NORTH COLLIN SPECIAL UTILITY DISTRICT
(NCSUD)
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Consumer Confidence Report 2024

Our Drinking Water Meets or Exceeds All Federal (EPA) Drinking Requirements

SOURCE

NCSUD purchases treated water from North Texas Municipal Water District (NTMWD) in Wylie, Collin County, Texas.. NTMWD obtains raw water from Lake Lavon. Through proper operation and the latest technologies, they provide us with a safe and healthy water supply. Further details about sources and source-water assessments are available in Drinking Water Watch at the following URL: http://dww2.tceq.texas.gov/DWW/
Source Water Name: North Texas MWD CC from TX0430044 North
Type of Water: SW
Further details about sources and source-water assessments are available in Drinking Water Watch at the following URL:http"//dww.tceq.gov/DWW

Additionally, we supply the Altoga area of our water system with two water wells.

For the ELDERLY, INFANTS, CANCER PATIENTS, people with HIV / AIDS or other immune problems:
Some people may be more vulnerable to contaminants in drinking water than the general public. **Immuno-compromised persons such as those undergoing chemotherapy treatment for cancer, those who have undergone organ transplant, those 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 providers. EPA/Centers for Disease Control and Prevention (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 at 1-800-426-4791.

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 amount 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/le

GENERAL INFORMATION

NCSUD holds monthly board meetings on the third Thursday of each month at 7 p.m. at NCSUD office located at 2333 Sam Rayburn Hwy., Melissa, unless otherwise noted.
We presently have approximately 4000 customers and supply water through approximately 300 miles of water lines.
NCSUD currently employs a total of twelve staff members --- the General Manager, Assistant General Manager/Office Manager, four billing clerks, and six field technicians.

We monitor and maintain five pump stations, three water towers along with the transmission and distribution lines to deliver water to our customers. We have a storage capacity of 2,200,000 gallons. Currently we are in the process of constructing a 500,000 gallon overhead storage tank on CR 989, which is north of the Town of New Hope, which will enhance the service in that area. NCSUD continues to address service requests for new developments.

We continue to increase our customer base as we receive additional requests for service to new developments

If you receive an unusually high water bill, please check for leaks. A dripping faucet or fixture can use 3g of water daily. A continuous leak 1/16" in diameter at 60 PSI will use approximately 25,000g in one month.

We strive to maintain the system with efficiency and with the least amount of leaks possible. If you notice any leaks, please call the office and report them.

Please contact the office any time you have a change in your address, phone number, mailing address or property ownership. (972) 837-2331

We now have the convenience of viewing or paying your water bill online. Please visit www.northcollinsud.com and click on the "View or Pay Your Bill" button to link you to the new SmartHub online payment system for your convenience of paying, viewing your bill or setting up "Auto Pay".
North Collin SUD recorded a 13 percent water loss for the year of 2024.

En Espanol

Este informe include information importante sobre el agua potable. Si tiene preguntas o commentaries sobre este informe en espanol, fabor de llamar al tel. 972-837-2331 para hablar con una persona bilingue en espanol.

The TCEQ has completed a Source Water Assessment for all drinking water systems that own their sources. The report describes the susceptibility and types of constituents that may come into contact with our drinking water source based on human activities and natural conditions. The system(s) from which we purchase our water received the assessment report. For more information on source water assessment report and protection efforts at our system, contact Allen Knight @ 972-837-2331.

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 MCL:	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 disinfectant is necessary for control of 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)
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.

Vulnerability of Some Populations to Contaminants in Drinking Water

"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

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	N	Naturally present in the environment.

Lead and Copper	Date Sampled	MCLG	Action Level (AL)	90th Percentile	# Sites Over AL	Units	Violation	Likely Source of Contamination
Copper	8/31/2022	1.3	1.3	0.62	0	Ppm	N	Erosion of naurual deposits: Leaching form wood preservatives: Corrosion of household plumbing sytems

2024 Water Quality Test Results

Disinfection By-Products	Collection Date	Highest Level Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contamination
Haloacetic Acids (HAA5)	2024	13	4.8 – 16.4	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

Total Trihalomethanes (TTHM)	2024	23	11.6 – 28.4	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

Inorganic Contaminants	Collection Date	Highest Level Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contamination
Barium	2024	0.0042	0.0036 – 0.0042	2	2	ppm	N	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits.
Chromium	2024	3.2	2.6 – 3.2	100	100	ppb	N	Discharge from steel and pulp mills; Erosion of natural deposits

Fluoride	2024	1.41	1.14 – 1.41	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]	2024	0.384	0.0317 – 0.384	10	10	ppm	N	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.

Volatile Organic Contaminants	Collection Date	Highest Level Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contamination
Xylenes	2024	0.00053	0 – 0.00053	10	10	ppm	N	Discharge from petroleum factories; Discharge from chemical factories.

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	2024	1.75	.5—3.3	4	4	ppm	N	Water additive used to control microbes.