SouthWest Water Company®

2020 Drinking Water Quality Report

(Consumer Confidence Report)

Lake Medina Shores & Holiday Villages of Medina

What's inside?

This is an annual, overall summary report of the water quality in your area that explains the source of your water, test results and general information for those with health concerns. The analysis was made 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. If you have any questions concerning water quality or the source of your water, please call our Regulatory Department at 512-531-6271.

Our drinking water meets or exceeds all federal (EPA) drinking water requirements.

Special Notice for the ELDERLY, INFANTS, CANCER PATIENTS, people with HIV/AIDS or other immune problems: You may be more vulnerable than the general population to certain microbial contaminants, such as Cryptosporidium, in drinking water. Infants, some elderly or immune-compromised persons such as those undergoing chemotherapy for cancer; those who have undergone organ transplants; those who are undergoing treatment with steroids; and people with HIV/AIDS or other immune system disorders can be particularly at risk from infections. You should seek advice about drinking water from your physician or health care provider. Additional guidelines on appropriate means to lessen the risk of infection by Cryptosporidium are available from the Safe Drinking Water Hotline (1-800-426-4791).

En Espanol: Este informe incluye información importante sobre el agua potable. Si tiene preguntas o comentarios sobre éste informe en espanol, favor de llamar al tel 1-866-654-7992 para hablar con una persona bilingue en espanol.

Water empowered.℠

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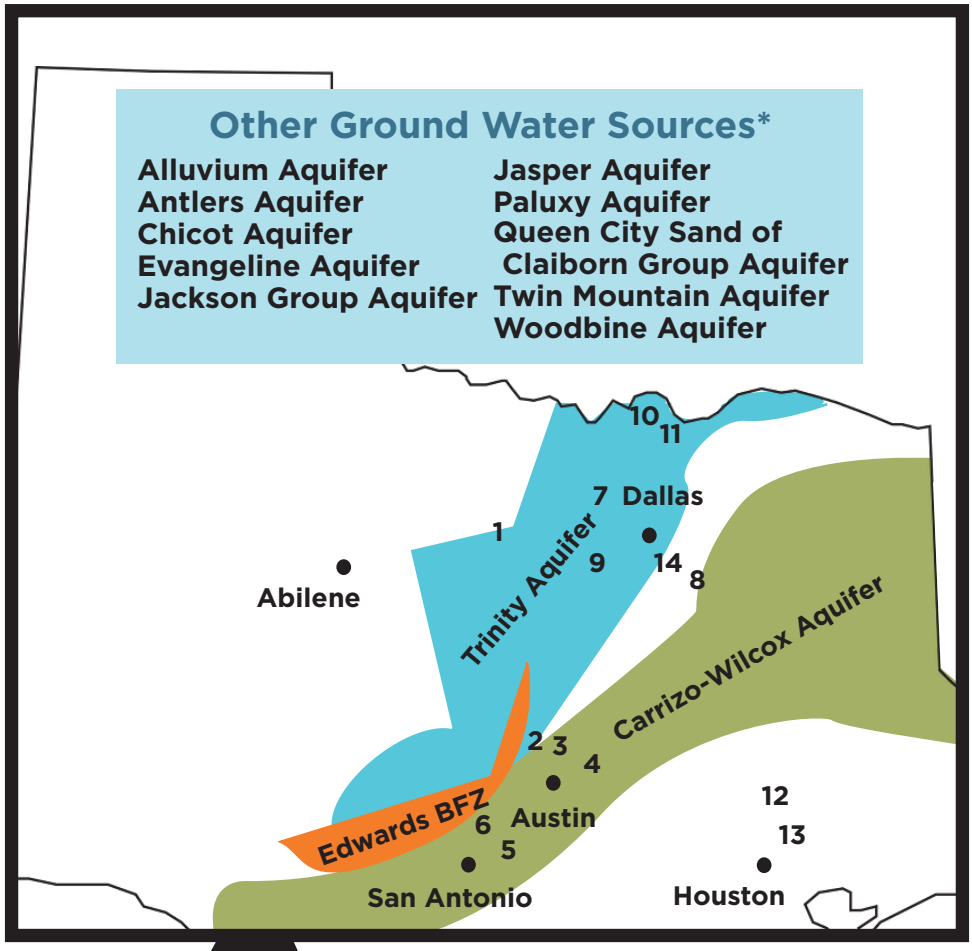
Your Water Source

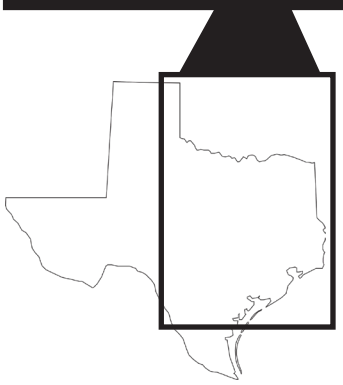
Our drinking water is obtained from the ground water source - Trinity Lower Aquifer.

ON THE MAP



Other Ground Water Sources*

- Alluvium Aquifer
- Antlers Aquifer
- Chicot Aquifer
- Evangeline Aquifer
- Jackson Group Aquifer
- Jasper Aquifer
- Paluxy Aquifer
- Queen City Sand of Claiborn Group Aquifer
- Twin Mountain Aquifer
- Woodbine Aquifer



Lake Sources

1. Possum Kingdom Lake
2. Lake Travis
3. Lake Austin
4. Lake Pflugerville
5. Lake Dunlap
6. Canyon Lake
7. Lake Bridgeport
8. Lake Palestine
9. Lake Granbury
10. Lake Texoma
11. Lake Randell
12. Lake Livingston
13. Lake Houston
14. Cedar Creek Reservoir

*These aquifers were too small to put on this map, but check it out online!

Public Participation Opportunities: The Utility does not hold regularly scheduled meetings. However, if you wish to contact the owners, please call our Customer Care at 866-654-7992.

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TYPES OF SOURCES

- rivers
- lakes
- streams
- ponds
- reservoirs
- springs
- wells

What is ground water?

The water found underground in the cracks and spaces in soil, sand and rock. It is stored in and moves slowly through geologic formations of soil, sand and rocks called aquifers.

What's the water quality before treatment?

The ground water we use has less contaminants than surface water because there is not much human interaction. Therefore, the water does not require as much filtration as our surface water.

Why are there contaminants?

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: microbes, inorganic contaminants, pesticides, herbicides, radioactive contaminants, and organic chemical contaminants. Therefore, **all drinking water may contain contaiminants.** The Texas Commission on Environmental Quality (TCEQ) completed an assessment of our source water and the results indicate that some of our sources are susceptible to certain contaminants. The sampling requirements for our water system are based on this susceptibility and previous sample data. Any detection of these contaminants will be found in this Consumer Confidence Report. For more information on source water assessments and protection efforts at our system, please contact us.

HOW IS GROUND WATER TREATED?

1 Starts With the Source

Water comes in pumped through a well from your local aquifer.

2 Cleaning the Water

Water is treated and sanitized with chlorine. This process is called chlorination. It is an effective way to kill naturally-occuring germs in ground water, and is a common practice by most systems.

3 Ends at Your Tap

Once the water has been cleaned, it goes into a ground storage tank and is ready for you to turn on your tap.

1: Well

2: Chlorination

3: Storage Tank

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What are the charts about?

The charts on the pages that follow list all of the federally regulated or monitored contaminents which have been found in your drinking water. The U.S. EPA requires water systems to test for up to 97 contaminants.

How to read the charts:

From left to right, you will see the year the water was required to be tested, the contaminant we tested for, the amount detected within the water, the acceptable level developed by the EPA, and the source of the mentioned contaminant. For an even more detailed explanation, below are the definitions of the terms used within the charts.

DEFINITIONS

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 before the contaminant reaches a harmful level.

Maximum Contaminant Level (MCL)

The highest allowable level of a contaminant in drinking water. MCLs are set as close to the MCLGs as possible using the best available treatment technology.

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.

Maximum Residual Disinfectant Level (MRDL)

The highest level of disinfectant allowed in drinking water. There is convincing evidence that an addition of a disinfectant is necessary for control of microbial contaminants.

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.

Secondary Constituents

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 concern. Therefore, secondaries are not required to be reported in this document but they may greatly affect the appearance and taste of your water.

Abbreviations

NTU – Nephelometric Turbidity Units
MFL – million fibers per liter (a measure of asbestos)
pCi/L – picocuries per liter (a measure of radioactivity)
ppm – parts per million, or milligrams per liter (mg/L)
ppb – parts per billion, or micrograms per liter (µg /L)
ppt – parts per trillion, or nanograms per liter
ppq – parts per quadrillion, or picograms per liter

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Inorganic Contaminants

Year	Contaminant	Our Average Level	Minimum Level	Maximum Level	MCL	MCLG	Typical Source
2020	Barium (ppm)	0.115	0.115	0.115	2	2	Discharge of drilling wastes, discharge from metal refineries; erosion of natural deposits.
2020	Fluoride (ppm)	2.25	2.25	2.25	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories.
2020	Nitrate (ppm)	0.13	0.12	0.14	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits.

This is an alert about your drinking water and a cosmetic dental problem that might affect children under nine years of age. At low levels, fluoride can help prevent cavities, but children drinking water containing more than 2 milligrams per liter (mg/L) of fluoride may develop cosmetic discoloration of their permanent teeth (dental fluorosis). The drinking water provided by your community water system Lake Medina Shores has a fluoride concentration of 2.1 mg/L.

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

Drinking water containing more than 4 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 this cosmetic dental problem.

For more information, please call Chuck Barry of SouthWest Water Company at 512-531-6271 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 1-877-8-NSF-HELP."

Radioactive Contaminants

Year	Contaminant	Our Average Level	Minimum Level	Maximum Level	MCL	MCLG	Typical Source
2020	Gross alpha (pCi/L)	3.8	3.8	3.8	15	0	Erosion of natural deposits.
2020	Gross beta emitters (pCi/L)	12	12	12	50	0	Decay of natural and man-made deposits.

Volatile Organic Contaminants

Year	Contaminant	Our Average Level	Minimum Level	Maximum Level	MCL	MCLG	Typical Source
2020	Xylenes (ppm)	0.0003	0	0.0006	10	10	Discharge from petroleum factories.

Maximum Residual Disinfectant Level

Year	Disinfectant	Our Average Level	Minimum Level	Maximum Level	MRDL	MRDLG	Typical Source
2020	Chlorine (ppm)	1.78	1.00	3.00	4.00	4.00	Disinfectant used to control microbes

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Unregulated Initial Distribution System Evaluation for Disinfection Byproducts (DBP2)

Year	Contaminant	Our Average Level	Minimum Level	Maximum Level	MCL	Unit of Measure	Typical Source
2020	Total Haloacetic Acids	1.6	1.6	1.6	60	ppb	Byproduct of drinking water disinfection.
2020	Total Trihalomethanes	8.3	8.3	8.3	80	ppb	Byproduct of drinking water disinfection.

Unregulated Contaminants

Bromoform, chloroform, bromodichloromethane, and dibromochloromethane are disinfection byproducts. There is no maximum contaminant level for these chemicals at the entry point to distribution.

Year	Contaminant	Our Average Level	Minimum Level	Maximum Level	Unit of Measure	Typical Source
2020	Bromoform	3.8	3.8	3.8	ppb	Byproduct of drinking water disinfection.
2020	Dibromochloromethane	1.95	1.6	2.3	ppb	Byproduct of drinking water disinfection.

Unregulated Contaminants are those for which the EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulations are warranted.

Lead and Copper

Year	Contaminant	90% of Test Levels Were Less Than	# of Tests With Levels Above EPA's Action Level	Action Level	Unit of Measure	Typical Source
2018	Lead	1.1	0	15	ppb	Corrosion of household plumbing systems; erosion of natural deposits.
2018	Copper	0.141	0	1.3	ppm	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.

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. This water supply 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 Hotline or at http://www.epa.gov/safewater/lead.

Turbidity NOT REQUIRED
Total Coliform REPORTED MONTHLY TESTS FOUND NO TOTAL COLIFORM BACTERIA
Fecal Coliform REPORTED MONTHLY TESTS FOUND NO FECAL COLIFORM BACTERIA

Secondary and Other Constituents Not Regulated (No associated adverse health effects)

Year	Contaminant	Our Average Level	Minimum Level	Maximum Level	Limit	Typical Source
2020	Aluminum (ppm)	.0216	.0216	.0216	0.2	Abundant naturally occurring element.
2020	Calcium (ppm)	28.5	28.5	28.5	NA	Abundant naturally occurring element.
2020	Chloride (ppm)	75	75	75	300	Abundant naturally occurring element; used in water purification; byproduct of oil field activity.
2018	Copper (ppm)	0.009	0.009	0.009	1	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.

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2020	Iron (ppm)	.903	.903	.903	.3	Erosion of natural deposits; iron or steel water delivery equipment.
2020	Magnesium (ppm)	18.8	18.8	18.8	NA	Abundant naturally occurring element.
2020	Manganese (ppm)	0.0051	0.0051	0.0051	0.05	Abundant naturally occurring element.
2020	Sodium (ppm)	135	135	135	NA	Erosion of natural deposits; byproduct of oil field activity.
2020	Sulfate (ppm)	50	50	50	300	Naturally occurring; common industrial byproduct; byproduct of oil field activity.
2020	Total Alkalinity as CaCO3 (ppm)	293	293	293	NA	Naturally occurring soluble mineral salts.
2020	Total Dissolved Solids (ppm)	511	511	511	1000	Total dissolved mineral constituents in water.
2020	Total Hardness as CaCO3 (ppm)	149	149	149	NA	Naturally occurring calcium.
2020	Zinc (ppm)	.135	.135	.135	5	Moderately abundant naturally occurring element; used in the metal industry.

In the water loss audit submitted to the Texas Water Development Board for the time period of Jan-Dec 2019, our system lost an estimated 6,999,301 gallons of water, or 16.96% of total water produced. If you have any questions about the water loss audit please call our Customer Care Department at 1-866-454-2334.