

ANNUAL WATER QUALITY REPORT

Reporting Year 2025



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.



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, 2025. Included are details about your sources 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.

Important Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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. U.S. Environmental Protection Agency (U.S. 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 (800-426-4791).



Source Water Assessment

The Texas Commission on Environmental Quality (TCEQ), the state regulatory agency, 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 Viewer at dvw.tceq.texas.gov. 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.

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.



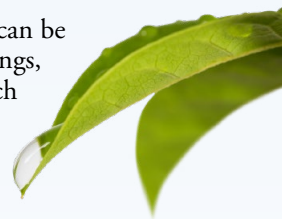
Water Treatment Process

The treatment process consists of a series of steps. First, raw water is drawn from our water source and sent to an aeration tank, which allows for oxidation of high iron levels. The water then goes to a mixing tank where polyaluminum chloride and soda ash are added. The addition of these substances causes small particles called floc to adhere to one another, making them heavy enough to settle into a basin from which sediment is removed. Chlorine is then added for disinfection. At this point, the water is filtered through layers of fine coal and silicate sand. As smaller suspended particles are removed, turbidity disappears and clear water emerges.

Chlorine is added again as a precaution against any bacteria that may still be present. (We carefully monitor the amount of chlorine, adding the lowest quantity necessary to protect the safety of your water without compromising taste.) Finally, soda ash (used to adjust the final pH and alkalinity), fluoride (used to prevent tooth decay), and a corrosion inhibitor (used to protect distribution system pipes) are added before the water is pumped to sanitized underground reservoirs and water towers and into your home or business.

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.



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.

QUESTIONS?

For more information about this report, or for any questions relating to your drinking water, please contact 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. EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration 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, in some cases radioactive material, and substances resulting from the presence of animals or from human activity. 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, 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 may also come from gas stations, urban stormwater runoff, and septic systems; and

Radioactive Contaminants, which can be naturally occurring or 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 causes 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.

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 233 million gallons of water. If you have any questions about the water loss audit, please call (713) 465-8318.

Lead in Home Plumbing

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 and removing lead pipes but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, or doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute-accredited certifier to reduce lead in drinking water. If you are concerned about lead and wish to have your water tested, contact Memorial Villages Water Authority at (713) 465-8318. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at epa.gov/safewater/lead.



“Water is the driving force of all nature.”

—Leonardo da Vinci

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. You may access the lead service inventory 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.

Q&A

Why can tap water have a taste?

Taste in drinking water is usually related to naturally occurring minerals, disinfectants, or seasonal changes in source water. While these characteristics may affect taste, they do not typically indicate a health risk.

Why is water sometimes called the “original energy drink”?

Water helps regulate body temperature, supports digestion, and keeps joints moving—without sugar, calories, or caffeine.

Can weather affect drinking water quality?

Heavy rain, drought, or seasonal changes can influence source water conditions. Water systems adjust treatment processes as needed to maintain water quality during changing environmental conditions.

Why is maintaining water infrastructure important?

Pipes, pumps, and treatment facilities are critical for delivering safe drinking water. Regular maintenance and upgrades help prevent leaks, breaks, and service disruptions.

What can customers do to help protect water quality?

Customers can help by reporting leaks, avoiding cross-connections, maintaining household plumbing, and staying informed through their annual water quality report.



Hard vs. Soft Water

Hard water contains higher levels of naturally occurring minerals, primarily calcium and magnesium. These minerals are not harmful to human health and can even contribute beneficial nutrients. However, hard water can cause scale buildup in pipes, appliances, and fixtures. “Soft” water has lower mineral content and allows soap to lather more easily. It also helps extend the life of water heaters, washing machines, and plumbing fixtures. Hardness levels vary widely depending on local geology and groundwater conditions. Some households choose to install water softeners to reduce scaling and improve appliance efficiency. It is important to

note that water hardness is a quality issue, not a safety concern. Both hard and soft water supplied by public water systems meet all health-based drinking water standards.

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 <https://www.atsdr.cdc.gov/pfas/index.html>.

— BY THE NUMBERS —



82

The average number of gallons of water an American uses per day.



27%

The percent of household water use attributable to toilets.



700

The average number of gallons that a household can save each year with water-efficient fixtures.



50-100

The typical design lifespan of underground drinking water pipes, in years.



<1%

The percent of Earth's water that is readily available as fresh drinking water.

Why We Test So Often

Drinking water is one of the most closely monitored resources in the United States. Water systems regularly test for bacteria, disinfectants, metals, organic chemicals, radioactive substances, and many other contaminants. Some tests are performed daily, while others are conducted weekly, monthly, quarterly, or annually, depending on regulatory requirements and system size. Microbiological testing for bacteria such as coliforms ensures that disinfection is working properly. Turbidity monitoring confirms effective filtration. Chemical testing verifies that treatment processes remain optimized. All certified laboratories must meet strict quality assurance requirements to ensure accurate results. When results approach regulatory limits, corrective actions are taken immediately.

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.

We participated in the fifth stage of the U.S. EPA's Unregulated Contaminant Monitoring Rule (UCMR5) program by performing additional tests on our drinking water. UCMR5 sampling benefits the environment and public health by providing the U.S. EPA with data on the occurrence of contaminants suspected to be in drinking water to determine if it needs to introduce new regulatory standards to improve drinking water quality. Unregulated contaminant monitoring data is available to the public, so please feel free to contact us if you are interested in obtaining that information. If you would like more information on the U.S. EPA's Unregulated Contaminant Monitoring Rule, please call the Safe Drinking Water Hotline at (800) 426-4791.



REGULATED SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL [MRDL]	MCLG [MRDLG]	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Antimony (ppb)	2025	6	6	ND	NA	No	Discharge from petroleum refineries; Fire retardants; Ceramics; Electronics; Solder
Barium (ppm)	2025	2	2	0.079	ND–0.09	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Cadmium (ppb)	2025	5	5	ND	NA	No	Corrosion of galvanized pipes; Erosion of natural deposits; Discharge from metal refineries; Runoff from waste batteries and paints
Chlorine (ppm)	2025	[4]	[4]	3.34	0.60–4.00	No	Water additive used to control microbes
Haloacetic Acids [HAA5] (ppb)	2025	60	NA	17.1	13.8–33.9	No	By-product of drinking water disinfection
Mercury [inorganic] (ppb)	2025	2	2	0.38	0.35–0.45	No	Erosion of natural deposits; Discharge from refineries and factories; Runoff from landfills; Runoff from cropland
Nitrite (ppm)	2025	1	1	0.38	0.35–0.45	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Total Coliform Bacteria ¹ (# positive samples)	2025	TT	NA	2	NA	No	Naturally present in the environment
Turbidity ² (NTU)	2025	TT	NA	0.23	NA	No	Soil runoff

UNREGULATED SUBSTANCES³

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	TYPICAL SOURCE
Chloroform (ppb)	2025	13.8	10–28.2	By-product of drinking water disinfection
Dibromochloromethane (ppb)	2025	2.19	1–3.6	By-product of drinking water disinfection

UNREGULATED CONTAMINANT MONITORING RESULTS

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	TYPICAL SOURCE
Lithium (ppb)	2025	17.7	12.9–19.8	NA
Perfluorohexanoic Acid [PFHxA] (ppt)	2025	0.3	ND–3	NA
Perfluoropentanoic Acid [PFPeA] (ppt)	2025	0.8	ND–3.4	NA

¹ 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.

² 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.

³ 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.

City of Houston (Provider) Test Results

REGULATED SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL [MRDL]	MCLG [MRDLG]	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Atrazine (ppb)	2025	3	3	0.11	NA	No	Runoff from herbicide used on row crops
Barium (ppm)	2025	2	2	0.058	NA	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits

COLIFORM BACTERIA

SUBSTANCE	DATE SAMPLED	MCLG	TOTAL COLIFORM MCL	HIGHEST % OF POSITIVE	TYPICAL SOURCE
Total Coliform	2025	0	5% of monthly samples are positive	2.65	Naturally present in the environment

SECONDARY SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	SCL	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Aluminum (ppm)	2025	0.2	0.0589	NA	No	Erosion of natural deposits; Residue from water treatment process
Chloride (ppm)	2025	250	41	NA	No	Erosion of natural deposits; Seawater influence
Copper, Free (ppm)	2025	1	0.0029	NA	No	Corrosion of household plumbing systems; Erosion of natural deposits
Manganese (ppm)	2025	0.05	0.0536	NA	No	Erosion of natural deposits
Ph (Standard Units)	2025	8.5	7.9	NA	No	Measure of the acidity or alkalinity of the water; Naturally occurring
Sulfate (ppm)	2025	250	31	NA	No	Erosion of natural deposits
TDS (ppm)	2025	500	237	NA	No	Erosion of natural deposits; Runoff and leaching from natural deposits
Zinc (ppm)	2025	5	0.0156	NA	No	Erosion of natural deposits; Corrosion of galvanized pipes

UNREGULATED SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	TYPICAL SOURCE
Hardness, Total (As CaCO ₃) (ppm)	2025	119	NA	Naturally occurring calcium and magnesium; Erosion of natural deposits
Lithium (ppb)	2025	23.8	13.7-33.9	Erosion of natural deposits; Naturally occurring

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 which a water system must follow.

Herbicide: Any chemical(s) used to control undesirable vegetation.

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.

ND (Not detected): Indicates that the substance was not found by laboratory analysis.

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.

Pesticide: Generally, any substance or mixture of substances intended for preventing, destroying, repelling, or mitigating any pest.

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).

ppt (parts per trillion): One part substance per trillion parts water (or nanograms per liter).

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

