



GWR
Global Water Resources

2024 Water Quality Report

Global Water – Santa Cruz Water Company –
Maricopa Southwest

AZ04-11-575

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

Maricopa Southwest is served by one primary well located within its service area. Groundwater from this well is treated to remove uranium, chlorinated for disinfection and stored in one storage tank for a storage capacity of ~2,510,000 gallons. Five booster pumps and a hydropneumatic tank maintain constant pressure throughout the distribution system.

There are 57 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.

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.

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

- ✚ **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. The highest level we found in 2024 was 6.4 ppm.
- ✚ **Lead:** 2024 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 1 of the 20 homes sampled. The concentration of lead in that 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.

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.
- **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

Late Reporting Notification for Total Coliform

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. In May 2024, the monthly routine total coliform sample was taken. Results were required to be reported to the Arizona Department of Environmental Quality (ADEQ) no later than the 10th of June but were inadvertently reported on 21st of June. 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 within the reporting deadlines. Although there were delays in reporting the results to the ADEQ, the sample result for total coliform was within drinking water standards. The issue was promptly addressed by implementing additional oversight measures to ensure timely sampling and reporting in order to prevent future occurrences. If you have any additional questions, please contact Global Water Resources Customer Care at (866) 940 - 1102.



Important Information About Total Trihalomethanes (TTHMs)

Total Trihalomethanes (TTHM's) are by-product substances of chlorine disinfection and are formed when chlorine reacts with natural organic substances in the water. On the 17th of September, a routine annual sample for TTHM's was conducted in the distribution system. The MCL for TTHM's is 80 ppb. The TTHM concentrations at the time of sampling was 110 ppb which is over the MCL. A confirmation sample was taken and confirmed the TTHM levels were above the MCL which triggered quarterly sampling.

Since the water system was triggered into quarterly sampling, compliance will be determined by a locational running annual average (LRAA) at the end of the monitoring period in the third quarter of 2025. Operational changes have been incorporated to reduce the water age in the distribution system, which can be a major contributor to TTHM production. Since implementing these changes, the TTHM concentrations in the water have been reduced to concentrations below the MCL.

WATER QUALITY TABLES

2024 Water Quality Data Tables – GW - Santa Cruz Water Company – Maricopa Southwest

Substance	Unit	MCL, TT, or MRDL	MCLG or MRDLG	Lowest Level	Highest Level	RAA ¹	Compliance Achieved	Typical Sources
Inorganics								
Nitrate	ppm	10	10	5.8	6.4	6.1	Yes	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Radionuclides								
Average								
Alpha Emitters	pCi/L	15	0	7.43 ± 1.60	14.8 ± 2.80	11.12	Yes	Erosion of natural deposits
Combined Radium	pCi/L	5	0	<1.00 ± 0.326	0.909 ± 0.421	0.303	Yes	Erosion of natural deposits
Uranium	ppb	30	0	13	25	19.5 ¹	Yes	Erosion of natural deposits
Disinfection and Disinfection By-Products (DBP's)								
LRAA								
Chlorine	ppm	4	4	0.2	0.9	0.41 ¹	Yes	Water additive used to control microbes
Total Trihalomethanes (TTHM)	ppb	80	NA	9	110	56	Yes	By-product of drinking water disinfection
Haloacetic Acids (HAA5)	ppb	60	NA		17		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								
Hardness as CaCo3	ppm	NA		270	360	315		Naturally present in the environment
Magnesium	ppm	NA		30	40	35		Naturally present in the environment
Sodium	ppm	MNR		190	240	215		Naturally present in the environment
Sulfate	ppm	250 ²		280				Naturally present in the environment
Calcium	ppm	NA		60	77	68.5		Naturally present in the environment
Alkalinity	ppm	NA		150	170	160		Naturally present in the environment
Total Dissolved Solids (TDS)	ppm	500 ²		920	1200	1060		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	20	0.073	0	Yes	Corrosion of household plumbing systems; Erosion of natural deposits
Lead	ppb	0	15	20	<0.5	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.

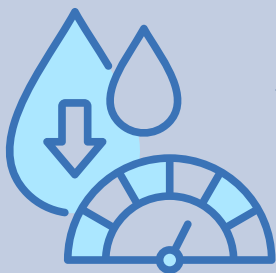
Water Consumption Data



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