



2007 annual water quality report



Desert Oasis
PWS ID: 04-07-523



Dear Arizona American Water Customer,

You are our top priority. And delivering reliable, high-quality water to you all day, every day is our mission. We deliver — at about a penny per gallon.

Each year, Arizona American Water publishes reports on the quality of your drinking water. We are pleased to report that investment in our water treatment plants and equipment, as well as the expertise and dedication of our employees, allows us to deliver drinking water that meets state and federal drinking water requirements. In addition to ensuring we are following current standards, we work closely with federal agencies to anticipate future water quality treatment requirements and regulations.

Your community is our community. We work with local and state governments to make sure your water service needs are being met. From upgrading existing systems to developing new ones, from pitching in at local events to sponsoring school programs, we are your neighbors and take your water quality personally.

We encourage you to review this report either in this printed form or on our website at www.amwater.com. If you ever have any questions, please reach out to our customer service representatives at (800) 383-0834. After all, you are our first priority.

Thank you for being an Arizona American Water customer.

Paul Townsley
President
Arizona American Water

What is a Water Quality Report?

To comply with state and U.S. Environmental Protection Agency (EPA) regulations, Arizona American Water issues an annual water quality report which describes the quality of your drinking water. The purpose of this report is to raise your understanding of drinking water and your awareness of the need to protect your drinking water sources. This report includes details about where your water comes from and what it contains. This data presented in this report is a combination of data from our nationally recognized water quality lab and commercial laboratories all certified in drinking water testing by the State of Arizona Department of Health Services. If you have any questions about this report or your drinking water, please call our Arizona Customer Service Center at 1 (888) 237-1333.

Share This Report

Landlords, businesses, schools, hospitals and other groups are encouraged to share this important water quality information with water users at their location who are not billed customers of Arizona American Water Company and therefore do not receive this report directly.

Our Customer Charter

We Are....

- dedicated to service excellence
 - focused on personalized solutions
 - committed to our customers' health and welfare
- therefore...**

We Will...

- partner with our customers
- treat them with dignity and respect
- enhance their quality of life
- earn their loyalty
- exceed their expectations

Where Does My Water Come From?

All of the water provided by Arizona American Water company comes from groundwater pumped from the West Salt River Valley (WSRV) Sub-Basin. The WSRV Sub-Basin is a broad, gently sloping alluvial plain that is bounded on the north by the Hieroglyphic Mountains and Hedgpeth Hills and on the west by the White Tank Mountains. Along the eastern boundary of the WSRV Sub-Basin are the Union Hills, Phoenix Mountains, and Papago Buttes. South Mountains, Estrella Mountains, and Buckeye Hills define the southern limits of the WSRV Sub-Basin. Depth to groundwater in the WSRV Sub-Basin varies from 150 to over 500 feet. In the Desert Oasis area, groundwater is typically found between 300 and 400 feet below the surface. Sources of groundwater include natural recharge from flood flows in streams and along mountain fronts, and incidental recharge from agricultural and urban irrigation, canals, effluent, and artificial lakes.

Notice of Source Water Assessment

Although the Arizona Department of Environmental Quality has not performed a Source Water Assessment for this system, we are in the process of working with ADEQ on Wellhead Protection for all of our systems, which would include the initial assessment of the Desert Oasis system. Once an assessment is completed by ADEQ, we will include a summary of the report in our CCR. If you have questions regarding the Source Water Assessments, please contact ADEQ at 602-771-4644.

The source is currently protected by well construction and system operations and management. Residents can help protect the source by taking hazardous household chemicals to hazardous material collection days, and limiting pesticide & fertilizer use.

For more information, call our Customer Service Center at 1 (800) 383-0834 or visit the ADEQ's Source Water Assessment and Protection Unit website at www.azdeq.gov/environ/water/dw/swap.html.

What we do to protect groundwater:

We protect the sources by ensuring proper well construction and system operations and management.

What you can do to protect groundwater:

Residents can help by taking hazardous household chemicals to hazardous material collection days, and limiting pesticide & fertilizer use. For information on household hazardous material collection days in your area, please contact the City of Surprise at (623) 222-6231.

How Did We Do?

Our water quality report is intended to provide you with valuable information on your water. Call us TOLL FREE at 1-866-464-0228. By completing a short phone survey (6 yes/no questions), you will help us improve the value of the information we provide to you each year.

Home Water Treatment Units

If you install a home treatment system such as a water softener or reverse osmosis system to improve taste or odor, remember to follow the manufacturer's instructions on operation and maintenance. Failure to perform maintenance can result in poor water quality. We recommend contacting the manufacturer of your treatment system for maintenance instructions or assistance. Additional information about home treatment systems is available from the Arizona Water Quality Association at 480-947-9850 or by writing to 6819 E. Diamond St., Scottsdale, AZ 85257.

Water Conservation Tips

Conservation measures you can use inside your home include:

- Fix leaking faucets, pipes, toilets, etc.
- Replace old fixtures; install water-saving devices in faucets, toilets and appliances.
- Wash only full loads of laundry.
- Do not use the toilet for trash disposal.
- Take shorter showers.
- Do not let the water run while shaving or brushing teeth.
- Soak dishes before washing.
- Run the dishwasher only when full.

You can conserve outdoors as well:

- Water the lawn and garden in the early morning or evening.
- Use mulch around plants and shrubs.
- Repair leaks in faucets and hoses.
- Use water-saving nozzles.
- Use water from a bucket to wash your car, and save the hose for rinsing.

What is In My Water?

The data presented in this report is a combination of analysis results from our nationally recognized water quality lab and commercial laboratories, all certified in drinking water testing by the State of Arizona Department of Health Services. For your information, we have compiled a list in the table below showing what substances were detected in our drinking water during 2007 or the last sampling period. If you have any questions about this report or your drinking water, please call our Arizona Customer Service Center at (800) 383-0834.

Water Quality Results

Regulated Substances Measured on the Water Leaving the Treatment Facility								
Substance (units)	Year Sampled	MCLG	MCL	Highest Amount Detected	Range of Detections	Compliance Achieved	Typical Source	
Arsenic (ppb)	2007	NA	10	26 ¹	16 – 26	¹	Erosion of natural deposits	
Barium (ppb)	2006	2000	2000	200	200	YES	Erosion of natural deposits	
Chromium (ppb)	2006	100	100	23	23	YES	Erosion of natural deposits	
Nitrate (ppm)	2007	10	10	0.6	0.6	YES	Runoff from fertilizer use; leaching from septic tanks	
Fluoride (ppm)	2006	4	4	0.8	0.8	YES	Erosion of natural deposits	
Total Xylenes (ppm)	2007	10	10	0.0027	0.0016 – 0.0027	YES	Discharge from petroleum refineries; discharge from chemical factories	
Alpha emitters (pCi/L)	2006	0	15	3.1	3	YES	Erosion of natural deposits	
Other Compounds Measured in the Distribution System								
Substance (units)	Year Sampled	MCLG/MRDL	MCL	Average Amount Detected	Range of Detections	Compliance Achieved	Typical Source	
TTHMs (ppb)	2007	NA ²	80	22.5	22.5	YES	By-product of drinking water disinfection	
HAA5s (ppb)	2007	NA ²	60	1.1	1.1	YES	By-product of drinking water disinfection	
Chlorine residual (ppm)	2007	4.0	4.0	0.8	0.4 – 1.1	YES	Water additive used to control microbes	
Tap Water Samples: Lead and Copper Results								
Substance (units)	Year Sampled	MCLG	Action Level	90th Percentile	Number of Samples	Number of Samples Above Action Level	Compliance Achieved	Typical Source
Copper (ppm)	2007	1.3	1.3	0.06	21	0	YES	Corrosion of household plumbing systems; erosion of natural deposits
Unregulated Substances Measured on the Water Leaving the Treatment Facility								
Substance (units)	Year Sampled		Highest Amount Detected		Range of Detections		Typical Source	
pH (standard units)	2005		8.3		8.3		pH is a measure of acid/base properties	
Hardness (grains/gallon)	2005		3		3		Natural calcium/magnesium content	
Sodium (ppm)	2006		62		62		Erosion of natural deposits	

¹ Arsenic – The arsenic results are above the MCL based on the sample results over the last four quarters. However, the City of Surprise has applied for an arsenic exemption from the EPA and the City is committed to meeting the new Federal arsenic standards of 10 parts per billion. The City anticipates acquiring the exemption in the near future and is working diligently to complete the Desert Oasis arsenic removal facility which is anticipated to be in compliance in June 2008. Some people who drink water containing arsenic in excess of the MCL over many years could experience skin damage or problems with their circulatory system, and may have an increased risk of getting cancer.

² TTHM/HAA5 – Although there is no collective MCLG for this contaminant group, there are individual MCLGs for some of the individual contaminants: Trihalomethanes: bromodichloromethane (zero); bromoform (zero); dibromochloromethane (0.06 mg/L). Chloroform is regulated with this group but has no MCLG. Haloacetic acids: dichloroacetic acid (zero); trichloroacetic acid (0.3 mg/L). Monochloroacetic acid, bromoacetic acid, and dibromoacetic acid are regulated with this group but have no MCLGs.

How to Read This Table

Arizona American Water conducts extensive monitoring to ensure that your water meets all water quality standards. The results of our monitoring are reported in the adjacent tables. For help with interpreting this table, see the "Table Definitions" section.

Starting with a **Substance**, read across. **Year Sampled** is usually in 2007 or year prior. **MCLG** is the goal level for that substance (this may be lower than what is allowed). **MCL** shows the highest level of substance (contaminant) allowed. **Highest Amount Detected** represents the highest amount that was found. **Range of Detections** tells the highest and lowest amounts measured. A **Yes** under **Compliance Achieved** means the amount of the substance is below government requirements. **Typical Source** tells where the substance usually originates.

Unregulated substances are measured, but maximum contaminant levels have not been established by the government.

Definitions of Terms Used in This Report

- **AL (Action Level):** The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements, which a water system must follow
- **gpg or grains/gallon:** Used to describe the dissolved hardness minerals contained in water and is a unit of weight that equals 1/7000 of a pound.
- **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.
- **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 contaminants.
- **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.
- **ppb (parts per billion):** One part substance per billion parts water, or micrograms per liter.
- **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, Dibromochloromethane.

- **HAA5 – Haloacetic Acids:** consist of Monochloroacetic Acid, Dichloroacetic Acid, Trichloroacetic Acid, Bromoacetic Acid, Dibromoacetic Acid.

Substances Expected to be in Drinking Water

To ensure that tap water is safe to drink, U.S. EPA prescribes regulations limiting the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for public health. 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.

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 can acquire naturally occurring minerals and, in some cases, radioactive material, and substances resulting from the presence of animals or from human activity.

Substances that may be present in source water include:

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, which 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.

For more information about contaminants and potential health effects, call the U.S. EPA's Safe Drinking Water Hotline at 1-800-426-4791.



19820 N. 7th Street, Suite 201
Phoenix, AZ 85024

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien. 1-(800) 383-0834

For more information about this report, or for any questions relating to your drinking water, please call our customer service center at 1-(800) 383-0834.

Special Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population.

Immunocompromised 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 health care 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 Safe Drinking Water Hotline (800-426-4791).

Lead

Arizona American Water Company monitored the water for lead and copper in 2007 at 35 residences throughout the community and met the federal lead and copper standards. The 35 houses sampled were representative of the types of houses throughout the system. If your house was sampled you would have received the analysis results. If you weren't part of the representative sampling and are concerned about elevated lead levels in your home's water, you may wish to flush your tap for 30 seconds to 2 minutes before using the water. Additional information is available from the Safe Drinking Water Hotline (800-426-4791).