

ANNUAL WATER QUALITY REPORT

REPORTING YEAR 2018

Presented By
**SJWTX Glenwood
Subdivision**



Our Mission Continues

We are once again pleased to present our annual water quality report covering all testing performed between January 1 and December 31, 2018. Over the years, we have dedicated ourselves to producing drinking water that meets all state and federal standards. We continually strive to adopt new methods for delivering the best-quality drinking water to you. As new challenges to drinking water safety emerge, we remain vigilant in meeting the goals of source water protection, water conservation, and community education while continuing to serve the needs of all our water users.

Please remember that we are always available should you ever have any questions or concerns about your water.

From the General Manager

Please take a few minutes to review our 2018 Consumer Confidence Report (CCR). We are proud of our continuing effort to be good stewards of the environment and provide safe, potable water to the communities we serve. Canyon Lake Water Service Company (CLWSC) collects samples that are analyzed for numerous constituents, many of which are not represented in the report because they were not detected. Inside this report you'll find the highest and lowest detected results of the sample analysis conducted in 2018.

As you review the Test Results data, keep in mind that many substances are detected at levels that vary throughout the year and at different locations. However, just because a substance is detected does not mean the water is unhealthy. Raw water, including the sources used by CLWSC, contains a wide range of natural substances at levels that are not harmful to human health. In fact, some of the minerals detected are essential for good health.

The water source is one of the primary factors that affect the levels of these substances detected. CLWSC supplies both groundwater and surface water to our customers. Generally, groundwater is harder and contains more natural minerals than surface water. On the other hand, surface water typically contains small levels of natural organic substances and requires treatment by filtration. Regardless of the source, regulations require that we disinfect the water with chlorine and maintain a minimum level of chlorine residual throughout the distribution system.

Public Participation Opportunities

There are no public meetings scheduled at this time. To learn about future meetings, please contact us at (830) 312-4600.



Important Health Information

You may be more vulnerable than the general population to certain microbial contaminants, such as *Cryptosporidium*, in drinking water. Infants, some elderly, or immunocompromised persons such as those undergoing chemotherapy for cancer; persons 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 providers. Additional guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* are available from the Safe Drinking Water Hotline at (800) 426-4791.



QUESTIONS?

For more information about this report, or for any questions relating to your drinking water, please contact Chelsea Hawkins, Water Quality Specialist, at (830) 312-4600.

Substances That Could Be in Water

In order to ensure that tap water is safe to drink, U.S. EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA 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 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 U.S. EPA Safe Drinking Water Hotline at (800) 426-4791.

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 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 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 can also come from gas stations, urban stormwater runoff, and septic systems.
- Radioactive Contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities.

Contaminants may be found in drinking water that may cause taste, color, or odor problems. These types of problems are not necessarily causes for health concerns. For more information on taste, odor, or color of drinking water, please contact the system's business office.

What's a Cross-Connection?

Cross-connections that contaminate drinking water distribution lines are a major concern. A cross-connection is formed at any point where a drinking water line connects to equipment (boilers), systems containing chemicals (air conditioning systems, fire sprinkler systems, irrigation systems), or water sources of questionable quality. Cross-connection contamination can occur when the pressure in the equipment or system is greater than the pressure inside the drinking water line (back pressure). Contamination can also occur when the pressure in the drinking water line drops due to fairly routine occurrences (main breaks, heavy water demand), causing contaminants to be sucked out from the equipment and into the drinking water line (back siphonage).

Outside water taps and garden hoses tend to be the most common sources of cross-connection contamination at home. The garden hose creates a hazard when submerged in a swimming pool or when attached to a chemical sprayer for weed killing. Garden hoses that are

left lying on the ground may be contaminated by fertilizers, cesspools, or garden chemicals. Improperly installed valves in your toilet could also be a source of cross-connection contamination.

Community water supplies are continuously jeopardized by cross-connections unless appropriate valves, known as backflow prevention devices, are installed and maintained. We have surveyed industrial, commercial, and institutional facilities in the service area to make sure that potential cross-connections are identified and eliminated or protected by a backflow preventer. We also inspect and test backflow preventers to make sure that they provide maximum protection.

For more information on backflow prevention, contact the Safe Drinking Water Hotline at (800) 426-4791.

Lead in Home Plumbing

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 are responsible for providing high-quality drinking water, but 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 at (800) 426-4791 or at <http://www.epa.gov/safewater/lead>.

We remain vigilant in delivering the best-quality drinking water

Water Main Flushing

Distribution mains (pipes) convey water to homes, businesses, and hydrants in your neighborhood. The water entering distribution mains is of very high quality; however, water quality can deteriorate in areas of the distribution mains over time. Water main flushing is the process of cleaning the interior of water distribution mains by sending a rapid flow of water through the mains.

Flushing maintains water quality in several ways. For example, flushing removes sediments like iron and manganese. Although iron and manganese do not pose health concerns, they can affect the taste, clarity, and color of the water. Additionally, sediments can shield microorganisms from the disinfecting power of chlorine, contributing to the growth of microorganisms within distribution mains. Flushing helps remove stale water and ensures the presence of fresh water with sufficient dissolved oxygen and disinfectant levels and an acceptable taste and smell.

During flushing operations in your neighborhood, some short-term deterioration of water quality, though uncommon, is possible. You should avoid tap water for household uses at that time. If you do use the tap, allow your cold water to run for a few minutes at full velocity before use and avoid using hot water to prevent sediment accumulation in your hot water tank.

Please contact us if you have any questions or if you would like more information.

Where Does My Water Come From?

SJWTX Glenwood Subdivision purchases water from GBRA Western Canyon Water Supply, which provides surface water from Canyon Lake Reservoir in Canyon Lake, Texas.

SOURCE NAME/LOCATION	SOURCE WATER	TYPE OF WATER	REPORT STATUS	TCEQ SOURCE ID
GBRA Western Canyon / Blanco Road	Canyon Lake Reservoir	Surface Water	Active	P0460246A

Further details about sources and source water assessments are available at Drinking Water Watch at <https://dww2.tceq.texas.gov/DWW/>.

Source Water Assessment

SJWTX Glenwood Subdivision

Texas Commission on Environmental Quality (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 will be found in this Consumer Confidence Report. For more information on source water assessments and protection efforts for our system, contact Chelsea Hawkins, Water Quality Specialist, at (830) 312-4600.

SYSTEM SUCEPTIBILITY SUMMARY

ASBESTOS	CYANIDE	METALS	MICROBIAL	MINERALS	RADIOCHEMICAL	SYNTHETIC ORGANIC CHEMICALS	DISINFECTION BYPRODUCT	VOLATILE ORGANIC CHEMICALS	DRINKING WATER CONTAMINANT CANDIDATE	OTHER
----	LOW	MEDIUM	MEDIUM	HIGH	----	MEDIUM	----	MEDIUM	MEDIUM	----

GBRA Western Canyon Water Supply

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 will be found in this Consumer Confidence Report.

SYSTEM SUCEPTIBILITY SUMMARY

ASBESTOS	CYANIDE	METALS	MICROBIAL	MINERALS	RADIOCHEMICAL	SYNTHETIC ORGANIC CHEMICALS	DISINFECTION BYPRODUCT	VOLATILE ORGANIC CHEMICALS	DRINKING WATER CONTAMINANT CANDIDATE	OTHER
LOW	HIGH	HIGH	HIGH	HIGH	HIGH	HIGH	MEDIUM	HIGH	HIGH	LOW

ENTRY POINT SUSCEPTIBILITY SUMMARY

ASBESTOS	CYANIDE	METALS	MICROBIAL	MINERALS	RADIOCHEMICAL	SYNTHETIC ORGANIC CHEMICALS	DISINFECTION BYPRODUCT	VOLATILE ORGANIC CHEMICALS	DRINKING WATER CONTAMINANT CANDIDATE	OTHER
LOW	HIGH	HIGH	HIGH	HIGH	HIGH	HIGH	MEDIUM	HIGH	HIGH	LOW

Test Results

Our water is monitored for many different kinds of substances on a very strict sampling schedule, and the water we deliver must meet specific health standards. Here, we only show those substances that were detected in our water (a complete list of all our analytical results is available upon request). Remember that detecting a substance does not mean the water is unsafe to drink; our goal is to keep all detects below their respective maximum allowed levels.

The state recommends monitoring for certain substances less than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data are included, along with the year in which the sample was taken.

REGULATED SUBSTANCES									
				SJWTX Glenwood Subdivision		GBRA Western Canyon			
SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL [MRDL]	MCLG [MRDLG]	AMOUNT DETECTED	RANGE LOW-HIGH	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Barium (ppm)	2015	2	2	0.0292	0.0292–0.0292	0.0275 ¹	0.0275–0.0275 ¹	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Chlorine (ppm)	2018	[4]	[4]	0.75	0.55–1.01	NA	NA	No	Water additive used to control microbes
Fluoride (ppm)	2015	4	4	0.19	0.19–0.19	0.21 ¹	0.21–0.21 ¹	No	Erosion of natural deposits; Water additive that promotes strong teeth; Discharge from fertilizer and aluminum factories
Haloacetic Acids [HAAs] (ppb)	2018	60	NA	14	10.5–19.5	12.2	12.2–12.2	No	By-product of drinking water disinfection
Nitrate (ppm)	2018	10	10	0.21	0.04–0.21	0.13	0.13–0.13	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
TTHMs [Total Trihalomethanes] (ppb)	2018	80	NA	46	36.9–41.2	48.6	48.6–48.6	No	By-product of drinking water disinfection
Turbidity ² (NTU)	2018	TT	NA	NA	NA	0.094	NA	No	Soil runoff
Turbidity (Lowest monthly percent of samples meeting limit)	2018	TT = 95% of samples meet the limit	NA	NA	NA	100	NA	No	Soil runoff
Tap water samples were collected for lead and copper analyses from sample sites throughout the community									
SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AL	MCLG	AMOUNT DETECTED (90TH %ILE)	SITES ABOVE AL/ TOTAL SITES	VIOLATION	TYPICAL SOURCE		
Copper (ppm)	2017	1.3	1.3	0.284	0/5	No	Corrosion of household plumbing systems; Erosion of natural deposits		
Lead (ppb)	2017	15	0	1.3	0/5	No	Corrosion of household plumbing systems; Erosion of natural deposits		

SECONDARY SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	SJWTX Glenwood Subdivision			GBRA Western Canyon			VIOLATION	TYPICAL SOURCE
		SCL	MCLG	AMOUNT DETECTED	RANGE LOW-HIGH	AMOUNT DETECTED	RANGE LOW-HIGH		
Aluminum (ppb)	2015	200	NA	20.3	0–20.3	21.4 ³	0–21.4 ³	No	Erosion of natural deposits; Residual from some surface water treatment processes
Chloride (ppm)	2018	300	NA	NA	NA	23	23–23	No	Runoff/leaching from natural deposits
Copper (ppm)	2017	1.0	NA	0.339	0.026–0.339	0.0025 ⁴	0–0.0025 ⁴	No	Corrosion of household plumbing systems; Erosion of natural deposits
Fluoride (ppm)	2015	2.0	NA	0.19	0.19–0.19	0.21 ¹	0.21–0.21 ¹	No	Erosion of natural deposits; Water additive that promotes strong teeth; Discharge from fertilizer and aluminum factories
Sulfate (ppm)	2018	300	NA	NA	NA	22	22–22	No	Runoff/leaching from natural deposits; Industrial wastes
Total Dissolved Solids [TDS] (ppm)	2018	1,000	NA	NA	NA	222	222–222	No	Runoff/leaching from natural deposits

UNREGULATED SUBSTANCES ⁵

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	SJWTX Glenwood Subdivision		GBRA Western Canyon		TYPICAL SOURCE
		AMOUNT DETECTED	RANGE LOW-HIGH	AMOUNT DETECTED	RANGE LOW-HIGH	
Bromodichloromethane (ppb)	2018	11.6	8.7–11.6	12.4	12.4–12.4	Disinfection by-product
Bromoform (ppb)	2018	9.1	3.9–9.1	9.5	9.5–9.5	Disinfection by-product
Chloroform (ppb)	2018	9.9	3.5–9.9	6.8	6.8–6.8	Disinfection by-product
Dibromochloromethane (ppb)	2018	16.7	14.3–16.7	19.9	19.9–19.9	Disinfection by-product
Nickel (ppm)	2015	0.0018	0–0.0018	0.0014 ¹	0.0014–0.0014 ¹	Discharge from metal refineries; Erosion of natural deposits
Sodium (ppm)	2015	11	0–11	10.9 ¹	10.9–10.9 ¹	Erosion of natural deposits



OTHER SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	SJWTX Glenwood Subdivision		GBRA Western Canyon		TYPICAL SOURCE
		AMOUNT DETECTED	RANGE LOW-HIGH	AMOUNT DETECTED	RANGE LOW-HIGH	
Bicarbonate (ppm)	2015	200	0–200	182 ¹	182–182 ¹	Erosion of natural deposits
Bromochloroacetic Acid (ppb)	2018	8.8	5.7–8.8	5.6	5.6–5.6	Disinfection by-product
Calcium (ppm)	2015	53.6	0–53.6	43.7 ¹	43.7–43.7 ¹	Erosion of natural deposits
Dibromoacetic Acid (ppb)	2018	7.2	5.9–7.2	7.7	7.7–7.7	Disinfection by-product
Dichloroacetic Acid (ppb)	2018	9.3	3.8–9.3	4.5	4.5–4.5	Disinfection by-product
Diluted Conductance (µS/cm)	2015	441	0–441	408 ¹	408–408 ¹	Erosion of natural deposits
Lead (ppm)	2017	0.0014	0.0007–0.0014	NA	NA	Corrosion of household plumbing systems; Erosion of natural deposits
Magnesium (ppm)	2015	14.9	0–14.9	18 ¹	18–18 ¹	Erosion of natural deposits
Monobromoacetic Acid (ppb)	2017	1	0–1	NA	NA	Disinfection by-product
Monochloroacetic Acid (ppb)	2017	2.9	2.2–2.9	3.7 ⁶	0–3.7 ⁶	Disinfection by-product
Potassium (ppm)	2015	2.59	0–2.59	1.99 ¹	1.99–1.99 ¹	Erosion of natural deposits
Total Alkalinity [as CaCO₃] (ppm)	2015	164	0–164	149 ¹	149–149 ¹	Erosion of natural deposits
Total Hardness (ppm)	2015	195	0–195	183 ¹	183–183 ¹	Erosion of natural deposits
Trichloroacetic Acid (ppb)	2018	4.2	1–4.2	1.4 ⁷	0–1.4 ⁷	Disinfection by-product

¹ Sampled in 2018.

² Turbidity is a measure of the cloudiness of the water. It is monitored because it is a good indicator of the effectiveness of the filtration system.

³ Sampled in 2014.

⁴ Sampled in 2015.

⁵ Unregulated contaminants are those for which U.S. EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist U.S. EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted.

⁶ Sampled in 2016.

⁷ Sampled in 2017.

Definitions

90th %ile: The levels reported for lead and copper represent the 90th percentile of the total number of sites tested. The 90th percentile is equal to or greater than 90% of our lead and copper detections.

AL (Action Level): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

µS/cm (microsiemens per centimeter): A unit expressing the amount of electrical conductivity of a solution.

LRAA (Locational Running Annual Average): The average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters. Amount Detected values for TTHMs and HAAs are reported as the highest LRAAs.

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.

MRDL (Maximum Residual Disinfectant Level): 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.

MRDLG (Maximum Residual Disinfectant Level Goal):

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.

NA: Not applicable.

ND (Not detected): Indicates that the substance was not found by laboratory analysis.

NTU (Nephelometric Turbidity Units): Measurement of the clarity, or turbidity, of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

ppb (parts per billion): One part substance per billion parts water (or micrograms per liter).

ppm (parts per million): One part substance per million parts water (or milligrams per liter).

SCL (Secondary Contaminant Level): These standards are developed to protect aesthetic qualities of drinking water and are not health based.

TT (Treatment Technique): A required process intended to reduce the level of a contaminant in drinking water.