Utilities Division
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Highland Village, TX 75077
972-317-2989

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The City of Highland Village has been rated as a "Superior Public Water Supply" from the TCEQ since 1996. This rating is the highest rating given to a water system which passes stringent quality assurance evaluations performed by the TCEQ. The Utilities Division is striving to deliver the highest quality water possible to the citizens of Highland Village. We also strive to improve the quality in such areas as taste and raw water assessment.

Our ground water is continually monitored by the Texas Commission on Environmental Quality (TCEQ) to assure that we supply a safe, adequate supply of drinking water. In addition to their close monitoring, City Technicians check residuals throughout the City to ensure proper disinfection levels are maintained every day. Each week, bacteriological samples are submitted and checked for coliform bacteria by the City of Lewisville's Laboratory. In addition to our ground water, we purchase surface water from the Upper Trinity Regional Water District. This water is also monitored by the State.

Highland Village also earned a certificate for outstanding performance from the TCEQ that acknowledges the diligence and skill of the entire Water Utilities Division in protecting public health. The continuous distribution of safe drinking water requires strict protocols in sampling, analysis and monitoring throughout the system. In maintaining the quality of water, the staff makes constant adjustments to the system for varying demands and seasonal differences.

Where Do We Get Our Water?

Our drinking water is obtained from purchased surface and self-supplied ground water sources. It comes from the Trinity Aquifer and Lewisville Lake. A Source Water Susceptibility Assessment for your drinking water source(s) is currently being updated by the TCEQ. This information describes the susceptibility and types of constituents that may come into contact with your drinking water source based on human activities and natural conditions. The information contained in the assessment allows us to focus our source water protection strategies. Some of this source water assessment information will be available later this year on Texas Drinking Water Watch at http://dww.tceq.state.texas.gov/DWW/. For more information on source water assessments and protection efforts at our system, please contact us.

Our Drinking Water is Regulated

This report is a summary of the quality of the water we provide our customers. The analysis was made by using the data from the most recent U.S. Environmental Protection Agency (EPA) required tests and is presented in the attached pages. We hope this information helps you become more knowledgeable about what's in your drinking water.This report lists all of the federally regulated or monitored constituents, which have been found in your drinking water.

Public Participation

Every three years, the City of Highland Village inspects wells that pose a risk of contamination based on the five (5) year travel time. The next inspection will be in 2013. If you would like to be a volunteer on an inspection team, call (972) 317-2989 for more details.

En Espanol

Este informe incluye informacion importante sobre el agua potable. Si tiene preguntas o comentarios sobre este informe en espanol, favor de llamar al tel. (972)-317-2989 - par habalar conuna persona bilingue en espanol.

Contact us

- Questions about your water bill: 972-899-5090
- Information on water conservation and pollution prevention: 972-317-2989
- Water or Sewer Service: 972-317-2989
- Questions or concerns about water quality: 972-317-2989
- Reporting service interruption: 972-317-2989
- To report service interruptions between 5:00 p.m. and 7:00 a.m. Monday through Friday or on weekends and holidays, contact the Police Department's non--emergency number at 972-317-6551.

Special Notice for the Elderly, Infants, Cancer Patients, People with HIV/AIDS or Other Immune Problems

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 can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

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. We 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 http://www.epa.gov/safewater/lead.

Drinking Water Sources

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 dissolves naturally-occurring minerals, and in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source water before treatment include:

- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban storm water 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 storm water runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.
- Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

All Drinking Water May Contain Contaminants

When drinking water meets federal standards, there may not be any health based benefits to purchasing bottled water or point of use devices. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 800-426-4791.

Secondary Contaminants

Many constituents (such as calcium, sodium, or iron) which are often found in drinking water, can cause taste, color, and odor problems. The taste and odor constituents are called secondary constituents and are regulated by the State of Texas, not the EPA. These constituents are not causes for health concerns. Therefore, secondaries are not required to be reported in this document but they may greatly affect the appearance and taste of your water.

Outdoor water use - Save water by the yard

Many people water their lawns too often and for too long, over-saturating plants. It's usually not necessary to water grass every day. Instead, test your lawn by stepping on a patch of grass; if it springs back, it doesn't need water.

Regular maintenance of an irrigation system can help ensure that water is distributed evenly on the lawn and does not overspray onto paved areas. Look for an irrigation contractor certified in system maintenance and auditing to keep your system working efficiently.

An inefficient irrigation system can waste water and money each month, but using weather-based irrigation scheduling on a moderate sized yard, for example, can reduce a households outdoor water use by about 15%, saving up to 37 gallons of water every day. Alternatively, a weather-based irrigation controller can do the scheduling for you, providing the right amount of water to your plants automatically, if adjusted properly.

Landscaping with plants that are not adaptive to our climate increases water use and costs. Instead, use native plants, or species adapted to the local climate, which reduce outdoor water use by 20 to 50 percent.

How Much Water Are You Using?

You'll soon be able to answer that question. The City recently installed a fixed base network automatic water meter reading system. We are in the process of creating a secure website where you will be able to view and track yout personal household or commercial water consumption. You'll be able to compare your water consumption and use with temperature and rainfall data to determine if you're using the proper amount of water. At the city, the system will be used in conjunction with our billing system to eliminate the need for water meter readers. An AMI system will allow customer service representatives to answer customer inquiries with up to date and accurate water consumption information and will notify Utilities Operations of many different alarms, one being customer leaks, so customers can be notified to make repairs.

Disposing of Pharmaceuticals & Personal Care Products, What Do I Do?

In order to help keep the environment safe it is recommended that the best and most cost-effective way to ensure safe water at the tap is to keep our source waters clean. As a society, we should encourage policies that protect source water from contaminants introduced by human activity. You can help by refraining from flushing unused medications down the toilet or sink and instead take them to the prescription drop boxes located in and outside City Hall. Instead, find out if your pharmacy accepts medications for disposal, or contact the local health department for information about proper disposal of medications, cleaning products, pesticides, and automotive products.

2010	p-Dichlorobenzene	Levels lower than detect levels	0-0	75	75	ppb	Discharge from industrial chemical factories	NO
2010	Trans-1,2-Dicholoroethylene	Levels lower than detect levels	0-0	100	100	ppb	Discharge from industrial chemical factories	NO
Regulated Contaminants								
Year	**Contaminant**	**Highest of all Sampling Points**	**Range of Detected Levels**	**MCL**		**Unit of Measure**	**Source of Contaminant**	**Violation**
2010	Total Trihalomethanes	28	0-31.1	80		ppb	By-product of drinking water disinfection	NO
2010	Haloacetic Acids	8	0-13.7	60		ppb	By-product of drinking water disinfection	NO
Lead and Copper								
Year	**Contaminant**	**90th Percentile**	**Number of Sites Exceeding Action Level**	**Action Level**	**MCLG**	**Unit of Measure**	**Source of Contaminant**	**Violation**
2010	Lead	3.53	2	15	0	ppb	Corrosion of household plumbing systems; Erosion of natural deposits	NO
2010	Copper	0.414	0	1.3	1.3	ppm	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives	NO
Total Coliform								
Year	**Contaminant**	**Highest Monthly Number of Positive Samples**		**MCL**		**Unit of Measure**	**Source of Contaminant**	**Violation**
2011	Total Coliform Bacteria	0		1		Presence	Naturally present in the environment	NO

Key to Table Abbreviations

Maximum Contaminant Level (MCL) - The highest level that is allowed of a contaminant in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.
Maximum Contaminant Level Goal (MCLG) - The level of a contaminant in drinking water below which there is no known or expected health risk. MCLGs allow for a margin of safety.
Maximum Residual Disinfectant Level (MRDL) - 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.
Maximum Residual Disinfectant Level Goal (MRDLG) - 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 disinfectnants to control microbial contamination.

Treatment Technique (TT) - A required process intended to reduce the level of a contaminant in drinking water
Action Level (AL) - The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
NTU - Nephelometric Turbidity Units
ppm - parts per million, or milligrams per liter (mg/L)
ppb - parts per billion, or micrograms per liter (ug/L)
pCi/L - picocuries per liter (a measure of radioactivity)
ppt - parts per trillion, or nanograms per liter
AVG - Regulatory compliance with some MCLs are based on running annual average of monthly samples.

Why do we Issue this Report?

This report is issued in compliance with the Texas Commission on Environmental Quality (TCEQ) to comply with the U.S. Environmental Protection Agency's (EPA) requirements. The enclosed report provides information regarding the contents of our water and how these contents relate to you, the consumer. This report will be provided to you annually.

Regulated Substance Characteristics
Inorganic Contaminants

About this page: This page lists all of the federally regulated or monitored contaminants which have been found in your drinking water. The U.S. EPA requires water systems to test for up to 97 contaminants.

Year	Contaminant	Highest Level	Range of Detected Levels	MCL	MCLG	Unit of Measure	Source of Contaminant	Violation
2010	Antimony	1.27	0-1.27	6	6	ppb	Discharge from petroleum refineries; fire retardants; ceramics; electronics; solder; test addition	NO
2010	Arsenic	1.16	0.421-1.16	10	0	ppb	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes	NO
2010	Barium	0.0623	0.03-0.0623	2	2	ppm	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits	NO
2010	Beryllium	Levels lower than detect level	0-0	4	4	ppb	Discharge from metal refineries and coal-burning factories; Discharge from electrical, aerospace, and defense industries	NO
2010	Cadmium	Levels lower than detect level	0-0	5	5	ppb	Corrosion of galvanized pipes; Erosion of natural deposits; Discharge from metal refineries; runoff from waste batteries and paints	NO
2010	Chromium	5.42	0.46-5.42	100	100	ppb	Discharge from steel and pulp mills; Erosion of natural deposits	NO
2010	Cyanide	Levels lower than detect levels	0-0	200	200	ppb	Discharge from plastic and fertilizer factories; Discharge from steel/metal factories	NO
2010	Fluoride	0.53	0.26-0.53	4.0	4	ppm	Erosion of natural deposits; Water additive which promotes strong teeth, discharge from fertilizer and aluminum factories	NO
2010	Mercury	Levels lower than detect levels	0-0	2	2	ppb	Erosion of natural deposits; Discharge from refineries and factories; Runoff from landfills; Runoff from cropland	NO
2010	Nitrate (measured as Nitrogen)	0.43	0 -0.43	10	10	ppm	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits	NO
Nitrate Advisory - 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 advice from your health care provider.								
2008	Nitrite (measured as Nitrogen)	Levels lower than detect levels	0-0	1	1	ppm	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits	NO
2010	Selenium	5.06	0-5.06	50	50	ppb	Discharge from petroleum and metal refineries; Erosion of natural deposits; Discharge from mines	NO
2010	Thallium	0.026	0-0.026	2	0.5	ppb	Discharge from electronics, glass, and Leaching from ore-processing sites; drug factories	NO
Radioactive Contaminants								
2010	Beta/photon emitters	Levels lower than detect levels	0-0	4	0	mrem/yr	Decay of natural and manmade deposits	NO
2010	Combined Radium	2.1	1-2.1	5	0	pCi/L	Erosion of natural deposits	NO
2010	Gross alpha excluding radon and uranium	21	0-2.1	15	0	pCi/L	Erosion of natural deposits	NO
Synthetic Organic Contaminants including Pesticides and Herbicides								
2010	2,4,5-TP (Silvex)	Levels lower than detect levels	0-0	50	50	ppb	Residue of banned herbicide	NO
2010	2,4-D	Levels lower than detect levels	0-0	70	70	ppb	Runoff from herbicide used on row crops	NO
2010	Alachlor	Levels lower than detect levels	0-0	2	0	ppb	Runoff from herbicide used on row crops	NO
2010	Atrazine	0.18	.17-.18	3	3	ppb	Runoff from herbicide used on row crops	NO
2010	Benzo(a)pyrene	Levels lower than detect levels	0-0	200	0	ppt	Leaching from linings of water storage tanks and distribution lines	NO

2010	Carbofuran	Levels lower than detect levels	0-0	40	40	ppb	Leaching of soil fumigant used on rice and alfalfa	NO
2010	Chlordane	Levels lower than detect levels	0-0	2	0	ppb	Residue of banned termiticide	NO
2010	Dalapon	Levels lower than detect levels	0-0	200	200	ppb	Runoff from herbicide used on rights of way	NO
2010	Di (2-ethylhexyl) adipate	Levels lower than detect levels	0-0	400	400	ppb	Discharge from chemical factories	NO
2010	Di (2-ethylhexyl) phthalate	Levels lower than detect levels	0-0	6	0	ppb	Discharge from rubber and chemical factories	NO
2010	Dibromochloropropane (DBCP)	Levels lower than detect levels	0-0	0	0	ppt	Runoff/leaching from soil fumigant used on soybeans, cotton, pineapples and orchards	NO
2010	Dinoseb	Levels lower than detect levels	0-0	7	7	ppb	Runoff from herbicide used on soybeans and vegetables	NO
2010	Endrin	Levels lower than detect levels	0-0	2	2	ppb	Residue of banned insecticide	NO
2010	Ethylene dibromide	Levels lower than detect levels	0-0	50	0	ppt	Discharge from petroleum refineries	NO
2010	Heptachlor	Levels lower than detect levels	0-0	400	0	ppt	Residue of banned termiticide	NO
2010	Heptachlor epoxide	Levels lower than detect levels	0-0	200	0	ppt	Breakdown of heptachlor	NO
2010	Hexachlorobenzene	Levels lower than detect levels	0-0	1	0	ppb	Discharge from metal refineries and agricultural chemical factories	NO
2010	Hexachlorocyclopentadiene	Levels lower than detect levels	0-0	50	50	ppb	Discharge from chemical factories	NO
2010	Lindane	Levels lower than detect levels	0-0	200	200	ppt	Runoff/leaching from insecticide used on cattle, lumber, gardens	NO
2010	Methoxychlor	Levels lower than detect levels	0-0	40	40	ppb	Runoff/leaching from insecticide used on fruits, vegetables, alfalfa, livestock	NO
2010	Oxamyl [Vydate]	Levels lower than detect levels	0-0	200	200	ppb	Runoff/leaching from insecticide used on apples, potatoes and tomatoes	NO
2010	Pentachlorophenol	Levels lower than detect levels	0-0	1	0	ppb	Discharge from wood preserving factories	NO
2010	Picloram	Levels lower than detect levels	0-0	500	500	ppb	Herbicide runoff	NO
2010	Simazine	Levels lower than detect levels	0-0	4	4	ppb	Herbicide runoff	NO
2010	Toxaphene	Levels lower than detect levels	0-0	3	0	ppb	Runoff/Leaching from insecticide used on cotton and cattle	NO

Volatile Organic Contaminants

Year	Contaminant	Highest Level	Range of Detected Levels	MCL	MCLG	Unit of Measure	Source of Contaminant	Violation
2010	1,1,1-Trichloroethane	Levels lower than detect levels	0-0	200	200	ppb	Discharge from metal degreasing sites and other factories	NO
2010	1,1,2-Trichloroethane	Levels lower than detect levels	0-0	5	3	ppb	Discharge from industrial chemical factories	NO
2010	1,1-Dichloroethylene	Levels lower than detect levels	0-0	7	7	ppb	Discharge from industrial chemical factories	NO
2010	1,2,4-Trichlorobenzene	Levels lower than detect levels	0-0	70	70	ppb	Discharge from textile-finishing factories	NO
2010	1,2-Dichloroethane	Levels lower than detect levels	0-0	5	0	ppb	Discharge from industrial chemical factories	NO
2010	1,2-Dichloropropane	Levels lower than detect levels	0-0	5	0	ppb	Discharge from industrial chemical factories	NO
2010	Benzene	Levels lower than detect levels	0-0	5	0	ppb	Discharge from factories; Leaching from gas storage tanks and landfills	NO
2010	Carbon Tetrachloride	Levels lower than detect levels	0-0	5	0	ppb	Discharge from chemical plants and other industrial activities	NO
2010	Chlorobenzene	Levels lower than detect levels	0-0	100	100	ppb	Discharge from chemical and agricultural chemical factories	NO
2010	Dichloromethane	Levels lower than detect levels	0-0	5	0	ppb	Discharge from pharmaceutical and chemical factories	NO
2010	Ethylbenzene	Levels lower than detect levels	0-0	700	700	ppb	Discharge from petroleum refineries	NO
2010	Styrene	Levels lower than detect levels	0-0	100	100	ppb	Discharge from rubber and plastic factories; Leaching from landfills	NO
2010	Tetrachloroethylene	Levels lower than detect levels	0-0	5	0	ppb	Discharge from factories and dry cleaners	NO
2010	Toluene	Levels lower than detect levels	0-0	1	1	ppm	Discharge from petroleum factories	NO
2010	Trichloroethylene	Levels lower than detect levels	0-0	5	0	ppb	Discharge from metal degreasing sites and other factories	NO
2010	Vinyl Chloride	Levels lower than detect levels	0-0	2	0	ppb	Leaching from PVC piping; Discharge from plastics factories	NO
2010	Xylenes	Levels lower than detect levels	0-0	10	10	ppm	Discharge from petroleum factories; Discharge from chemical factories	NO
2010	cis-1,2-Dichloroethylene	Levels lower than detect levels	0-0	70	70	ppb	Discharge from industrial chemical factories	NO
2010	o-Dichlorobenzene	Levels lower than detect levels	0-0	600	600	ppb	Discharge from industrial chemical factories	NO