

ANNUAL WATER QUALITY REPORT

Reporting Year 2024



Presented By
Memorial Villages Water Authority

Este reporte incluye información importante sobre el agua para tomar. Para asistencia en español, favor de llamar al telefono (713) 465-8318.

PWS ID#: TX1010148

Our Commitment

We are pleased to present to you this year's annual water quality report. This report is a snapshot of last year's water quality covering all testing performed between January 1 and December 31, 2024. Included are details about your source of water, what it contains, and how it compares to standards set by regulatory agencies. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water and providing you with this information because informed customers are our best allies.

Where Does My Water Come From?

Our drinking water comes from two sources. One source is groundwater drawn from the Evangeline Aquifer in Harris County. The other source is surface water received from the City of Houston. Combined, our treatment facilities provide roughly 1.3 billion gallons of clean drinking water every year.

Community Participation

Public input concerning the water system can be made at regularly scheduled board meetings, generally held on the second Tuesday of each month at 7:00 p.m. at the Water Authority building, 8955 Gaylord Drive, Houston.

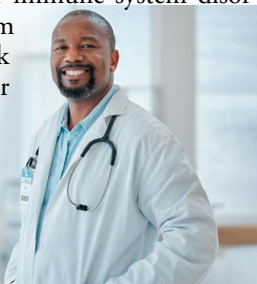
Source Water Assessment

The Texas Commission on Environmental Quality (TCEQ) completed an assessment of your source water, and the results indicate that some of your sources are susceptible to certain contaminants. The sampling requirements for your water system are based on this susceptibility and previous sample data. Any detections of these contaminants may be found in this Consumer Confidence Report.

Further details about sources and source water assessments are available in Drinking Water Watch at dww2.tceq.texas.gov/DWW/. If you would like a copy of our assessment, please feel free to contact our office during regular business hours at the number provided in this report. You may request the City of Houston Source Water Assessment by emailing waterquality@houston.tx.gov.

Important Health Information

Some people 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. These people should seek advice about drinking water from their 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.



Safeguard Your Drinking Water

Protection of drinking water is everyone's responsibility. You can help protect your community's drinking water source in several ways:

- Eliminate excess use of lawn and garden fertilizers and pesticides – they contain hazardous chemicals that can reach your drinking water source.
- Pick up after your pets.
- If you have your own septic system, properly maintain it to reduce leaching to water sources, or consider connecting to a public water system.
- Dispose of chemicals properly; take used motor oil to a recycling center.
- Volunteer in your community. Find a watershed or wellhead protection organization in your community and volunteer to help. If there are no active groups, consider starting one. Use U.S. EPA's Adopt Your Watershed to locate groups in your community.
- Organize a storm drain stenciling project with others in your neighborhood. Stencil a message next to the street drain reminding people "Dump No Waste – Drains to River" or "Protect Your Water." Produce and distribute a flyer for households to remind residents that storm drains dump directly into your local water body.



Water Loss Audit

In the water loss audit submitted to the Texas Water Development Board during the year covered by this report, our system lost an estimated 331 million gallons of water. If you have any questions about the water loss audit, please call (713) 465-8318.

QUESTIONS?

For more information about this report, or for any questions relating to your drinking water, please call Trey Cantu, General Manager, at (713) 465-8318.

Substances That Could Be in Water

To ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (U.S. EPA) prescribes regulations limiting the amount of certain contaminants in water provided by public water systems. Food and Drug Administration (FDA) 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 and, 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 cause 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.

What Are PFAS?

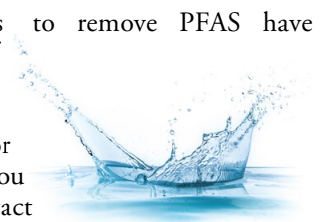
Per- and polyfluoroalkyl substances (PFAS) are a group of manufactured chemicals used worldwide since the 1950s to make fluoropolymer coatings and products that resist heat, oil, stains, grease, and water. During production and use, PFAS can migrate into the soil, water, and air. Most PFAS do not break down; they remain in the environment, ultimately finding their way into drinking water. Because of their widespread use and their persistence in the environment, PFAS are found all over the world at low levels. Some PFAS can build up in people and animals with repeated exposure over time.

The most commonly studied PFAS are perfluorooctanoic acid (PFOA) and perfluorooctanesulfonic acid (PFOS). PFOA and PFOS have been phased out of production and use in the United States, but other countries may still manufacture and use them.

Some products that may contain PFAS include:

- Some grease-resistant paper, fast food containers/wrappers, microwave popcorn bags, pizza boxes
- Nonstick cookware
- Stain-resistant coatings used on carpets, upholstery, and other fabrics
- Water-resistant clothing
- Personal care products (shampoo, dental floss) and cosmetics (nail polish, eye makeup)
- Cleaning products
- Paints, varnishes, and sealants

Even though recent efforts to remove PFAS have reduced the likelihood of exposure, some products may still contain them. If you have questions or concerns about products you use in your home, contact the Consumer Product Safety Commission at (800) 638-2772. For a more detailed discussion on PFAS, please visit bit.ly/3Z5AMm8.



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. Memorial Villages Water Authority 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 epa.gov/safewater/lead.

To address lead in drinking water, public water systems were required to develop and maintain an inventory of service line materials by October 16, 2024. Developing an inventory and identifying the location of lead service lines (LSL) is the first step for beginning LSL replacement and protecting public health. The lead service inventory may be provided by contacting our office at (713) 465-8313. Please contact us if you would like more information about the inventory or any lead sampling that has been done.

Why save water?

Although 80 percent of the Earth's surface is water, only 1 percent is suitable for drinking. The rest is either saltwater or is permanently frozen, and we can't drink it, wash with it, or use it to water plants.

Which household activity wastes the most water?

Most people would say the majority of water use comes from showering or washing dishes; however, toilet flushing is by far the largest single use of water in a home (accounting for 40% of total water use). Toilets use about 4 to 6 gallons per flush, so consider an ultra-low-flow (ULF) toilet, which requires only 1.5 gallons.

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.

How long can I store drinking water?

The disinfectant in drinking water will eventually dissipate, even in a closed container. If that container housed bacteria prior to filling up with the tap water, the bacteria may continue to grow once the disinfectant has dissipated. Some experts believe that water can be stored up to six months before needing to be replaced. Refrigeration will help slow the bacterial growth.

How long does it take a water supplier to produce one glass of treated drinking water?

It can take up to 45 minutes to produce a single glass of drinking water.

— BY THE NUMBERS —



3.4
BILLION

The daily volume gallons of water recycled and reused in the U.S., reducing waste and conserving resources.



28%

The percent reduction in per capita water use in the U.S. since 1980, thanks to efficiency improvements.



99.9%

The percent effectiveness of modern water treatment plants in removing harmful bacteria and viruses from drinking water.



1.2
MILLION

The length in miles of drinking water pipes in the U.S., delivering clean water to millions of homes and businesses daily.



1.7
MILLION

The number of jobs supported by the U.S. water sector.



2

How often in minutes a water main breaks.

Think Before You Flush!

Flushing unused or expired medicines can be harmful to your drinking water. Properly disposing of unused or expired medication helps protect you and the environment. Keep medications out of our waterways by disposing responsibly. To find a convenient drop-off location near you, please visit bit.ly/3IeRyXy.



Test Results

Our water is monitored for many different kinds of substances on a very strict sampling schedule, and the water we deliver must meet specific health standards. Here, we only show those substances that were detected in our water (a complete list of all our analytical results is available upon request). Remember that detecting a substance does not mean the water is unsafe to drink; our goal is to keep all detects below their respective maximum allowed levels.

The state recommends monitoring for certain substances less than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data is included, along with the year in which the sample was taken.

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 Violation column).

REGULATED SUBSTANCES							
SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL [MRDL]	MCLG [MRDLG]	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Atrazine (ppb)	2024	3	3	0.14	0.13–0.15	No	Runoff from herbicide used on row crops
Chlorine (ppm)	2024	[4]	[4]	3.23	0.70–5.00	No	Water additive used to control microbes
Cyanide (ppb)	2024	200	200	110	20–120	No	Discharge from steel/metal factories; Discharge from plastic and fertilizer factories
Fluoride (ppm)	2023	4	4	0.24	0.23–0.27	No	Erosion of natural deposits; Water additive that promotes strong teeth; Discharge from fertilizer and aluminum factories
Haloacetic Acids [HAAs] (ppb)	2024	60	NA	18.0	11.7–23.3	No	By-product of drinking water disinfection
Nitrate (ppm)	2024	10	10	0.62	0.44–0.87	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Simazine (ppb)	2024	4	4	0.1	0.07–0.11	No	Herbicide runoff
TTHMs [total trihalomethanes] (ppb)	2024	80	NA	23.3	17.8–39.2	No	By-product of drinking water disinfection
Turbidity ¹ (NTU)	2024	TT	NA	0.80	NA	No	Soil runoff
SECONDARY SUBSTANCES							
SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	SCL	MCLG	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Fluoride (ppm)	2024	2.0	NA	0.22	0.22–0.22	No	Erosion of natural deposits; Water additive that promotes strong teeth; Discharge from fertilizer and aluminum factories
Manganese (ppb)	2024	50	NA	2	2–2	No	Leaching from natural deposits
pH (units)	2024	>7.0	NA	8	8–8	No	Naturally occurring
Sulfate (ppm)	2024	300	NA	41	41–41	No	Runoff/leaching from natural deposits; Industrial wastes
Total Dissolved Solids [TDS] (ppm)	2024	1,000	NA	227	227–227	No	Runoff/leaching from natural deposits
UNREGULATED SUBSTANCES ²							
SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	TYPICAL SOURCE			
Lithium (ppb)	2024	23.8	13.7–33.9	NA			

¹ Turbidity is a measure of the cloudiness of the water. It is monitored because it is a good indicator of water quality and the effectiveness of disinfectants.

² Unregulated contaminants are those for which the U.S. EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist the U.S. EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted.

Definitions

90th %ile: The levels reported for lead and copper represent the 90th percentile of the total number of sites tested. The 90th percentile is equal to or greater than 90% of our lead and copper detections.

AL (Action Level): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

MCL (Maximum Contaminant Level): 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.

MCLG (Maximum Contaminant Level Goal): 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.

MRDL (Maximum Residual Disinfectant Level): 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.

MRDLG (Maximum Residual Disinfectant Level Goal): 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.

NA: Not applicable.

NTU (Nephelometric Turbidity Units): Measurement of the clarity, or turbidity, of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

ppb (parts per billion): One part substance per billion parts water (or micrograms per liter).

ppm (parts per million): One part substance per million parts water (or milligrams per liter).

SCL (Secondary Contaminant Level): These standards are developed to protect aesthetic qualities of drinking water and are not health based.

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