ANNUAL
WATER REPORT
Reporting Year

Reporting Year 2019

PWSID#: TX1160004

Greenville

This report was prepared by:
City of Greenville
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Meeting the Challenge

The City of Greenville is pleased to present to you our annual water quality report. As the provider of the water that comes into your home, we are committed to producing the highest quality water possible for your health and safety. This edition covers all testing completed from January 1 through December 31, 2019. Over the years, we have dedicated ourselves to producing drinking water that meets all state and federal drinking water standards. We continually strive to adopt new and better methods for delivering the best quality drinking water to you. As new challenges to drinking water safety emerge, we remain vigilant in meeting the challenges of source water protection, water conservation and community education, while continuing to serve the needs of all our water users.

Please share with us you thoughts about the information in this report. After all, well-informed customers are our best allies.

For more information about this report, or for any questions relating to your drinking water, please call or email James Belcher, Water Treatment Plant Superintendent, at (903) 457-3190 or jbelcher@ci.greenville.tx.us.

Community Participation

You are invited to participate in our public forum and voice your concerns about your drinking water. The Greenville City Council meets the 2nd and 4th Tuesday of each month beginning at 6 p.m. at City Hall, 2821 Washington Street, Greenville, Texas.

Source Water Description

Our Drinking Water is regulated by the Texas Commission on Environmental Quality (TCEQ) and meets all of the requirements as stated in the Federal Drinking Water Standards.

Where Does My Water Come From?

City of Greenville customers are fortunate because we enjoy an abundant water supply from two surface water sources. The Greenville Water Treatment Plant draws water from Greenville Reservoirs (No. 4 & No. 5) and Lake Tawakoni.

Lead in Home Plumbing

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. 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 www.epa.gov/safewater/lead.

Substances That Could Be in Water

To ensure that tap water is safe to drink, the U.S. EPA prescribes regulations limiting the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for public health. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of these contaminants does not necessarily indicate that the water poses a health risk.

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 can acquire naturally occurring minerals, in some cases, radioactive material; and substances resulting from the presence of animals or from human activity. Substances 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, or wildlife; Inorganic Contaminants, such as salts and metals, which can be naturally occurring or may result from urban stormwater 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 stormwater runoff, and residential uses; Organic Chemical Contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and which may also come from gas stations, urban stormwater runoff, and septic systems; Radioactive Contaminants, which can be naturally occurring or may be the result of oil and gas production and mining activities.

Contaminants may be found in drinking water that may cause taste, color, or odor problems. These types of problems are not necessarily causes for health concerns. For more information on taste, odor, or color of drinking water, please contact our business office. For more information about contaminants and potential health effects, call the U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791.

Water Main Flushing

Distribution mains (pipes) convey water to homes, businesses, and hydrants in your neighborhood. The water entering distribution mains is of very high quality; however, water quality can deteriorate in areas of the distribution mains over time. Water main flushing is the process of cleaning the interior of water distribution mains by sending a rapid flow of water through the mains.

Flushing maintains water quality in several ways. For example, flushing removes sediments like iron and manganese. Although iron and manganese do not pose health concerns, they can affect the taste, clarity, and color of the water. Additionally, sediments can shield microorganisms from the disinfecting power of chlorine, contributing to the growth of microorganisms within distribution mains. Flushing helps remove stale water and ensures the presence of fresh water with sufficient dissolved oxygen, disinfectant levels, and an acceptable taste and smell.

During flushing operations in your neighborhood, some short-term deterioration of water quality, though uncommon, is possible. You should avoid tap water for household uses at that time. If you do use the tap, allow your cold water to run for a few minutes at full velocity before use and avoid using hot water, to prevent sediment accumulation in your hot water tank.

Please contact us if you have any questions or if you would like more information on our water main flushing schedule.

Source Water Assessment

The TCEQ completed an assessment of your source water and results indicate that some of our sources are susceptible to certain contaminants. The sampling requirements for your water system are based on this susceptibility and previous sample data. Any detection of these contaminants may be found in this Consumer Confidence Report. For more information on source water assessments and protection efforts at our system, contact James Belcher, Superintendent of Water Treatment.

Water Conservation

You can play a role in conserving water and saving yourself money in the process by becoming conscious of the amount of water your household is using and by looking for ways to use less whenever you can. It is not hard to conserve water. Here are a few tips:

Automatic dishwashers use 15 gallons for every cycle, regardless of how many dishes are loaded. So get a run for your money and load it to capacity.

Turn off the tap when brushing your teeth.

Check every faucet in your home for leaks. Just a slow drip can waste 15 to 20 gallons a day. Fix it and you can save almost 6,000 gallons per year.

Check your toilets for leaks by putting a few drops of food coloring in the tank. Watch for a few minutes to see if the color shows up in the bowl. It is not uncommon to lose up to 100 gallons a day from an invisible toilet leak. Fix it and you save more than 30,000 gallons a year.

Use your water meter to detect hidden leaks. Simply turn off all taps and water using appliances. Then check the meter after 15 minutes. If it moved, you have a leak.

Fact or Fiction

Tap water is cheaper than soda pop. *(Fact: You can refill an 8 oz. glass of tap water approximately 15,000 times for the same cost as a six-pack of soda pop. And, water has no sugar or caffeine.)*

Methods for the treatment and filtration of drinking water were developed only recently. *(Fiction: Ancient Egyptians treated water by siphoning water out of the top of huge jars after allowing the muddy water from the Nile River to settle. And, Hippocrates, known as the father of medicine, directed people in Greece to boil and strain water before drinking it.)*

A typical shower with a non-low-flow showerhead uses more water than a bath. *(Fiction: A typical shower uses less water than a bath.)*

Water freezes at 32 degrees Fahrenheit. *(Fiction: You can actually chill very pure water past its freezing point (at standard pressure) without it ever becoming solid.)*

The Pacific Ocean is the largest ocean on Earth. *(Fact: The Atlantic Ocean is the second largest and the Indian Ocean is the third largest.)*

A single tree will give off 70 gallons of water per day in evaporation. *(Fact)*

Important Health Information

You may be more vulnerable than the general population to certain microbial contaminants, such as *Cryptosporidium,* in drinking water. Infants, some elderly or immunocompromised persons such as those undergoing chemotherapy for cancer; those who have undergone organ transplants; those who are undergoing treatment with steroids; and people with *HIV/AIDS* or other immune system disorders can be particularly at risk from infections. You should seek advice about drinking water from your physician or health care provider. Additional guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* are available from the Safe Drinking Water Hotline at (800) 426-4791.

Information on the Internet

The u.s. EPA Office of Water (www.epa.gov/ waterhome) and the Centers for Disease Control and Prevention (www.cdc.gov) Web sites provide a substantial amount of information on many issues relating to water resources, water conservation and public health. Also, the TCEQ has a Web site (www.tceq.com) that provides complete and current information ,n water issues in Texas, including valuable information about our watershed.

Definitions

Definitions and Abbreviations

Definitions and Abbreviations	The following tables contain scientific terms and measures, some of which may require explanation.
Action Level:	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.
Avg:	Regulatory compliance with some MCLs are based on running annual average of monthly samples.
Level 1 Assessment:	A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.
Level 2 Assessment:	A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.
Maximum Contaminant Level or	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 or 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 or MRDL:	The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfe microbial contaminants.
Maximum residual disinfectant level goal or 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.
MFL	million fibers per liter (a measure of asbestos)
mrem:	millirems per year (a measure of radiation absorbed by the body)
na:	not applicable.
NTU	nephelometric turbidity units (a measure of turbidity)
pCi/L	picocuries per liter (a measure of radioactivity)

Definitions and Abbreviations

ppb:	micrograms per liter or parts per billion - or one ounce in 7,350,000 gallons of water.
ppm:	milligrams per liter or parts per million - or one ounce in 7,350 gallons of water.
ppq	parts per quadrillion, or picograms per liter (pg/L)
ppt	parts per trillion, or nanograms per liter (ng/L)
Treatment Technique or TT:	A required process intended to reduce the level of a contaminant in drinking water.

Information about your 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.

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 EPAs Safe Drinking Water Hotline at (800) 426-4791.

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 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.

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the number of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

Contaminants may be found in drinking water that may cause taste, color, or odor problems. These types of problems are not necessarily causes for health concerns. For more information on taste, odor, or color of drinking water, please contact the system's business office.

You may be more vulnerable than the general population to certain microbial contaminants, such as Cryptosporidium, in drinking water. Infants, some elderly, or immunocompromised persons such as those undergoing chemotherapy for cancer; persons who have undergone organ transplants; those who are undergoing treatment with steroids; and people with HIV/AIDS or other immune system disorders, can be particularly at risk from infections. You should seek advice about drinking water from your physician or health care providers. Additional guidelines on appropriate means to lessen the risk of infection by Cryptosporidium 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 are responsible for providing high quality drinking water, but 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.

Information about Source Water

'TCEQ completed an assessment of your source water, and results indicate that some of our sources are susceptible to certain contaminants. The sampling requirements for your water system is based on this susceptibility and previous sample data. Any detections of these contaminants will be found in this Consumer Confidence Report. For more information on source water assessments and protection efforts at our system contact **James Belcher, (903)457-3190**

Coliform Bacteria

Maximum Contaminant Level Goal	Total Coliform Maximum Contaminant Level	Highest No. of Positive	Fecal Coliform or E. Coli Maximum Contaminant Level	Total No. of Positive E. Coli or Fecal Coliform Samples	Violation	Likely Source of Contamination
0	1 positive monthly sample.	1	0	0	N	Naturally present in the environment.

Lead and Copper Rule
The Lead and Copper Rule protects public health by minimizing lead and copper levels in drinking water, primarily by reducing water corrosivity.
Lead and copper enter drinking water mainly from corrosion of lead and copper containing plumbing materials.

Lead and Copper	Date Sampled	MCLG	Action Level (AL)	90th Percentile	# Sites Over AL	Units	Violation	Likely Source of Contamination
Copper	2019	1.3	1.3	0.16	0	ppm	N	Erosion of natural deposits; Leaching from wood preservatives; Corr systems.

2019 Water Quality Test Results

2019

Disinfection By-Products	Collection Date	Highest Level Detected	Sample range	MCLG	MCL	Units	Violation	Likely Source of Contamination
Haloacetic Acids (HAA5)	2019	49	26.8 - 44.2	No goal for the total	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'

Disinfection By-Products	Collection Date	Highest Level Detected		Sample range	MCLG	MCL	Units	Violation	Likely Source of Contamination
Total Trihalomethanes (TTHM)	2019	41	22.3 - 41.8		No goal for the total	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'

2019

Inorganic Contaminants	Collection Date	Highest Level Detected	Sample Range	MCLG	MCL	Units	Violation	Likely Source of Contamination
Barium	2019	0.06	0.06 - 0.06	2	2	ppm	N	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits.
Cyanide	2019	35	35 - 35	200	200	ppb	N	Discharge from plastic and fertilizer factories; Discharge from steel/metal factories.
Fluoride	2019	0.3	0.332 - 0.332	4	4.0	ppm	N	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories.

Nitrate [measured as Nitrogen]	2019	0.269	0.269 - 0.269	10	10	ppm	N	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.

2019

Synthetic organic contaminants including pesticides and herbicides	Collection Date	Highest Level Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contamination
Atrazine	2019	0.1	0.1 - 0.1	3	3	ppb	N	Runoff from herbicide used on row crops.

Disinfectant Residual

' A blank disinfectant residual table has been added to the CCR template, you will need to add data to the fields. Your data can be taken off the Disinfectant Level Quarterly Operating Reports (DLQOR).'

Disinfectant Residual	Year	Average Level	Range of Levels Detected	MRDL	MRDLG	Unit of Measure	Violation (Y/N)	Source in Drinking Water
Chlorine	2019	3.86	2.26-4.0	4	4	ppm	N	Water additive used to control microbes.

Turbidity

	Level Detected	Limit (Treatment Technique)	Violation	Likely Source of Contamination
Highest single measurement	0.17 NTU	1 NTU	N	Soil runoff.
Lowest monthly % meeting limit	100%	0.3 NTU	N	Soil runoff.

Information Statement: Turbidity is a measurement of the cloudiness of the water caused by suspended particles. We monitor it because it is a good indicator of water quality and the effectiveness of our filtration system and disinfectants.

Total Organic Carbon

The percentage of Total Organic Carbon (TOC) removal was measured each month and the system met all TOC removal requirements set, unless a TOC violation is noted in the violations section.

Unregulated contaminants are those for 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.

Violation Type	Violation Begin	Violation End	Violation Explanation
LEAD CONSUMER NOTICE (LCR)	09/29/2018	03/01/2019	We failed to provide the results of lead tap water monitoring to the consumers at the location water was tested. These were supposed to be provided no later than 30 days after learning the results.

Who uses the most water?

On a global average, most freshwater withdrawals-69 percent-are used for agriculture, while industry accounts for 23 percent and municipal use (drinking water, bathing and cleaning, and watering plants and grass) just 8 percent.

How much water does a person use every day?

The average person in the U.S. uses 80 to 100 gallons of water each day. During medieval times a person used only 5 gallons per day.

Should I be concerned about what I'm pouring down my drain?

If your home is served by a sewage system, your drain is an entrance to your wastewater disposal system and eventually to a drinking water source. Consider purchasing environmentally friendly home products whenever possible, and never pour hazardous materials (e.g., car engine oil) down the drain. Check with your health department for more information on proper disposal methods.

If you have questions regarding this report, you may contact James Belcher, Water Treatment Superintendent for the City of Greenville's Water Treatment Plant at (903)457-3190 or through email at JBelcher@ci.greenville.tx.us

Water Loss Information

Total System Input: 1,682,438,791 Gallons
Total GPCD (System Input/Retail Population)/365: 168
Residential Use in Gallons: 679,656,600 gallons
Total Apparent Water Losses: 29,265,124 gallons

Total Real Losses: 234,162,383 gallons

Total Water Losses: 263,427,507 gallons

Apparent Losses Normalized: 7.11 gallons lost per connection per day

Real Loss Volume: 234,162,383 gallons

Unavoidable Annual Real Losses Volume: 83,952,008 gallons

Infrastructure Leakage Index: 2.65

Real Losses Normalized-Service Connections: 56.85 gallons lost per connection per day

Total water Loss – Percentage: 15.66%

GPCD input: 168

GPCD Loss: 26

Adjusted Real Loss Volume: 222,454,263 gallons

Adjusted Cost of Real Losses: $400,417.68

Adjusted Total Water Loss Volume: 250,256,131 gallons

Adjusted Total Cost Impact of Apparent and Real Losses: $506,342.79

Adjusted Real Loss per Connection: 54.01 gallons lost per connection per day

Adjusted Real Loss per Mile: 0 gallons

Adjusted Infrastructure Leakage Index: 2.65

Adjusted Total Water Loss-Percentage: 14.88 %

Adjusted GPCD Loss: 25

Achieve Date	Target for Total GPCD	Current Total GPCD	Target for Residential GPCD	Current Residential GPCD	Target for Water Loss GPCD	Current Water Loss GPCD	Target for Water Loss Percentage	Current Water Loss Percentage
Five-year Target Date 2019	149	168	75	68	10	26	6.71 %	15.66 %
Ten-year Target Date 2024	147	168	74	68	10	26	6.8 %	15.66%