



PO Box 702  
Carefree, AZ 85377  
Office 480-488-9100 / Fax 480-575-9802  
www.carefreewaterco.com

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## Water Notification

July 2019

Recently we were notified that Cave Creek Water (a department of the Town of Cave Creek) sent a **second notice, printed on the reverse side**, to all of their customers regarding the water which they were providing to their customers from their surface water treatment plant. **This notice covers the first quarter of 2019.** Carefree Water receives **about 15%** of our water from the Cave Creek surface water treatment plant.

It is clear from their notice that the water Cave Creek was providing represented **no health or safety risk to their customers.** Nevertheless, because this is a second notification and as a precautionary measure, **the Carefree Water Company has suspended water deliveries from Cave Creek as of June 6, 2019.**

The following is a summary of information provided by Cave Creek Water within their notice:

- Their notification was required by the Arizona Department of Environmental Quality (ADEQ) because Cave Creek's surface water treatment plant did not fully meet the required disinfection byproduct (DBP) precursor removal efficiency rate.
- The DBP precursor that caused this violation is Total Organic Carbon (TOC). **TOC itself poses no known health risks.**
- TOC may combine with chlorine, which is used to disinfect potable water, to form DBPs. There are maximum limits for DBPs in drinking water.

Because we are in the time of year when the potential for DBP formation is at its greatest due to temperature, chlorine demand, and the presence of TOC, we felt the suspension of Cave Creek deliveries was warranted. In addition, Cave Creek has authorized the lease/purchase of new filters for their water treatment plant to address this issue. Cave Creek will therefore have an opportunity to implement their new treatment strategy and assess its performance prior to reinstatement of deliveries to Carefree.

Both Cave Creek Water and the Carefree Water Company are required to test for levels of DBPs in the drinking water we provide to our customers. The water provided by the Carefree Water Company has tested well below the maximum limits established for DBPs.

As your water provider, the Carefree Water Company wants you to have this information to help keep you fully informed as well. **Be assured that we are committed to provide you, our customers, with high quality water and exceptional service. You can be confident that the water delivered to you through the Carefree Water Company system remains safe to drink and safe for all other uses in your daily life.**

Please contact Greg Crossman, General Manager of the Carefree Water Company, at 480-488-9100 or at [greg@carefreewaterco.com](mailto:greg@carefreewaterco.com) if you have any questions on water quality.



May 29th, 2019

Dear Customer:

On April 29th, 2019, the Town of Cave Creek (Town) received notification by the Arizona Department of Environmental Quality (ADEQ) that it is required to remove additional byproducts from its water supply.

First off, this is not an emergency and your water remains safe to drink and use in your daily life. Cave Creek has an outstanding record of providing safe and reliable drinking water.

This information is to advise you of the Town's efforts to meet the highest regulatory standards.

#### **AZ0407016 Treatment Requirements**

We are required to remove specific disinfection byproduct (DBP) Precursors between source water and filtered water. The DBP Precursors test results for the first quarter of 2019 show that our system did not meet the required DBP Precursors removal efficiency rate on February 28<sup>th</sup>, 2019. Running Annual Average (RAA) of the DBP Precursors removal ratio for this twelve (12) month period is calculated at .95, which is below the required ratio of 1.00.

Although this is **not a health emergency**, as our customers, you have a right to know what happened, what you should do, and what we did (are doing) to correct this situation.

a. The notification is not a safety notification. It is a notification that the treatment process is not as efficient as required.

b. Required chlorine levels necessary for safe water have been and continue to show both compliance and safety. This is the primary indicator of safe water.

#### **1. How is Cave Creek continuing to provide safe and reliable customer service to its water customers?**

Cave Creek has taken many steps to improve both monitoring and treatment of the Town water supply to better serve our customers.

#### **2. What should I do?**

**You do not need to take other actions.** We do not know of any contamination, and none of our testing has shown disease-causing organisms in the drinking water. The Town of Cave Creek has met with ADEQ and discussed a permanent solution that would modify the currently required removal percentages to a more realistic level based upon our existing treatment plant processes.

#### **3. What does this mean?**

**This is not an emergency.** If it had been, you would have been notified immediately. Total Organic Carbon (TOC, a form of DBP Precursors) has **no health effects**. However, total organic carbon provides a medium for the formation of disinfection byproducts. These byproducts include trihalomethanes (TTHM's) and haloacetic acids (HAA5's). Drinking water containing these byproducts in excess of the MCL may lead to adverse health effects, liver, or kidney problems, or nervous system effects, and may lead to an increased risk of getting cancer.

*Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.*

If you have any question or would like more information, please contact Shawn Kreuzwiesner at 4800-488-6618 or [skreuzwiesner@cavecreek.org](mailto:skreuzwiesner@cavecreek.org) or visit our website at [cavecreek.org](http://cavecreek.org).

Regards,

[Signed]

Shawn Kreuzwiesner, P.E.

Town of Cave Creek Utilities Director