, grab samples were conducted every 2 hours until the continuous monitoring equipment was returned to service on March 30, 2010. The grab sample readings were consistent with the reading of 1.3 ppm of the online instrumentation after it was returned to service.

As a result of this failure, an automatic alarm system has been installed, which will notify operations personnel immediately. **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.

Additional information for fluoride

This is an alert about your drinking water and a cosmetic dental problem that might affect children under nine years of age. At low levels, fluoride can help prevent cavities, but children drinking water containing more than 2 ppm of fluoride may develop cosmetic discoloration of their permanent teeth (dental fluorosis). Valencia water has a level of 2.3 ppm.

Dental fluorosis, in its moderate or severe forms, may result in a brown staining and/or pitting of the permanent teeth. This problem occurs only in developing teeth, before they erupt from the gums. Children under nine should be provided with alternative sources of drinking water or water that has been treated to remove the fluoride to avoid the possibility of staining and pitting of their permanent teeth. You may also want to contact your dentist about proper use by young children of fluoride containing products. Older children and adults may safely drink the water.

Drinking water containing more than 4 ppm of fluoride (the U.S. Environmental Protection Agency's drinking water standard) can increase your risk of developing bone disease. Your drinking water **does not** contain more than 4 ppm of fluoride, but we're required to notify you when we discover that the fluoride levels in your drinking water exceed 2 ppm.

For additional information, please contact us at 623-518-4000 or visit us on our website at www.gwresources.com. Some home water treatment units are also available to remove fluoride from drinking water. To learn more about available home water treatment units, you may call NSF International at 1-800-NSF-MARK or email at info@nsf.org.

For more information please contact:

Global Water, Valencia Water Company, PWS AZ04-07-078
Address: 21410 N. 19th Ave., Suite 201, Phoenix, AZ 85027
P: 623-518-4000 F: 623-580-9659 www.gwresources.com

Additional information for arsenic

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.

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.