



2017 WATER QUALITY REPORT

Carefree Water Company

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As your water provider, Carefree Water Company is again pleased to present this annual water quality report. The report includes data through calendar year 2016 along with information that will help you understand our water deliveries.

As in previous years, **our water meets or surpasses all federal and state drinking water standards.** This reflects a commitment on the part of the Water Company staff to provide safe and dependable drinking water at an affordable price. Compliance with our water quality requirements reflects close cooperation among the Water Company, the Maricopa County Environmental Services Department (MCESD), the Arizona Department of Environmental Quality (ADEQ), and the U.S. Environmental Protection Agency (EPA).

Please take a few moments to review this report and let us know if you have any questions. It was a pleasure serving you in 2016, and we look forward to our continued service in 2017 and beyond. Also, if you haven't heard about our new optional service "EyeOnWater", be sure to read the details on page 3.

Greg Crossman
General Manager

Español: Este informe contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, o hable con alguien que lo entienda.



CAREFREE'S DRINKING WATER

Carefree's drinking water includes both surface water (water from rivers, lakes, and reservoirs) and groundwater (water from wells).

Our surface water comes from the Central Arizona Project (CAP) canal, which originates on the Colorado River at Lake Havasu. CAP water is treated and transported to us by our neighboring communities of Scottsdale and Cave Creek. Our groundwater comes from wells that are located within the Carefree/Cave Creek groundwater basin.

Generally, the water we deliver to you is a blend of both our surface water and groundwater sources. The exact blend of surface and groundwater depends on many variables, including the time of year and where you are

located in our distribution system. On average, the water we deliver to our customers is 50% CAP water, 50% groundwater, with half of the CAP water being delivered to us by Scottsdale, and half by Cave Creek. An exception to this is the far eastern portion of our service area which receives 100% Scottsdale water year-round. This area is within the Rolling Hills and Velvet Shadows subdivisions, generally east of Twilight Trail to the Town limits and between Cave Creek Road and Stagecoach Pass. Customers within this area should also review Scottsdale's 2017 Water Quality Report at the web address shown on page 2.

WATER QUALITY MESSAGES FROM THE EPA

The EPA, in conjunction with state and local regulatory agencies, has established water quality regulations to ensure your tap water is safe to drink. All drinking water, including bottled water, contains small amounts of some contaminants. The presence of these impurities does not necessarily indicate a health risk.



As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals, and in some cases, radioactive material. It can also pick up substances that result from the presence of animals or human activity. Possible water contaminants may include:

- Microbial, such as viruses and bacteria. These contaminants may come from septic systems, wastewater treatment plants, livestock, and wildlife.
- Inorganic, such as salts and metals. These contaminants can be naturally-occurring or a result of urban runoff, wastewater discharges, oil and gas production, mining, or farming.
- Organic, including synthetic and volatile organic chemicals. These contaminants are byproducts of industrial and petroleum production, and may also come from gas stations, urban runoff, and septic systems.
- Pesticides and Herbicides, which come from a variety of sources, such as agriculture, urban runoff, and residential uses.

- Radioactive, which can be naturally occurring or the result of oil and gas production and mining activities.

Some people may be more vulnerable to contaminants in drinking water than the general population. 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 of infections. These people should seek advice about drinking water from their healthcare providers. For more information about contaminants and their potential health effects, or to receive a copy of the EPA and Center for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection and potential health effects, call EPA's *Safe Drinking Water Hotline* at 1-800-426-4791.



2017 WATER QUALITY RESULTS

The Carefree Water Company is required to test for over 100 substances in our drinking water.

Testing is done at two Entry Points to the Distribution System (EPDS). Water samples taken at these EPDS test our treated source water before it enters our distribution system. We also perform monthly tests at 4 locations within the distribution system to ensure that water entering your home or business remains safe to drink.

Because a large portion of our water comes from our neighboring water providers of Scottsdale and Cave Creek, the results from their source water sampling efforts are included in the accompanying water quality table. Only those substances that were detected in the three communities' source waters are listed in the table. Even though certain substances were detected, **all three communities' water deliveries in 2016 met or surpassed federal and state drinking water standards**, meaning that the amounts detected were below the applicable standard.

If you would like additional information on Scottsdale's or Cave Creek's water, their individual Water Quality Reports can be accessed online at the following website addresses, or you can call our offices at 480-488-9100 to obtain a copy:

Scottsdale Water Quality Report:

<http://www.scottsdaleaz.gov/water/drinking-water>

Cave Creek Water Quality Report:

<http://www.cavecreek.org/index.aspx?NID=369>

ADDITIONAL WATER QUALITY INFORMATION

The following is additional information on nitrate, arsenic, and lead in drinking water.



- **Nitrate.** Nitrate in drinking water at levels above 10 ppm is a health risk for infants 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, and detected nitrate levels are above 5 ppm, you should ask advice from your health care provider.
- **Arsenic.** Arsenic is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems. If arsenic is less than or equal to the MCL, your drinking water meets EPA's standards. EPA's arsenic standard balances the current understanding of possible health effects against the cost of removing arsenic from drinking water. EPA continues to research the health effects of low levels of arsenic.
- **Lead.** Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, flushing your tap for 30 seconds to 2 minutes before using tap water may reduce your exposure to lead from your home's plumbing. You may also wish to have your water tested. Additional information is available from the EPA Safe Drinking Water Hotline at 1-800-426-4791.

SOURCE WATER ASSESSMENT PROGRAM

In 2005, Carefree Water Company worked with ADEQ to finalize an assessment of the wells we use to provide you drinking water.



This assessment looks at the potential risks to our water sources, including their proximity to gas stations, landfills, dry cleaners, agricultural fields, and wastewater treatment plants. Based on the information available, including the hydrogeologic setting of our wells and their adjacent land uses, ADEQ's assessment concludes that all of our wells have a low risk. A low risk designation indicates that most source water protection measures are either already implemented or that the hydrogeologic setting is such

that additional source water protection measures will have little impact on protection. The complete assessment is available for review by calling the Carefree Water Company at 480-488-9100. Additional information

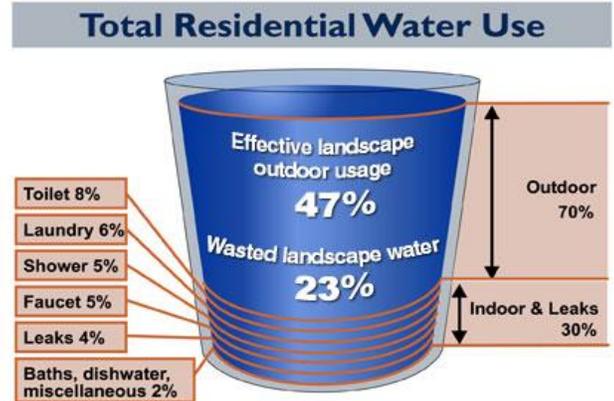
on Source Water Assessments and Protection can be obtained from Arizona Department of Environmental Quality at www.azdeq.gov/environ/water/dw/swap.html.

CONSERVATION... Let's Take It Outside!

Where can you do the most good in your water conservation efforts? The overwhelming answer is OUTSIDE!!!

If you have outdoor landscape irrigation, up to 70% of your water can be used outdoors. And typically, almost 25% of your water use is wasted outside. Keep the following points in mind when addressing your outdoor water usage.

- Native desert plants, such as cacti, and mesquite, palo verde, and ironwood trees, use far less water than non-native plants. Once established, most native plants don't need any supplemental water at all!
- Follow the seasons! Outdoor water use should fall off dramatically in winter with cooler temperatures and shorter days. Dial it up in summer to keep your plants from getting stressed.
- Tell your landscape professional that water conservation is important to you! All too often, landscapers will err on the side of caution and overwater, thinking that's what their clients want.



Keeping an Eye On Water

Carefree Water Company is pleased to now offer a new, optional service available to our customers. This new service gives you direct and secure access to your water usage data through an easy-to-use website or smartphone/tablet app. Use our new EyeOnWater service to:

- View easy to understand graphs of your hourly, daily, and monthly water usage.
- Access your water usage data 24/7 anywhere you have internet or smartphone service; Carefree, Chicago, or even Paris!
- Gain a greater understanding of your water usage patterns.
- Control the amount of water you use.
- Establish text or e-mail ALERTS notifying you of potential water leaks.



The EyeOnWater service includes the installation of the monitoring and transmission hardware, plus 10-years of data transmission and website access. The cost of this new optional service for our residential customers is either a one-time payment of \$240.00 or 12 monthly payments of \$21.00. Please contact our office if you have any questions.

Please return this completed form by mail/drop box or email the information to Noel@carefreewaterco.com to be put in the queue for installation of your new EyeOnWater monitoring device. Note: ordering and installation may take up to 6 weeks depending upon customer response. You will not be charged until your EyeOnWater hardware has been installed.

Name: _____ Account #: _____ Payment: \$240 one time payment*
 12 payments of \$21*
OR

Service Address: _____ Contact Number: _____

Email to be used for EyeOnWater Account: _____
(Providing your email address does not change how you receive your monthly billing from Carefree Water Company. This is only for your EyeOnWater account.)

*Cost valid on orders received through 9/30/2017.

CAREFREE WATER COMPANY - 2017 WATER QUALITY REPORT

Results - Treated Source Waters									
Combined Results from Carefree, Scottsdale, and Cave Creek Source Waters									
Substance	Unit	MCL	MCLG	Lowest Amount Detected	Highest Amount Detected	Average	Sampling Years	Violation	Likely Source in Drinking Water
Arsenic	ppb	10	0	ND	7.2	3.1	2013-16	No	Leaching of natural deposits
Barium	ppb	2,000	2,000	ND	59	54	2012-16	No	Leaching of natural deposits
Chromium	ppb	100	100	ND	46	11	2013-16	No	Leaching of natural deposits
Fluoride	ppm	4	4	0.2	3.1	0.7	2012-16	No	Leaching of natural deposits
Nickel	ppb	NA	NA	ND	2.7	0.9	2013-16	No	Leaching of natural deposits.
Nitrate	ppm	10	10	ND	7.0	1.4	2016	No	Leaching of natural deposits and septic systems; Runoff from fertilizer use
Selenium	ppb	50	50	ND	2.7	1.1	2013-16	No	Leaching of natural deposits; Discharge from petroleum refineries and mining
Alpha Emitters	pCi/L	15	0	ND	8.1	1.7	2012-16	No	Leaching of natural deposits
Uranium	ppb	30	0	ND	5.2	2.5	2014	No	Leaching of natural deposits
Radium, Combined	pCi/L	5	0	ND	0.7	0.1	2014-16	No	Leaching of natural deposits
Total Organic Carbon	ppm	TT	NA	1.2	1.8	1.5	2016	No	Naturally present in the environment
Results - Treated Source Waters									
Scottsdale and Cave Creek Surface Water									
Substance	Unit	MCL	TT Requirement	Highest Measurement	Treatment Technique Comparison	Sampling Year	Violation	Likely Source in Drinking Water	
Turbidity - Cave Creek	NTU	1	95% less than 0.5 NTU	0.172	100% less than 0.5 NTU	2016	No	Soil Runoff	
Turbidity - Scottsdale	NTU	1	95% less than 0.3 NTU	0.24	100% less than 0.3 NTU	2016	No	Soil Runoff	
Results - Carefree Distribution System									
Substance	Unit	MCL	MCLG	Lowest Amount Detected	Highest Amount Detected	Average	Sampling Year	Violation	Likely Source in Drinking Water
Total Coliform	Positive Sample	1 positive (monthly)	0	0	0	0	2016	No	Naturally present in the environment
Chlorine	ppm	4 (MRDL)	4 (MRDLG)	0	2	0.7	2016	No	Water additive used to control microbial growth
Substance	Unit	MCL ¹	MCLG	Lowest Amount Detected	Highest Amount Detected	Annual Monitoring Amount	Sampling Year	Violation	Likely Source in Drinking Water
Total Trihalomethanes (TTHMs) ¹	ppb	80	NA	3.9	56	56	2016	No	Byproduct of drinking water disinfection
Haloacetic Acids (HAAs) ¹	ppb	60	NA	ND	11	11	2016	No	Byproduct of drinking water disinfection
Substance	Unit	AL	MCLG	90th Percentile Value	# Homes Greater than AL	Sampling Year	Violation	Likely Source in Drinking Water	
Lead ²	ppb	15	0	4	0 out of 10	2015	No	Corrosion of household plumbing	
Copper ²	ppb	1,300	1,300	294	0 out of 10	2015	No	Corrosion of household plumbing	

¹ Compliance is based on Annual Monitoring (reduced) at 2 sites, effective April 2016.

² Lead and Copper Rule Standard: 90% of homes tested must have lead and copper levels below the alert level (AL).

Definition of Terms Used On This Table and in This Report

- **AL (Action Level):** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements.
- **MCL (Maximum Contaminant Level):** The highest level of a contaminant that is allowed in drinking water.
- **MCLG (Maximum Contaminant Level Goal):** The level of a contaminant in drinking water below which there are no known or expected risks to health.
- **MRDL (Maximum Residual Disinfectant Level):** The highest level of a disinfectant allowed in drinking water.
- **MRDLG (Maximum Residual Disinfectant Level Goal):** The level of drinking water disinfectant below which there is no known or expected risk to health.
- **NA (Not Applicable)**
- **ND (Non-Detect):** The contaminant was not present in the sample, or the actual concentration in the sample was below the lowest concentration capable of being detected for this contaminant.
- **NTU (Nephelometric Turbidity Units):** A measure of the clarity of water.
- **pCi/L (Picocuries Per Liter):** A measure of radioactivity in water.
- **ppm (Part Per Million):** A measurement of the concentration of a contaminant that is equivalent to milligrams per liter (mg/L). 1 ppm (or mg/L) is equivalent to about 4 drops in a 55 gallon drum.
- **ppb (Part Per Billion):** A measurement of the concentration of a contaminant that is equivalent to micrograms per liter (ug/L). 1 ppb (or ug/L) is equivalent to about 1 drop in two hundred and fifty (250) 55 gallon drums.
- **TT (Treatment Technique):** A treatment technique is a required process intended to reduce the level of a contaminant in drinking water.