

**NORTH COLLIN SPECIAL UTILITY DISTRICT
(NCSUD)**

P.O. BOX 343 2333 Sam Rayburn Hwy.

MELISSA, TEXAS 75454

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Consumer Confidence Report 2025

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](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.

We are pleased to present to you the Annual Water Quality Report (Consumer Confidence Report) for the year, for the period of January 1 to December 31, 2025. This report is intended to provide you with important information about your drinking water and the efforts made by the water system to provide safe drinking water. (Este reporte incluye informacion importante sobre el agua para tomar. Para asistencia en español, favor de llamar al telefono .

For more information regarding this report, contact:

Name: Allen Knight

Phone: 972-837-2331

Sources of Drinking Water

NORTH COLLIN SUD is Purchased surface water.

Our water source(s) and source water assessment information are listed below:

Source Name		Type of Water	Report Status	Location
1 - 4365 FM 75 (ALTOGA WSC)	4365 FM 75	Ground water	Yes	North Collin SUD 972-837-2331
2 – 200 Crystal Creek Ln (ALTOGA WSC)	200 Crystal Creek Ln (FROM ALTOGA WSC)	Ground water	Yes	North Collin SUD 972-837-2331
NORTH TEXAS MWD	CC FROM TX0430044 NORTH TEXAS MWD	Surface water	Yes	North Collin SUD 972-837-2331

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 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 EPA's 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 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 can also come from gas stations, urban stormwater 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.

Some people may be more vulnerable to contaminants in drinking water than the general population.

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.

Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people 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 care providers. EPA/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 (800-426-4791).

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. NORTH COLLIN SUD is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, contact NORTH COLLIN SUD at 972-837-2331. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <https://www.epa.gov/safewater/lead>.

A service line inventory has been prepared and can be accessed at North Collin SUD, 2333 Sam Rayburn Hwy., Melissa, Tx 75454. 972-837-2331.

In the tables below, you will find many terms and abbreviations you might not be familiar with. To help you better understand these terms, we've provided the following definitions:

Action Level (AL): 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.

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 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.

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.

Treatment Technique or TT: A required process intended to reduce the level of a contaminant in drinking water.

Variances and Exemptions: State or EPA permission not to meet an MCL or a treatment technique under certain conditions.

Avg: Average - Regulatory compliance with some MCLs are based on running annual average of monthly samples.

RAA: Running Annual Average.

LRAA: Locational Running Annual Average.

mrem: millirems per year (a measure of radiation absorbed by the body).

ppb: micrograms per liter (ug/L) or parts per billion - or one ounce in 7,350,000 gallons of water.

ppm: milligrams per liter (mg/L) or parts per million - or one ounce in 7,350 gallons of water.

picocuries per liter (pCi/L): picocuries per liter is a measure of the radioactivity in water.

na: not applicable.

General Information

NCSUD holds monthly board meetings on the third Thursday of each month at 3 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 fifteen staff members --- the General Manager, Assistant General Manager/Office Manager, four billing clerks, and nine field technicians.

We are proud to announce that a new office site is under construction with the completion being slated for late this summer. We will have more room for our existing personnel with additional space available. An added feature will be a drive-thru window for your convenience.

We monitor and maintain five pump stations, four 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.

On April 27, 2026 Weston Water Supply Corporation members voted to merge with North Collin SUD. The process has begun to transfer the Weston CCN to North Collin CCN. This will be an addition of 395 customers currently.

In compliance to the EPA's Lead and Copper Rule, North Collin SUD developed and inventor of both system-owned and customer-owned service lines and have determined that all lines are non-lead. To access the inventory, please contact Dana at dsaunders@northcollinsud.com, or call 972-837-2331.

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.

In compliance with the EPA Lead and Copper Rule Revisions, North Collin SUD has developed an inventory of both system-owned and customer-owned service lines and have determined that all lines are non-lead. To access the inventory, please contact Dana at dana@northcollinsud.com, or call 972-837-2331.

En Espanol

Este informe incluye 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.

Disinfectant Residual

All public water systems in Texas are required to disinfect drinking water to ensure control of microbial contaminants. Disinfectants are water additives used to control microbes.

Disinfectant	Year	Average Level	Unit	Range	MRDL/MRDLG Goal
Chlorine	2025	2.03	PPM	.5 – 3.5	4/4

Regulated Contaminants

In the tables below, we have shown the regulated contaminants that were detected. Chemical Sampling of our drinking water may not be required on an annual basis; therefore, information provided in this table refers back to the latest year of chemical sampling results.

Microbiological	Result	MCL	MCLG	Typical Source
E. COLI	In the month of April, 1 sample(s) returned as positive	MCL: A Routine Sample and a Repeat Sample are Total Coliform Positive, and One is also Fecal Positive/E. Coli Positive	0	Human and animal fecal waste
COLIFORM (TCR)	In the month of April, 2 sample(s) returned as positive	Treatment Technique Trigger	0	Naturally present in the environment

Lead and Copper	Period	90TH Percentile: 90% of your water utility levels were less than	Range of Sampled Results (low - high)	Unit	AL	Sites Over AL	Typical Source
COPPER, FREE	2023 - 2025	0.51	0.0126 - 0.817	ppm	1.3	0	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
LEAD	2023 - 2025	1.93	0 - 3.47	ppb	15	0	Corrosion of household plumbing systems; Erosion of natural deposits

Disinfection Byproducts	Sample Point	Period	Highest LRAA	Range	Unit	MCL	MCLG	Typical Source
TOTAL HALOACETIC ACIDS (HAA5)	3205 LA PALOMA, ANNA	2025	13	8.1 - 16.1	ppb	60	0	By-product of drinking water disinfection
TOTAL HALOACETIC ACIDS (HAA5)	6160 CR 1060, MCKINNEY	2025	19	7.5 - 29.3	ppb	60	0	By-product of drinking water disinfection
TTHM	3205 LA PALOMA, ANNA	2025	26	10.8 - 40.2	ppb	80	0	By-product of drinking water chlorination
TTHM	6160 CR 1060, MCKINNEY	2025	36	10.5 - 71.6	ppb	80	0	By-product of drinking water chlorination

Regulated Contaminants	Collection Date	Highest Value	Range	Unit	MCL	MCLG	Typical Source
BARIUM	1/22/2024	0.0042	0.0036 - 0.0042	ppm	2	2	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
CHROMIUM	1/22/2024	3.2	2.6 - 3.2	ppb	100	100	Discharge from steel and pulp mills; Erosion of natural deposits
DIBROMOCHLOROMETHANE	4/7/2025	15.2	2.39 - 15.2	UG/L	0	0.06	
FLUORIDE	1/22/2024	1.41	1.14 - 1.41	ppm	4	4	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
NITRATE	2/4/2025	0.362	0.0325 - 0.362	ppm	10	10	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits

NITRATE-NITRITE	5/13/2020	0.408	0.408	ppm	10	10	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
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Violations

During the period covered by this report we had the below noted violations.

Violation Period	Analyte	Violation Type	Violation Explanation
5/24/2025 - 10/8/2025	REVISED TOTAL COLIFORM RULE (RTCR)	LEVEL 1 ASSESS, MULTIPLE TC POS (RTCR)	Failed to conduct or submitted inadequate Level 1 assessment by the due date
5/24/2025	PUBLIC NOTICE	PUBLIC NOTICE RULE LINKED TO VIOLATION	Failed to issue public notice or failed to provide a copy of the notice and certification to the state
7/1/2025	CONSUMER CONFIDENCE RULE	CCR ADEQUACY/AVAILABILITY/CONTENT	Inadequate Consumer Confidence Report (CCR) or failure to deliver a CCR Certification form to the state on time

Additional Required Health Effects Language:

Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.

Fecal coliforms and E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes.

Microbes in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems.

Additional Required Health Effects Violation notices:

2A - We found coliforms indicating the need to look for potential problems in water treatment or distribution. During the past year we failed to conduct all of the required assessment(s).

We found coliforms indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct assessment(s) to identify problems and to correct any problems that were found during these assessments.

We found E. coli bacteria, indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct assessment(s) to identify problems and to correct any problems that were found during these assessments. We were required to complete a Level 2 assessment because we found E. coli in our water system. In addition, we were required to take 0 corrective actions and we completed 0 of these actions.

During the past year we were required to conduct Level 1 assessment(s). 1 Level 1 assessment(s) were completed. In addition, we were required to take 0 corrective actions and we completed 0 of these actions.

