

November 15, 2019

Dear Customer:

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 for the 3rd Quarter of 2019.

AZ0407016 Treatment Requirements

The Town is required to remove specific disinfection byproduct (DBP) Precursors between our source Central Arizona Project (CAP) water and our filtered water delivered to customers. More specifically, we are required to measure the amount of Total Organic Carbon (TOC) from our source CAP water. The TOC removal standards are based off a quarterly Running Annual Average (RAA) and the removal ratio is required to remain above a value of 1.0. For the twelve (12) month period ending September 2019, the Town's calculated removal ratio was calculated at 0.89, which is below the standard.

What should I do?

* You DO NOT need to use an alternative (e.g. bottled) water supply. You DO NOT need to boil your water for consumption.

* This is not a safety notification. It is a notification that the Town's water treatment process is not as efficient as required.

* 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.

What does this mean?

* This is not an emergency. Had it been an emergency, you would have been notified within 24 hours.

* Total Organic Carbon (TOC, a form of DBP Precursors) has no health effects.

* Total Organic Carbon provides a medium for the formation of disinfection byproducts (DBP's). These byproducts include trihalomethanes (THM's) and haloacetic acids (HAAS's). Drinking water containing

these byproducts in excess of the Maximum Contaminant level (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.

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 are doing to correct this situation.

- * The notification is not a safety notification. It is a notification that the treatment process is not as efficient as required.
- * The Town continuously monitors and maintains the required chlorine residuals in our systems, which is the of primary indicator of drinking water safety.

What is being done?

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

- * In the last few weeks, a project was completed to add 2 million gallons per day of new membrane treatment units at our existing treatment plant. This will increase the amount of Total Organic Carbon that can be removed from our CAP source water, reducing the potential for DBP's to form.
- * The initial tests of the new membrane treatment units showed a 24% removal ratio of TOC, which is almost three (3) times better than the Town's original treatment equipment.
- * We have made modifications to our flushing programs to reduce water age and the formation of THMs in the distribution system.
- * We will continue to investigate and implement new measures to help reduce TrHM formation in our system.

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, school, 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 Shawn Kreuzwiesner at 480-488-6618 or skreuzwiesner@cavecreekaz.gov or visit our website at cavecreek.org.

Regards,

Shawn Kreuzwiesner, P.E.
Town of Cave Creek Utilities Director