

NORTH CHEROKEE WATER SUPPLY CORPORATION

2019 CONSUMER CONFIDENCE REPORT

2019 Consumer Confidence Report for Public Water System NORTH CHEROKEE WSC

This is your water quality report for January 1 to December 31, 2019

NORTH CHEROKEE WSC provides surface water and ground water from [Lake Jacksonville/ Carrizo-Wilcox aquifer] located in [Cherokee County]

North Cherokee WSC has a regularly scheduled board meeting the second Monday of each month at 7:00 p.m. at the corner of US 69 and FM 177

For more information regarding this report contact:

Name Scott Alexander

Phone 903-893-3385

Este reporte incluye información importante sobre el agua para tomar. Para asistencia en español, favor de llamar al telefono (800) 426-4791.

Definitions and Abbreviations

Definitions and Abbreviations

The following tables contain scientific terms and measures, some of which may require explanation.

Action Level:

The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Action Level Goal (ALG):

The level of a contaminant in drinking water below which there is no known or expected risk to health. ALGs allow for a margin of safety.

Avg:

Regulatory compliance with some MCLs are based on running annual average of monthly samples.

Level 1 Assessment:

A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

Level 2 Assessment:

A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

Maximum Contaminant Level or MCL:

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.

Maximum Contaminant Level Goal or MCLG:

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 or 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 or 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.

MFL

million fibers per liter (a measure of asbestos)

mrem:

millirems per year (a measure of radiation absorbed by the body)

na:

not applicable.

NTU

nephelometric turbidity units (a measure of turbidity)

pCi/L

picouries per liter (a measure of radioactivity)

Definitions and Abbreviations

| | |
|----------------------------|---|
| ppb: | micrograms per liter or parts per billion - or one ounce in 7,350,000 gallons of water. |
| ppm: | milligrams per liter or parts per million - or one ounce in 7,350 gallons of water. |
| ppq | parts per quadrillion, or picograms per liter (pg/L) |
| ppt | parts per trillion, or nanograms per liter (ng/L) |
| Treatment Technique or TT: | A required process intended to reduce the level of a contaminant in drinking water. |

Information about your Drinking Water

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.

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 EPA's Safe Drinking Water Hotline at (800) 426-4791.

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 storm water 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 storm water 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 storm water runoff, and septic systems.
- Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, 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.

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.

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 (800-426-4791).

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 or at <http://www.epa.gov/safewater/lead>.

Information about Source Water

NORTH CHEROKEE WSC purchases water from CITY OF JACKSONVILLE. CITY OF JACKSONVILLE provides purchase ground water from [Carrizo-Wilcox aquifer] located in [Cherokee County].

NORTH CHEROKEE WSC purchases water from CITY OF JACKSONVILLE. CITY OF JACKSONVILLE provides purchase surface water from [Lake Jacksonville] located in [Cherokee County].

'No Source Water Assessment for your drinking water source(s) has been conducted by the TCEQ for your water system. The report describes the susceptibility and the types of constituents that may come into contact with your drinking water source based on human activities and natural conditions. The information in this assessment allows us to focus our source water protection strategies.'

| Lead and Copper | Date Sampled | MCLG | Action Level (AL) | 90th Percentile | # Sites Over AL | Units | Violation | Likely Source of Contamination |
|-----------------|--------------|------|-------------------|-----------------|-----------------|-------|-----------|---|
| Copper | 2019 | 1.3 | 1.3 | 0.14 | 0 | ppm | N | Erosion of natural deposits; Leaching from wood preservatives; Corrosion of household plumbing systems. |
| Lead | 2019 | 0 | 15 | 0 | 0 | ppb | N | Corrosion of household plumbing systems; Erosion of natural deposits. |

2019 Water Quality Test Results

| Disinfection By-Products | Collection Date | Highest Level Detected | Range of Individual Samples | MCLG | MCL | Units | Violation | Likely Source of Contamination |
|--------------------------|-----------------|------------------------|-----------------------------|-----------------------|-----|-------|-----------|--|
| Haloacetic Acids (HAA5) | 2019 | 24 | 14 - 35.4 | No goal for the total | 60 | ppb | N | By-product of drinking water disinfection. |

* The value in the Highest Level or Average Detected column is the highest average of all HAA5 sample results collected at a location over a year'

| | | | | | | | | |
|------------------------------|------|----|-------------|-----------------------|----|-----|---|--|
| Total Trihalomethanes (TTHM) | 2019 | 64 | 27.4 - 97.6 | No goal for the total | 80 | ppb | N | By-product of drinking water disinfection. |
|------------------------------|------|----|-------------|-----------------------|----|-----|---|--|

* The value in the Highest Level or Average Detected column is the highest average of all TTHM sample results collected at a location over a year'

| Inorganic Contaminants | Collection Date | Highest Level Detected | Range of Individual Samples | MCLG | MCL | Units | Violation | Likely Source of Contamination |
|--------------------------------|-----------------|------------------------|-----------------------------|------|-----|-------|-----------|--|
| Barium | 2019 | 0.026 | 0.026 - 0.026 | 2 | 2 | ppm | N | Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits. |
| Fluoride | 2019 | 0.297 | 0.297 - 0.297 | 4 | 4.0 | ppm | N | Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories. |
| Nitrate [measured as Nitrogen] | 2019 | 0.0271 | 0.0246 - 0.0271 | 10 | 10 | ppm | N | Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits. |

Disinfectant Residual

' A blank disinfectant residual table has been added to the CCR template, you will need to add data to the fields. Your data can be taken off the Disinfectant Level Quarterly Operating Reports (DLQOR).'

| Disinfectant Residual | Year | Average Level | Range of Levels Detected | MRDL | MRDLG | Unit of Measure | Violation (Y/N) | Source in Drinking Water |
|-----------------------|------|---------------|--------------------------|------|-------|-----------------|-----------------|--|
| Chlorine | 2019 | 1.15 | 39-2.03 | 4 | 4 | ppm | N | Water additive used to control microbes. |

CITY OF JACKSONVILLE

DRINKING WATER QUALITY REPORT

On September 18, 1998, the U.S. Environmental Protection Agency (EPA) adopted a rule requiring all water utilities to provide a detailed annual report informing its customers of the quality of their drinking water. The City of Jacksonville is proud of a history of providing its customers with a safe and reliable supply of drinking water. In accordance with EPA requirements, the City of Jacksonville hereby provides this annual water quality report, which covers the period from January 1, 2019 to December 31, 2019.

SOURCES OF DRINKING WATER

The City of Jacksonville receives its surface water from Lake Jacksonville and treats that water at the Kickapoo Street Water Treatment Plant. The surface water is treated, filtered, and disinfected before distribution to the public. Jacksonville's water distribution system is also supplied by five (5) deep wells tapping the Carrizo-Wilcox aquifer.

REQUIRED INFORMATION

You may be more vulnerable than the general population to certain microbial contaminants, such as *Cryptosporidium*, in drinking water. Infants, some elderly, or Immuno-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 (800-426-4791).

En Espanol: Este reporte incluye informacion importante sobre el agua para tomar. Para asistencia en espanol, favor de llamar al telefono 903-586-3510.

WATER QUALITY RESULTS

The City of Jacksonville was compliant with state and federal drinking water regulations for all contaminants.

The following tables provide the water quality results of Jacksonville's drinking water. Please note that a list of definitions has been provided to help you understand the tables.

CITY OF JACKSONVILLE
DRINKING WATER SAMPLING RESULTS
January 1, 2019 to December 31, 2019

Regulated Parameters

Regulated at the Customer's Tap

| Lead/Copper Rule Results | Units | 90 th Percentile | MCL | MCLG | # of Sites Exceeding AL | Sources in Drinking Water |
|--------------------------|-------|-----------------------------|-----------|------|-------------------------|--------------------------------|
| Copper | ppm | 0.34 | AL = 1.3 | 1.3 | 0 | Corrosion of customer plumbing |
| Lead | ppb | 1.70 | AL = 15.0 | 0 | 0 | Corrosion of customer plumbing |

The City of Jacksonville's last Lead and Copper Rule sampling was in September 2016. Due to an excellent compliance history, the City's sampling schedule has been reduced to once every three (3) years. **Lead was below the MCL in all treatment plant samples in 2016.**

Regulated in the Distribution System

| | Units | Result | Range | MCL | MCLG | Source |
|------------------------|-------|--------|-------------|-----|------|---------------------------------------|
| Total Trihalomethanes | ppb | 37.53 | 1.16 – 73.9 | 80 | 0 | Chlorination by-product |
| Total Haloacetic Acids | ppb | 16.8 | 7.4 – 26.2 | 60 | 0 | Chlorination by-product |
| Chlorine | ppm | 1.25 | 0.20 – 2.30 | 4 | 4 | Disinfectant used to control microbes |

Regulated at the Treatment Plant

| | Units | Result | MCL | MCLG | Source |
|-----------|-------|----------|---------------------------------|------|-------------|
| Turbidity | NTU | Max 0.20 | TT = 1.0 NTU | N/A | Soil runoff |
| | LMPS | 100 % | TT = <0.3 NTU in 95% of samples | | |

Measuring turbidity is required by state and federal law and aids the City in determining the effectiveness of our clarification and filtration processes in removing particulate matter from drinking water. **The City met all turbidity requirements in 2018.**

Regulated at the Treatment Plants and Wells

| Parameters | Units | Max | Range | MCL | MCLG | Source |
|------------|-------|------|--------------|-----|------|---|
| Fluoride | ppm | .919 | .313 - .919 | 4 | 4 | Drinking water additive |
| Nitrate | ppm | .144 | .0249 - .144 | 10 | 10 | Runoff from fertilizer use, Erosion of natural deposits |
| Barium | ppm | .034 | .012 - .034 | 2 | 2 | Erosion of natural deposits |

| Regulated at the Treatment Plants and Wells (Cont'd.) | | | | | | | | | | |
|---|--|-------|------|------------|-----|------|--------------------------------------|--|--|--|
| Parameters | | Units | Max | Range | MCL | MCLG | Source | | | |
| Total Organic Carbon | | ppm | 2.32 | .77 – 2.32 | N/A | N/A | Naturally present in the environment | | | |

| Unregulated Parameters | | | | | | |
|------------------------|--|-------|-------|-------------|-----|------|
| Parameters | | Units | Avg. | Range | MCL | MCLG |
| Bromodichloromethane | | ppb | 12.98 | 2.15 – 23.8 | N/A | N/A |
| Chloroform | | ppb | 35.08 | 1.16 - 69 | N/A | N/A |
| Dibromochloromethane | | ppb | 4.95 | 1.15 – 8.75 | N/A | N/A |
| Bromoform | | ppb | <1.0 | 0 - <1.0 | N/A | N/A |

Unregulated contaminants are those for which 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 regulation is warranted.

DEFINITIONS

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

Contaminant – Any physical, chemical, biological or radiological substance or matter in water.

LMPS (Lowest Monthly Percentage of Samples) – The lowest of the monthly percentage of samples that meets the turbidity limit of <0.3 NTU.

MCL (Maximum Contaminant Level) – The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to 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.

N/A – Not Applicable

NTU (Nephelometric Turbidity Unit) – A unit of turbidity determined by measuring the side scattering of light caused by particulate matter.

pCi/l (Picocuries per liter) - A measure of radioactivity

ppb (Parts per Billion) - In drinking water, one atom or molecule of a substance in one billion molecules of water. Example: One cent in 10 million dollars equals one ppb.

DEFINITIONS (Cont'd.)

ppm (Parts per Million) - In drinking water, one atom or molecule of a substance in one million molecules of water. Example: One cent in 10 thousand dollars equals one ppm.

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

umho/cm - A unit of measurement for conductivity.

90th Percentile - The value determined by ranking and numbering sample results from highest to lowest (lowest = 1), multiplying the total number of samples by 0.90 (90%), and determining the sample result at the calculated ranking. Example: If 30 samples are collected, the 90th percentile would be the 27th highest sample result.

< (less than sign) - The sign indicating the value was 'less than' or not detected at the detection limit of the analytical method or 'less than' the regulatory limit.

ADDITIONAL INFORMATION

EPA and/or TCEQ requires that the following information be provided by all water utilities:

In order to ensure that tap water is safe to drink, 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 Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791).

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 Randall Chandler, Associate Dir. of Community Services, at 903-589-3510.

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 detection of these contaminants will be found in this water quality report. For more information on source water assessments and protection efforts at our system contact 903-589-3510.

The public may participate in City Council meetings held every second Tuesday at 6:00 p.m. involving water quality matters. If you would like additional information concerning this report of the quality of your drinking water, please contact Randall Chandler, Associate Dir. of Community Services at 903-589-3510.