



# 2021 Annual Water Quality Report

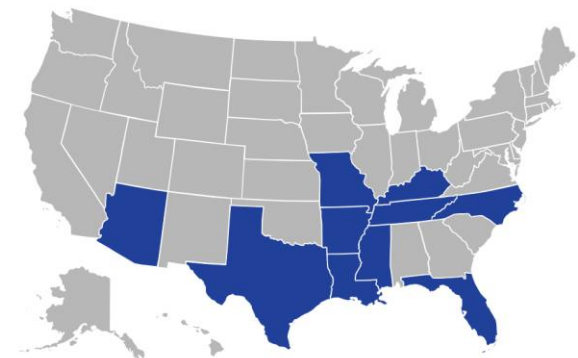
**CSWR – Texas Utility Operating Company**  
**Quiet Village II**  
**PWS ID: TX1080221**

## **ATTENTION: Landlords and Apartment Owners**

Please share a copy of this notice with your tenants.  
It includes important information about their  
drinking water quality.



**CSWR-TEXAS**  
**Utility Operating Company**  
A CSWR Managed Utility



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## What is a Consumer Confidence Report (CCR)?

We proudly present our Annual Water Quality Report, also referred to as a CCR. CCRs provide customers with important information regarding the quality of their drinking water. They let customers know what contaminants, if any, were detected in their drinking water, as well as associated potential health effects. We are pleased to report the results of the laboratory testing of your drinking water during the calendar year of 2021. For your information, we have compiled a list of tables showing the testing of your drinking water during 2021.

# About Us

A background image showing a splash of water with bubbles and droplets, set against a light blue gradient.

Central States Water Resources is transforming how water utilities work by using technology and innovation to quickly assess and invest in reliable infrastructure that meets or exceeds stringent state and federal safety standards, ensuring all communities across the U.S. have access to safe, clean and reliable water resources while protecting the aquifers, lakes, rivers and streams that are essential to our world.

## Our Mission:

Central States Water Resources is working to bring safe, reliable, and environmentally responsible water resources to every community in the U.S.

This report contains important information about the source and quality of your drinking water. If you would like a paper copy of the 2021 Report mailed to your home, please call (866)-301-7725

Este informe contiene información importante sobre la fuente y la calidad de su agua potable. Si desea recibir una copia escrita del informe anual de la calidad del agua del 2021 en su casa, llame al número de teléfono (866)-301-7725

# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

**Water Source:** Groundwater

**Source Water Assessment:** TCEO 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.

**Disinfection Treatment:** The water supplied to you is treated with chlorine to maintain water quality in the distribution system.

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).

# Definition of Terms

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

**Maximum Contaminant Level Goal (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 Contaminant Level (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 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.

**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.

**Nephelometric Units (NTU):** Measure of the clarity, or turbidity of the water.

**pH:** A measure of acidity, 7.0 being neutral.

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

**NA:** Not Applicable

**ND:** Not Detected

**Picocuries per liter (pCi/L):** Measure of the natural rate of disintegration of radioactive contaminants in water.

**Parts per billion (ppb):** One part substance per billion parts water or microgram per liter ( $\mu\text{g/L}$ ).

**Parts per million:** One part substance per million parts water or milligram per liter ( $\text{mg/L}$ ).

**Parts per trillion (ppt):** One part substance per trillion parts water or nanograms per liter ( $\text{ng/L}$ ).

# Sources of Contaminants

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:

Microbes	such as viruses and bacteria may come which may occur through sewage treatment plants, domesticated animals, or wildlife.
Inorganic Chemicals	such as toxic heavy metals and salts, which come from urban stormwater runoff, industrial waste discharges, oil and gas production, mining, or farming.
Pesticides & Herbicides	which may come from a variety of sources such as agricultural or stormwater runoff, and residential uses.
Organic Chemicals	including synthetic or volatile organic human-made compounds, such as dry-cleaning solvents, may occur due to due to disposal of untreated waste into septic systems or stormwater runoff.
Radioactive Contaminants	which can be naturally occurring or man-made may occur through weathering rock, mining, and runoff.

### Special Health Information:

Some people may be more vulnerable to contaminants in drinking water than the general population. Those who are undergoing chemotherapy or living with HIV/AIDs, transplants, children and infants, elderly, and pregnant women can be at particular risk for infections. If you have special health care needs, please consider taking additional precautions with your drinking water and seek advice form a health care provider. For more information visit [www.epa.gov/safewater/healthcare/special.html](http://www.epa.gov/safewater/healthcare/special.html).

# Water Quality Results

- Central States and our Utility Operating Companies conduct extensive monitoring to determine if your water meets all water quality standards. The detections of our monitoring are reported in the following tables.
- Some unregulated substances are measured, but MCLs have not been established by the government. These contaminants are shown for your information.
- Regulated contaminants not listed in this table were not found in the treated water supply.

Microbiological	Collection Date	Positive	Violation (Y or N)	Unit	MCL	MCLG	Typical Source
Bacteria	12/27/2021	Coliform	Y	mg/L	NA	NA	Sewers and septic systems; Animal waste
<b>Inorganic Chemicals</b>							
Collection Date	Highest Test Result	Range of Sampled Results	Unit	MCL	MCLG	Typical Source	
NA							
<b>Lead and Copper</b>							
Collection Date	90th Percentile	Samples Exceeding AL	Unit	AL	Typical Source		
Copper, Free	2017	0.068	0	mg/L	1.3	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives	
Lead	2017	0.0027	0	mg/L	0.015	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives	
<b>Nitrate/Nitrite</b>							
Collection Date	Highest Test Result	Range of Sampled Results	Unit	MCL	MCLG	Typical Source	
Nitrate	7/21/2021	0.41	NA	mg/L	10	10	Erosion of natural deposits; Runoff from fertilizer use; Leaching from septic tanks or sewage
Nitrate-Nitrite	9/9/2020	0.18	NA	mg/L	10	10	Erosion of natural deposits; Runoff from fertilizer use; Leaching from septic tanks or sewage
<b>Disinfectants</b>							
Collection Date	RAA	Range of Sampled Results	Unit	MCL	MCLG	Typical Source	
Chlorine	2021	1.67	0.52-3.90	mg/L	4	4	Water additive used to control microbes
<b>Disinfection Byproducts</b>							
Collection Date	Highest Test Result	Range of Sampled Results	Unit	MCL	MCLG	Typical Source	
THM	2021	0.046	NA	mg/L	0.08	0.08	Disinfection byproduct
HAA5	2021	0.028	NA	mg/L	0.06	0.06	Disinfection byproduct
<b>Radionuclides</b>							
Collection Date	Highest Test Result	Range of Sampled Results	Unit	MCL	MCLG	Typical Source	
NA							
<b>Synthetic Organic Chemicals</b>							
Collection Date	Highest Test Result	Range of Sampled Results	Unit	MCL	MCLG	Typical Source	
No Detected Results were found in the year 2021							
<b>Volatile Organic Chemicals</b>							
Collection Date	Highest Test Result	Range of Sampled Results	Unit	MCL	MCLG	Typical Source	
NA							

During 2021, Quiet Village II received the following violations:

- Failure to deliver the 2020 Consumer Confidence Report;
- Failure to test in accordance with the Lead and Copper Rule;  
and
- Failure to public notice rule violations.





# Lead

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. Cactus State is responsible for providing high quality drinking water but 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>.

## Reduce Your Exposure



1. **Run your water**-Before drinking, flush your home's pipes by running the tap, taking a shower, doing laundry, or dishes. Residents should contact their water utility for recommendations about flushing times in their community.



2. **Using cold water**-Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water.



3. **Clean your aerator**-Regularly clean your faucet's screen (aerator). Sediments, debris, and lead particles can collect in your aerator.

4. **Use your filter properly**-If you use a filter, make sure you can use a filter certified to remove lead. Know when to place the filter. Using the cartridge after it has expired can make it less effective at removing lead. Do not run hot water through the filter.



5. **Have a licensed plumber check your plumbing for lead**. If you live in an older home, or are concerned about lead in your water, you may wish to have your water tested.



# How to Participate

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect shared resources. This includes utilities, businesses, residents, government and non-profit organizations.

## WATER INFORMATION SOURCES:

Central States Water Resources (CSWR)

<https://www.centralstateswaterresources.com/contact-us/>

Texas Commission on Environmental Quality (TCEQ)

[www.tceq.texas.gov](http://www.tceq.texas.gov)

United States Environmental Protection Agency (USEPA)

[www.epa.gov/safewater](http://www.epa.gov/safewater)

Safe Drinking Water Hotline

(800) 426-4791

Centers for Disease Control and Prevention [www.cdc.gov](http://www.cdc.gov)

American Water Works Association [www.drinktap.org](http://www.drinktap.org)

Water Quality Association [www.wqa.org](http://www.wqa.org)

National Library of Medicine/National Institute of Health

[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

## WHAT CAN YOU DO?



Properly dispose of pharmaceuticals, household chemicals, oils and paints.



Clean up heating or fuel tank leaks with cat litter. Sweep material and seal in bag. Check with local facility for disposal.



Clean up after your pets and limit the use of fertilizers and pesticides.



Take part in watershed activities or volunteer outreach programs.

**\*\*\*IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER\*\*\***

**Quiet Village II (TX1080221), Wood County**  
1Q2019-2Q2021 DLQOR Monitoring and Reporting Violation

Quiet Village II, while under previous ownership, violated the monitoring and reporting requirements set by Texas Commission on Environmental Quality (TCEQ) in Chapter 30, Section 290, Subchapter F. Even though these were not emergencies, as our customers, you have the right to know what happened and what we are doing to correct this situation.

**What happened?**

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During 1Q2019-2Q2021, the previous owners did not monitor or test for DLQOR and therefore cannot be sure of the quality of your drinking water during that time.

Quiet Village II is required to properly disinfect water before distribution, maintain acceptable disinfection residuals within the distribution system, monitor the disinfectant residual at various locations throughout the distribution system, and report the results of that monitoring to the TCEQ on a quarterly basis. Results of regular monitoring are an indicator of whether or not your drinking water is safe from microbial contamination.

Type of Violation	Time Period(s) of Violation
Disinfectant Level Quarterly Operating Report	1Q2019-2Q2021

Triggered source samples are used to monitor water quality and indicate if the water is free of fecal indicator bacteria. Following a positive routine total coliform result in our distribution system, our water system is required to submit one triggered source sample for every active ground water well. Failure to collect all required triggered source samples is a violation of the monitoring requirements and we are required to notify you of this violation.

Type of Violation	Time Period(s) of Violation	# Samples Required	# Samples Submitted
Groundwater Rule, Routine Total Coliform	11/2018-04/2019 11/2019-12/2019	1/month	0

Type of Violation	Time Period(s) of Violation	# Samples Required	# Samples Submitted	When samples will be taken
Lead and Copper Monitoring	1/1/2018-12/31/2020 1/1/2021-12/31/2021	5/year	0	09/2022

**What is being done?**

Central States Water Resources Texas (CSWR-TX) purchased the facility in September 2021 and personnel are working to correct the problem. CSWR-TX will continue to work with the TCEQ to ensure the facility samples all analytes in accordance with State and Federal requirements.

**What should you do?**

There is nothing you need to do. You do not need to boil your water or take any other corrective actions. If this had been an emergency, or an emergency situation arises, you will be notified within 24 hours of the event and provided with directions to address the emergency.

*Please share this information with all other people who drink this water, especially those who may not have received this notice directly (i.e., 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.*

For more information, please contact Central States Water Resources Texas UOC Customer Experience by phone at 1-866-301-7725, by email at [support@cswrtexasuoc.com](mailto:support@cswrtexasuoc.com), or by mail at 1630 Des Peres Road, Suite 140, St. Louis, MO 63131.

Date Distributed: 07/01/2022

## 2018 Consumer Confidence Report for Public Water System QUIET VILLAGE II

This is your water quality report for January 1 to December 31, 2018

QUIET VILLAGE II provides surface water from **groundwater**.  
CSWR – Texas purchased this facility in September 2021 and is working to return the system to full compliance



For more information regarding this report contact:

Name \_\_\_\_\_ Amanda Sappington \_\_\_\_\_

Phone \_\_\_\_\_ 314-464-3976 \_\_\_\_\_

Este reporte incluye información importante sobre el agua para tomar. Para asistencia en español, favor de llamar al telefono (866) 301-7725.

### 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.

#### 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.

#### Avg:

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

#### 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.

#### 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 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.

#### na:

not applicable.

#### ppb:

micrograms per liter or parts per billion

#### MFL

million fibers per liter (a measure of asbestos)

#### mrem:

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

#### ppm:

milligrams per liter or parts per million

## Definitions and Abbreviations

NTU	nephelometric turbidity units (a measure of turbidity)
pCi/L	picocuries per liter (a measure of radioactivity)
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 EPAs 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

QUIET VILLAGE II purchases water from NORTH ALAMO WSC. NORTH ALAMO WSC provides purchase surface water from [insert source name of aquifer, reservoir, and/or river] located in [insert name of County or City]. [insert a table containing any contaminant that was detected in the provider's water for this calendar year, unless that contaminant has been separately monitored in your water system (i.e. TTHM, HAA5, Lead and Copper, Coliforms)].

TCEQ completed a Source Water Susceptibility for all drinking water systems that own their sources. This report describes the susceptibility and types of constituents that may come into contact with the drinking water source based on human activities and natural conditions. The system(s) from which we purchase our water received the assessment report. For more information on source water assessments and protection efforts at our system contact [insert water system contact][insert phone number].

Lead and Copper	Date Sampled	MCLG	Action Level (AL)	90th Percentile	# Sites Over AL	Units	Violation	Likely Source of Contamination
Copper	12/12/2017	1.3	1.3	0.068	0	ppm	N	Erosion of natural deposits; Leaching from wood preservatives; Corrosion of household plumbing systems
Lead	12/12/2017	0	15	2.7	0	ppb	N	Corrosion of household plumbing systems; Erosion of natural deposits.

## 2018 Water Quality Test Results

Disinfection By-Products	Collection Date	Highest Level Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contamination
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<b>Haloacetic Acids (HAA5)</b>	06/13/2017	15.5	15.5 - 15.5	No goal for the total	60	ppb	N	By-product of drinking water disinfection.
<b>Total Trihalomethanes (TTHM)</b>	06/13/2017	21.2	21.2 - 21.2	No goal for the total	80	ppb	N	By-product of drinking water disinfection.

Inorganic Contaminants	Collection Date	Highest Level Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contamination
<b>Nitrate [measured as Nitrogen]</b>	2018	0.15	0.15 - 0.15	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
Not available	2018			4	4		ppm	Water additive used to control microbes.

### Violations

#### Chlorine

Some people who use water containing chlorine well in excess of the MRDL could experience irritating effects to their eyes and nose. Some people who drink water containing chlorine well in excess of the MRDL could experience stomach discomfort.

Violation Type	Violation Begin	Violation End	Violation Explanation
Disinfectant Level Quarterly Operating Report (DLQOR).	10/01/2018	12/31/2018	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.



## Violations

<b>Consumer Confidence Rule</b>			
The Consumer Confidence Rule requires community water systems to prepare and provide to their customers annual consumer confidence reports on the quality of the water delivered by the systems.			
<b>Violation Type</b>	<b>Violation Begin</b>	<b>Violation End</b>	<b>Violation Explanation</b>
CCR REPORT	07/01/2016	10/08/2018	We failed to provide to you, our drinking water customers, an annual report that informs you about the quality of our drinking water and characterizes the risks from exposure to contaminants detected in our drinking water.
CCR REPORT	07/01/2018	03/07/2019	We failed to provide to you, our drinking water customers, an annual report that informs you about the quality of our drinking water and characterizes the risks from exposure to contaminants detected in our drinking water.

<b>Public Notification Rule</b>			
The Public Notification Rule helps to ensure that consumers will always know if there is a problem with their drinking water. These notices immediately alert consumers if there is a serious problem with their drinking water (e.g., a boil water emergency).			
<b>Violation Type</b>	<b>Violation Begin</b>	<b>Violation End</b>	<b>Violation Explanation</b>
PUBLIC NOTICE RULE LINKED TO VIOLATION	02/08/2016	12/15/2018	We failed to adequately notify you, our drinking water consumers, about a violation of the drinking water regulations.
PUBLIC NOTICE RULE LINKED TO VIOLATION	11/12/2016	12/15/2018	We failed to adequately notify you, our drinking water consumers, about a violation of the drinking water regulations.
PUBLIC NOTICE RULE LINKED TO VIOLATION	05/01/2017	12/17/2018	We failed to adequately notify you, our drinking water consumers, about a violation of the drinking water regulations.

<b>Revised Total Coliform Rule (RTCR)</b>			
The Revised Total Coliform Rule (RTCR) seeks to prevent waterborne diseases caused by E. coli. E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children,			
<b>Violation Type</b>	<b>Violation Begin</b>	<b>Violation End</b>	<b>Violation Explanation</b>
MONITORING, ROUTINE, MAJOR (RTCR)	11/01/2018	11/30/2018	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.
MONITORING, ROUTINE, MAJOR (RTCR)	12/01/2018	12/31/2018	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.

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For more information regarding this report contact:

Name \_\_\_\_\_ Amanda Sappington \_\_\_\_\_

Phone \_\_\_\_\_ 314-464-3976 \_\_\_\_\_

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## Definitions and Abbreviations

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## 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

QUIET VILLAGE II purchases water from NORTH ALAMO WSC. NORTH ALAMO WSC provides purchase surface water from [insert source name of aquifer, reservoir, and/or river] located in [insert name of County or City]. [insert a table containing any contaminant that was detected in the provider's water for this calendar year, unless that contaminant has been separately monitored in your water system (i.e. TTHM, HAA5, Lead and Copper, Coliforms)].

TCEQ completed a Source Water Susceptibility for all drinking water systems that own their sources. This report describes the susceptibility and types of constituents that may come into contact with the drinking water source based on human activities and natural conditions. The system(s) from which we purchase our water received the assessment report. For more information on source water assessments and protection efforts at our system contact [insert water system contact][insert phone number].

### Coliform Bacteria

Maximum Contaminant Level Goal	Total Coliform Maximum Contaminant Level	Highest No. of Positive	Fecal Coliform or E. Coli Maximum Contaminant Level	Total No. of Positive E. Coli or Fecal Coliform Samples	Violation	Likely Source of Contamination
0	1 positive monthly sample.	1		0	N	Naturally present in the environment.

Lead and Copper	Date Sampled	MCLG	Action Level (AL)	90th Percentile	# Sites Over AL	Units	Violation	Likely Source of Contamination
Copper	12/12/2017	1.3	1.3	0.068	0	ppm	N	Erosion of natural deposits; Leaching from wood preservatives; Corrosion of household plumbing systems
Lead	12/12/2017	0	15	2.7	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)	06/13/2017	15.5	15.5 - 15.5	No goal for the total	60	ppb	N	By-product of drinking water disinfection.
Total Trihalomethanes (TTHM)	06/13/2017	21.2	21.2 - 21.2	No goal for the total	80	ppb	N	By-product of drinking water disinfection.

Inorganic Contaminants	Collection Date	Highest Level Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contamination
Nitrate [measured as Nitrogen]	12/06/2018	0.15	0.15 - 0.15	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
	2019			4	4		ppm	Water additive used to control microbes.

### Violations

Chlorine			
Some people who use water containing chlorine well in excess of the MRDL could experience irritating effects to their eyes and nose. Some people who drink water containing chlorine well in excess of the MRDL could experience stomach discomfort.			
Violation Type	Violation Begin	Violation End	Violation Explanation

## Violations

Disinfectant Level Quarterly Operating Report (DLQOR).	01/01/2019	03/31/2019	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.
Disinfectant Level Quarterly Operating Report (DLQOR).	04/01/2019	06/30/2019	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.
Disinfectant Level Quarterly Operating Report (DLQOR).	07/01/2019	09/30/2019	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.
Disinfectant Level Quarterly Operating Report (DLQOR).	10/01/2019	12/31/2019	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.

## Consumer Confidence Rule

The Consumer Confidence Rule requires community water systems to prepare and provide to their customers annual consumer confidence reports on the quality of the water delivered by the systems.

Violation Type	Violation Begin	Violation End	Violation Explanation
CCR REPORT	07/01/2018	03/07/2019	We failed to provide to you, our drinking water customers, an annual report that informs you about the quality of our drinking water and characterizes the risks from exposure to contaminants detected in our drinking water.
CCR REPORT	07/01/2019	2019	We failed to provide to you, our drinking water customers, an annual report that informs you about the quality of our drinking water and characterizes the risks from exposure to contaminants detected in our drinking water.

## Nitrate [measured as Nitrogen]

Infants below the age of six months who drink water containing nitrate in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue-baby syndrome.

Violation Type	Violation Begin	Violation End	Violation Explanation
MONITORING, ROUTINE MAJOR	01/01/2019	12/31/2019	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.

## Public Notification Rule

The Public Notification Rule helps to ensure that consumers will always know if there is a problem with their drinking water. These notices immediately alert consumers if there is a serious problem with their drinking water (e.g., a boil water emergency).

Violation Type	Violation Begin	Violation End	Violation Explanation
PUBLIC NOTICE RULE LINKED TO VIOLATION	04/06/2019	06/17/2019	We failed to adequately notify you, our drinking water consumers, about a violation of the drinking water regulations.
PUBLIC NOTICE RULE LINKED TO VIOLATION	12/01/2019	2019	We failed to adequately notify you, our drinking water consumers, about a violation of the drinking water regulations.

**Violations**

<b>Revised Total Coliform Rule (RTCR)</b>			
The Revised Total Coliform Rule (RTCR) seeks to prevent waterborne diseases caused by E. coli. E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children,			
<b>Violation Type</b>	<b>Violation Begin</b>	<b>Violation End</b>	<b>Violation Explanation</b>
MONITORING, ROUTINE, MAJOR (RTCR)	01/01/2019	01/31/2019	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.
MONITORING, ROUTINE, MAJOR (RTCR)	02/01/2019	02/28/2019	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.
MONITORING, ROUTINE, MAJOR (RTCR)	03/01/2019	03/31/2019	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.
MONITORING, ROUTINE, MAJOR (RTCR)	04/01/2019	04/30/2019	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.
MONITORING, ROUTINE, MAJOR (RTCR)	09/01/2019	09/30/2019	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.
MONITORING, ROUTINE, MAJOR (RTCR)	10/01/2019	10/31/2019	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.
MONITORING, ROUTINE, MAJOR (RTCR)	11/01/2019	11/30/2019	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.
MONITORING, ROUTINE, MAJOR (RTCR)	12/01/2019	12/31/2019	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.

## 2020 Consumer Confidence Report for Public Water System QUIET VILLAGE II

This is your water quality report for January 1 to December 31, 2020

QUIET VILLAGE II provides surface water from **groundwater**. CSWR – Texas purchased this facility in September 2021 and is working to return the system to full compliance



For more information regarding this report contact:

Name \_\_\_\_\_ Amanda Sappington \_\_\_\_\_

Phone \_\_\_\_\_ 314-464-3976 \_\_\_\_\_

Este reporte incluye información importante sobre el agua para tomar. Para asistencia en español, favor de llamar al telefono (866) 301-7725.

### 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.

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.

Avg:

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

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.

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 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.

na:

not applicable.

ppb:

micrograms per liter or parts per billion

MFL

million fibers per liter (a measure of asbestos)

mrem:

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

ppm:

milligrams per liter or parts per million



## Definitions and Abbreviations

NTU	nephelometric turbidity units (a measure of turbidity)
pCi/L	picocuries per liter (a measure of radioactivity)
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

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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 EPAs Safe Drinking Water Hotline at (800) 426-4791.

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- 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.

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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).

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### Information about Source Water

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TCEQ completed a Source Water Susceptibility for all drinking water systems that own their sources. This report describes the susceptibility and types of constituents that may come into contact with the drinking water source based on human activities and natural conditions. The system(s) from which we purchase our water received the assessment report. For more information on source water assessments and protection efforts at our system contact [insert water system contact][insert phone number].

Lead and Copper	Date Sampled	MCLG	Action Level (AL)	90th Percentile	# Sites Over AL	Units	Violation	Likely Source of Contamination
Copper	12/12/2017	1.3	1.3	0.068	0	ppm	N	Erosion of natural deposits; Leaching from wood preservatives; Corrosion of household plumbing systems
Lead	12/12/2017	0	15	2.7	0	ppb	N	Corrosion of household plumbing systems; Erosion of natural deposits.

## 2020 Water Quality Test Results

Disinfection By-Products	Collection Date	Highest Level Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contamination
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Haloacetic Acids (HAA5)	2020	15	14.5 - 14.5	No goal for the total	60	ppb	N	By-product of drinking water disinfection.
Total Trihalomethanes (TTHM)	2020	23	23.3 - 23.3	No goal for the total	80	ppb	N	By-product of drinking water disinfection.

Inorganic Contaminants	Collection Date	Highest Level Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contamination
Nitrate [measured as Nitrogen]	2020	0.18	0.18 - 0.18	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
	2020			4	4			Water additive used to control microbes.

### Violations

Chlorine			
Some people who use water containing chlorine well in excess of the MRDL could experience irritating effects to their eyes and nose. Some people who drink water containing chlorine well in excess of the MRDL could experience stomach discomfort.			
Violation Type	Violation Begin	Violation End	Violation Explanation
Disinfectant Level Quarterly Operating Report (DLQOR).	01/01/2020	03/31/2020	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.
Disinfectant Level Quarterly Operating Report (DLQOR).	04/01/2020	06/30/2020	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.
Disinfectant Level Quarterly Operating Report (DLQOR).	07/01/2020	09/30/2020	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.

## Violations

Disinfectant Level Quarterly Operating Report (DLQOR).	10/01/2020	12/31/2020	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.
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### Consumer Confidence Rule

The Consumer Confidence Rule requires community water systems to prepare and provide to their customers annual consumer confidence reports on the quality of the water delivered by the systems.

Violation Type	Violation Begin	Violation End	Violation Explanation
CCR REPORT	07/01/2020	2020	We failed to provide to you, our drinking water customers, an annual report that informs you about the quality of our drinking water and characterizes the risks from exposure to contaminants detected in our drinking water.

### Lead and Copper Rule

The Lead and Copper Rule protects public health by minimizing lead and copper levels in drinking water, primarily by reducing water corrosivity. Lead and copper enter drinking water mainly from corrosion of lead and copper containing plumbing materials.

Violation Type	Violation Begin	Violation End	Violation Explanation
FOLLOW-UP OR ROUTINE TAP M/R (LCR)	10/01/2020	2020	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.

### Public Notification Rule

The Public Notification Rule helps to ensure that consumers will always know if there is a problem with their drinking water. These notices immediately alert consumers if there is a serious problem with their drinking water (e.g., a boil water emergency).

Violation Type	Violation Begin	Violation End	Violation Explanation
PUBLIC NOTICE RULE LINKED TO VIOLATION	01/01/2020	2020	We failed to adequately notify you, our drinking water consumers, about a violation of the drinking water regulations.
PUBLIC NOTICE RULE LINKED TO VIOLATION	02/01/2020	2020	We failed to adequately notify you, our drinking water consumers, about a violation of the drinking water regulations.
PUBLIC NOTICE RULE LINKED TO VIOLATION	02/29/2020	2020	We failed to adequately notify you, our drinking water consumers, about a violation of the drinking water regulations.
PUBLIC NOTICE RULE LINKED TO VIOLATION	04/01/2020	2020	We failed to adequately notify you, our drinking water consumers, about a violation of the drinking water regulations.
PUBLIC NOTICE RULE LINKED TO VIOLATION	05/01/2020	2020	We failed to adequately notify you, our drinking water consumers, about a violation of the drinking water regulations.
PUBLIC NOTICE RULE LINKED TO VIOLATION	06/25/2020	2020	We failed to adequately notify you, our drinking water consumers, about a violation of the drinking water regulations.
PUBLIC NOTICE RULE LINKED TO VIOLATION	10/01/2020	2020	We failed to adequately notify you, our drinking water consumers, about a violation of the drinking water regulations.
PUBLIC NOTICE RULE LINKED TO VIOLATION	11/01/2020	2020	We failed to adequately notify you, our drinking water consumers, about a violation of the drinking water regulations.

## Violations

PUBLIC NOTICE RULE LINKED TO VIOLATION	12/01/2020	2020	We failed to adequately notify you, our drinking water consumers, about a violation of the drinking water regulations.
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