

**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=>

### 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 2016. 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.

### 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.

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# 2013 Water Quality Report



## 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 |
|------|--------------------------------|---------------|--------------------------|-----|------|-----------------|---|-----------|
| 2011 | Arsenic                        | 1.16          | 1.04-1.16                | 10  | 0    | ppb             | Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes                    | NO        |
| 2011 | Barium                         | 0.0623        | 0.0572-0.0623            | 2   | 2    | ppm             | Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits                                | NO        |
| 2011 | Chromium                       | 5.42          | 4.84-5.42                | 100 | 100  | ppb             | Discharge from steel and pulp mills; Erosion of natural deposits  | NO        |
| 2011 | Fluoride                       | 0.53          | 0.38-0.53                | 4.0 | 4    | ppm             | Erosion of natural deposits; Water additive which promotes strong teeth, discharge from fertilizer and aluminum factories | NO        |
| 2013 | Nitrate (measured as Nitrogen) | 0.48          | 0.013 -0.48              | 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.

|      |          |       |            |    |     |     |  |    |
|------|----------|-------|------------|----|-----|-----|--|----|
| 2011 | Selenium | 5.06  | 4.72-5.06  | 50 | 50  | ppb | Discharge from petroleum and metal refineries; Erosion of natural deposits; Discharge from mines | NO |
| 2011 | Thallium | 0.026 | .007-0.026 | 2  | 0.5 | ppb | Discharge from electronics, glass, and Leaching from ore-processing sites; drug factories        | NO |

### Disinfectant Residuals

| Year | Disinfectant        | Average Level | Minimum Level | Maximum Level | MRDL | MRDLG | Unit of Measure | Source of Disinfectant                | Violation |
|------|---------------------|---------------|---------------|---------------|------|-------|-----------------|---------------------------------------|-----------|
| 2013 | Chloramine Residual | 2.4           | .05           | 3.9           | 4    | 4     | ppm             | Disinfectant used to control microbes | NO        |

### Radioactive Contaminants

|      |   |     |       |    |   |       |                             |    |
|------|---|-----|-------|----|---|-------|-----------------------------|----|
| 2011 | Combined Radium                         | 2.1 | 1-2.1 | 5  | 0 | pCi/L | Erosion of natural deposits | NO |
| 2011 | Gross alpha excluding radon and uranium | 2.1 | 0-2.1 | 15 | 0 | pCi/L | Erosion of natural deposits | NO |

### Synthetic Organic Contaminants including Pesticides and Herbicides

|      |          |      |        |   |   |     |   |    |
|------|----------|------|--------|---|---|-----|---|----|
| 2013 | Atrazine | 0.22 | 0-0.22 | 3 | 3 | ppb | Runoff from herbicide used on row crops | NO |
| 2013 | Simazine | 0.1  | 0-0.1  | 4 | 4 | ppb | Herbicide runoff                        | NO |

### Regulated Contaminants

| Year | Contaminant           | Highest of all Sampling Points | Range of Detected Levels | MCL |  | Unit of Measure | Source of Contaminant                     | Violation |
|------|-----------------------|--------------------------------|--------------------------|-----|--|-----------------|---|-----------|
| 2013 | Total Trihalomethanes | 25                             | 18.7-29.1                | 80  |  | ppb             | By-product of drinking water disinfection | NO        |
| 2013 | Haloacetic Acids      | 8                              | 2.9-26.8                 | 60  |  | 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 |
|------|-------------|-----------------------------|------------------------|--------------|-----|-----------------|--|-----------|
| 2013 | Lead        | 2.21                        | 0                      | 15           | 0   | ppb             | Corrosion of household plumbing systems; Erosion of natural deposits                                   | NO        |
| 2013 | Copper      | 0.256                       | 1.3                    | 1.3          | 0   | ppm             | Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives | NO        |

### Violations Table

#### Chlorine

Some people who use water containing chlorine well in excess of the MRDL could experience irritating effects to their eyes and nose. Some people who drink water containing chlorine well in excess of the MRDL could experience stomach discomfort.

| Violation type  | Violation begin | Violation end | Violation explanation  |
|---|-----------------|---------------|--|
| Disinfection Level Quarterly Operating Report (DLQOR) | 1/1/2013        | 3/31/2013     | We failed to submit the mandated report showing that the City tested our drinking water for the contaminant and period indicated. Because of that failure, the TCEQ cannot be sure of the quality of our drinking water during that period indicated. The City had the report and submitted it to the TCEQ to resolve the violation. |
| Disinfection Level Quarterly Operating Report (DLQOR) | 4/1/2013        | 6/30/2013     | We failed to submit the mandated report showing that the City tested our drinking water for the contaminant and period indicated. Because of that failure, the TCEQ cannot be sure of the quality of our drinking water during that period indicated. The City had the report and submitted it to the TCEQ to resolve the violation. |

#### Lead and Copper Rule

The Lead and Copper Rule protects public health by minimizing lead and copper levels in drinking water, primarily by reducing water corrosivity. Lead and copper enter drinking water mainly from corrosion of lead and copper containing plumbing materials.

| Violation type             | Violation begin | Violation end | Violation explanation  |
|----------------------------|-----------------|---------------|--|
| LEAD CONSUMER NOTICE (LCR) | 12/30/2013      | 2013          | We failed to provide proof to the TCEQ that we sent the results of the lead tap water monitoring to the consumers at the locations where the water was tested. |

#### Public Notification Rule

The Public Notification Rule helps to ensure that consumers will always know if there is a problem with their drinking water. These notices immediately alert consumers if there is a serious problem with their drinking water (e.g., a boil water emergency)

| Violation type                         | Violation begin | Violation end | Violation explanation  |
|--|-----------------|---------------|--|
| PUBLIC NOTICE RULE LINKED TO VIOLATION | 4/15/2013       | 2013          | We failed to adequately notify you, our drinking water consumers, about a violation of the drinking water regulations. |

## 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.

## 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.



## 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.