

## 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.

## 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 2019. 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 hablar con una 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 4:30 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.

**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 Texas Commission on Environmental Quality (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 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. You can view the UTRWD Water Quality Report on their website under About Us/Public Records. 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. The TCEQ completed an assessment of your source water and results indicate that some of our sources are susceptible to certain contaminants. The sampling requirements for your water system are based on this susceptibility and previous sample data. Any detections of these contaminants may be found in this Consumer Confidence Report. For more information on source water assessments and protection efforts at our system, contact the Utility Department at 972-317-2989. For more information about your sources of water, please refer to the Source Water Assessment Viewer at <http://gis3.tceq.state.tx.us/swav/Controller/index.jsp?wtrsrc=>

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1000 Highland Village Road  
Highland Village, TX 75077  
972-317-2989



# 2017 WATER QUALITY REPORT



## 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.

## Regulated Substance Characteristics

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.

### Inorganic Contaminants

Year	Contaminant	Highest Level	Range of Detected Levels	MCL	MCLG	Unit of Measure	Source of Contaminant	Violation
2017	Barium	0.064	0.046-0.064	2	2	ppm	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits	NO
2017	Chromium	2.9	0-2.9	100	100	ppb	Discharge from steel and pulp mills; Erosion of natural deposits	NO
2017	Cyanide	47.8	0-47.8	200	200	ppb	Discharge from plastic and fertilizer factories; Discharge from steel/metal factories	NO
2017	Fluoride	0.52	0.23-0.52	4.0	4	ppm	Erosion of natural deposits; Water additive which promotes strong teeth, discharge from fertilizer and aluminum factories	NO
2017	Nitrate (measured as Nitrogen)	1	0.0124-0.552	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.

### Radioactive Contaminants

2017	Beta/photon emitters	4.8	0-4.8	4	0	mrem/yr	Decay of natural and man-made deposits	NO
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### Synthetic Organic Contaminants including Pesticides and Herbicides

2017	Atrazine	0.2	0-0.2	3	3	ppb	Runoff from herbicide used on row crops	NO
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### Regulated Contaminants

Year	Contaminant	Highest of all Sampling Points	Range of Detected Levels	MCL	MCLG	Unit of Measure	Source of Contaminant	Violation
2017	Total Trihalomethanes (TTHM)	14	6.07-14.7	80	No Goal	ppb	By-product of drinking water disinfection	NO
2017	Haloacetic Acids (HAA5)	8	1.8-12.6	60	No Goal	ppb	By-product of drinking water disinfection	NO

### Lead and Copper

Year	Contaminant	90 <sup>th</sup> Percentile	Highest level detected	Action Level	MCL	Unit of Measure	Source of Contaminant	Violation
2016	Lead	4.1	0	15	0	ppb	Corrosion of household plumbing systems; Erosion of natural deposits	NO
2016	Copper	0.4	1.3	1.3	0	ppm	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives	NO

### Disinfectant Residuals

Year	Disinfectant	Average Level	Minimum Level	Maximum Level	MRDL	MRDLG	Unit of Measure	Source of Disinfectant	Violation
2017	Chloramine Residual <sup>1</sup>	2.46	.05	4.4	4	4	ppm	Water additive used to control microbes	NO

<sup>1</sup>Compliance is based on the average level of Chloramines not exceeding the MRDL of 4 ppm. Water additive disinfectant is comprised of a ~4:1 ratio of chlorine gas and liquid ammonia sulfate to produce chloramines.

In the water loss audit submitted to the Texas Water Development Board for the time period of Jan-Dec 2017, our system had an estimated 29.46 gallons adjusted real lost per connection per day. If you have any questions about the water loss audit please contact the City of Highland Village - Utility Division at (972) 317-2989.

## 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 disinfectants 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.

## Eye On Water - New Water Monitoring Site

The City of Highland Village has partnered with Badger Meter, Inc. to provide you a way to view your water account online. EyeOnWater gives you a visual of your actual water usage, making it easier to monitor your account. You will be able to see your daily, even hourly, usage and plan accordingly, set up alerts to notify you when you have a potential leak and verify your meter reads on a regular basis.

Signing up is simple and can be done in just a few minutes. Go to [eyeonwater.com](http://eyeonwater.com) to create an account. Be sure you have your Zip Code, account number (including the dashes, i.e. 01-2345-67) and a valid email address which will serve as your username.

When registering your account online for the first time, you will need to create a password and confirm your email address. To confirm your email address, EyeOnWater will send an email to the address that was provided during the registration process. Be sure you have closed out of your browser before clicking on the link from EyeOnWater. Once you have confirmed your email address, registration is complete and you're on your way to saving water and money!

## 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.

The City has partnered with the Upper Trinity Regional Water District to bring residents the Water My Yard program, which is a free internet-based tool that delivers to residents a weekly outdoor watering recommendation. The weekly recommendation is based on data collected from a local weather station and specific information about each irrigation system as provided by the resident. To sign up for Water My Yard, visit [www.watermyyard.org](http://www.watermyyard.org). Using weather-based irrigation scheduling on a moderate sized yard 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.

## 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. You can help by refraining from flushing unused medications down the toilet or sink and instead take them to the prescription and over the counter medication drop boxes located in and outside City Hall. Another alternative, 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.