



GWR
Global Water Resources

2025 Water Quality Report

Global Water – Santa Cruz Water Company
– Maricopa

AZ04-11-131

Global Water Resources is pleased to present the annual drinking water quality report. (Consumer Confidence Report) for calendar year 2025. This report contains important information about the quality and safety of your water.

Spanish (Español)

Este informe contiene información muy importante sobre su agua potable. Tendrás que traducir la información o pedirle a alguien que la traduzca.

Customer Resources

Global Water Resources (GWR) customer assistance program provides the following types of assistance to eligible customers of GWR utilities:

- Low-Income Assistance
- Deployed Service Member Assistance
- Disabled Veteran Assistance
- Furloughed Worker Assistance
- Medical Hardship Assistance

If you are a GWR customer who is in need of assistance, you can find more information about our Customer Assistance Program at: <https://www.gwresources.com/customer-assistance> or you can call us toll-free at 1 (866) 940-1102.

GWR Customer Portal: <https://gwresources.watersmart.com/index.php/welcome>

- View and pay your bill on-line or on your smart phone.
- Set up automatic payments.
- View monthly reads.
- Manage multiple accounts.
- Provide account access to multiple people.



Important Information You Will Find in This Report

Included in this report are details about where your water comes from, the quality of your water and how it compares to drinking water standards set by regulatory agencies. **Unless otherwise indicated, this report includes water quality data collected in 2025. Some contaminants are required to be monitored less than once a year. Data from the most recent test is provided with the year the monitoring was completed. Contaminants for which monitoring is required, and the most recent result was non-detect, are not included in this report.** This report complies with state and federal drinking water regulations.

To ensure that tap water is safe to drink, the U S Environmental Protection Agency (EPA) prescribes regulations limiting the concentration of certain contaminants in water provided by public water systems. To ensure bottled water is safe to drink, U.S. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water.

As your water provider, we are committed to ensuring the quality and safety of your drinking water and we are committed to providing you with information about your drinking water. This annual report is part of that commitment. To learn more about how to help protect your drinking water sources or any details provided in this report, please contact Global Water Resources Customer Care at (866) 940 - 1102 or visit our website at www.gwresources.com.

Please share this information with anyone who drinks this water (or their guardians), especially those who may not have received this report directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this report in a public place or distributing copies by hand, mail, email, or another method.



Where Your Water Comes From

Global Water - Santa Cruz Water Company - Maricopa (GW-SCWC) is served by thirteen wells located within its service area. Water from the wells is distributed to our customers at two entry points to the distribution system (EPDS 001 and EPDS 002). Before the water is distributed to our customers, the water is blended through an ADEQ approved blend plan, chlorinated for disinfection, and stored in ten storage tanks with a combined storage capacity of ~6,812,000 gallons. The PWS utilizes 27 booster pumps and six hydro-pneumatic tanks to maintain constant pressure throughout the distribution system.

There are 2,771 fire hydrants within the system that are flushed and maintained regularly. Flushing of the hydrants assures that they are operable, and helps move water throughout the system while improving water quality.

GW-SCWC monitors drinking water from the source, from the entry point into the distribution system, and in some cases from the taps of individual homes.

Special Health Information

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 mean that water poses a health risk.

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 from infections. These people should seek advice about drinking water from their health care providers.

EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791) or on EPA's website [epa.gov/safewater](https://www.epa.gov/safewater).

Backflow and Cross-connection

To protect consumers from contamination caused by backflow, and through unprotected cross connections, GWR requires installation and periodic testing of backflow prevention assemblies. Water pressure in drinking water pipes - both commercial and residential - can suddenly drop during times of high water use in homes, or high use elsewhere in the distribution system (firefighting, water main breaks, etc.) GWR's Backflow/Cross Connection Control Program and Tariff assures that these assemblies are tested and maintained as needed.

Source Water Assessment (SWA)

This PWS did not receive a SWA because the PWS was either inactive or the PWS did not exist at the time the assessments were completed.

Fifth Unregulated Contaminant Monitoring Rule (UCMR 5)

In 2024, your water system, GW-SCWC, was required to participate in the U.S. Environmental Protection Agency's (EPA) UCMR study. Under the UCMR, the EPA collects nationally representative drinking water occurrence data to support EPA's future regulatory determinations and, as appropriate, to assist in the development of national primary drinking water regulations. A new list of unregulated contaminants is issued every five years. The UCMR 5 specified monitoring for lithium and 29 per-and polyfluoroalkyl (PFAS) substances.

Monitoring was performed at the entry point to the distribution system. If any unregulated contaminants are found, results are shared with the consumers through this annual water quality report to keep communities informed. In this sampling event, none of the PFAS substances were detected, and lithium was detected at concentrations ranging from 111 to 263 ppb. Please refer to the data table for additional information.

General Information About Drinking Water

Both tap water and bottled water come from 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. The water can also pick up and transport substances resulting from the presence of animals or from human activity. These substances are also called contaminants.

Contaminants are any physical, chemical, biological, or radiological substance or matter in water. 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 occur naturally in the soil or groundwater or may result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.

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

Additional Health Information

Arsenic: Arsenic is a mineral known to cause cancer in humans at high concentration and is linked to other health effects, such as skin damage and circulatory problems. While your drinking water meets EPA's standard for arsenic, it does contain low levels of arsenic. EPA's standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. EPA continues to research the health effects of low levels of arsenic. In 2025, the highest concentration of arsenic detected by GW-SCWC was 7.5 ppb, with a peak running annual average of 7.5 ppb.

Nitrate: Nitrate in drinking water at levels above 10 ppm is a health risk for infants of 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. In 2025, the highest concentration of nitrate detected by GW-SCWC was 8.16 ppm.

Lead: 2024 was the most recent year testing was performed for lead and copper at 31 customer homes with the cooperation of our customers. Small concentrations of lead were detected in 3 of the 31 homes sampled. The concentration of lead in those three homes was below the 10 ppb alert level for lead. The EPA standard for lead requires that 90% of homes tested must have lead levels below the alert level. If your home was included in the sampling, you should have received your individual results.

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.

GW is responsible for providing high quality drinking water and removing lead pipes, but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk.

Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water.

To address lead in drinking water, public water systems were required to develop and maintain an inventory of service line materials by Oct 16, 2024. Developing an inventory and identifying the location of lead service lines (LSL) is the first step for beginning LSL replacement and protecting public health. The lead service inventory may be viewed online at: <https://pws-ptd.120wateraudit.com/GWRSantaCruzWaterCoInc>. Please contact us if you would like more information about the inventory or any lead sampling that has been done.

If you are concerned about lead in your water and wish to have your water tested, contact Global Water Resources Customer Care at (866) 940 - 1102. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <https://www.epa.gov/safewater/lead>.

Additional Health Information on Per-and Polyfluoroalkyl Substances

Your drinking water was sampled for the presence and concentration of 29 different per- and polyfluoroalkyl substances (PFAS). On April 10th, 2024, the EPA announced the final National Primary Drinking Water Regulation (NPDWR) for PFAS compounds. The EPA is evaluating the current regulation as it is published, and these regulatory limits may become effective by April 26th, 2029.

Compound	Final MCL (enforceable levels) parts per trillion (ppt) (also expressed as ng/L)
PFOA	4.0
PFOS	4.0
PFHxS	10.0
PFNA	10.0
Gen X Chemicals	10.0
Calculated Hazard Index (HI)*	1 (unitless)

PFAS are man-made chemicals that are resistant to heat, water, and oil. They have been used since the 1940s to manufacture various consumer products, including fire-fighting foam and stain resistant, water-resistant, and nonstick items. Many PFAS do not break down easily and can build up in people, animals, and the environment over time. Scientific studies have shown that exposure to certain PFAS can be harmful to people and animals, depending on the level and duration of exposure.

To learn more about this group of chemicals, we encourage you to visit the ADEQ website at <https://www.azdeq.gov/pfas-resources> and watch the "Introduction to PFAS in Arizona" video at <https://www.youtube.com/watch?v=t44kSh0uKXE>.

***Hazard Index or HI:** The Hazard Index is an approach that determines the health concerns associated with mixtures of certain PFAS in finished drinking water. Low levels of multiple PFAS that individually would not likely result in adverse health effects may pose health concerns when combined in a mixture. The Hazard Index MCL represents the maximum level for mixtures of PFHxS, PFNA, HFPO-DA, and/or PFBS allowed in water delivered by a public water system. A Hazard Index greater than 1 requires a system to take action in accordance with the rule.

Important Information About Your Water

Tier 1 Public Notice - MCL Exceedance for E. coli

The following public notice was previously distributed on the 29th of August 2025.

We are required to monitor your drinking water for specific contaminants on a regular basis. Routine monitoring is an important indicator of whether your drinking water meets health standards. On the 26th of August 2025, 13 routine samples were collected for bacteriological testing. On the 27th of August 2025, we learned one of those samples was E.coli positive. Chlorination of the system was increased and flushing the system was conducted in the area of the positive test. As required by the Arizona Department of Environmental Quality ("ADEQ"), repeat samples were taken within 24 hours on the 28th of August 2025. We conducted a 1st set of repeat sampling in the morning and a 2nd set of repeat sampling in the afternoon at the original location of the E.coli positive and at locations upstream and downstream while continuing to flush the system. On the 29th of August 2025, we received notice that all samples collected on the 28th of August 2025 were E.coli negative. Given the quick actions take, this event is considered resolved by ADEQ. Your water is safe to drink.

Bacteriological contamination can occur when increased run-off enters the drinking water supply (for example, following heavy rains and dust storms). It can also happen due to a break in the distribution system (pipes) or a failure in the water treatment system.

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, and people with severely compromised immune systems.

The symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice. People at increased risk should seek advice from their health care providers about drinking this water.

An investigation of the system revealed there was NO evidence of a system failure or operational failure and chlorine levels continue to be maintained at safe levels for disinfection. We will continue to take routine samples for bacteriological testing, and we will inform you if there are any additional issues that may arise.

For more information, please contact Customer Service at 866-940-1102 or customerservice@gwresources.com. General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at 1-800-426-4791.

Level 2 Assessment for the Revised Total Coliform Rule (RTCR)

The positive E. coli sample indicated a need to look for any problems in water treatment or distribution. Therefore, we were required to conduct a Level 2 assessment to identify and correct any problems. As a result of the assessment, we were required to take four corrective actions which have all been completed.

Those corrective actions included a revision to our ADEQ approved sampling plan, enhancements to our water quality process monitoring, construction site audits, and a sanitary audit of the water system. The Level 2 assessment was submitted to ADEQ on 26 September 2025.

Tier 3 Public Notice - Missed Routine Monitoring

We are required to monitor your drinking water for specific contaminants on a routine basis. These monitoring results are an important tool for confirming that your drinking water continues to meet state and federal health standards. Under the Revised Total Coliform Rule (RTCR), GW-Santa Cruz must collect 90 routine monthly samples for total coliform and E. coli, in accordance with the Arizona Department of Environmental Quality (ADEQ) approved Microbiological Site Sampling Plan (MSSP).

During November 2025, GW-Santa Cruz collected 77 of the required 90 routine total coliform and E. coli samples. In addition, only 77 of the required 90 chlorine residual readings were collected and reported. We are required to collect a chlorine residual sample each time a total coliform and E. coli sample is collected, totaling 90 routine monthly samples. Because of this monitoring failure, we cannot be sure of the quality of your drinking water during that time and must report this as a monitoring violation. A water quality problem was not identified, but the complete set of required data was not obtained.

There is no action you need to take. All missed monitoring was fully completed in December 2025, and all results confirmed compliance with drinking water standards. We have also implemented additional safeguards and operational controls to prevent future missed monitoring events. If you have any questions, please contact Global Water Resources Customer Care at 866-940-1102.

Please share this information with 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.

Public Notice – Late Mailing Certification of Public Notice

Public Water Systems are required to submit a Certificate of Public Notice Distribution to ADEQ within 10 days of distribution of the notice to its customers. In GW-SCWC's 2024 Water Quality Report, we published notice of a missed monitoring under the Synthetic Organic Compounds (SOCs) rule, however we failed to notify ADEQ of this notice within 10 days of publication. To resolve the violation, we submitted the certification of distribution to ADEQ after the required 10 day period.

Your Role in Water Safety

Customers can play a vital role in safeguarding our community's water system. Participating in wellhead protection efforts, such as preventing contamination of the groundwater source near local wells, and attending public meetings helps ensure safe drinking water remains a top priority in local land-use decisions.

Everyone can contribute by using water wisely, properly disposing of household chemicals, and staying alert. If you see unauthorized access or suspicious activity near well sites, booster stations, or water tanks, please report it immediately by calling 911. Your vigilance helps keep our community water system safe and secure.



Across the state, water resources face growing pressure from rapid development and persistent drought. Conservation is essential to maintaining a sustainable water supply. Smart water use, avoiding waste, and reducing daily consumption are especially important in desert regions like ours.

Key Definitions

- **Action Level:** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow
- **Average:** Is the annual average of sample analytical results for samples taken during the current calendar year.
- **Entry Point to Distribution System (EPDS):** The location where treated water enters the distribution system and is sampled to ensure it meets all drinking water standards before delivery to consumers
- **Highest Running Annual Average (HRAA):** Is the highest average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters. (Can include data from previous calendar year)
- **Highest Locational Running Annual Average (HLRAA):** Is the highest average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters. (Can include data from previous calendar year)
- **Level 1 Assessment:** 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 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 (MCL):** The highest level of a contaminant that is allowed in drinking water.
- **Maximum Contaminant Level Goal (MCLG):** The level of a contaminant in drinking water below which there is no known or expected health risk.
- **Maximum Residual Disinfectant Level (MRDL):** The level of disinfectant added for water treatment that may not be exceeded at the consumer's tap.
- **Maximum Residual Disinfectant Level Goal (MRDLG):** The level of disinfectant added for treatment at which no known or anticipated adverse effect on health of persons would occur.
- **Not Detected (ND or <):** Not detectable at reporting limit.
- **Not Applicable (NA):** Sampling was not completed by regulation or was not required
- **ppm:** Parts per million or Milligrams per liter (mg/L)
- **ppb:** Parts per billion or Micrograms per liter (µg/L)
- **ppt:** Parts per trillion or Nanograms per liter (ng/L)
- **pCi/L:** Measure of the radioactivity in water
- **Secondary Maximum Contaminant Level (SMCL):** A non-enforceable, aesthetic guideline for drinking water.
- **Treatment Technique (TT):** A required process intended to reduce the level of a contaminant in drinking water.
- **90th Percentile:** A statistical measure used to determine compliance for lead and copper results. 90% of the lead and copper samples collected must be below the action level for lead (10 ppb) and copper (1.3 ppm).

2025 Water Quality Tables

AZ04-11-131 GW-Santa Cruz Water Company - Maricopa

Inorganic Chemicals								
Arsenic	ppb	0	10	5.6	7.5	7.5 (2025 Q1)	Yes	Erosion of natural deposits; runoff from orchards, runoff from glass and electronics production wastes
Barium (2024 Data)	ppm	2	2	0.06	0.08	N/A	Yes	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Chromium (total) (2024 Data)	ppb	100	100	6.2	6.8	N/A	Yes	Discharge from steel and pulp mills; erosion of natural deposits
Fluoride	ppm	4	4	0.88	1.58	1.8 (2025 Q1)	Yes	Water additive which promotes strong teeth; erosion of natural deposits; discharge from fertilizer and aluminum factories
Nitrate (measured as Nitrogen)	ppm	10	10	5.31	8.16	N/A	Yes	Runoff from fertilizer use; leaking from septic tanks, sewage; erosion of natural deposits
Selenium (2024 Data)	ppb	50	50	2.3	4.9	N/A	Yes	Discharge from petroleum refineries; erosion of natural deposits; discharge from mines
Radionuclides								
Alpha particles (2024 Data)	pCi/L	0	15	0.2	4	N/A	Yes	Erosion of natural deposits of certain minerals that are radioactive and may emit a form of radiation known as alpha radiation
Radium 226 and Radium 228 (combined) (2024 Data)	pCi/L	0	5	0.6	2.5	N/A	Yes	Erosion of natural deposits
Uranium	ug/L	0	30	4.6	25	21.6 (2025 Q3)	Yes	Erosion of natural deposits
Disinfectants and Disinfection Byproducts				Average				
Chlorine (as Cl2)	ppm	4	4	1.05	1.66	1.35	Yes	Water additive used to control microbes
Haloacetic acids (HAA5)	ppb	N/A	60	ND	3.3	2.9 ² (2025 Q3)	Yes	Byproduct of drinking water disinfection
Total Trihalomethanes (TTHM) (2025 Q4 Data)	ppb	N/A	80	7.1	22	18.4 ² (2025 Q4)	Yes	Byproduct of drinking water disinfection
Microbiological								
Total Coliforms (positive samples/month)	Present or Absent	Zero	Presence in no more than 5% of monthly samples	Zero	2 ³	N/A	Yes	Coliforms are naturally present in the environment
E. coli (Detected in August 2025)	Present or Absent	Zero	Zero	Zero	1 ⁴	N/A	Yes	Coliforms are naturally present in the environment
Fifth Unregulated Contaminant Monitoring Rule (UCMR 5)				Average				
Lithium (2024 Data)	ppb	N/A	N/A	111	263	183	Yes	Naturally occurring metal found in brine, is used in pharmaceuticals, batteries, and organic synthesis.
Unregulated/Secondary Substances			SMCL		Average			
Alkalinity (2024 Data)	ppm	N/A	N/A	57	77	66	N/A	Naturally present in the environment
Calcium (2024 Data)	ppm	N/A	N/A	57	100	80	N/A	Naturally present in the environment
Hardness as CaCo3 (2024 Data)	ppm	N/A	N/A	160	250	230	N/A	Naturally present in the environment
Magnesium (2024 Data)	ppm	N/A	N/A	4	10	7	N/A	Naturally present in the environment
Sodium (2024 Data)	ppm	N/A	MNR ⁵	170	210	190	N/A	Naturally present in the environment
Sulfate (2024 Data)	ppm	N/A	250 ⁶	130	230	175	N/A	Naturally present in the environment
Total Dissolved Solids (TDS) (2024 Data)	ppm	N/A	500 ⁶	650	970	803	N/A	Naturally present in the environment

Substance	Unit	MCLG	Action Level	Number (#) of Samples	90th Percentile	# of Samples Above Action Level	Compliance Achieved	Typical Sources
Copper (2024 Data)	ppm	1.3	1.3	31	0.041	0	Yes	Corrosion of household plumbing systems; erosion of natural deposits
Lead (2024 Data)	ppb	0	10	31	ND	0	Yes	Corrosion of household plumbing systems; erosion of natural deposits

*Highest Running Annual Average - see definitions section.

CONSERVATION AND WATER STEWARDSHIP

Community-driven water stewardship for lasting impact!

19.3 Billion

Total Gallons of Water
Recycled and Counting...

At Global Water, being a Water Steward means caring for our communities by protecting our most precious resource, water. Living in the Desert Southwest, we understand just how vital water is, and we are committed to making sure it is used sustainably. That's why we've built our work around Total Water Management, a comprehensive approach that focuses on conservation, recycling, and matching the right type of water to the right need. We're not just a water utility, we're resource managers, working to ensure a reliable water future for all of us. Thanks to this commitment, we've helped save over 19.3 billion gallons of water here in Arizona! Together, we are making a difference one drop at a time.



Advanced Metering Infrastructure (AMI)

Global Water leverages AMI technology to benefit our customers, employees and the environment. Through the online WaterSmart portal, customers can stay informed about their household's water usage. AMI capabilities help save water by:

- Detecting leaks early and notifying homeowner.
- Notifying for high water usage.
- Providing customers hourly, daily, and monthly reads.
- Tracking water consumption patterns to check for abnormalities.



Adjust for the Seasons

Global Water believes small changes make a big difference. Customers are informed to optimize irrigation schedule based on the time of year and local rainfall. This significantly helps to conserve water by:

- Reduce water waste caused by evaporation during hotter months.
- Prevent water runoff.
- Prevent overwatering after rainstorms.
- Ensure landscapes only get what they need.
- Decrease annual landscape consumption.



Community Conservation in Action

At Global Water, we are building a culture for water wise living. We believe through education, outreach, and innovative tools, we can help schools, neighborhoods and community groups protect our water. Global Water does this by offering:

- Free water conservation presentations for all ages.
- Free conservation literature and materials on our website, available upon request.
- Free resources to schools and community leaders.

For water conservation resources and to learn more about our conservation program, please visit www.gwresources.com/conservation-education. **To access the**

WaterSmart Customer Portal, please go to
www.gwresources.watersmart.com.