



PO Box 702
Carefree, AZ 85377
Office 480-488-9100 / Fax 480-575-9802
www.carefreewaterco.com

Water Notification

April 2019

Recently we were notified that Cave Creek Water (a department of the Town of Cave Creek) sent the **notice printed on the reverse side** to all of their customers regarding the water which they were providing to their customers from their surface water treatment plant. **The notice is clear that the water that Cave Creek was providing represented no health or safety risk to their customers.** Nevertheless, to be fully transparent, Cave Creek Water was required to send a notification to keep their customers informed.

The following is a summary of the information provided by Cave Creek Water:

- Their notification was required by the Arizona Department of Environmental Quality (ADEQ) because Cave Creek's surface water treatment plant did not fully meet the required disinfection byproduct (DBP) precursor removal efficiency rate.
- The DBP precursor that caused this violation is Total Organic Carbon (TOC). **TOC itself poses no known health risks.**
- TOC may combine with chlorine, which is used to disinfect potable water, to form DBPs. There are maximum limits for DBPs in drinking water.

Carefree Water Company, who is your water provider, receives and blends together treated potable water from multiple water sources. One of those sources is Central Arizona Project water treated by and delivered through the Cave Creek Water system. CAP Water delivered to us from Cave Creek represents **about 15%** of the Carefree Water Company's total supply.

Both Cave Creek Water and the Carefree Water Company are required to test for levels of DBPs in the drinking water we provide to our customers. The water provided by the Carefree Water Company has tested well below the maximum limits established for DBPs. The Carefree Water Company staff also performed an independent assessment of the information contained in the Cave Creek Water notice. Additionally, we have had discussions with staff from Cave Creek Water, Maricopa County Environmental Services Department, and ADEQ, and have concluded that there are no health or safety risks to our customers.

As your water provider, the Carefree Water Company wants you to have this information to help keep you fully informed as well. **Be assured that the water delivered to you through the Carefree Water Company system remains safe to drink and safe for all other uses in your daily life.**

Please contact Greg Crossman, General Manager of the Carefree Water Company, at 480-488-9100 or at greg@carefreewaterco.com if you have any questions regarding this matter.



February 14, 2019

Dear Customer:

On Feb. 1, 2019, the Town of Cave Creek (Town) received notification by the Arizona Department of Environmental Quality (ADEQ) that it is required to remove additional byproducts from its water supply.

First off, this is not an emergency and your water remains safe to drink and use in your daily life. Cave Creek has an outstanding record of providing safe and reliable drinking water.

This information is to advise you of the Town’s efforts to meet the highest regulatory standards.

AZ0407016 Treatment Requirements

We are required to remove specific disinfection byproduct (DBP) Precursors between source water and filtered water. The DBP Precursors test results from the last twelve (12) months that ended on December 31st, 2018 show that our system did not meet the required DBP Precursors removal efficiency rate. Running Annual Average (RAA) of the DBP Precursors removal ratio for this twelve (12) month period is calculated at .9, which is below the required ratio of 1.00.

Although this is **not a health emergency**, as our customers, you have a right to know what happened, what you should do, and what we did (are doing) to correct this situation.

a. The notification is not a safety notification. It is a notification that the treatment process is not as efficient as required.

b. Required chlorine levels necessary for safe water have been and continue to show both compliance and safety. This is the primary indicator of safe water.

1. How is Cave Creek continuing to provide safe and reliable customer service to its water customers?

Cave Creek has taken many steps to improve both monitoring and treatment of the Town water supply to better serve our customers.

2. What should I do?

You do not need to take other actions. We do not know of any contamination, and none of our testing has shown disease-causing organisms in the drinking water. The Town of Cave Creek has met with ADEQ and discussed a permanent solution that would modify the currently required removal percentages to a more realistic level based upon our existing treatment plant processes.

3. What does this mean?

This is not an emergency. If it had been, you would have been notified immediately. Total Organic Carbon (TOC, a form of DBP Precursors) has **no health effects**. However, total organic carbon provides a medium for the formation of disinfection byproducts. These byproducts include trihalomethanes (TTHM’s) and haloacetic acids (HAA5’s). Drinking water containing these byproducts in excess of the MCL may lead to adverse health effects, liver, or kidney problems, or nervous system effects, and may lead to an increased risk of getting cancer.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

If you have any question or would like more information, please contact Jim Kaylor at 4800-488-6618 or jkaylor@cavecreek.org

Jim Kaylor
Town Utility Director
Town of Cave Creek