



## 2024 Water Quality Report

Global Water – Farmers Water Company –  
Continental

AZ04-10-049

*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 información muy importante sobre la calidad de su agua para beber. Traduscalo 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](http://www.gwresources.com).





## Where Your Water Comes From

Continental is served by two wells located within its service area. Groundwater from the wells is chlorinated for disinfection and stored in three storage tanks for a combined storage capacity of ~2,080,000 gallons. 15 booster pumps and four hydropneumatic tanks maintain constant pressure throughout the distribution system.

There are 250 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.

## Source Water Assessment (SWA)

In 2003, the Arizona Department of Environmental Quality (ADEQ) completed a Source Water Assessment for the wells which supply water to the Continental 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.

## Fifth Unregulated Contaminant Monitoring Rule (UCMR 5)

In 2024, your water system, Continental, 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 69 to 88 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.

- ✚ **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

- ✚ **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. Since 2023, the highest concentration of arsenic detected was 7.8 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, the highest concentration of nitrate was 6.0 ppm.
- ✚ **Lead:** 2022 was the most recent year testing was performed for lead and copper at 20 customer homes with the cooperation of our customers. Small concentrations of lead were detected in 3 of the 20 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.

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.
- **90<sup>th</sup> 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 Missed Monitoring Notification for Chlorine

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of routine monitoring are an indicator of whether or not your drinking water meets health standards. When collecting samples for total coliforms (TC), a measurement of the chlorine residual is required. In August 2024, we collected six routine samples to test for total coliform bacteria; however, chlorine measurements were only recorded on five of the six required samples. While this does not necessarily indicate a problem, it means we cannot verify the chlorine level when that specific sample was taken.

There is nothing you need to do at this time. Chlorine is injected into the water before it is delivered to our customers to disinfect the water. We are required to measure chlorine levels in the distribution system once a month to ensure that safe and adequate disinfection is being maintained. We monitor chlorine concentrations going into the distribution system on a regular basis and target a chlorine concentration of 0.5 mg/L to 1.0 mg/L. The issue was promptly addressed by implementing additional oversight measures to ensure timely sampling and reporting to prevent future occurrences. If you have any additional questions, please contact Global Water Resources Customer Care at (866) 940 - 1102.



# WATER QUALITY TABLES

2024 Water Quality Data Tables – GW – Farmers Water Company – Continental

Substance	Unit	MCL, TT, or MRDL	MCLG or MRDLG	Lowest Level	Highest Level	Average	Compliance Achieved	Typical Sources
<b>Inorganics</b>								
Arsenic (2023 - 2024 Data)	ppb	10	0	5.2	7.8	6.1	Yes	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes
Fluoride (2022 - 2024 Data)	ppm	4	4	0.55	0.61	0.58	Yes	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Nitrate	ppm	10	10	1.3	6.0	2.9	Yes	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Barium (2022 - 2024 Data)	ppm	2	2	0.034	0.062	0.048	Yes	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
<b>Radionuclides</b>								
Alpha Emitters (2021 - 2024 Data)	pCi/L	15	0	3.4 ± 0.85	8.07 ± 2.24	5.56	Yes	Erosion of natural deposits
Combined Radium (2021 - 2024 Data)	pCi/L	5	0	<0.8	0.463 ± 0.420	0.154	Yes	Erosion of natural deposits
<b>Disinfection and Disinfection By-Products (DBP's)</b>								
Chlorine	ppm	4	4	0.1	0.6	0.4 <sup>1</sup>	Yes	Water additive used to control microbes
Total Trihalomethanes (TTHM) (2022 Data)	ppb	80	NA	1.5	3.7	2.6	Yes	By-product of drinking water disinfection
<b>Microbiological</b>								
Total Coliform (positive samples/month)	Present or Absent	TT	Zero	Zero	Zero	NA	Yes	Coliforms are naturally present in the environment
<b>Unregulated/Secondary Substances</b>								
						Average		
Hardness as CaCo3	ppm	NA		140	220	170		Naturally present in the environment
Magnesium	ppm	NA		4.6	9.0	6.1		Naturally present in the environment
Sodium	ppm	MNR		51	69	58		Naturally present in the environment
Sulfate	ppm	250 <sup>2</sup>		110	140	120		Naturally present in the environment
Calcium	ppm	NA		50	73	58		Naturally present in the environment
Alkalinity	ppm	NA		140	170	150		Naturally present in the environment
Total Dissolved Solids (TDS)	ppm	500 <sup>2</sup>		350	490	400		Naturally present in the environment
<b>Fifth Unregulated Contaminant Monitoring Rule</b>								
Lithium	ppb	NA		69	88	80		Lithium, a naturally occurring metal found in brine, is used in pharmaceuticals, batteries, and organic synthesis.
<b>Lead and Copper</b>								
Substance	Unit	MCLG	Action Level	Number of Samples	90th Percentile	Number of Samples Above Action Level	Compliance Achieved	Typical Sources
Copper (2022 Data)	ppm	1.3	1.3	20	0.042	0	Yes	Corrosion of household plumbing systems; Erosion of natural deposits
Lead (2022 Data)	ppb	0	10	20	0.63	0	Yes	Corrosion of household plumbing systems; Erosion of natural deposits

<sup>1</sup> Running Annual Average - see definitions section.

<sup>2</sup> 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](http://www.gwresources.com/conservation-education). To access the WaterSmart Customer Portal, please go to [gwresources.watersmart.com](http://gwresources.watersmart.com)