Why do we Issue this Report?

This report is issued in compliance with the Texas Commission on Environmental Quality (TCEQ) to comply with the U.S. Environmental Protection Agency's (EPA) requirements. The enclosed report provides information regarding the contents of our water and how these contents relate to you, the consumer. This report will be provided to you annually.

Our Drinking Water is Regulated

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 U.S. Environmental Protection Agency (EPA) 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.This report lists all of the federally regulated or monitored constituents, which have been found in your drinking water.

Public Participation

Every three years the City of Highland Village performs wellhead inspections of private wells for risk of potential contamination based on the five year aquifer travel time. The next inspection will be in 2023. If you would like to be a volunteer on the inspection team, please call (972) 317-2989.

En Espanol

Este informe incluye informacion importante sobre el agua potable. Si tiene preguntas o comentarios sobre este informe en espanol, favor de llamar al tel. (972) 317-2989 - par habalar conuna persona bilingue en espanol.

Contact us

- Questions about your water bill: 972-899-5090
- Information on water conservation and pollution prevention: 972-317-2989
- Water or Sewer Service: 972-317-2989
- Questions or concerns about water quality: 972-317-2989
- Reporting service interruption: 972-317-2989
- To report service interruptions between 4:30 p.m. and 7:00 a.m. Monday through Friday or on weekends and holidays, contact the Police Department's non-emergency number at 972-317-6551.

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1000 HIghland Village Road
Highland Village, TX 75077
972-317-2989

The City of Highland Village has been rated as a "Superior Public Water Supply" from the TCEQ since 1996. This rating is the highest rating given to a water system which passes stringent quality assurance evaluations performed by the Texas Commission on Environmental Quality (TCEQ). The Utilities Division is striving to deliver the highest quality water possible to the citizens of Highland Village. We also strive to improve the quality in such areas as taste and raw water assessment. Our ground water is continually monitored by the TCEQ to assure that we supply a safe, adequate supply of drinking water. In addition to their close monitoring, City Technicians check residuals throughout the City to ensure proper disinfection levels are maintained every day. Each week, bacteriological samples are submitted and checked for coliform bacteria by a certified laboratory. In addition to our ground water, we purchase surface water from the Upper Trinity Regional Water District. This water is also monitored by the TCEQ. You can view the UTRWD Water Quality Report on their website at www.utrwd.com/what-we-do/water/water-quality.
Highland Village also earned a Certificate for Outstanding Performance from the TCEQ that acknowledges the diligence and skill of the entire Utilities Division in protecting public health. The continuous distribution of safe drinking water requires strict protocols in sampling, analysis and monitoring throughout the system. In maintaining the quality of water, the staff makes constant adjustments to the system for varying demands and seasonal differences.

Where Do We Get Our Water?

Our drinking water is obtained from purchased surface and self-supplied ground water sources. It comes from the Trinity Aquifer and Lewisville Lake. The TCEQ completed an assessment of our source water and results indicate that some of our sources are susceptible to certain contaminants. The sampling requirements for our water system are based on this susceptibility and previous sample data. Any detections of these contaminants may be found in this Consumer Confidence Report. For more information on source water assesments and protection efforts at our system, contact the Utility Division at 972-317-2989. For more information about your sources of water, please refer to the Source Water Assessment Viewer at https://www.tceq.texas.gov/gis/swaview.

Special Notice for the Elderly, Infants, Cancer Patients, People with HIV/AIDS or Other Immune Problems

Immuno-compromised people such as people with cancer undergoing chemotherapy, people 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).

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. We 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.

Drinking Water Sources

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 before treatment 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 by-products of industrial processes and petroleum production, and 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.

All Drinking Water May Contain Contaminants

When drinking water meets federal standards, there may not be any health based benefits to purchasing bottled water or point of use devices. 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 at 800-426-4791.

Secondary Contaminants

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 they may greatly affect the appearance and taste of your water.

Regulated Substance Characteristics

About this page: This page lists all of the federally regulated or monitored contaminants, which have been found in your drinking water. The U.S. EPA requires water systems to test for up to 97 contaminants.

Inorganic Contaminants

Contaminant	Year	Highest Level Detected	Range of Samples	MCLG	MCL	Units	Violation (Y/N)	Likely Source of Contamination
Barium	2019	0.077	0.038 - 0.077	2	2	ppm	N	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits.
Chromium	2019	2.1	0 - 2.1	100	100	ppb	N	Discharge from steel and pulp mills; Erosion of natural deposits.
Fluoride	2020	0.451	0.225 - 0.451	4	4	ppm	N	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories.
Nitrate [measured as Nitrogen]	2021	1	0.0139-0.692	10	10	ppm	N	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.

Nitrate Advisory - 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.

Radioactive Contaminants

Contaminant	Year	Highest Level Detected	Range of Samples	MCLG	MCL	Units	Violation (Y/N)	Likely Source of Contamination
Beta/photon emitters	6/15/2017	4.8	0 - 4.8	0	50	pCi/L*	N	Decay of natural and man-made deposits.

Synthetic Organic Contaminants including Pesticides and Herbicides

Synthetic organic contaminants including pesticides and herbicides	Year	Highest Level Detected	Range of Samples	MCLG	MCL	Units	Violation (Y/N)	Likely Source of Contamination
Atrazine	2020	0.1	0 - 0.1	3	3	ppb	N	Runoff from herbicide used on row crops.

Regulated Contaminants

Disinfection By-Products	Year	Highest Level Detected	Range of Samples	MCLG	MCL	Units	Violation (Y/N)	Likely Source of Contamination
Haloacetic Acids (HAA5)	2021	6	2.6-5.9	NA	60	ppb	N	By-product of drinking water disinfection.

* The value in the Highest Level or Average Detected column is the highest average of all HAA5 sample results collected at a location over a year'

(TTHM) Total Trihalomethanes	2021	13	4.02-13.2	NA	80	ppb	N	By-product of drinking water disinfection.

* The value in the Highest Level or Average Detected column is the highest average of all TTHM sample results collected at a location over a year'

Lead and Copper

Lead and Copper	Date Sampled	MCLG	Action Level (AL)	90th Percentile	# Sites Over AL	Units	Violation (Y/N)	Likely Source of Contamination
Copper	2020	1.3	1.3	0.32	0	ppm	N	Erosion of natural deposits; Leaching from wood preservatives; Corrosion of household plumbing systems.
Lead	2020	0	15	1.7	0	ppb	N	Corrosion of household plumbing systems; Erosion of natural deposits.

Disinfectant Residuals

Disinfectant Residual	Year	Average Level	Range of Samples	MRDL[1]	MRDLG[1]	Units	Violation (Y/N)	Source in Drinking Water
Chloramine	2021	2.67	0.7-4.10	4	4	ppm	N	Water additive used to control microbes.

[1]Compliance is based on the annual average level of Chloramines not exceeding the MRDL of 4 ppm. Water additive disinfectant is comprised of a ~4:1 ratio of chlorine gas and liquid ammonia sulfate to produce chloramines.

In the water loss audit submitted to the Texas Water Development Board for the time period of Jan-Dec 2021, our system had an estimated 32.07 gallons adjusted real lost per connection per day. If you have any questions about the water loss audit please contact the City of Highland Village - Utility Division at (972) 317-2989.

Key to Table Abbreviations

Maximum Contaminant Level (MCL) - The highest level that is allowed of a contaminant 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 health risk. 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 or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectnants to control microbial contamination.

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 which a water system must follow.

NTU - Nephelometric Turbidity Units

ppm - parts per million, or milligrams per liter (mg/L)

ppb - parts per billion, or micrograms per liter (ug/L)

pCi/L - picocuries per liter (a measure of radioactivity)

ppt - parts per trillion, or nanograms per liter

AVG - Regulatory compliance with some MCLs are based on running annual average of monthly samples.

Disposing of Pharmaceuticals & Personal Care Products, What Do I Do?

In order to help keep the environment safe it is recommended that the best and most cost-effective way to ensure safe water at the tap is to keep our source waters clean. You can help by refraining from flushing unused medications down the toilet or sink and instead take them to the prescription and over the counter medication drop boxes located in and outside City Hall. Another alternative, find out if your pharmacy accepts medications for disposal, or contact the local health department for information about proper disposal of medications, cleaning products, pesticides, and automotive products.

Eye On Water - Water Monitoring Site

On any given day in Highland Village, roughly 300 accounts are reporting a water leak. That may sound shocking, but leaks are more common than you think! Don't wait until your next bill to discover that you have a problem. Set up your account on EyeOnWater, then set up a leak alert. If flowing water is detected "every hour for 24 hours" you get an email. It's that simple.

EyeOnWater gives you a visual of your actual water usage, making it easier to monitor your account. You will be able to see your daily, even hourly, usage and plan accordingly, set up alerts to notify you when you have a potential leak and verify your meter reads on a regular basis.

Signing up is simple and can be done in just a few minutes. Go to eyeonwater.com to create an account. Be sure you have your Zip Code, account number (including the dashes, i.e. 01-2345-67) and a valid email address which will serve as your username.

When registering your account online for the first time, you will need to create a password and confirm your email address. To confirm your email address, EyeOnWater will send an email to the address that was provided during the registration process. Be sure you have closed out of your browser before clicking on the link from EyeOnWater. Once you have confirmed your email address, registration is complete and you're on your way to saving water and money!