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WATER QUALITY REPORT (Consumer Confidence Report)

May 2010

City of Allen Water Utilities Department
305 Century Parkway Allen, Texas 75013 214-509-4500

Water Quality & Service - Our Business
Efficiency & Excellence - Our Goal

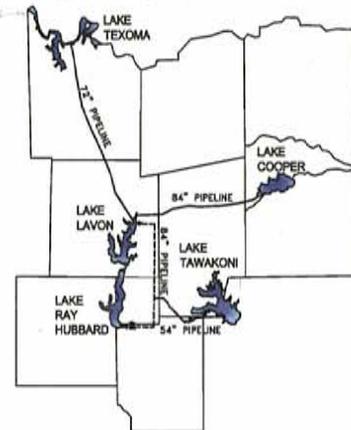
SAFE – HIGH QUALITY – DRINKING WATER – RIGHT FROM YOUR TAP

City of Allen Water Utility employees take pride in delivering safe and “superior” quality drinking water to our customers. Our water system is rated “Superior” by the Texas Commission on Environmental Quality (TCEQ). This rating reflects the hard work and efforts of our employees to protect your health by delivering and maintaining safe and reliable drinking water and recognizes the North Texas Municipal Water District for producing high quality drinking water.

The Water Utilities Department is a municipal water distribution and wastewater collection utility owned by the City of Allen. Wholesale treated water is purchased from the North Texas Municipal Water District (NTMWD) and delivered to our ground storage tanks. From there, the water is delivered to customers through the City’s distribution system.

NTMWD Raw Water Supply

NTMWD obtains surface water from five sources: Lake Lavon, Lake Texoma, Cooper Lake (now known as Lake Chapman), Lake Tawakoni, and the East Fork Raw Water Supply below Lake Ray Hubbard. Lake Lavon is the primary source with the other four sources supplementing Lake Lavon. In efforts to continue to meet the demands of the region, NTMWD is planning for another source reservoir just outside of Bonham Texas.



As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals, as well as substances resulting from human or animal activity. Substances that may be present in untreated water include: biological impurities such as bacteria and viruses; inorganic impurities such as salts and metals; pesticides and herbicides; organic chemicals from industry or petroleum use; and radioactive materials. The NTMWD conducts daily tests on both the raw water in Lake Lavon and the treated water they deliver to the City of Allen.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some impurities. The presence of impurities do not necessarily pose a health risk. The U.S. Environmental Protection Agency (EPA) prescribes regulations which limit the amount of certain impurities in water provided by public water systems. The Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water which must also provide the same protection for the health of the general public.

The TCEQ has completed a Source Water Susceptibility Report for all drinking water systems that own their sources. This report describes the susceptibility and types of constituents that may come into contact with the drinking water source based on human activities and natural conditions. North Texas Municipal Water District received the assessment report. For more information on source water assessments and protection efforts of our system, contact the City of Allen Water Department for an appointment. More information about impurities and potential health effects can be obtained by calling the U.S. Environmental Protection Agency’s Safe Drinking Water Hotline (1-800-426-4791).

City of Allen Water Distribution System

The pumping and storage system is comprised of two pump stations, five ground storage tanks, and five elevated storage tanks. The ground storage capacity is 24 million gallons and the elevated storage capacity is 7.5 million gallons with a system pumping capacity of 80 million gallons per day. The Hillside Water Tower is scheduled to be replaced with a 2 million gallon tower late in 2010. The Water Distribution System is comprised of over 432 miles of water mains with 3,295 fire hydrants and 26,205 metered service connections.

City of Allen Distribution Samples Taken Last Fiscal Year

Bacteriological Scheduled.....	1080	Disinfectant Residual Scheduled.....	1236
Bacteriological Construction.....	57	Disinfectant Residual Construction.....	57
Trihalomethane Samples.....	16		

Este reporte incluye informacion importante sobre el agua para tomar. Para asistencia en espanol, favor de llamar al telefono 214-509-4500.

Lead/Copper Reporting

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. This water supply 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. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

Reporting of Violations

Violations of the Stage 1 Disinfection Byproduct Report Rule

Systems which fail to send in the quarterly disinfectant level operating report (DLQOR) must report these violations in their annual CCR in addition to the public notification requirement.

City of Allen had no violations of this rule.

Violations of the Consumer Confidence Report (CCR) Rule

Systems must report the following CCR violations

- Failure to deliver an annual CCR to bill-paying customers
- Failure to deliver a copy of the annual CCR or certification of delivery to the TCEQ

The City of Allen had no violations of this rule.

The CCR is a critical element of the EPA's "right to know" requirements. EPA has identified failure to deliver a CCR as a "Significant Non-Compliance (SNC)," with mandatory referral to enforcement. TCEQ's Enforcement Division will levy fines for systems that TCEQ has identified as being non-compliant with the CCR requirements.

If you have questions concerning this report, please call 1-866-941-5237 (free call) for CCR assistance. This phone is answered Monday through Friday, 8 a.m. to 5 p.m., by the TCEQ's contractor, University of Texas at Arlington (UTA). You can also contact the Public Drinking Water Section at 512-239-4691 or by email and reference "CCR Violations" in the subject line. The website is http://www.tceq.state.tx.us/nav/main/water_main.html

Cryptosporidium

North Texas Municipal Water District has tested the lake water and treated water for the presence of cryptosporidium for several years. **Cryptosporidium has been absent in all samples tested.** Cryptosporidium is a protozoan which is so small it can be seen only with a microscope. It affects the digestive tracts of humans and animals. At this time, there is no specific drug therapy proven to be effective, but people with healthy immune systems will usually recover from a cryptosporidium infection within two weeks. The NTMWD continues to diligently test both the source and the treated water for the presence of cryptosporidium.

Special information for the ELDERLY, INFANTS, CANCER PATIENTS, people with HIV/AIDS or other immune problems - Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised people such as those with cancer undergoing chemotherapy, individuals who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly and infants can be particularly at risk for infections. These people should seek advice about drinking water from their health care providers. EPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by cryptosporidium are available by calling the Safe Drinking Water Hotline (1-800-426-4791).

Our Drinking Water Meets or Exceeds All Federal (EPA) Drinking Water Requirements

This report is a summary of the quality of the water we provide our customers. The analysis was made by using the data from the most recent required tests by the U.S. Environmental Protection Agency (EPA) and is presented in the following pages. We hope this information helps you become more knowledgeable about what's in your drinking water.

Secondary Constituents

Many constituents (such as calcium, sodium, or iron) which are often found in drinking water, can cause taste, color, and odor problems. The taste and odor constituents are called secondary constituents and are regulated by the State of Texas, not the EPA. These constituents are not causes for health concerns. Therefore, secondaries are not required to be reported in this document but may affect the appearance and taste of your water.

Unregulated Contaminant Monitoring Regulations (UCMR) Reporting (see below)

Unregulated contaminants are those for which the EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted. Any unregulated contaminants detected are reported in the following table. For additional information and data visit <http://www.epa.gov/safewater/ucmr/ucmr2/index.html>, or call the Safe Drinking Water Hotline at (800) 426-4791.

Unregulated Contaminant Monitoring Rule Reporting	Unit of Measure	Range	Highest Average Sample Point	Notes
N- nitrosodimethylamine	ppb	0-0.00230	0.0023	No Limit Established

The chart on the following page lists the contaminants detected in Allen drinking water during calendar year 2009. Numerous tests detected no other contaminants. Listed below are the definitions for abbreviations on the next page. As noted, the water quality surpasses standards for each contaminant as required by law. For additional information, please contact the Allen Water Utilities Department at 214-509-4502.

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 highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG) - The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

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

Action Level - The concentration of a contaminant which triggers a treatment or other requirement a water system must follow.

ppm - Parts per million, or milligrams per liter (mg/L). One part per million equals one drop of red dye in 26 gallons of water.

ppb - Parts per billion, or micrograms per liter (ug/L). One part per billion equals one drop of red dye in 26,000 gallons of water.

pCi/L - Picocuries per liter. A measure of radioactivity.

mrem/yr - Millirems per year. A measure of radiation absorbed by the body.

NTU - Nephelometric Turbidity Units. This is the unit to measure water turbidity.

Turbidity - A measure of water's clarity. Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Water with lower turbidity is clearer than water with higher turbidity.

THM - Trihalomethanes - a by-product of disinfection of water. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous system, and may have an increased risk of getting cancer.

HAA - Haloacetic Acid. A by-product of disinfection.

TOC - Total Organic Carbon.

ND - None Detected.

cysts/L - Cysts per liter.

On the Table on the next page:

* 2008 analyses data from most recent testing done in accordance with regulations.

** Arithmetic averages of three distribution points must be less than MCL of 1.0 ppm. Three samples are collected monthly in the distribution system and sent for analysis by ion chromatography.

Substance	Range of Detection	Highest Average Sample Point	Maximum Contaminant Level	Maximum Contaminant Level Goal	Possible Source
Regulated at the Treatment Plants					
Barium (ppm)	0.04	0.04	2	2	Erosion of natural products
Fluoride (ppm)	0.73-0.74	0.74	4	4	Water additive, natural geology
Nitrate (ppm)	0.31-0.36	0.36	10	10	Fertilizer runoff
Chlorine Dioxide (ppm)	0.0-0.09	0.01	0.8	0.8	Disinfectant
Atrazine (ppb)	0.43-0.47	0.47	3	3	Agricultural herbicide runoff
Simazine (ppb)	ND	ND	4	4	Herbicide runoff
Arsenic (ppb)	ND	ND	10	None	Erosion of natural deposits
Turbidity (ntu)	0.09-0.50	0.26 avg	0.5	N/A	Soil runoff
Gross Alpha Particle Activity (pCi/L) (2008 Data)*	ND	ND	15	0	Erosion of natural deposits
Gross Beta (mrem/yr) (2008 Data)*	<4	<4	4	0	Decay of natural and manmade products
Radium 228 (pCi/L) (2008)*	ND	ND	5	0	Erosion of natural products
Dalapon (ppb)	ND	ND	200	0	Pesticide
Cryptosporidia and Giardia (cysts/L)	ND	ND	TT	0	Human and animal fecal waste
Chlorine Residuals (Chlorite) (ppm)**	0.01-0.68	0.38	1	N/A	Disinfectant residual
Regulated at the Customer's Taps					
Lead (ppb) (2009 Test Results)	90th Percentile Values 2.34		Action Level = 15	15	Corrosion of customer plumbing, service connection
Number of Lead Samples exceeding the Action Level - 0					
Copper (ppm) (2009 Test Results)	90th Percentile Values 1.04		Action Level = 1.3	1.3	Corrosion of customer plumbing, service connection
Number of Copper Samples exceeding the Action Level - 0					
Regulated in Distribution System					
Total Coliform and Fecal Coliform	0	Present in 0 Samples	Present in 0 Samples	0	Human and animal fecal waste
Substance	Range of Detection	Highest Average Sample Point	Maximum Contaminant Level	Maximum Contaminant Level Goal	Possible Source
Total THMs (ppb)	31.10-51.40	37.72	80	0	By-Product of drinking water disinfection
Total HAAs (ppb)	14.40-38.50	23.57	60	N/A	By-Product of drinking water disinfection
Chloramine Residuals (ppm)	0.90-3.60	2.40	0.5 Minimum	4.0 Maximum	Disinfectant
Unregulated Substances					
Sulfate (ppm)	104.0-107.0	107.0	250 Proposed		Mineral and nutrient
Sodium (ppm)	44.60-52.80	52.80	Not regulated		Mineral
Dibromochloromethane (ppb)	7.30-11.20	9.15	Not regulated		By-Product of drinking water disinfection
Chloroform (ppb)	7.20-22.20	13.23	Not regulated		By-Product of drinking water disinfection
Bromoform (ppb)	0.00-2.30	1.35	Not regulated		By-Product of drinking water disinfection
Bromodichloromethane (ppb)	11.7-19.50	14.53	Not regulated		By-Product of drinking water disinfection
TOC (ppm)	2.16-5.28	3.53	Not regulated		Organic material runoff
Acetone (ppb)	ND	ND	Not regulated		Cleaner



The Water Department is part of the City Government. The Allen City Council meets the 2nd and 4th Tuesdays of every month at Allen City Hall at 7:00 PM. Our email address is coa@cityofallen.org
The City of Allen Website is www.cityofallen.org

Taste and Odor Fact Sheet

Is the water safe to drink?

YES! The taste and odor of drinking water is a palatability issue. The palatability change that results from naturally occurring seasonal algal bloom does not alter the quality of the water. The water supply remains safe for use with no health risks created by these events.

What causes the taste and odor changes in the water?

A natural occurrence in all surface water supplies, an “algal bloom” is responsible for the taste and odor changes in the treated drinking water supply. Algal blooms usually occur in Lavon Lake in late July and into August each year, but can occur at any time if the right conditions exist in the water supply reservoir.

What are the conditions for an algal bloom to occur in Lavon Lake?

Nutrients must be present—such as nitrogen, phosphorus, and calcium, which are derived from decaying vegetation in the lake. Turbidity has lessened—the turbidity or cloudiness of the lake water has cleared up, allowing the penetration of the sunlight. This occurs due to lack of rainfall. Temperature increase—the optimum temperature range of the lake water for an algal bloom to occur is between 80-85 degrees F. When all conditions are met, photosynthesis will take place and the algae will grow and/or proliferate. Algal species, such as anabaena, secrete an “oily” substance from their cells that causes the odor in the water supply. Aquatic fungi, actinomycetes, grow on dead and decaying algae and cause an earthy taste in the water.

What steps does the North Texas Municipal Water District take to control the taste and odor?

Currently, NTMWD laboratory personnel perform algal counts to confirm the occurrence of an algal bloom and the algal species which are responsible for the changes in taste and odor. Once an onset of an algal bloom is confirmed, additional chemicals can be added to the treatment process to aid in reduction of taste and odors.

The NTMWD is pursuing the implementation of ozonation which is expected to significantly reduce and/or eliminate taste and odor issues caused by algal blooms. While no taste and odor control process is 100% effective, ozonation will eliminate or greatly minimize the palatability issue of the water supply. The project is estimated to cost \$140-150 million and will take several years to construct and place into operation. The current schedule includes implementation of the ozonation treatment process taking place in stages during the latter part of 2013 and 2014. For more information, visit North Texas Municipal Water District’s Website at: www.ntmwd.com

Water Conservation and Drought Contingency Plan A copy of the *Water Conservation and Drought Contingency and Water Emergency Response Plan for the City of Allen, Texas* (the “Plan”) and implementing Ordinance can be found on the City’s website listed below. Please note that there are time of day restrictions prohibiting lawn irrigation watering from 10 AM to 6 PM beginning April 1 and ending October 31 of each year. Planting and/or watering of cool season grass is also prohibited!

More information is available online at www.cityofallen.org or by calling 214-509-4559.

Let’s not wait to conserve water in Texas until there is not enough water to conserve.



Water Leak\$ Can Be Co\$tly!

The Facts on Leaks:

- ◆ Leaks can account for, on average, 10,000 gallons of water wasted in the home every year; enough to fill a backyard swimming pool.
- ◆ The amount of water leaked from U.S. homes could exceed more than 1 trillion gallons per year. That's equivalent to the annual water use of Los Angeles, Chicago, and Miami combined.
- ◆ Ten percent of homes have leaks that waste 90 gallons or more per day.
- ◆ Common types of leaks found in the home include leaking toilet flappers, dripping faucets, and other leaking valves. All are easily correctable.
- ◆ Fixing easily correctable household water leaks can save homeowners more than 10 percent on their water bills.
- ◆ Keep your home leak-free by repairing dripping faucets, toilet valves, and showerheads. In most cases, fixture replacement parts don't require a major investment and can be installed by do-it-yourselfers.
- ◆ The vast majority of leaks can be eliminated after retrofitting a household with new WaterSense labeled fixtures and other high-efficiency appliances.



For more information on Water Conservation in our city, visit our website: www.cityofallen.org
Water Conservation is listed under the Community Services Department, or call: 214-509-4559.



www.epa.gov/watersense