

F&Q

Frequently Asked Questions

What is this report and why do I receive it every year?

Water system providers are mandated by federal law to provide their customers with an annual consumer confidence report (annual water quality report). This report serves many functions. It allows you, the user, to make informed choices about your water; also, it allows you to know what contaminants, if any, are in your water, and allows your water provider a chance to tell you everything it takes to deliver safe drinking water to your tap.

What causes my water to occasionally have a "milky" appearance?

A "milky" look is caused when tiny air bubbles are in the water. These form when the water coming into your home or business is under pressure and gasses (air) are dissolved and trapped in the pressurized water. These bubbles will not affect the quality or the taste of your water.

Is it okay to use hot water from the tap for cooking and drinking?

You should always use cold water since hot water has a higher chance of containing potential contaminants from your household plumbing and water heaters. These contaminants can include, but are not limited to, rust, copper, and lead and can dissolve in hot water faster than they can in cold water.



What can I do to conserve water?

There are many things you can do to conserve water. Running your clothes washer and dishwasher only when they are full can save up to 1,000 gallons a month. Watering your lawn and garden in the morning or evening when temperatures are cooler will help minimize evaporation. Shortening your shower by a minute or two can save up to 150 gallons per month. Turning off the water while you are brushing your teeth can save up to 25 gallons per month. Also, take time to review your water bill on a regular basis as this can help you quickly realize if there are leaks in your system.



For Additional Information

For more information about this report, or for any questions relating to your drinking water, please contact Robert Lassiter, Water Production, Water Quality Technician, at (972) 624-4436.

En Español

Este informe incluye información importante sobre el agua potable. Si tiene preguntas o comentarios sobre éste informe en español, favor de llamar al tel. (972) 625-1756 – para hablar con una persona bilingüe en español.

Annual Drinking Water Quality Report 2019



PWS ID #0610081



Our Drinking Water Is Regulated

The City of The Colony is pleased to share this report with you. This report is a summary of the quality of the water we provide our customers. The analysis covers January 1 through December 31, 2019, and was made by using the data from the most recent U.S. Environmental Protection Agency (EPA) and Texas Commission on Environmental Quality (TCEQ) required tests and is presented in the attached pages. We hope this information helps you become more knowledgeable about what's in your drinking water.

Source of Drinking Water

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.

Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria, which 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 storm water 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 storm water runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production, can also come from gas stations, urban storm water runoff, and septic systems.
- Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

Lead and Drinking Water

If present, elevated levels of 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. The City of The Colony Water Utilities is responsible for providing high quality drinking water, but cannot control the variety of materials used in customer plumbing components. When your water has been sitting in the home piping 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 www.epa.gov/safewater/lead.

All Drinking Water May Contain Contaminants

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. 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 regulations establish limits for contaminants in bottled water which must provide the same protection for public health. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline (1-800-426-4791).

Where Do We Get Our Drinking Water?

The City of The Colony owns and operates five water wells that produce up to 9 Million Gallons per Day (MGD) of treated water. Four wells are on the Trinity Sands Aquifer and one well on the Paluxy Aquifer. The Colony purchases up to 6 MGD of treated surface water from Dallas Water Utilities (DWU). DWU water is supplied from seven reservoirs: Lake Lewisville, Lake Roy Roberts, Lake Roy Hubbard, Lake Tawakoni and Lake Fork.

The City purchases up to 4 MGD of treated water from the City of Plano. This is a small area of Austin Ranch in The Colony, which lies south of State Highway 121 and east of the MKT Railroad line to the eastern city limits. Plano's water is supplied by North Texas Water Utility District (NTMWD). NTMWD water is supplied from three reservoirs: Lake Lavon, Lake Jim Chapman and Lake Texoma.

The Colony owns and operates the water system within the city limits regardless of the supplier. The water quality within the system is monitored and tested in accordance to State and Federal laws by the city's staff of state licensed water system operators.

Water Loss

In the water loss audit submitted to the Texas Water Development Board for the time period of January – December 2019, The Colony's system lost an estimated 13.55% of the system input volume. If you have any questions about the water loss audit, please call (972) 624-4431.

PWS ID #0610081

2019 Testing Results

We routinely monitor for contaminants in your drinking water according to Federal and State laws. The test results table shows the results of our monitoring for the period of January 1st to December 31st, 2019. In the table you might find terms and abbreviations you are not familiar with. To help you better understand these terms we've provided the following definitions:

DEFINITIONS

Action Level (AL) – the concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Action Level Goal (ALG) – the level of a contaminant in drinking water below which there is no known or expected risk to health. ALGs allow for a margin of safety.

Av_g – Regulatory compliance with some MCLs is based on running annual average of monthly samples.

< – Symbol indicates the level found is less than the number that follows it.

Maximum Contaminant Level (MCL) – 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.

Maximum Contaminant Level Goal (MCLG) – 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.

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 expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

mrem – millirems per year (a measure of radiation absorbed by the body).

NA – not applicable.

ND – not detected.

NU – not applicable Nephelometric Turbidity Units.

Parts per billion (ppb) – micrograms per liter (µg/l) or one ounce in 7,800 gallons of water.

Parts per million (ppm) – milligrams per liter (mg/l) or one ounce in 7,800 gallons of water.

TT – Treatment Technique is a required process intended to reduce the level of a contamination in drinking water.

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 (1-800-426-4791).

Regulated Substances																		
Substance and unit of measure	Colony			Dallas		Plano		MCLG [MRDLG]		MCL [MRDL]		The Colony Water Utility		Dallas Water Utility		Plano Water Utility		Typical Source
	Year Sampled	Year Sampled	Year Sampled	Year Sampled	Year Sampled	Year Sampled	Year Sampled	Year Sampled	Year Sampled	Year Sampled	Year Sampled	Year Sampled	Year Sampled	Year Sampled	Year Sampled	Year Sampled	Year Sampled	
Atrazine (ppb)	NA	2018	2019	3	3	NA	NA	0.2	.02–.10	0.2	0.1–0.2	Runoff from herbicide on row crops						
Barium (ppm)	2019	2019	2019	2	2	0.069	0.069	0.029	0.012–0.040	0.044	0.043–0.044	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits						
Bata/photons emitters (pCi/L)	NA	NA	2018	0	50	NA	NA	NA	NA	8	8.0–8.0	Decay of natural and man-made deposits						
Bromate (ppb)	NA	2019	2019	10 ^A	0	NA	NA	5	<1–13.0	6.3	5.2–6.3	By-product of drinking water ozonation						
Chromium (ppb)	NA	2018	NA	100	100	NA	NA	1	1.0–1.0	NA	NA	Discharge from steel and pulp mills; erosion of natural deposits.						
Cyanide (ppb)	2017	2018	NA	200	200	39.6	30.3–49.1	14	0–43	NA	NA	Waste from industrial chemical factories						
Fluoride (ppm)	2018	2019	2019	4	4	0.488	0.488	0.361	0.170–0.472	0.23	0.215–0.230	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories						
Gross Alpha (pCi/L)	2017	NA	NA	0	15	3.3	3.3	NA	NA	NA	NA	Decay of natural or man-made deposits						
Gross beta particle activity (pCi/L)	NA	2017	NA	0	50	NA	NA	5.1	4.2–6.6	NA	NA	Decay of natural or man-made deposits						
Haloacetic Acids [HAA's] (ppb)	2019	NA	NA	NA	60	17.3	7.9–31	NA	NA	NA	NA	By-product of drinking water disinfection						
Nitrate as N (ppm)	2019	NA	NA	10	10	0.242	0.0328–0.561	NA	NA	NA	NA	Runoff from fertilizer use; leaching from septic tanks; sewage; erosion of natural deposits						
Radium 228 (pCi/L)	2017	NA	2017	0	5	1.96	1.96	NA	NA	1.27	1.27–1.27	Decay of natural or man-made deposits						
Simazine (ppb)	NA	2018	2019	4	4	NA	NA	0.15	.11–.17	0.33	0.32–0.33	Herbicide runoff						
Total Trihalomethanes [THMs] (ppb)	2019	NA	NA	NA	80	25.9	19.8–40.3	NA	NA	NA	NA	By-product of drinking water disinfection						

Total Organic Carbon (ppm)	Year Sampled			Treated Water Alkalinity	NA	NA	Amount Detected	Range of Levels Detected	Highest Level Detected	Range of Levels Detected	
Drinking Water (ppm) as CaCO3	NA	2019	2019	35% removal/SUVA (<2)	NA	NA	3.02	1.87–4.07	5.08	3.89–5.08	Naturally present in the environment
Source Water (ppm)	NA	NA	2019	NA	NA	NA	NA	NA	5.71	4.85–5.71	Naturally present in the environment
Removal Ratio (%) removed	NA	NA	2019	NA	NA	NA	NA	NA	63.3%	19.3–63.3	NA

Turbidity	Year Sampled			Turbidity Limits	Highest Single measurements	Lowest Monthly % of Samples Meeting Limits	Highest Single measurements	Lowest Monthly % of Samples Meeting Limits	Highest Single measurements	Lowest Monthly % of Samples Meeting Limits	
(NTU)	NA	2019	2019	0.3 (TT)	NA	NA	0.36	99%	0.97	95.5%	Soil runoff

Secondary unregulated Substances											
Substance	Year Sampled			Secondary MCL	Amount Detected	Range Low-High	Highest Level Detected	Range Low-High	Typical Source		
Calcium (ppm)	2019		2019	NA	3.25	3.25	60.7	60.6–60.7	Abundant naturally occurring element		
Chloride (ppm)	NA		2019	NA	NA	NA	65.3	11.6–65.3	Abundant naturally occurring element; used in water purification; by-product of oil field activity		
Magnesium (ppm)	2018		2019	NA	0.749	0.749	4.47	4.39–4.47	Abundant naturally occurring element		
Hardness, Calcium/Magnesium (As CaCO3)	2018		NA	NA	11.3	11.3	NA	NA	Naturally occurring soluble mineral salts		
pH (pH Units)	2011		2019	6.5–8.5	8.6	8.5–8.7	8.65	7.94–8.65	Measure of corrosivity of water		
Sodium (ppm)	2019		2019	NA	367	367	40	39.8–40.0	Erosion of natural deposits; by-product of oil field activity		
Sulfate (ppm)	2018		2019	NA	83	83	132	34.8–132	Naturally occurring; common industrial by-product; by-product of oil field activity		
Total Hardness as CaCO3 (ppm)	NA		2019	NA	NA	NA	119	81–119	Naturally occurring calcium		
Total Dissolved Solids (ppm)	NA		2019	NA	NA	NA	534	250–534	Total dissolved mineral constituents in water		
Total Alkalinity (As CaCO3)	2018		2019	NA	312	312	191	114–119	Naturally occurring soluble mineral salts		

UCMR 4 AM1 and AM2: Unregulated Contaminants Monitoring Rule 4
 Unregulated Contaminates are those of which 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 in the following table. For additional information call the SAFE Drinking Water Hotline (800) 426-4791.

Substance	Year Sampled	MCLG [MRDLG]	MCL [MRDL]	Amount Detected	Range Low-High	Typical Source
HAA5 (ug/L)	2019	N/A	N/A	24.021	12.91–61.22	By-product of drinking water disinfection
HAA6Br (ug/L)	2019	N/A	N/A	10.581	3.256–33.83	By-product of drinking water disinfection
HAA9 (ug/L)	2019	N/A	N/A	31.826	15.95–70.7	By-product of drinking water disinfection
Manganese (ug/L)	2019	N/A	N/A	3.675	0.7–10.4	Abundant naturally occurring element
Germanium (ug/L)	2019	N/A	N/A	0.433	0.3–0.7	Abundant naturally occurring element

Maximum Residual Disinfectant Level							
The Colony Water Utility							
	Year Sampled	Average level of Quarterly Data	(Lowest result of single sample)	(Highest result of single sample)	MCLG [MRDLG]	MCL [MRDL]	Typical Source
Chlorine Residual (Chloramines) (ppm)	2019	2.73	0.6	4.5	[4]	[4]	In distribution system, Disinfectant is used to control microbes

Tap Water Samples: Lead and Copper							
The Colony Water Utility							
Lead and Copper	Year Sampled	90th Percentile	Total Number of Sites	Number Sites above Action Level	MCLG	Action Level	Typical Source
Copper (ppm)	2019	0.34	30	0	1.3	1.3	Erosion of natural deposits; leaching from wood preservatives; corrosion of household plumbing systems
Lead (ppm)	2019	0.0012	30	0	0	0.015	Corrosion of household plumbing systems; erosion of natural deposit