

LAKE HAVASU/PARKER

2020 WATER QUALITY REPORT



epcor.com

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AZ0415010, AZ0415011, AZ0415027,
AZ0415040



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

LAKE HAVASU/PARKER

ABOUT YOUR DISTRICT

- EPCOR provides water service to approximately 2,100 service connections in the northwestern area of the state, primarily in an unincorporated area of Mohave County to the north of Lake Havasu City.
- EPCOR also provides water to a small group of customers within the city limits.

Parker

- EPCOR provides water service to approximately 2,100 service connections in six stand alone systems in the Town of Parker.

WHERE YOUR WATER COMES FROM

- Lake Havasu – Groundwater pumped from the Lake Havasu Basin
- Parker – Colorado River Water

Additional Information About The Groundwater In the Lake Havasu area

The Lake Havasu Basin covers approximately 275 square miles and is bordered on the west by the Colorado River. The Lake Havasu Basin contains stream and basin-fill alluvium consisting of sand, silt and gravel and is replenished by the Colorado River.

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

In 2004, the Arizona Department of Environmental Quality (ADEQ) completed a source water assessment for three wells used by EPCOR-Havasus. 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 found that there were no adjacent land uses that pose a risk to the sources.

In 2003, ADEQ completed source water assessments of the surface water source used to serve the Marina Village, Parker Dam, Rio Lindo, and Holiday Harbor public water systems (PWS). Based on the information available at the time on the hydrogeologic settings and adjacent land uses that are in the specified proximity of the drinking water sources of these systems, ADEQ gave a high risk designation for the degree to which these systems drinking water sources are protected. A designation of high risk indicates there may be additional source water protection measures which can be implemented on the local level. This does not imply that the source water is contaminated nor does it mean that contamination is imminent. Rather, it simply states that land use activities or hydrogeologic conditions exist that make the source water susceptible to possible future contamination. The ADEQ did not assess the Moovalya Keys or Lakeside systems in 2003 either because the PWS was either inactive at the time or the PWS did not exist.

The complete assessments are 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 at 20 Lake Havasu residences and 60 Parker system residences for lead and copper in 2019 and 2020, respectively. All results met the federal lead and copper standards. The 80 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 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*:

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

WHAT IS THE LEVEL OF HARDNESS IN MY WATER?

The hardness in your water ranges from 7 to 18 grains per gallon (gpg).

Degree of water hardness range (gpg)

| | |
|-----------------|-------------------|
| Soft | Less than 1 |
| Slightly Hard | 1 to 3.4 |
| Moderately Hard | 3.5 to 6.9 |
| Hard | 7 to 10.4 |
| Very Hard | Greater than 10.5 |

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:



| Start here and read across | 2020 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 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.

Regulated Substances Measured in the Water Leaving the Treatment Facility

LAKE HAVASU

| Substance (units) | Year Sampled | MCLG | MCL | Highest Amount Detected | Range of Detections | Compliance Achieved | Typical Sources |
|---|--------------|------|-----------------|-------------------------|---------------------|---------------------|--|
| Arsenic (ppb) | 2020 | 0 | 10 | 6.6 ¹ | 4.6 - 6.6 | YES | Erosion of natural deposits |
| Barium (ppm) | 2020 | 2 | 2 | 0.043 | 0.043 | YES | Erosion of natural deposits |
| Chromium (ppb) | 2020 | 100 | 100 | 20 | 20 | YES | Erosion of natural deposits |
| Fluoride (ppm) | 2020 | 4 | 4.0 | 2.1 ² | 2.1 | YES | Erosion of natural deposits |
| Nitrate (ppm) | 2020 | 10 | 10 | 2.2 | 2.2 | YES | Runoff from fertilizer use; leaching from septic tanks |
| Gross Alpha excluding Radon and Uranium (pCi/L) | 2020 | 0 | 15 | 2.8 | 2.8 | YES | Erosion of natural deposits |
| Sodium | 2020 | NA | NM ² | 220 | 220 | YES | Erosion of natural deposits |

WHAT'S IN YOUR WATER

Regulated Substances Measured in the Distribution System

LAKE HAVASU

| Substance (units) | Year Sampled | MCLG/MRDLG | MCL/MRDL | Highest Running Annual Average | Range of Detections | Compliance Achieved | Typical Sources |
|-------------------------|--------------|-----------------|----------|--------------------------------|---------------------|---------------------|---|
| TTHMs (ppb) | 2020 | NA ³ | 80 | 30 | 0.81 - 30 | YES | By-product of drinking water disinfection |
| HAA5 (ppb) | 2020 | NA ³ | 60 | 3.1 | ND - 3.1 | YES | Water additive used to control microbes |
| Chlorine residual (ppm) | 2020 | 4 | 4.0 | 0.61 | 0.33 - 0.61 | YES | Water additive used to control microbes |

Tap Water Samples: Lead and Copper Results

LAKE HAVASU

| Substance (units) | Year Sampled | MCLG | Action Level | Number of Samples | 90th Percentile | Number of Samples Above Action Level | Compliance Achieved | Typical Sources |
|-------------------|--------------|------|--------------|-------------------|-----------------|--------------------------------------|---------------------|--|
| Copper (ppm) | 2019 | 1.3 | 1.3 | 20 | 0.16 | 0 | YES | Corrosion of household plumbing systems; erosion of natural deposits |
| Lead (ppb) | 2019 | 0 | 15 | 20 | ND | 0 | YES | Corrosion of household plumbing systems; erosion of natural deposits |

¹Arsenic: EPCOR's groundwater 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.

²Elevated Fluoride Levels detected: 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 who drink water containing more than 2 milligrams per liter (mg/L) of fluoride may develop cosmetic discoloration of their permanent teeth (dental fluorosis). The drinking water provided by EPCOR has an average fluoride concentration of 2.1 mg/L. Dental fluorosis, in its moderate or severe forms, may result in brown staining and/or pitting of the permanent teeth. This problem occurs only in the developing teeth, before they erupt from the gums. Children under nine years of age 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 mg/L 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 mg/L of fluoride, but we're required to notify you when we discover that the fluoride levels in your drinking water exceed 2 mg/L because of the cosmetic dental problem. 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 **1-877-867-3435**.

³TTHM/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.

WHAT'S IN YOUR WATER

Regulated Substances Measured in the Water Leaving the Treatment Facility

MOOVAYLA KEYS

| Substance (units) | Year Sampled | MCLG | MCL | Highest Amount Detected | Range of Detections | Compliance Achieved | Typical Sources |
|-------------------|--------------|------|-----|-------------------------|---------------------|---------------------|---|
| Arsenic (ppb) | 2020 | 0 | 10 | 2.9 | 2.9 - 2.9 | Yes | Erosion of natural deposits |
| Barium (ppm) | 2020 | 2 | 2 | 0.12 | 0.12 - 0.12 | Yes | Erosion of natural deposits |
| Fluoride (ppm) | 2020 | 4.0 | 4.0 | 0.33 | 0.33 - 0.33 | Yes | Erosion of natural deposits |
| Nitrate (ppm) | 2020 | 10 | 10 | 0.34 | 0.25 - 0.34 | Yes | Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits |
| Selenium (ppb) | 2020 | 50 | 50 | 3.5 | 3.5 - 3.5 | Yes | Erosion of natural deposits |
| Sodium (ppm) | 2020 | NA | NA | 85 | 85 - 85 | Yes | Erosion of natural deposits |

Turbidity¹ – A Measure of the Clarity of the Water at the Treatment Facility

MOOVAYLA KEYS

| Plant | Year Sampled | Limit (Treatment Technique) | Level Detected | Violation | Compliance Achieved | Typical Sources |
|--------------------------------------|--------------|-----------------------------|--------------------|------------------|---------------------|-----------------|
| Highest single turbidity measurement | 2020 | 1 NTU | 1 NTU ¹ | No | Yes | Soil run-off |
| Lowest Monthly % Meeting Limit | 2020 | 95% of samples < 0.3 NTU | 24% | Yes ² | Yes | Soil run-off |

Regulated Substances Measured in the Distribution System

MOOVAYLA KEYS

| Substance (units) | Year Sampled | MCLG/ MRDLG | MCL/ MRDL | Highest Running Annual Average | Range of Detections | Violation | Compliance Achieved | Typical Sources |
|-------------------------|--------------|-----------------|-----------|--------------------------------|---------------------|------------------|---------------------|---|
| TTHMs (ppb) | 2020 | NA ³ | 80 | 51 | 37.9 - 63.5 | No | Yes | By-product of drinking water disinfection |
| HAA5 (ppb) | 2020 | NA ³ | 60 | 16 | 9.8 - 27.8 | No | Yes | By-product of drinking water disinfection |
| Chlorine residual (ppm) | 2020 | 4 | 4.0 | 1 | 1 - 1 | Yes ⁴ | Yes | Water additive used to control microbes |

WHAT'S IN YOUR WATER

Tap Water Samples: Lead and Copper Results

MOOVAYLA KEYS

| Substance (units) | Year Sampled | MCLG | Action Level | Number of Samples | 90th Percentile | Number of Samples Above Action Level | Compliance Achieved | Typical Sources |
|-------------------|--------------|------|--------------|-------------------|-----------------|--------------------------------------|---------------------|--|
| Copper (ppm) | 2020 | 1.3 | 1.3 | 10 | 0.065 | 0 | Yes | Corrosion of household plumbing systems; erosion of natural deposits |
| Lead (ppb) | 2020 | 0 | 15 | 10 | ND | 0 | Yes | Corrosion of household plumbing systems; erosion of natural deposits |

Microbiological Monitoring in the Distribution System

MOOVAYLA KEYS

| Substance (units) | Year Sampled | Total Coliform MCLG | Total Coliform MCL | Highest Number of Total Coliform Positive Samples Detected | Total Number of Positive E. Coli Samples | Violation | Compliance Achieved | Typical Sources |
|-------------------------|--------------|---------------------|--------------------|--|--|-----------|---------------------|--------------------------------------|
| Total Coliform Bacteria | 2020 | 0 | NA | 1 | 0 | No | Yes | Naturally present in the environment |

Regulated Substances Measured in the Water Leaving the Treatment Facility

LAKESIDE

| Substance (units) | Year Sampled | MCLG | MCL | Highest Amount Detected | Range of Detections | Compliance Achieved | Typical Sources |
|---|--------------|------|-----|-------------------------|---------------------|---------------------|---|
| Arsenic (ppb) | 2020 | 0 | 10 | 2.8 | 2.8 - 2.8 | Yes | Erosion of natural deposits |
| Barium (ppm) | 2020 | 2 | 2 | 0.12 | 0.12 - 0.12 | Yes | Erosion of natural deposits |
| Fluoride (ppm) | 2020 | 4.0 | 4.0 | 0.33 | 0.33 - 0.33 | Yes | Erosion of natural deposits |
| Nitrate (ppm) | 2020 | 10 | 10 | 0.35 | 0.25 - 0.35 | Yes | Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits |
| Selenium (ppb) | 2020 | 50 | 50 | 3.3 | 3.3 - 3.3 | Yes | Erosion of natural deposits |
| Sodium (ppm) | 2020 | NA | NA | 90 | 86 - 90 | Yes | Erosion of natural deposits |
| Gross alpha excluding radon and uranium (pCi/L) | 2016 | 0 | 15 | 5.4 | 5.4 - 5.4 | Yes | Erosion of natural deposits |

WHAT'S IN YOUR WATER

Turbidity¹ – A Measure of the Clarity of the Water at the Treatment Facility

LAKESIDE

| Plant | Year Sampled | Limit (Treatment Technique) | Level Detected | Violation | Compliance Achieved | Typical Sources |
|--------------------------------------|--------------|-----------------------------|--------------------|------------------|---------------------|-----------------|
| Highest single turbidity measurement | 2020 | 1 NTU | 1 NTU ¹ | No | Yes | Soil run-off |
| Lowest Monthly % Meeting Limit | 2020 | 95% of samples < 0.3 NTU | 63% | Yes ² | Yes | Soil run-off |

Regulated Substances Measured in the Distribution System

LAKESIDE

| Substance (units) | Year Sampled | MCLG/ MRDLG | MCL/ MRDL | Highest Running Annual Average | Range of Detections | Violation | Compliance Achieved | Typical Sources |
|-------------------------|--------------|-----------------|-----------|--------------------------------|---------------------|------------------|---------------------|---|
| TTHMs (ppb) | 2020 | NA ³ | 80 | 56 | 36.9 - 74 | No | Yes | By-product of drinking water disinfection |
| HAA5 (ppb) | 2020 | NA ³ | 60 | 12 | ND - 35 | No | Yes | By-product of drinking water disinfection |
| Chlorine residual (ppm) | 2020 | 4 | 4.0 | 1 | 1 - 1 | Yes ⁴ | Yes | Water additive used to control microbes |

Tap Water Samples: Lead and Copper Results

LAKESIDE

| Substance (units) | Year Sampled | MCLG | Action Level | Number of Samples | 90th Percentile | Number of Samples Above Action Level | Compliance Achieved | Typical Sources |
|-------------------|--------------|------|--------------|-------------------|-----------------|--------------------------------------|---------------------|--|
| Copper (ppm) | 2020 | 1.3 | 1.3 | 10 | 0.044 | 0 | Yes | Corrosion of household plumbing systems; erosion of natural deposits |
| Lead (ppb) | 2020 | 0 | 15 | 10 | ND | 0 | Yes | Corrosion of household plumbing systems; erosion of natural deposits |

Microbiological Monitoring in the Distribution System

LAKESIDE

| Substance (units) | Year Sampled | Total Coliform MCLG | Total Coliform MCL | Highest Number of Total Coliform Positive Samples Detected | Total Number of Positive E. Coli Samples | Violation | Compliance Achieved | Typical Sources |
|-------------------------|--------------|---------------------|--------------------|--|--|-----------|---------------------|--------------------------------------|
| Total Coliform Bacteria | 2020 | 0 | NA | 7 | 2 | No | Yes ⁶ | Naturally present in the environment |

WHAT'S IN YOUR WATER

Regulated Substances Measured in the Water Leaving the Treatment Facility

MARINA VILLAGE

| Substance (units) | Year Sampled | MCLG | MCL | Highest Amount Detected | Range of Detections | Compliance Achieved | Typical Sources |
|---|--------------|------|-----|-------------------------|---------------------|---------------------|---|
| Arsenic (ppb) | 2020 | 0 | 10 | 2.7 | 2.7 - 2.7 | Yes | Erosion of natural deposits |
| Barium (ppm) | 2020 | 2 | 2 | 0.12 | 0.12 - 0.12 | Yes | Erosion of natural deposits |
| Fluoride (ppm) | 2020 | 4.0 | 4.0 | 0.33 | 0.33 - 0.33 | Yes | Erosion of natural deposits |
| Nitrate (ppm) | 2020 | 10 | 10 | 0.35 | 0.25 - 0.35 | Yes | Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits |
| Selenium (ppb) | 2020 | 50 | 50 | 3 | 3 - 3 | Yes | Erosion of natural deposits |
| Sodium (ppm) | 2020 | NA | NA | 86 | 84 - 86 | Yes | Erosion of natural deposits |
| Gross alpha excluding radon and uranium (pCi/L) | 2016 | 0 | 15 | 3.2 | 3.2 - 3.2 | Yes | Erosion of natural deposits |

Turbidity¹ – A Measure of the Clarity of the Water at the Treatment Facility

MARINA VILLAGE

| Plant | Year Sampled | Limit (Treatment Technique) | Level Detected | Violation | Compliance Achieved | Typical Sources |
|--------------------------------------|--------------|-----------------------------|-----------------------|------------------|---------------------|-----------------|
| Highest single turbidity measurement | 2020 | 1 NTU | 4.67 NTU ¹ | Yes ² | Yes | Soil run-off |
| Lowest Monthly % Meeting Limit | 2020 | 95% of samples < 0.3 NTU | 39% | Yes ² | Yes | Soil run-off |

Regulated Substances Measured in the Distribution System

MARINA VILLAGE

| Substance (units) | Year Sampled | MCLG/MRDLG | MCL/MRDL | Highest Running Annual Average | Range of Detections | Violation | Compliance Achieved | Typical Sources |
|-------------------------|--------------|-----------------|----------|--------------------------------|-----------------------|------------------|---------------------|---|
| TTHMs (ppb) | 2020 | NA ³ | 80 | 69 | ND - 110 ⁴ | No | Yes | By-product of drinking water disinfection |
| HAA5 (ppb) | 2020 | NA ³ | 60 | 14 | ND - 39.4 | No | Yes | By-product of drinking water disinfection |
| Chlorine residual (ppm) | 2020 | 4 | 4.0 | 1 | 1 - 1 | Yes ⁵ | Yes | Water additive used to control microbes |

WHAT'S IN YOUR WATER

Tap Water Samples: Lead and Copper Results

MARINA VILLAGE

| Substance (units) | Year Sampled | MCLG | Action Level | Number of Samples | 90th Percentile | Number of Samples Above Action Level | Compliance Achieved | Typical Sources |
|-------------------|--------------|------|--------------|-------------------|-----------------|--------------------------------------|---------------------|--|
| Copper (ppm) | 2020 | 1.3 | 1.3 | 10 | 0.088 | 0 | Yes | Corrosion of household plumbing systems; erosion of natural deposits |
| Lead (ppb) | 2020 | 0 | 15 | 10 | ND | 0 | Yes | Corrosion of household plumbing systems; erosion of natural deposits |

Microbiological Monitoring in the Distribution System

MARINA VILLAGE

| Substance (units) | Year Sampled | Total Coliform MCLG | Total Coliform MCL | Highest Number of Total Coliform Positive Samples Detected | Total Number of Positive E. Coli Samples | Violation | Compliance Achieved | Typical Sources |
|-------------------------|--------------|---------------------|--------------------|--|--|-----------|---------------------|--------------------------------------|
| Total Coliform Bacteria | 2020 | 0 | NA | 1 | 0 | No | Yes | Naturally present in the environment |

Regulated Substances Measured in the Water Leaving the Treatment Facility

PARKER DAM

| Substance (units) | Year Sampled | MCLG | MCL | Highest Amount Detected | Range of Detections | Compliance Achieved | Typical Sources |
|---|--------------|------|-----|-------------------------|---------------------|---------------------|---|
| Arsenic (ppb) | 2020 | 0 | 10 | 2.7 | 2.7 - 2.7 | Yes | Erosion of natural deposits |
| Barium (ppm) | 2020 | 2 | 2 | 0.12 | 0.12 - 0.12 | Yes | Erosion of natural deposits |
| Fluoride (ppm) | 2020 | 4.0 | 4.0 | 0.34 | 0.34 - 0.34 | Yes | Erosion of natural deposits |
| Nitrate (ppm) | 2020 | 10 | 10 | 0.34 | 0.25 - 0.34 | Yes | Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits |
| Selenium (ppb) | 2020 | 50 | 50 | 3.3 | 3.3 - 3.3 | Yes | Erosion of natural deposits |
| Sodium (ppm) | 2020 | NA | NA | 87 | 86 - 87 | Yes | Erosion of natural deposits |
| Gross alpha excluding radon and uranium (pCi/L) | 2016 | 0 | 15 | 4.6 | 4.6 - 4.6 | Yes | Erosion of natural deposits |

WHAT'S IN YOUR WATER

Turbidity¹ – A Measure of the Clarity of the Water at the Treatment Facility

PARKER DAM

| Plant | Year Sampled | Limit (Treatment Technique) | Level Detected | Violation | Compliance Achieved | Typical Sources |
|--------------------------------------|--------------|-----------------------------|--------------------|------------------|---------------------|-----------------|
| Highest single turbidity measurement | 2020 | 1 NTU | 1 NTU ¹ | No | Yes | Soil run-off |
| Lowest Monthly % Meeting Limit | 2020 | 95% of samples < 0.3 NTU | 0% | Yes ² | Yes | Soil run-off |

Regulated Substances Measured in the Distribution System

PARKER DAM

| Substance (units) | Year Sampled | MCLG/ MRDLG | MCL/ MRDL | Highest Running Annual Average | Range of Detections | Violation | Compliance Achieved | Typical Sources |
|-------------------------|--------------|-----------------|-----------|--------------------------------|---------------------|------------------|---------------------|---|
| TTHMs (ppb) | 2020 | NA ³ | 80 | 59 | 13.3 - 80 | No | Yes | By-product of drinking water disinfection |
| HAA5 (ppb) | 2020 | NA ³ | 60 | 17 | ND - 25 | No | Yes | By-product of drinking water disinfection |
| Chlorine residual (ppm) | 2020 | 4 | 4.0 | 1 | 1 - 1 | Yes ⁴ | Yes | Water additive used to control microbes |

Tap Water Samples: Lead and Copper Results

PARKER DAM

| Substance (units) | Year Sampled | MCLG | Action Level | Number of Samples | 90th Percentile | Number of Samples Above Action Level | Compliance Achieved | Typical Sources |
|-------------------|--------------|------|--------------|-------------------|-----------------|--------------------------------------|---------------------|--|
| Copper (ppm) | 2020 | 1.3 | 1.3 | 10 | 0.17 | 0 | Yes | Corrosion of household plumbing systems; erosion of natural deposits |
| Lead (ppb) | 2020 | 0 | 15 | 10 | ND | 0 | Yes | Corrosion of household plumbing systems; erosion of natural deposits |

Microbiological Monitoring in the Distribution System

PARKER DAM

| Substance (units) | Year Sampled | Total Coliform MCLG | Total Coliform MCL | Highest Number of Total Coliform Positive Samples Detected | Total Number of Positive E. Coli Samples | Violation | Compliance Achieved | Typical Sources |
|-------------------------|--------------|---------------------|--------------------|--|--|-----------|---------------------|--------------------------------------|
| Total Coliform Bacteria | 2020 | 0 | NA | 4 | 0 | No | Yes ⁶ | Naturally present in the environment |

WHAT'S IN YOUR WATER

Regulated Substances Measured in the Water Leaving the Treatment Facility

RIO LINDO

| Substance (units) | Year Sampled | MCLG | MCL | Highest Amount Detected | Range of Detections | Compliance Achieved | Typical Sources |
|---|--------------|------|-----|-------------------------|---------------------|---------------------|---|
| Arsenic (ppb) | 2020 | 0 | 10 | 2.6 | 2.6 - 2.6 | Yes | Erosion of natural deposits |
| Barium (ppm) | 2020 | 2 | 2 | 0.11 | 0.11 - 0.11 | Yes | Erosion of natural deposits |
| Fluoride (ppm) | 2020 | 4.0 | 4.0 | 0.34 | 0.34 - 0.34 | Yes | Erosion of natural deposits |
| Nitrate (ppm) | 2020 | 10 | 10 | 0.35 | 0.25 - 0.35 | Yes | Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits |
| Selenium (ppb) | 2020 | 50 | 50 | 2.9 | 2.9 - 2.9 | Yes | Erosion of natural deposits |
| Sodium (ppm) | 2020 | NA | NA | 86 | 85 - 86 | Yes | Erosion of natural deposits |
| Gross alpha excluding radon and uranium (pCi/L) | 2016 | 0 | 15 | 4.2 | 4.2 - 4.2 | Yes | Erosion of natural deposits |

Turbidity¹ – A Measure of the Clarity of the Water at the Treatment Facility

RIO LINDO

| Plant | Year Sampled | Limit (Treatment Technique) | Level Detected | Violation | Compliance Achieved | Typical Sources |
|--------------------------------------|--------------|-----------------------------|--------------------|------------------|---------------------|-----------------|
| Highest single turbidity measurement | 2020 | 1 NTU | 1 NTU ¹ | No | Yes | Soil run-off |
| Lowest Monthly % Meeting Limit | 2020 | 95% of samples < 0.3 NTU | 0% | Yes ² | Yes | Soil run-off |

Regulated Substances Measured in the Distribution System

RIO LINDO

| Substance (units) | Year Sampled | MCLG/MRDLG | MCL/MRDL | Highest Running Annual Average | Range of Detections | Violation | Compliance Achieved | Typical Sources |
|-------------------------|--------------|-----------------|----------|--------------------------------|---------------------|------------------|---------------------|---|
| TTHMs (ppb) | 2020 | NA ³ | 80 | 33 | 32.6 - 60.6 | No | Yes | By-product of drinking water disinfection |
| HAA5 (ppb) | 2020 | NA ³ | 60 | 6 | 5.8 - 16.9 | No | Yes | By-product of drinking water disinfection |
| Chlorine residual (ppm) | 2020 | 4 | 4.0 | 1 | 1 - 1 | Yes ⁴ | Yes | Water additive used to control microbes |

WHAT'S IN YOUR WATER

Tap Water Samples: Lead and Copper Results

RIO LINDO

| Substance (units) | Year Sampled | MCLG | Action Level | Number of Samples | 90th Percentile | Number of Samples Above Action Level | Compliance Achieved | Typical Sources |
|-------------------|--------------|------|--------------|-------------------|-----------------|--------------------------------------|---------------------|--|
| Copper (ppm) | 2020 | 1.3 | 1.3 | 10 | ND | 0 | Yes | Corrosion of household plumbing systems; erosion of natural deposits |
| Lead (ppb) | 2020 | 0 | 15 | 10 | ND | 0 | Yes | Corrosion of household plumbing systems; erosion of natural deposits |

Regulated Substances Measured in the Water Leaving the Treatment Facility

HOLIDAY HARBOR

| Substance (units) | Year Sampled | MCLG | MCL | Highest Amount Detected | Range of Detections | Compliance Achieved | Typical Sources |
|---|--------------|------|-----|-------------------------|---------------------|---------------------|---|
| Arsenic (ppb) | 2020 | 0 | 10 | 2.8 | 2.8 - 2.8 | Yes | Erosion of natural deposits |
| Barium (ppm) | 2020 | 2 | 2 | 0.11 | 0.11 - 0.11 | Yes | Erosion of natural deposits |
| Fluoride (ppm) | 2020 | 4.0 | 4.0 | 0.33 | 0.33 - 0.33 | Yes | Erosion of natural deposits |
| Nitrate (ppm) | 2020 | 10 | 10 | 0.35 | 0.25 - 0.35 | Yes | Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits |
| Selenium (ppb) | 2020 | 50 | 50 | 3.5 | 3.5 - 3.5 | Yes | Erosion of natural deposits |
| Sodium (ppm) | 2020 | NA | NA | 84 | 84 | Yes | Erosion of natural deposits |
| Gross alpha excluding radon and uranium (pCi/L) | 2016 | 0 | 15 | 3.8 | 3.8 - 3.8 | Yes | Erosion of natural deposits |

WHAT'S IN YOUR WATER

Turbidity¹ – A Measure of the Clarity of the Water at the Treatment Facility

HOLIDAY HARBOR

| Plant | Year Sampled | Limit (Treatment Technique) | Level Detected | Violation | Compliance Achieved | Typical Sources |
|--------------------------------------|--------------|-----------------------------|--------------------|------------------|---------------------|-----------------|
| Highest single turbidity measurement | 2020 | 1 NTU | 1 NTU ¹ | No | Yes | Soil run-off |
| Lowest Monthly % Meeting Limit | 2020 | 95% of samples < 0.3 NTU | 42% | Yes ² | Yes | Soil run-off |

Regulated Substances Measured in the Distribution System

HOLIDAY HARBOR

| Substance (units) | Year Sampled | MCLG/ MRDLG | MCL/ MRDL | Highest Running Annual Average | Range of Detections | Violation | Compliance Achieved | Typical Sources |
|-------------------------|--------------|-----------------|-----------|--------------------------------|---------------------|------------------|---------------------|---|
| TTHMs (ppb) | 2020 | NA ³ | 80 | 52 | 30.5 - 59.2 | No | Yes | By-product of drinking water disinfection |
| HAA5 (ppb) | 2020 | NA ³ | 60 | 12 | ND - 24.3 | No | Yes | By-product of drinking water disinfection |
| Chlorine residual (ppm) | 2020 | 4 | 4.0 | 1 | ND - 1 | Yes ⁴ | Yes | Water additive used to control microbes |

Tap Water Samples: Lead and Copper Results

HOLIDAY HARBOR

| Substance (units) | Year Sampled | MCLG | Action Level | Number of Samples | 90th Percentile | Number of Samples Above Action Level | Compliance Achieved | Typical Sources |
|-------------------|--------------|------|--------------|-------------------|-----------------|--------------------------------------|---------------------|--|
| Copper (ppm) | 2020 | 1.3 | 1.3 | 10 | 0.067 | 0 | Yes | Corrosion of household plumbing systems; erosion of natural deposits |
| Lead (ppb) | 2020 | 0 | 15 | 10 | ND | 0 | Yes | Corrosion of household plumbing systems; erosion of natural deposits |

WHAT'S IN YOUR WATER

1Turbidity 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.

2Turbidity levels though relatively low exceeded a standard for the following systems during the specified time periods:

- **Moovayla Keys** exceeded a monthly turbidity limit during the months August and September 2020. Measurements also indicated that adequate entry point disinfection did not occur during the months of August and September 2020.
- **Lakeside** exceeded a monthly turbidity limit during the months August, September, October, and November 2020. Measurements also indicated that adequate entry point disinfection did not occur during the months of August, September, and October 2020.
- **Marina Village** exceeded a monthly turbidity limit during the months August and September 2020. One measurement in August 2020 exceeded the daily maximum standard. Measurements also indicated that adequate entry point disinfection did not occur during the months of August, September, and October 2020.
- **Parker Dam** exceeded a monthly turbidity limit during the months August and September 2020. Measurements also indicated that adequate entry point disinfection did not occur during the months of August, September, and October 2020.
- **Rio Lindo** exceeded a monthly turbidity limit during the months August and September 2020. Measurements also indicated that adequate entry point disinfection did not occur during the months of August, September, and October 2020.
- **Holiday Harbor** exceeded a monthly turbidity limit during the months August and September 2020. Measurements also indicated that adequate entry point disinfection did not occur during the months of August, September, and October 2020.

3TTHM/HAA5: Although there is no collective MCLG for this contaminant group, there are individual MCLGs for some of the individual contaminants: Trhalomethanes: 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 (0.0 mg/L); monochloroacetic acid, bromoacetic acid and dibromoacetic acid are regulated with this group but have no MCLGs

4TTHM/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.

5Chlorine: Brooke Water failed to adequately test the drinking water for chlorine during the April 1 - June 30, 2020 time period. Because of this failure, we cannot be sure of the quality of the drinking water related to chlorine levels during this time period.

6Total Coliform Bacteria: Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. If coliform is found, then the system is responsible to look for potential problems in water treatment or distribution. When this occurs, the water system is required to conduct assessment(s) to identify problems and to correct any problems that were found during these assessments. Brooke Water was required to conduct one Level 1 and two Level 2 Assessments of the **Lakeside** public water system in 2020 and one Level 1 assessment for the **Parker Dam** system in 2020. These assessments were completed by Brooke Water in 2020.

WHAT'S IN YOUR WATER

Brooke Water failed to test the drinking water for Total Trihalomethane (TTHM) and Haloacetic Acids (HAA5) in April 2020 for the **Moovayla Keys, Lakeside, Parker Dam, Rio Lindo, and Holiday Harbor** systems. Because of this failure we cannot be sure of the quality of the drinking water related to TTHM/HAA5 levels during this time period. The required TTHM/HAA5 sampling was completed in July and October 2020 as required by safe drinking water regulations. EPCOR developed a sampling tracking schedule to ensure that in the future, this sampling is completed during the correct time periods.

Brooke Water failed to submit the 2nd Quarter 2020 Stage 2 Disinfectant Byproduct (DBP) calculation report (DWAR33) for the **Moovayla Keys, Lakeside, Parker Dam, Rio Lindo, and Holiday Harbor** systems. EPCOR submitted the required 3rd Quarter Stage 2 DBP calculation report.

Brooke Water failed to collect the required lead and copper tap samples during the January-June 2020 time period for the Rio Lindo system. This required sampling was completed during the July-December 2020 time period (completed in August 2020) and the analytical results, as established by a state licensed laboratory, met the required state and federal drinking water standards for these contaminants. EPCOR developed a sampling tracking schedule to ensure that in the future, this required sampling is completed during the correct time periods.

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).





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