GWR
Global Water Resources

2024 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 2024. This report contains important information about the quality and safety of your water.

Spanish (Espanol)
Este informe contiene information muy importante sobre la calidad de su agua para beber. Traduscalo o hable con aguien que lo entiends bien.

Customer Resources

Global Water Resources (GWR) customer assistance program helps customers for the following purposes:

- 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 at 866-940-1102.

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 2024 and up to the last 5 years. 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.

Where Your Water Comes From

Santa Cruz Water Company – Maricopa (SCWC) is served by thirteen wells located within its service area and 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 for a combined storage capacity of ~6,812,000 gallons. 27 booster pumps and six hydropneumatic tanks 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.

Global Water Resources (GWR) 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 some small amounts of contaminants. The presence of these contaminants does not necessarily indicate that water poses a health risk.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised individuals such as those with cancer undergoing chemotherapy, those who have undergone organ transplants, individuals with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These individuals should seek advice about drinking water from their health care providers.

For more information about contaminants and potential health effects, or to receive a copy of the U.S. Environmental Protection Agency (EPA) and the U.S. Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and microbiological contaminants call the EPA Safe Drinking Water Hotline at 1-800-426-4791.

Backflow and Cross- Connection

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

Fifth Unregulated Contaminant Monitoring Rule (UCMR 5)

In 2024, your water system, Santa Cruz Water System 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, 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 point into 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

The sources of drinking water (both tap 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 include:

- **Microbial contaminants**, such as viruses and bacteria that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- **Inorganic contaminants**, such as salts and metals can be naturally- occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- **Pesticides and herbicides**, such as agriculture, urban storm water runoff, and residential uses that may come from a variety of sources.
- **Organic chemical contaminants**, such as synthetic and volatile organic chemicals are by-products of industrial processes and petroleum production, and also come from gas stations, urban storm water runoff, and septic systems.
- **Radioactive contaminants**, that can be naturally occurring or be the result of oil and gas production and mining activities. that can be naturally occurring or be the result of oil and gas production and mining activities.

Additional Health Information

- **Arsenic:** 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 effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems. In 2024, the highest concentration of arsenic detected was 8.6 ppb with a running annual average of 7.1 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 10 ppm, you should ask advice from your health care provider. In 2024, 8.4 ppm was the highest nitrate concentration.
- **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 effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. GWR is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time.

  You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. **In 2024, a lead service line inventory has been completed for your water system. Please contact us for the status of the service line to your residence or facility.**

  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 for Fluoride

This is an alert about your drinking water and a cosmetic dental problem that might affect children under nine years of age. At low levels, fluoride can help prevent cavities, but children drinking water containing more than 2 milligrams per liter (mg/L) of fluoride may develop cosmetic discoloration of their permanent teeth (dental fluorosis).

Fluoride levels fluctuate naturally in the aquifer and SCWC is required to notify its customers whenever concentrations exceed the secondary MCL of 2.0 mg/L. **It's important to note that SCWC does not add fluoride to your drinking water.**

SCWC is required to monitor fluoride at each EPDS. In 2024, the RAA for fluoride was 2.1 mg/L at EPDS 001 and 0.89 mg/L at EPDS 002 with a whole system RAA of 1.4 mg/L. In September 2024, SCWC implemented control changes to ensure fluoride concentrations remain below 2.0 mg/L. Since October 2024, the concentrations of fluoride ranged between 0.88 to 1.29 mg/L because of those changes.

Dental fluorosis, in its moderate or severe forms, may result in a brown staining and/or pitting of the permanent teeth. This problem occurs only in developing teeth, before they erupt from the gums. Children under nine should be provided with alternative sources of drinking water or water that has been treated to remove the fluoride to avoid the possibility of staining and pitting of their permanent teeth. You may also want to contact your dentist about proper use by young children of fluoride-containing products. Older children and adults may safely drink the water.

Drinking water containing more than 4 mg/L of fluoride (the U.S. Environmental Protection Agency's drinking water standard) can increase your risk of developing bone disease. Your drinking water does not contain more than 4 mg/L of fluoride, but we're required to notify you when we discover that the fluoride levels in your drinking water exceed 2 mg/L because of this cosmetic dental problem.

For more information, please call Global Water Resources Customer Care at (866) 940 - 1102. Some home water treatment units are also available to remove fluoride from drinking water. To learn more about available home water treatment units, you may call NSF International at 1-877-8-NSF-HELP.

Key Definitions

- **Action Level:** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
- **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.
- **Locational Running Annual Average (LRAA):** The average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters.
- **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)
- **pCi/L**: Measure of the radioactivity in water
- **Running Annual Average (RAA):** Is the average of sample analytical results for samples taken at a particular location during the previous four calendar quarters.
- **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).

Important Information About Your Water

Tier 3 Public Notice:

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. During the period of 2020 to 2023, SCWC did not complete the triennial monitoring required for EPDS 001 and EPDS 002 and therefore we cannot be sure of the quality of the drinking water as it relates to the specific substances during this period. The following is a breakdown of the missed monitoring events.

EPDS 001

- Inorganic Compounds (IOCs): One sample was required to be taken in 2021. The last sample was taken in 2018.
- Synthetic Organic Compounds (SOCs): Two samples six months apart were required to be taken in 2021. The last samples were taken in 2019.
- Gross Alpha: One sample was required to be taken in 2022. The last sample was taken in 2019.

EPDS 002

- Inorganic Compounds (IOCs): One sample was required to be taken in 2021. The last sample was taken in 2018.

There is nothing you need to do at this time. All required monitoring that was missed was completed in 2024. We are pleased to report that all results confirmed compliance with drinking water standards. If you have any questions or would like more information, please contact Global Water Resources Customer Care at (866) 940-1102.

Late Reporting Notification:

In 2024, routine sampling was conducted on the 16th of May for Total Trihalomethanes (TTHM's) and Haloacetic Acids (HAA5's) per the disinfection by-product monitoring requirements. Results were required to be reported to the Arizona Department of Environmental Quality no later than the 10th of July but were inadvertently reported on the 8th of August. Despite the delay in reporting the results, all required samples were collected on schedule and the test results confirmed the drinking water met the drinking water standards for TTHM's and HAA5's.

There is nothing you need to do at this time. The issue has been addressed by implementing additional oversight measures to ensure timely reporting and to prevent future occurrences. If you have any questions or would like more information, please contact Global Water Resources Customer Care at (866) 940-1102.

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 supply. Smart water use, avoiding waste, and reducing daily consumption are especially important in desert regions like ours.

WATER QUALITY TABLES

2024 Water Quality Data Tables – Santa Cruz Water Company – Maricopa

Substance	Unit	MCL, TT, or MRDL	MCLG or MRDLG	Lowest Level	Highest Level	RAA[1]	Compliance Achieved	Typical Sources
Inorganics								
Arsenic	ppb	10	0	4.9	8.6	7.1	Yes	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes
Fluoride	ppm	4	4	0.54	2.7	1.4	Yes	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Inorganics						**Average**		
Nitrate	ppm	10	10	4.8	8.4	6.0	Yes	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Chromium	ppb	100	100	6.2	6.8	6.5	Yes	Discharge from steel and pulp mills; Erosion of natural deposits
Barium	ppm	2	2	0.06	0.08	0.07	Yes	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Selenium	ppb	50	50	2.3	4.9	3.6	Yes	Discharge from petroleum and metal refineries; Erosion of natural deposits; Discharge from mines
Radionuclides								
Alpha Emitters	pCi/L	15	0	6.6	21	13.8	Yes	Erosion of natural deposits
Combined Radium	pCi/L	5	0	0.6	2.5	1.55	Yes	Erosion of natural deposits
Uranium	ppb	30	0	3.5	23.1	11.3[1]	Yes	Erosion of natural deposits
Disinfection and Disinfection By-Products (DBP's)						**Highest LRAA[2]**		
Chlorine	ppm	4	4	1.2	1.6	1.3[1]	Yes	Water additive used to control microbes
Total Trihalomethanes (TTHM)	ppb	80	NA	7.8	23.0	17.3	Yes	By-product of drinking water disinfection
Haloacetic Acids (HAA5)	ppb	60	NA	<2.0	3.0	2.6	Yes	By-product of drinking water disinfection
Microbiological				**Highest Number of Positive Samples in a Month**				
Total Coliform (positive samples/month)	Present or Absent	Presence in no more than 5% of monthly samples	Zero	1[3]		NA	Yes	Coliforms are naturally present in the environment
Unregulated/Secondary Substances						**Average**		
Hardness as CaCo3	ppm	NA		160	250	230		Naturally present in the environment
Magnesium	ppm	NA		4	10	7		Naturally present in the environment
Sodium	ppm	MNR		150	210	172		Naturally present in the environment
Sulfate	ppm	250[4]		130	230	175		Naturally present in the environment
Calcium	ppm	NA		57	100	80		Naturally present in the environment
Alkalinity	ppm	NA		57	77	66		Naturally present in the environment
Total Dissolved Solids (TDS)	ppm	500[4]		650	970	803		Naturally present in the environment
Fifth Unregulated Contaminant Monitoring Rule								
Lithium	ppb	NA		111	263	183		Lithium, a naturally occurring metal found in brine, is used in pharmaceuticals, batteries, and organic synthesis.

Lead and Copper

Substance	Unit	MCLG	Action Level	Number of Samples	90th Percentile	Number of Samples Above Action Level	Compliance Achieved	Typical Sources
Copper	ppm	1.3	1.3	31	0.041	0	Yes	Corrosion of household plumbing systems; Erosion of natural deposits.
Lead	ppb	0	10	31	<0.5	0	Yes	CorrA20:I34osion of household plumbing systems; Erosion of natural deposits.

[1] Running Annual Average - see definitions section.
[2] Locational Running Annual Average - see definitions section.
[3] There was one positive sample in May and one in August. The number of positive samples for both months was less than 5% of the total number of samples taken (80 samples/month).
[4] Arizona does not enforce the secondary standard for this substance.

Conservation and Water Stewardship

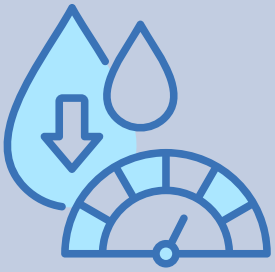
Community-driven water stewardship for lasting impact

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 17.8 billion gallons of water here in Arizona! Together, we are making a difference one drop at a time.

Advanced Metering Infrastructure (AMI)

Global Water empowers customers with their water data to make smarter water decisions through utilization of AMI technology. Using 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.
- View hourly, daily, and monthly reads.
- Tracking water consumption patterns to check for abnormalities.
- Understanding how and when they use the most water.



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:

- Reduce water waste during hotter months.
- Prevent overwatering after rainstorms.
- Ensuring landscapes only get what they need.

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.
- Access to conservation tools & materials.
- 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 gwresources.watersmart.com