WATER QUALITY REPORT

GWR
Global Water Resources

WELCOME

We are pleased to present the 2020 annual water quality report, also known as the Consumer Confidence Report. All drinking water served by Global Water meets or exceeds federal, state and county drinking water regulations. Despite the challenges presented by COVID-19 this past year, we remain focused on our top priority of ensuring our valued customers receive safe, reliable and clean drinking water every time you turn on your faucet. This report provides a summary of the many water quality tests and measurements taken in 2020 to ensure the safety of the water we serve.

Since Global Water was founded in 2003, we have used our Total Water Management approach to manage the entire water cycle to conserve water resources for the communities we serve. Global Water has saved over 9.2 billion gallons of water by using recycled water instead of groundwater for numerous outdoor uses. We also believe in giving our customers tools to be active participants in water conservation. Please go to www.gwresources.com/access-your-account to sign-up for free conservation resources. At Global Water, we're making the necessary investments today to ensure we have the water resources needed for generations to come.

Please visit us at www.gwresources.com to learn more or contact us at 866-940-1102 or 623-289-2090 with questions or comments.

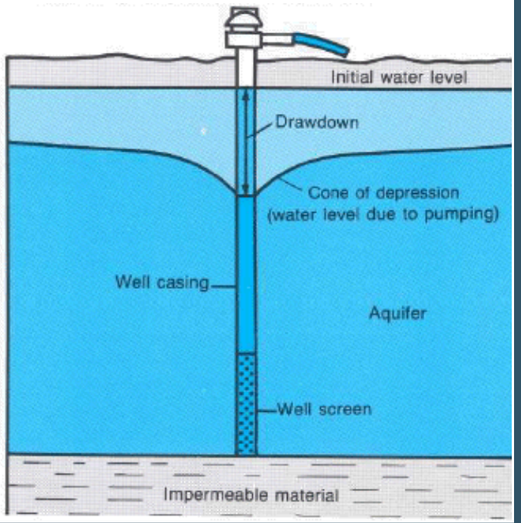
Jon Corwin
Vice President and General Manager

CONTENTS

WELCOME	2
YOUR WATER SOURCE AND DISTRIBUTION SYSTEM	4
TOTAL WATER MANAGEMENT	6
ASSET MANAGEMENT	7
WATER RESOURCES	8
2020 WATER QUALITY TESTING	9
PRIMARY CONTAMINANTS	10
WATER QUALITY TABLES	11
KEY DEFINITIONS	13
DRINKING WATER CONTAMINANTS	13
REQUIRED ADDITIONAL HEALTH INFORMATION	14
CONNECTING CUSTOMERS	16
RESOURCES	17

YOUR WATER SOURCE AND DISTRIBUTION SYSTEM

The CP Water System receives water from Arizona Water Company's, Pinal Valley Water System. Arizona Water Company provides groundwater to its Pinal Valley customers from wells located throughout the Casa Grande and Coolidge areas. The water is distributed through an interconnect between the two water systems and protected by a backflow prevention assembly. Groundwater in Arizona is low in Total Organic Carbon (TOC). When sodium hypochlorite is added to water, it reacts with TOC to form disinfection byproducts. Due to low TOC content, these byproducts are low in potable water that originates from groundwater. Arizona Water Company samples and monitors source water. We monitor drinking water from the entry point into the distribution system, and in some cases from the taps of individual homes. Detailed water quality data are listed under WATER QUALITY TABLES in this report (page 11).



YOUR WATER SOURCE AND DISTRIBUTION SYSTEM

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. In drinking water pipes, whether in a commercial building or in a family residence, water pressure can suddenly drop for several reasons. A drop in water pressure can occur during high water use in homes or in the distribution system (firefighting, water main break etc.). The type of backflow prevention assembly required is determined based on the hazards present at a service connection. The GWR backflow/Cross Connection Control Program assures that these assemblies are tested by a certified tester and electronic reports are maintained as needed.

Source Water Assessment (SWA):

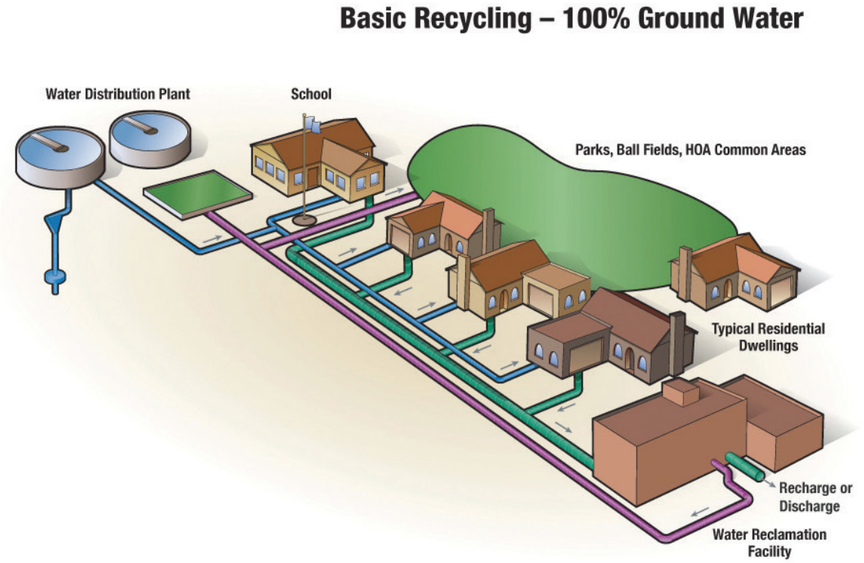
The sources of drinking water (both tap and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. The Arizona Department of Environmental Quality (ADEQ) evaluates each water source used by public water systems (PWS) in Arizona. These evaluations assess the hydrogeology of drinking water sources to determine the quality of groundwater being drawn into wells, the watersheds supplying surface water and the surveyed land being used for activities occurring near drinking water sources. In 2003 and 2004, ADEQ completed a Source Water Assessment of the water sources used by Arizona Water Company's Pinal Valley water system. ADEQ reviewed the adjacent land uses that may pose a potential risk to the water sources. The result of the Assessment was a low risk to the water sources. The complete assessment is available for inspection at ADEQ.

TOTAL WATER MANAGEMENT

Global Water is a water resource management company. We provide water, wastewater and recycled water services.

Recycled water is what we produce when we treat and purify wastewater. We distribute recycled water throughout the communities we serve in its own, separate system of pipes. The community uses recycled water for a variety of outdoor uses.

We call our approach “Total Water Management.” We manage the entire water cycle, conserving water by using the right water for the right use. Total Water Management protects water supplies in areas with high growth and water scarcity.



Working on Water Solutions for the Next 100 Years

News headlines in Arizona have had a steady stream of water related topics in recent months. Global Water is a water resource company, and we’ve been working since our inception for the inevitability of water shortages in the desert. Global Water has water availability and the water rights that will allow development in the City of Maricopa to continue for the foreseeable future. However, as a region, challenges still exist. Global Water led a regional effort to obtain a $1.36 million-dollar grant from the Bureau of Reclamation to conduct a three-year study of water resources in Pinal County. The study is now underway and is focusing on water supply, demand and future water solutions in Pinal County. These efforts will help with water solutions in the region for many generations to come.

ASSET MANAGEMENT

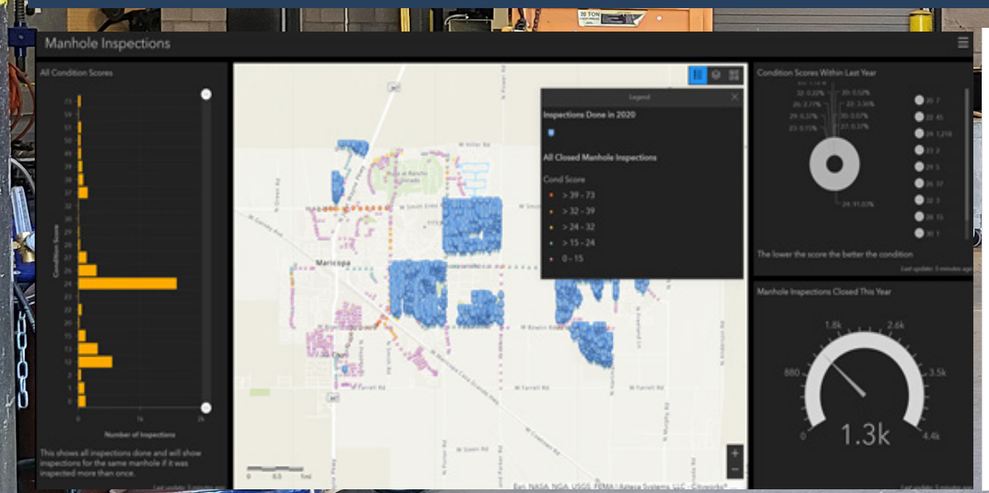
0.794	0.869	0.415	0	0	0	0	0	0	0	0	0	0	0	0	0
0.980	0.622	0.599	0.00	0.00	0.00	0.00	0.00	0.43	0.16	0.88	0.53	0.03	0.67	1	0.697
0.675	0.550	0.022	0.00	0.00	0.00	0.00	0.00	0.18	0.41	0.54	0.10	0.67	0.35	0	0.733
0.070	0.986	0.174	0.00	0.00	0.00	0.00	0.00	0.18	0.62	0.38	0.98	0.25	0.14	0	0.464
0.102	0.980	0.905	0.00	0.00	0.00	0.00	0.00	0.60	0.70	0.93	0.66	0.28	0.24	0	0.339
0.507	0.625	0.042	0.00	0.00	0.00	0.00	0.00	0.44	0.20	0.92	0.55	0.53	0.39	0	0.303
0.632	0.349	0.778	0.00	0.00	0.00	0.00	0.00	0.51	0.29	0.91	0.05	0.37	0.73	1	0.960

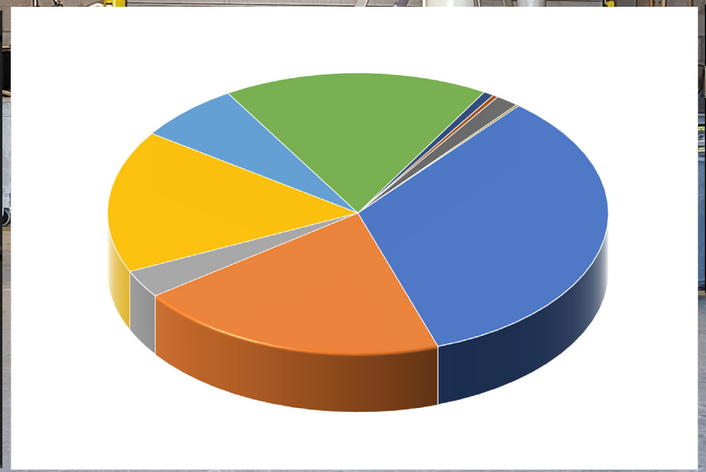
Global Water Resources, Inc. (Global Water) uses a structured, proven Asset Management philosophy that focuses on improved reliability of services, higher water quality results, and dedicated customer service. We are committed to providing our customers the best services available in a safe environment and at the most affordable rates.

Maintenance and Reliability methodologies align with world class best practices, follow ISO 55000 Standards and Guidelines, and adhere to all regulatory requirements. Global Water believes that maintaining well running equipment is the best way to control operational costs and provide the best value for customers, shareholders, as well as our employees.

Designing effective systems, selecting the right equipment, carefully operating and skillfully maintaining and repairing our fixed assets, and replacing worn and obsolete equipment before they fail allows the utilities to run more efficiently and reliably.

Global Water maintains nearly 150,000 assets, both above and below ground. We accomplish this with the latest technology, including GPS capable devices, drones, cameras, real-time asset health monitoring instruments, and well-trained utility and field technicians, analysts and quality specialists.





4927836.317		March, 2020	April, 2020	May, 2020	June, 2020	July, 2020	August, 2020	Sep-tember, 2020	October, 2020	No-vem-ber, 2020	December, 2020	January, 2021
4169076.085	<90%	49.25%	59.51%	59%	96%	71%	85%	83%	80%	58%	30%	78%
0.314	<5%	93%	95%	85%	16%	49%	99%	61%	55%	1%	3%	45%
0.689	>90%	2.14%	1.86%	12.06%	50.07%	8.20%	98.60%	7.58%	55.61%	89.23%	29.17%	70.25%
0.771	<5	0.176	0.183	0.247	0.807	0.893	0.431	0.271	0.224	0.183	0.225	0.219

WATER RESOURCES

Overview

Global Water was founded with water scarcity in mind. Water is a very important resource in the desert southwest and must be used and manage wisely. Global Water has taken many steps to ensure the sustainability of our utilities. Total Water Management is our approach to managing water scarcity and is described further in the “Total Water Management” section on page 6.

Conservation

As part of our commitment to managing water scarcity, we have built a conservation program that combines education, outreach, and modern technology. Presentations on indoor/outdoor water conservation practices are made available to schools and community groups. Tours of our water treatment facilities are available upon request.

In addition to educational resources, many of our customers have advanced water meters. Near real-time water use data is available through our website and is used to help identify leaks. If a potential leak is detected, notifications are sent out to customers via email, text, and/or voice notifications. This information enables customers to make informed decisions and take timely action to address leaks. We estimate that in 2020, 11.9 million gallons of water was saved using these advanced meters and leak notifications.

Planning for the Future

Effective water management begins at the planning stage. We work with cities, towns, developers, landowners, and regulators to plan for the future because a path to a sustainable future is only possible together. Collaboration has allowed us to deploy an extensive water recycling system in the City of Maricopa which saves water by reducing the reliance on other water sources like groundwater.

We work with expert groundwater scientists to understand our aquifers, plan well locations, and initiate construction projects. We also rely on sophisticated groundwater models to plan for and obtain designations of a 100-year assured water supply – a permit issued by the Arizona Department of Water Resources.

Global Water is proud to help lead the way in local and regional planning efforts. We co-manage the Eloy and Maricopa Stanfield Basin Study, sit on the Pinal County Water Augmentation Authority, and share in leading the Pinal Groundwater Stakeholder’s Group.

2020 WATER QUALITY TESTING

GWR samples and monitors over 150 possible parameters.

Compliance Monitoring:
GWR Compliance staff collects samples at well sites, treatment systems and sampling sites in the distribution system. These samples are analyzed by certified contract labs. We monitor for microbial, inorganic, organic and radiochemical attributes. Results from these samples are reported to regulatory agencies.

On -Line monitoring:
We have on-line monitors at some sites for continuous monitoring of certain parameters. These monitors help to assure water is safe before entering into the distribution system.

Field Monitoring:
Compliance staff take measurements for free chlorine, total chlorine, and pH of the samples. Required residual chlorine level protects water from microbial contamination.

PRIMARY CONTAMINANTS

Primary Drinking Water Regulations

The primary drinking water standards protect public health by limiting the levels of contaminants in drinking water. In order to ensure that tap water is safe to drink, EPA prescribes regulations which 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. 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).

2020 WATER QUALITY TEST RESULTS

The following tables show detected parameters. The frequency of these samples is based on our monitoring cycle. The EPA or the State requires us to monitor for certain contaminants at a reduced frequency because the concentrations of these contaminants do not change frequently. The presence of any contaminant in drinking water does not necessarily indicate that the water poses a health risk. Unless otherwise indicated, the Tables lists all contaminants that were detected during the 2020 calendar year.

WATER QUALITY TABLES

2020 Water Quality Data Tables - CP Water System:

Primary Contaminants

Analyte	Unit	MCLG or MRDLG	MCL, TT, or MRDL	Results Range	Compliance Achieved	Likely Source of Contamination
Inorganic Contaminants: Detected in the purchased water from Arizona Water Company, Pinal Valley						
Antimony 2014, 2020	ppb	0	6	ND - 0.9	Yes	Discharge from petroleum refineries, fire retardants, ceramics, electronics, solder
Nitrate 2014, 2020	ppm	10	10	1 - 8	Yes	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Arsenic 2014, 2020	ppb	0	10	ND - 7.4	Yes	Erosion of natural deposits; runoff from glass and electronics production wastes
Fluoride 2014, 2020	ppm	4	4	0.1 - 3.1	Yes	Runoff from fertilizer use and aluminum factories; erosion of natural deposits
Barium 2014, 2020	ppm	2	2	ND - 0.1	Yes	Discharge of drilling wastes and metal refineries; Erosion of natural deposits
Chromium, Total 2014, 2020	ppb	100	100	ND - 34	Yes	Discharge from steel and pulp mills; erosion of natural deposits
Selenium 2014, 2020	ppb	50	50	ND -7	Yes	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines
Radionuclide Contaminants: Detected in the purchased water from Arizona Water Company, Pinal Valley						
Combined Radium 2014, 2017, 2019, 2020	pCi/L	0	5	ND - 0.8	Yes	Erosion of natural deposits
Alpha Emitters 2014, 2017, 2019, 2020	pCi/L	0	15	ND - 8.1	Yes	Erosion of natural deposits

Revised Total Coliform Rule (RTCR) - Microbiological

Microbiological	MCLG or MRDLG	MCL, TT, or MRDL	Number of Positive Samples	Number of Negative Samples	Violation Y or N	Compliance Achieved	Likely Source of Contamination
E. Coli	0	0	0	12	N	Yes	Human and animal fecal waste
Fecal Indicator (From GWR source)	0	0	0	12	N	Yes	Human and animal fecal waste

WATER QUALITY TABLES

2020 Water Quality Data Tables - CP Water System:

Disinfection and Disinfection By-Products (DBPs)

Substance	Unit	MCLG or MRDLG	MCL, TT, or MRDL	Lowest Level	Highest Level	Average	Compliance Achieved	Likely Source of Contamination
Chlorine	ppm	4	4	1	1	1	Yes	Water additive used to control microbes
Disinfection By-Products (DBPs)				**Results**				
Total Trihalomethanes (TTHM)	ppb	NA	80	34			Yes	By-product of drinking water disinfection
Haloacetic Acids (HAA5)	ppb	NA	60	3			Yes	By-product of drinking water disinfection

Some people who drink water containing haloacetic acid and trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems and may have an increased risk of getting cancer.

Lead and Copper

Analyte	Unit	Sampling	Action Level	Lowest Level	Highest Level	Average	90th Percent	Compliance Achieved	Likely Source of Contamination
Copper 2020	ppm	7 samples from consumer's tap	1.3	0.005	0.011	0.008	0.01 (of 7 samples)	Yes	Corrosion of household plumbing systems; erosion of natural deposits
Lead 2020	ppb	7 samples from consumer's tap	15	<0.5	<0.5	<0.5	0.00 (of 7 samples)	Yes	Corrosion of household plumbing systems; erosion of natural deposits

KEY DEFINITIONS

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers treatment, or other requirements

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 risk to health

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 Applicable (NA): Sampling was not completed by regulation or was not required

Not Detected (ND or <): Not detectable at reporting limit

Nephelometric Turbidity Units (NTU): A measure of water clarity

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

DRINKING WATER CONTAMINANTS

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 that 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, which are by-products of industrial processes and petroleum production, and also may 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.

REQUIRED ADDITIONAL HEALTH INFORMATION

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).

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 health 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.

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, you should ask advice from your health care provider.

Uranium:
Some people who drink water containing uranium in excess of the MCL over many years may have an increased risk of getting cancer and kidney toxicity.

REQUIRED ADDITIONAL HEALTH INFORMATION

Lead in drinking water and its effects on children:
Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Global Water Resources is responsible for providing high quality drinking water but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline (800–426– 4791) or at www.epa.gov/safewater/lead.

Fluoride:
Fluoride contamination is rarely due to human activity. Fluoride occurs naturally in some areas and is found in high concentrations in the aquifer of our source water. 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). The drinking water provided by CP water service area has a fluoride concentration of 0.1 – 3.1 mg/l. 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. We are continuing to monitor fluoride levels. We will inform you if they exceed the limit of 4 mg/l. For more information, please call Global Water Resources at 1-866-940-1102. 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-NSFHELP.

CONNECTING CUSTOMERS

Customer Assistance Program

Global Water has expanded our Customer Assistance Program. The revised program is effective immediately. The expanded program provides assistance to customers for the following purposes:

- Low-Income Assistance (eligibility increased from 200% of Federal Poverty Level to 300%)
- Deployed Service Member Assistance (new program)
- Disabled Veteran Assistance (new program)
- Furloughed Worker Assistance (new program)
- Medical Hardship Assistance (new program)

If you are a Global Water 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.

Sign-Up For The Customer Portal

1. Go to gwresources.com/access-your-account.
2. Enter your Account Number.
3. Enter your email address and click "reset password".
   This will instantly generate an email that will allow you to begin the set-up process.
4. You will have the flexibility to set up your new profile now or later.

Portal Features

- View and pay your bill on-line or on your smart phone.
- Set up automatic payments.
- View monthly reads.
- Manage multiple accounts (great for property managers & HOAs).
- Provide account access to multiple people.

WEBSITE

www.GWResources.com

Additional Helpful Links

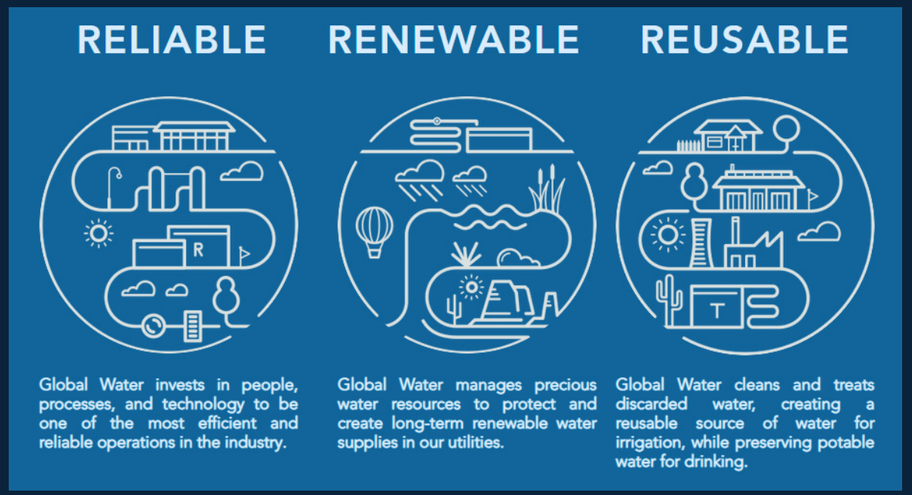
U.S. EPA's Safe Drinking Water Hotline
Phone: 800-426-4791
Website: www.epa.gov/safewater

Arizona Department of Environmental Quality
Phone: 602-771-2300
Website: www.azdeq.gov/wqd

Maricopa County Environmental Services Department
Phone: 602-506-6666
Website: www.maricopa.gov/EnvSvc/WaterWaste

Pinal County Environmental Services
Phone: 520-866-6681
Website: www.pinalcountyaz.gov/PublicWorks/EnvironmentalServices/Pages/Home.aspx

More Resources
www.WaterUseItWisely.com
www.TapIntoQuality.com



GWR
Global Water Resources