



GWR
Global Water Resources

2024 Water Quality Report

Global Water – Santa Cruz Water Company –
Twin Hawks

AZ04-11-460

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 (Español)

Este informe contiene información muy importante sobre la calidad de su agua para beber. Tradúscalo o hable con alguien que lo entienda 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

Twin Hawks is served by one well located within its service area. Groundwater from this well is chlorinated for disinfection and stored in two storage tanks for a combined storage capacity of ~12,000 gallons. Three booster pumps and four hydropneumatic tanks maintain constant pressure throughout the distribution system.

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.

Source Water Assessment (SWA)

In 2023, The Arizona Department of Environmental Quality (ADEQ) completed a Source Water Assessment for the well which supplies water to the Twin Hawks system. The assessment reviewed the hydrogeologic conditions and adjacent land uses that may pose a potential risk to the water sources. These risks include, but are not limited to, gas stations, landfills, dry-cleaners, agriculture, wastewater treatment plants, and mining activities. Once ADEQ identified the adjacent land uses, they were ranked as to their potential to affect the water sources. The results of the assessment determined that the well had a **low risk** of contamination due to adjacent land uses. The complete assessment is available for inspection at ADEQ.

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.

Additional Health Information

- ✚ **Lead:** 2024 was the most recent year testing was performed for lead and copper at five customer homes with the cooperation of our customers. Small concentrations of lead were detected in one of the five homes sampled. The concentration of lead in the one home 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>.

Key Definitions

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

Late Reporting Notification

Routine lead and copper sampling was conducted in 2023 and 2024 as required per the lead and copper monitoring requirements. In 2023, the results were required to be reported to the Arizona Department of Environmental Quality (ADEQ) no later than October 10th, 2023 but were inadvertently reported on March 7th, 2024. Despite the delay in reporting the results, all required samples were collected on schedule and the test results confirmed the drinking water met the lead and copper standards.

There is nothing you need to do at this time. We are required to test your water and report the results to our customers and the ADEQ for Lead and Copper once every three years to ensure water quality and safety. 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.



WATER QUALITY TABLES

2024 Water Quality Data Tables – GW - Santa Cruz Water Company – Twin Hawks

Substance	Unit	MCL, TT, or MRDL	MCLG or MRDLG	Result			Compliance Achieved	Typical Sources
Inorganics								
Arsenic	ppb	10	NA	1.6			Yes	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes
Fluoride	ppm	4	4	0.41			Yes	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Nitrate	ppm	10	10	2.8			Yes	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Barium	ppm	2	2	0.086			Yes	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Radionuclides								
				Lowest Level	Highest Level	Average		
Alpha Emitters	pCi/L	15	0	3.09 ± 2.01	9.91 ± 3.09	6.5	Yes	Erosion of natural deposits
Combined Radium	pCi/L	5	0	<1.00 ± 0.301	0.789 ± 0.367	0.395	Yes	Erosion of natural deposits
Disinfection and Disinfection By-Products (DBP's)								
Chlorine	ppm	4	4	0.1	1.6	1.0 ¹	Yes	Water additive used to control microbes
Total Trihalomethanes (TTHM)	ppb	80	NA		6.4		Yes	By-product of drinking water disinfection
Microbiological								
Total Coliform (positive samples/month)	Present or Absent	TT	Zero	Zero	Zero	NA	Yes	Coliforms are naturally present in the environment
Unregulated/Secondary Substances								
Sodium	ppm	NA		54	56	55 ³		Naturally present in the environment
Magnesium	ppm	NA			12			Naturally present in the environment
Hardness as CaCo3	ppm	MNR			190			Naturally present in the environment
Sulfate	ppm	250 ²			28			Naturally present in the environment
Calcium	ppm	NA			56			Naturally present in the environment
Alkalinity	ppm	NA			210			Naturally present in the environment
Total Dissolved Solids (TDS)	ppm	500 ²			370			Naturally present in the environment
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	5	0.13	0	Yes	Corrosion of household plumbing systems; Erosion of natural deposits
Lead	ppb	0	10	5	0.45	0	Yes	Corrosion of household plumbing systems; Erosion of natural deposits

¹ Running Annual Average - see definitions section.

² 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.

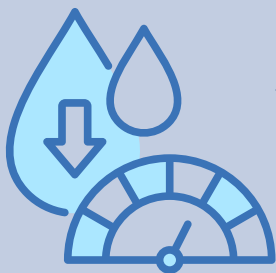
Water Consumption Data



Global Water empowers customers with their water data to make smarter water decisions. Using WaterSmart, customers can know their water use to stay informed about their households water usage. WaterSmart features help save water by:

- Tips and Tricks for water conservation living in the desert.
- Tracking monthly water consumption to check for abnormalities.
- Visual understanding of how and when they use the most water, customized to specific property size.

Adjust for the Seasons



Global Water believes small changes make a big difference. Customers are informed to optimize irrigation system 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