

BLACK CANYON CITY WATER IMPROVEMENT DISTRICT

P. O. Box 1007

34501 S. Old Black Canyon Hwy, #6

Black Canyon City, AZ 85324

623-374-9408

Fax 623-374-5252

Dear Owner/User –

May 2009

Enclosed is the BCCWID annual “CONSUMER CONFIDENCE REPORT” (CCR) for the calendar year ending **2008**, a report designed to keep you informed on the status of your Water District. The Arizona Department of Environmental Quality (ADEQ) sets forth requirements for the report and it is not exactly easy reading! We have added some specific data at the end of the report and some frequently asked questions, as it pertains to our water.

The GOOD news is we meet and/or exceed ALL safe drinking water standards set forth by both State and Federal standards. Our ADEQ inspection in December had no system deficiencies. That inspection also resulted in a change in system grade (our system had been erroneously classed as a Grade III but that has now been corrected to Grade II). After the death of Matt Hrabina, ADEQ gave the District a substantial period to find a new operator. It proved extremely difficult to find a Grade III operator and ADEQ eventually issued a non-compliance letter. Fortunately the change in grade allowed the non-compliance to be corrected in March and Bob Hamus is now the District’s Grade II Operator.

Arsenic Issue – A significantly tightened EPA arsenic standard, mandated arsenic filtration systems in 2006. The systems are functioning extremely well and the filtration media was replaced for the very first time in December, well beyond the estimated life expectancy, thereby significantly reducing the overhead cost. This spring, 2009, a violation was received from ADEQ for not sampling and submitting quarterly reports regarding this water treatment. In a recent communication from ADEQ, Ben Chou, indicates there is not an explicit rule requiring quarterly monitoring; however, Title 40, Code of Federal Regs. *141.23(g), incorporated by reference in A.A.C. R18-4-105, states that the State may require more frequent monitoring than specified [in the rules] at its discretion. Unfortunately, ADEQ did not communicate this requirement to all water utilities. Had we been notified of the requirement, we would have tested accordingly, as we have since becoming aware of it.

Conservation/Drought Concerns – During a twelve month period, our well depths fluctuate to some degree but continue to stay within consistent levels. We encourage our Owner/Users to keep up their voluntary conservation efforts. Occasionally Owner/Users call to report possible leaks, which we truly appreciate. If you ever see standing or running water along the road, please call us so we can check it out. Sometimes it is a false alarm, but better safe than sorry. On a personal level, do periodic leak checks at home, including checking toilets. Put food coloring in the tank and let it stand without flushing; if color appears in the bowl after a period of time, the tank flapper is faulty and should be replaced. This is the most common type of wasted water and often goes unnoticed. Evap coolers and drip irrigation systems also need periodic checkups. These types of repairs could save you several thousands of gallons of water per month! And, never water plants or trees by a hose unattended.

Rebate Program – As part of a Conservation Program the Board implemented a residential Rebate Program, in addition to a tiered rate structure for water consumption. Residential customers using 36,000 gallons or less for a full 12-month period qualify to receive a \$1.00 credit for each 1,000 gallons, up to a maximum of \$36.00, as a reward for being our “**conservation heroes**”! Now in our third year, this program has proven to be extremely successful with over 20% of our residential customers qualifying in 2008!

Water Hardness - One of the most commonly asked questions is – How hard is our water? Water throughout Arizona is hard and ours is no exception. The hardness level varies, but registers at 280 mg/l, which is high and is why some people install water softeners.

Chlorination – Use of chlorine is another topic customers ask about, as some people are more sensitive to it than others. The arsenic filtration systems raised the need to increase the level of chlorine added to our water; however with the state-of-the-art injection systems in use, the amount is controlled and still minimal. The use of chlorine requires monitoring by ADEQ with results reported by the District quarterly. The maximum level is 4.0 mg/l and the District average is only 0.36 mg/l.

Water Pressure - ADEQ requires a minimum of 20 pounds pressure at your meter. The lowest pressure we have tested is 27 pounds and there are other Owner/Users with pressure of 90 pounds or more. At their own expense, homeowners with high pressure may install, pressure-reducing valves. Likewise, although more than the minimum pressure has been provided, customers with lower levels who desire higher pressure, may install private boosters. The lower pressure areas are most typically homes located on the higher hillsides.

Meter Readings – Meters are read every month. There are, however, a few occasions when a reading may be estimated. This happens for a variety of reasons, such as “bees” in the box, inaccessibility due to high weeds, meter box blocked, etc. If this happens the read sheet is marked accordingly. Please remember it is the property owner’s responsibility to have the meter box accessible. Your cooperation in this matter is greatly appreciated, especially weed control which, in addition to accessibility, reduces the snake danger.

Website – To increase the Public’s access to information about their Water District, the Board has created a District website. When you have time go to www.bccwid.org and check it out.

The Water Management Office is located to 34501 S. Old Black Canyon Hwy, Suite #6

All Board meetings are held at the Albins Civic Center, 19055 E. K-Mine Rd., Black Canyon City.

Should you have any questions or concerns about your water supply, please call or stop at the Water Office, check the website listed above, call or e-mail any Board member for additional information.

REMINDER: All contractors and property owners are REQUIRED by AZ state law to call Blue Stake before digging. If a utility is damaged from digging and Blue Stake was NOT called it could result in a hefty fine plus repair costs for not calling. Blue Stake is a “free” service so PLEASE call 1-800-STAKE IT (1-800-782-5348) BEFORE you dig. Thank you.