Havasu Water Company
Annual Water Quality Report

Public Water System #090600202

Calendar Year 2024

This report is a snapshot of your water quality. Included are details about where your water comes from, what it contains, and how it compares to standards set by regulatory agencies. We are committed to providing you with information because informed customers are our best allies.

Do I need to take special precautions?

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. The Environmental Protection Agency (EPA) and Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Water Drinking Hotline (800-426-4791).

Where does my water come from?

Your water comes from 1 surface water source.

Why are there contaminants in my drinking water?

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).

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 including:

- 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, which 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, 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 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 that limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

WATER QUALITY TABLE

The table below lists all of the drinking water contaminants detected during the calendar year of this report. The presence of contaminants in the water does not necessarily indicate that the water poses a health risk. Unless otherwise noted, the data presented in this table is from testing done in the calendar year of the report. The EPA or the State requires monitoring for certain contaminants less than once per year because the concentrations of these contaminants do not change frequently.

Contaminants	MRDLG	MRDL	Your Water	Range Low	Range High	Sample Date	MRDL Exceeded	Typical Source
Disinfectants								
Chlorine Units: Chlorine residual, ppm	4	4	0.4061	0	0.8	2024	No	Drinking water additive used for disinfection

Contaminants	MCLG	MCL	Your Water	Range Low	Range High	Sample Date	Violation	Typical Source
Disinfection By-Products*								
Five Haloacetic Acids (HAA5) Units: ppb	N/A	60	27.7	ND	41.1	2024	No	By-product of drinking water chlorination
Total Trihalomethanes (TTHMs) Units: ppb	N/A	80	106.2	68.2	87.5	2024	Yes	By-product of drinking water chlorination

*Disinfection By-Products are sampled quarterly and the "Your Water" value is derived from the locational running annual average (LRAA) which takes the average of the last 4 quarters of valid data. The "Your Water" value is higher than the high range for 2024 because samples from 2023 are included in the calculation.

Contaminants	MCLG	MCL	Your Water	Range Low	Range High	Sample Date	Violation	Typical Source
Inorganic Contaminants								
Arsenic Units: ppb	0	10	2.4	N/A	N/A	2024	No	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes
Barium Units: ppm	2	2	0.14	N/A	N/A	2024	No	Discharge of oil drilling wastes and from metal refineries; erosion of natural deposits
Fluoride Units: ppm	4	4	0.29	N/A	N/A	2024	No	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Sodium Units: ppm	N/A	N/A	93	N/A	N/A	2024	No	Erosion of natural deposits; salt water intrusion

Contaminants	MCLG	MCL	Your Water	Range Low	Range High	Sample Date	Violation	Typical Source
Radiological Contaminants								
Combined Radium 226/228 Units: pCi/L	0	5	1.49	N/A	N/A	2024	No	Erosion of natural deposits
Uranium (combined) Units: ppb	0	30	4.3	N/A	N/A	2024	No	Erosion of natural deposits

Contaminants	Process Limit	Process Value	Your Water	Range Low	Range High	Sample Date	Violation	Typical Source
Surface Water Treatment								
Highest % of Turbidity Results Above 0.2 NTU Limit Units: % Reported	Less than 5% Results exceed 0.2 NTU	5	4	N/A	N/A	2024	No	Soil runoff
Maximum Turbidity Reported Units: NTU	No Result Exceeds 1 NTU	1	0.216	N/A	N/A	2024	No	Soil runoff

Special Statements

Educational Statement for Lead

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. Havasu Water Company 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. If you are concerned about lead in your water and wish to have your water tested, contact your water utility. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at http://www.epa.gov/safewater/lead.

Additional Information for Turbidity

Turbidity is a measure of the clarity of water. We monitor this as an indicator of the effectiveness of our filtration system.

Service Line Inventory for Systems with Unknowns

Havasu Water Company was required to complete an inventory of service line materials to determine whether any service lines connected to the distribution system are made of lead material. We identified 229 service lines out of 229 at Havasu Water Company are made of unknown material. The service line inventory is available upon request, please contact us for more information.

Additional Information on Lead

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

Microbiological Testing

We are required to test your water regularly for signs of microbial contamination. Positive test results could lead to follow-up investigations called assessments and potentially the issuance of public health advisories. Assessments could lead to required corrective actions. The information below summarizes the results of those tests.

Calendar Year	Sampling Requirements	Sampling Conducted *(months)*	Total E.coli Positive	Assessment Triggers	Assessments Conducted
2024	1 Sample due monthly	12 out of 12	0	0	0

Significant Deficiencies

Sanitary deficiencies are defects in a water system's infrastructure, design, operation, maintenance, or management that cause, or may cause interruptions to the "multiple barrier" protection system and adversely affect the system's ability to produce safe and reliable drinking water in adequate quantities.

The following is a listing of significant deficiencies that have yet to be corrected. Your public water system is still working to correct these deficiencies and interim milestones are shown, as applicable.

Deficiency Title: The Treatment Plant Is Not Being Operated By A Certified Operator.

Date Identified: 6/28/2024 Overall Due Date: 7/1/2024

Deficiency Description: The surface water treatment plant is not being operated by an operator that works onsite and holds the required treatment level 2 and distribution level 1 licenses. This deficiency was also identified during the Dec 15th, 2023 inspection by ECAD.

Corrective Action Plan: EPA Region 9 requires all community water systems and non-transient non-community water systems to have a certified operator at the appropriate level. The water system management needs to employ an on-site operator that is certified at a Level 2 Treatment and a Level 1 Distribution or higher to comply with EPA Region 9 Requirements.

Deficiency Title: Lack Of Flow Meters for the Raw Water inlet, Finished Water Outlet and Backwash Water.

Date Identified: 6/28/2024 Overall Due Date: 10/15/2024

Deficiency Description: There are no flow meters on the raw water inlet from Lake Havasu, the treated water outlet, or the backwash water flow to determine the actual flow rates in the treatment plant filters. The reported flow on the MORs does not meet the minimum design filtration flow rates for the treatment process. It is unclear if the current backwash flow rates meet the design rate to adequately backwash the filters and prevent excessive media loss.

Corrective Action Plan: Provide documentation to demonstrate how the treatment plant flow rate is currently calculated without flow meters. Provide documentation that the reported flow rate meets minimum design filtration rates for Stage 1 filters. Flow meters must be installed, and read, on the raw water inlet, treated water outlet, and backwash flow. Once installed, the water system must use the actual flow rates for the treatment plant on its MORs.

Deficiency Title: Lack of an Emergency Response Plan

Date Identified: 6/28/2024 Overall Due Date: 10/15/2024

Deficiency Description: The system did not have an emergency response plan (ERP) at the time of the survey.

Corrective Action Plan: An emergency response plan for the system should be created, using the template provided by EPA. This plan should consider a wide variety of situations that could occur, and provide a breakdown of steps to address each scenario. The plan must include response steps for a power outage, loss of pressure, line break, positive E.Coli sample, and chlorine gas leak. The process for conducting public notification (PN) must also be included. This plan should be submitted to EPA for review and approval and should be updated over time.

Milestone completed by 7/22/2025

Corrective Action Notes: ERP received on 7/22/2025, but lacked detailed steps for public notice and several emergency situations.

Deficiency Title: Lack Of A Cleaning And Inspection Schedule for Storage Tanks.

Date Identified: 6/28/2024 Overall Due Date: 3/15/2025

Deficiency Description: The storage tank has not been cleaned or inspected in the recommended 3 - 5 years. It is unknown when it was last inspected and cleaned.

Corrective Action Plan: Tanks should be cleaned and inspected by a certified tank inspection company, with a set of coliform samples taken afterwards. EPA must be provided with a copy of the inspection results and labeled photographs. EPA will review the inspection report and may require additional corrective actions.

Milestone completed by 9/4/2024

Corrective Action Notes: Received confirmation that last tank inspection occurred in 2023. Tank cleaning scheduled to happen by March 15, 2025.

Health-Based Violations

The table below lists the health-based violations the water system incurred during the last calendar year. While you should have received notification of the violations at an earlier date, we are required to list them in this report.

Contaminant Name	Type of Violation	Begin/End Date	Steps Taken to Correct the Violation	Return to Compliance	Return Date	Action Comment
LT2ESWTR	Failure to take corrective action for a significant deficiency within 45 days or Approved Deadline - "The Vent Shroud is Not Adequate"	8/30/2024 -	PWS notifies the primacy agency the corrective action was taken.	Yes	9/5/2024	Documentation of correction received on 9/5.
LT2ESWTR	Failure to take corrective action for a significant deficiency within 45 days or Approved Deadline - "Unsafe Storage of Polymer"	4/16/2024 -	PWS notifies the primacy agency the corrective action was taken.	Yes	6/17/2024	System submitted documentation of correction
LT2ESWTR	Failure to take corrective action for a significant deficiency within 45 days or Approved Deadline - "Lack of Procedures for Treatment Plant Operations"	4/16/2024 -	PWS notifies the primacy agency the corrective action was taken.	Yes	7/30/2024	System submitted amended SOPs
LT2ESWTR	Failure to take corrective action for a significant deficiency within 45 days or Approved Deadline - "Unknown Point of Chlorine Injection"	4/16/2024 -	PWS notifies the primacy agency the corrective action was taken.	Yes	2/20/2025	2nd chlorine injection point unearthed and documented by technical assistance provider in photos.
LT2ESWTR	Failure to take corrective action for a significant deficiency within 45 days or Approved Deadline - "Treatment Plant Instruments are Uncalibrated"	4/16/2024 -	PWS notifies the primacy agency the corrective action was taken.	Yes	4/26/2024	System provided sufficient calibration docs
LT2ESWTR	Failure to take corrective action for a significant deficiency within 45 days or Approved Deadline - "Overflow Screen Mesh Too Coarse"	4/12/2024 -	PWS notifies the primacy agency the corrective action was taken.	Yes	4/16/2024	Documentation of correction received on 4/16/2024.
LT2ESWTR	Failure to take corrective action for a significant deficiency within 45 days or Approved Deadline - "Lack of On-site, Certified Operator"	7/1/2024 -	PWS notifies the primacy agency the corrective action was taken.			
LT2ESWTR	Failure to take corrective action for a significant deficiency within 45 days or Approved Deadline - Critically Low Storage Tank Level	8/12/2024 -	PWS notifies the primacy agency the corrective action was taken.	Yes	5/29/2025	System provided sufficient info on storage tank
LT2ESWTR	Failure to take corrective action for a significant deficiency within 45 days or Approved Deadline - "Lack Of Flow Meters for the Raw Water inlet, Finished Water Outlet and Backwash Water."	10/15/2024 -	PWS notifies the primacy agency the corrective action was taken.			
LT2ESWTR	Failure to take corrective action for a significant deficiency within 45 days or Approved Deadline - "Lack of an Approved Coliform Sampling Plan	10/15/2024 -	PWS notifies the primacy agency the corrective action was taken.	Yes	1/14/2025	New coliform sampling plan approved by EPA.
LT2ESWTR	Failure to take corrective action for a significant deficiency within 45 days or Approved Deadline - "The Pressure Tank Is at Risk for Failure"	10/15/2024 -	PWS notifies the primacy agency the corrective action was taken.	Yes	7/2/2025	Technical assistance provider took picture of screened PRV
LT2ESWTR	Failure to take corrective action for a significant deficiency within 45 days or Approved Deadline - "Lack of an Emergency Response Plan"	10/15/2024 -	PWS notifies the primacy agency the corrective action was taken.			
LT2ESWTR	Failure to take corrective action for a significant deficiency within 45 days or Approved Deadline - "Lack Of Procedure For Injecting a Disinfectant To Meet Log Inactivation Requirements"	9/6/2024 -	PWS notifies the primacy agency the corrective action was taken.	Yes	8/6/2025	System submitted SOPs with EPA's requested edits

Contaminant Name	Type of Violation	Begin/End Date	Steps Taken to Correct the Violation	Return to Compliance	Return Date	Action Comment
LT2ESWTR	Failure to take corrective action for a significant deficiency within 45 days or Approved Deadline - Lack of a Backup Booster Pump That is Operational"	11/12/2024 -	PWS notifies the primacy agency the corrective action was taken.	Yes	7/2/2025	Technical assistance provider verified working condition of pump.
LT2ESWTR	Failure to take corrective action for a significant deficiency within 45 days or Approved Deadline - "Lack of a Backup Raw Water Pump That is Operational"	10/15/2024 -	PWS notifies the primacy agency the corrective action was taken.	Yes	12/17/2024	Portable backup pump for intake documented in December 17, 2024 inspection report.
LT2ESWTR	Failure to take corrective action for a significant deficiency within 45 days or Approved Deadline - "Lack of Emergency Backup Power On-site"	10/15/2024 -	PWS notifies the primacy agency the corrective action was taken.	Yes	12/17/2024	Backup generator confirmed on-site during December 17, 2024 inspection, required information provided in inspection report.
LT2ESWTR	Failure to take corrective action for a significant deficiency within 45 days or Approved Deadline - "Source Of Contaminated Water In The Immediate Area of The Booster Pumps That Pump Water To The Hydropneumatic Storage Tank"	11/12/2024 -	PWS notifies the primacy agency the corrective action was taken.	Yes	5/29/2025	System provided multiple photos showing dry ground around the pumps.
Total Trihalomethanes (TTHMs)	DS001: Running annual average violation calculated from the results from the previous 4 quarters with valid data.	1/1/2024 - 3/31/2024	Reporting quarterly monitoring for contaminant in violation, until running annual average is below MCL for 6 months.			
Total Trihalomethanes (TTHMs)	DS001: Running annual average violation calculated from the results from the previous 4 quarters with valid data.	4/1/2024 - 6/30/2024	Reporting quarterly monitoring for contaminant in violation, until running annual average is below MCL for 6 months.			
Total Trihalomethanes (TTHMs)	DS001: Running annual average violation calculated from the results from the previous 4 quarters with valid data.	7/1/2024 - 9/30/2024	Reporting quarterly monitoring for contaminant in violation, until running annual average is below MCL for 6 months.			
Total Trihalomethanes (TTHMs)	DS001: Running annual average violation calculated from the results from the previous 4 quarters with valid data.	10/1/2024 - 12/31/2024	Reporting quarterly monitoring for contaminant in violation, until running annual average is below MCL for 6 months.			

Public Notice for Monitoring/Reporting and Other Violations

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 the period covered by this report, we did not complete all monitoring or testing for the contaminants listed below, and therefore cannot be sure of the quality of your drinking water during that time. Violations which have not been returned to compliance will be repeated annually. The table below lists the contaminants we did not properly test for or other violations during the report period.

Contaminant Name	Type of Violation	Begin/End Date	Steps Taken to Correct the Violation	Return to Compliance	Return Date	Action Comment
SWTR	Failure to report turbidity, Chlorine residuals or Contact Time	2/1/2024 - 2/29/2024	Reporting monitoring results as required.	Yes	4/11/2024	Complete MOR submitted
DBP Stage 2	Failure to submit DBPR site sample plan.	7/15/2024 -	Submission of IDSE or OEL report.	Yes	9/5/2024	An OEL report was submitted on 9/5/2024.
Lead and Copper Rule Revisions	Failure to Make Initial Lead Service Line Inventory	10/17/2024 -	PWS develops and submits an acceptable Service Line Inventory			
Five Haloacetic Acids (HAA5)	Failure to submit DBPR results for Stage 1 or 2 Disinfection By-Products Rule	7/1/2024 - 9/30/2024	Submission of subsequent monitoring results.	Yes	2/7/2025	Valid samples submitted for 2025Q1
Total Trihalomethanes (TTHMs)	Failure to submit DBPR results for Stage 1 or 2 Disinfection By-Products Rule	7/1/2024 - 9/30/2024	Submission of subsequent monitoring results.	Yes	2/7/2025	Valid samples submitted for 2025Q1
SWTR	Failure to report turbidity, Chlorine residuals or Contact Time	4/1/2024 - 4/30/2024	Reporting monitoring results as required.	Yes	5/16/2024	MOR submitted on 5/16/2024.
Lead and Copper Rule	Failure to submit Followup and Routine Sampling results for Lead and Copper Rule.	1/1/2024 - 12/31/2024	Reporting monitoring results as required.			
Lead and Copper Rule	Failure to submit Followup and Routine Sampling results for Lead and Copper Rule.	1/1/2023 - 12/31/2023	Reporting monitoring results as required.			
SWTR	Failure to report turbidity, Chlorine residuals or Contact Time	1/1/2024 - 1/31/2024	Reporting monitoring results as required.	Yes	4/11/2024	Complete MOR submitted
SWTR	Failure to report turbidity, Chlorine residuals or Contact Time	3/1/2024 - 3/31/2024	Reporting monitoring results as required.	Yes	4/11/2024	Complete MOR submitted
SWTR	Failure to report turbidity, Chlorine residuals or Contact Time	5/1/2024 - 5/31/2024	Reporting monitoring results as required.	Yes	6/12/2024	MOR submitted on 6/12/2024.
Five Haloacetic Acids (HAA5)	Failure to submit DBPR results for Stage 1 or 2 Disinfection By-Products Rule	10/1/2024 - 12/31/2024	Submission of subsequent monitoring results.	Yes	2/7/2025	Valid samples submitted for 2025Q1
Total Trihalomethanes (TTHMs)	Failure to submit DBPR results for Stage 1 or 2 Disinfection By-Products Rule	10/1/2024 - 12/31/2024	Submission of subsequent monitoring results.	Yes	2/7/2025	Valid samples submitted for 2025Q1

What should I do, as a consumer?
There is nothing you need to do at this time.

What is being done by the utility?
We will work with our regulatory official to conduct all required contaminant monitoring as directed.

Definitions

Term	Definition
ppm	parts per million, or milligrams per liter (mg/L)
ppb	parts per billion, or microgram per liter (ug/L)
positive samples	the number of positive samples taken that year
% positive samples/month	% of samples taken monthly that were positive
pCi/L	picocuries per liter
NTU	Nephelometric Turbidity Unit. A measure of the clarity of water.
ND	Not detected
N/A	Not applicable
MCLG	Maximum Contaminant Level Goal: The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
MCL	Maximum Contaminant Level: 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.
MRDL	Maximum Residual Disinfectant Level
MRDLG	Maximum Residual Disinfectant Level Goal
TT	Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water.
AL	Action Level: The concentration of a contaminant which, if exceeded, trigger treatment or other requirements which a water system must follow.

How can I get involved?

Please feel free to contact the number provided below for more information or for a translated copy of the report if you need it in another language.

Please share this information with all the 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.

For more information please contact:

Sean Chapin, Site Operations Manager, P.O Box 1690, Havasu Lake, CA 92363

Phone: (928) 565-0450 **Fax:**