



2018
CONSUMER
CONFIDENCE
REPORT

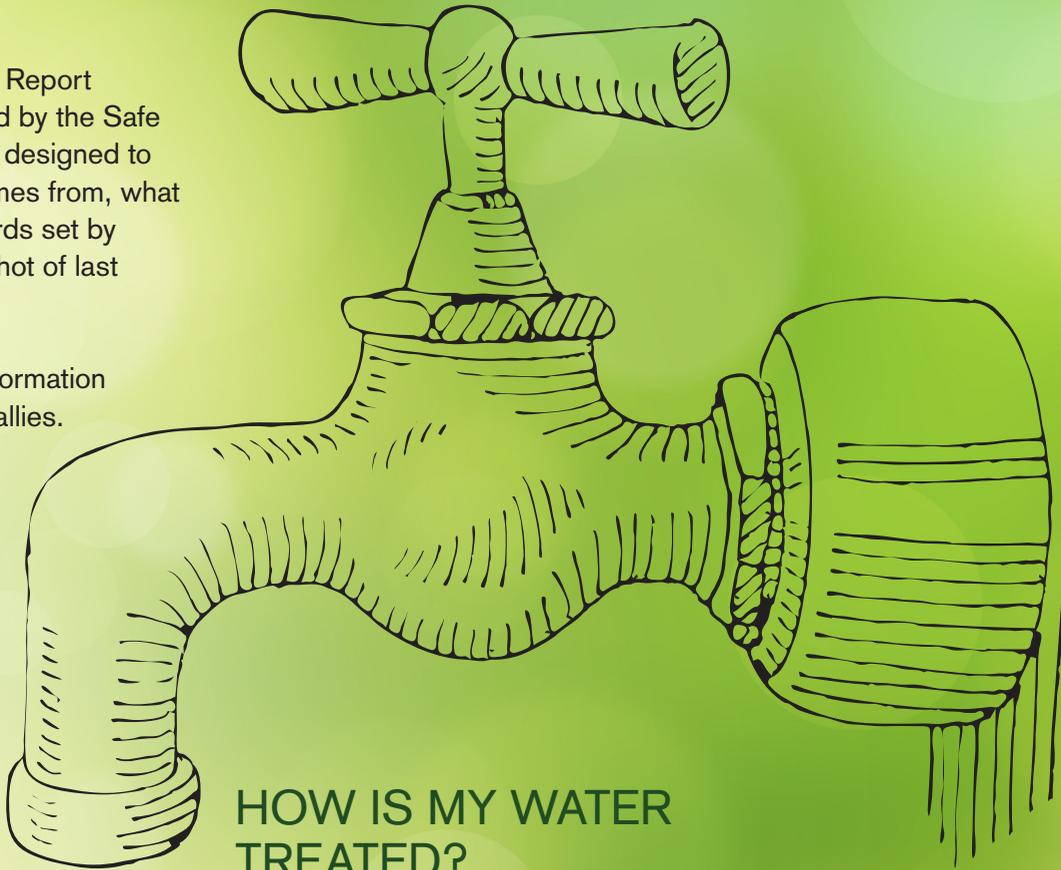
WE ARE PLEASED

to present this year's Annual Water Quality Report (Consumer Confidence Report) as required by the Safe Drinking Water Act (SDWA). This report is designed to provide details about where your water comes from, what it contains, and how it compares to standards set by regulatory agencies. This report is a snapshot of last year's water quality.

We are committed to providing you with information because informed customers are our best allies.

WHERE DOES MY WATER COME FROM?

Rio Rancho's drinking water comes entirely from the Santa Fe Group Aquifer. An aquifer is an underground layer of water-bearing permeable rock or unconsolidated materials (gravel, sand, or silt) from which groundwater can be extracted. This underground water source is not limitless, so conservation of this natural resource is important. The aquifer in our area lies within volcanic rocks and these rocks contain naturally occurring arsenic. As water infiltrates through the rock type, it dissolves some of the arsenic from the rocks.



HOW IS MY WATER TREATED?

Your water is treated by disinfection. Disinfection involves the addition of chlorine or other disinfectant to kill dangerous bacteria and microorganisms that may be in the water. Disinfection is considered to be one of the major public health advances of the 20th century.

U.S. Environmental Protection Agency (EPA)
Safe Drinking Water Hotline:
800.426.4791

Rio Rancho
Water Production:
505.896.8813



FROM THE MAYOR

THE CITY OF RIO RANCHO takes great pride in the quality of the drinking water provided to its citizens

and businesses. The City's Utilities Department regularly tests your drinking water to ensure that the quality is better than the U.S. Environmental Protection Agency's requirements.

This report gives you valuable information about the quality of our drinking water, ideas for water conservation and efficiency, and a look at our 2018 water use.

Please take time to read this informative report, brought to you by your Utilities Department. I encourage your participation, input and feedback, and vision for a healthy water future.

Mayor Gregg Hull

GET INVOLVED IN CITY WATER MATTERS

The City encourages you to get involved in water matters. For more information, please call 505.896.8715 or visit www.rnm.gov.

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THESE DEFINITIONS ARE USED IN THIS WATER QUALITY REPORT

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

LRAA: Locational Running Annual Average – The average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters.

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.

MRL: Minimum Reporting Levels – The smallest measured concentration of a substance that can be reliably measured by using a given analytical method.

N/A: Not Applicable.

ND: Not Detected.

pCi/L: Picocuries per Liter – A measure of radioactivity.

ppb: Parts per Billion or Micrograms per Liter – Approximately equal to 3 seconds out of a century.

ppm: Parts per Million or Milligrams per Liter – Approximately equal to 32 seconds out of a year.

RAA: Running Annual Average – The level detected is the highest running annual average, computed quarterly, of monthly averages of all samples collected.

Range of Detection – Highest and lowest levels of a substance found in treated drinking water.



SUSCEPTIBILITY ANALYSIS

The Susceptibility Analysis of the Rio Rancho Water Utilities reveals that the utility is well maintained and operated, and the sources of drinking water are generally protected from potential sources of contamination. The susceptibility rank of the entire water system is MODERATELY LOW, which is a good rating.

Call New Mexico Environment Department at 877.654.8720 if you have questions.



DO I NEED TO TAKE SPECIAL PRECAUTIONS?

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

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/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Water Drinking Hotline at 800.426.4791.

In order to ensure that tap water is safe to drink, the Environmental Protection Agency (EPA) prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water which must provide the same protection for public health.



WATER CONSERVATION TIPS

Did you know that the average Rio Rancho citizen uses approximately 63 gallons of water per day? Luckily, there are many low-cost and no-cost ways to conserve water. Small changes can make a big difference – try one today and soon it will become second nature.

- **Wait until loads are full**

to run your clothes washer and dishwasher. You can save up to 1,000 gallons a month.

- **Turn off faucets**

while brushing your teeth, washing your hair and shaving and save up to 500 gallons a month.

- **Use a water-efficient showerhead**

They're inexpensive, easy to install, and can save you up to 750 gallons a month.



- **Take short showers**

A 5-minute shower uses about 10 gallons of water compared to up to 50 gallons for a bath.



- **Fix leaky toilets and faucets**

To check your toilet for a leak, place a few drops of food coloring in the tank and wait. If it seeps into the toilet bowl without flushing, you have a leak. Fixing it or replacing it with a new, more efficient model can save up to 1,000 gallons a month.

- **Adjust sprinklers**

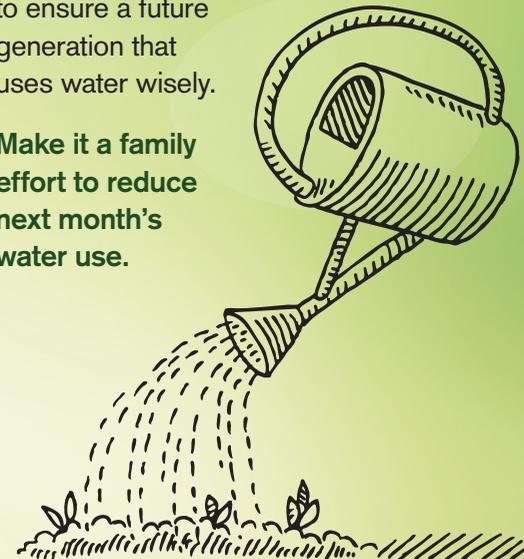
so only your lawn is watered. Apply water only as fast as the soil can absorb it and during the cooler parts of the day to reduce evaporation.

- **Water plants only when necessary**

- **Teach your kids**

about water conservation to ensure a future generation that uses water wisely.

Make it a family effort to reduce next month's water use.



WHY ARE THERE CONTAMINANTS IN MY DRINKING WATER?

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 Environmental Protection Agency's (EPA) Safe Drinking Water Hotline (800-426-4791).

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.

Contaminants that may be present in source water before treatment include:

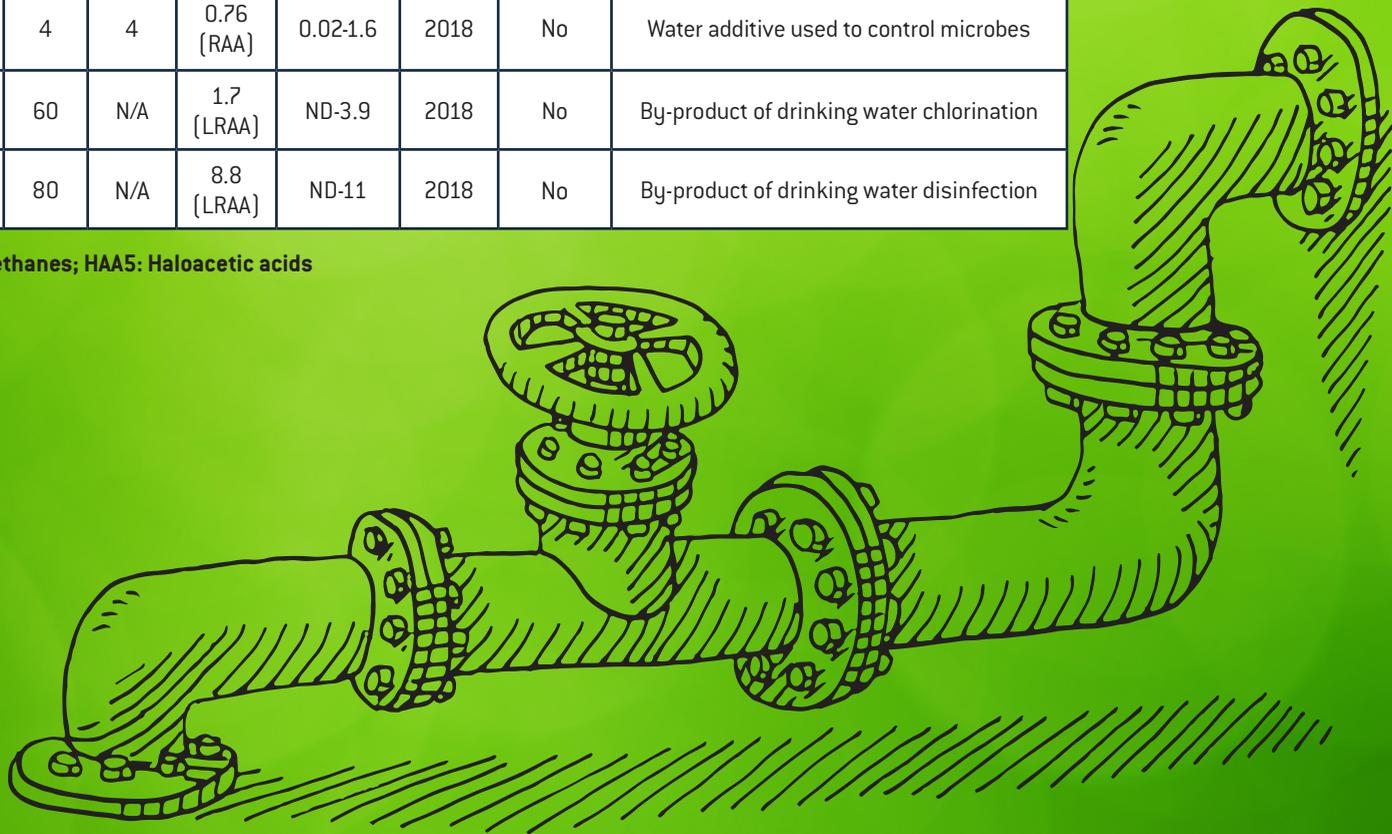
- Microbial contaminants, such as viruses and bacteria, which may come from wildlife, septic systems, sewage treatment plants, and agricultural livestock operations.
- Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- Pesticides & herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential use.
- 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 are naturally occurring or can be the result of oil and gas production and mining activities.

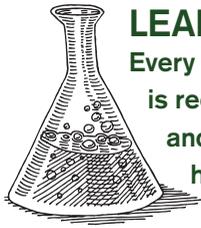


Substance	MCL	MCLG	Our Water	Range of Detection	Sample Year	Violation	Typical Source of Contamination
Alpha emitters (pCi/L)	15	0	3.9	N/A	2018	No	Erosion of natural deposits
Beta/photon emitters (pCi/L)	50	0	5.7	N/A	2018	No	Decay of natural and man-made deposits. (The EPA considers 50 pCi/L to be the level of concern for Beta particles)
Radium (combined 226/228) (pCi/L)	5	0	0.33	N/A	2018	No	Erosion of natural deposits
Uranium (ppb)	30	0	5	N/A	2018	No	Erosion of natural deposits

Substance	MCL or MRDC	MCLG or MRDCG	Our Water	Range of Detection	Sample Year	Violation	Typical Source of Contamination
Chlorine (as Cl ₂) (ppm)	4	4	0.76 (RAA)	0.02-1.6	2018	No	Water additive used to control microbes
HAA5* (ppb)	60	N/A	1.7 (LRAA)	ND-3.9	2018	No	By-product of drinking water chlorination
TTHMs* (ppb)	80	N/A	8.8 (LRAA)	ND-11	2018	No	By-product of drinking water disinfection

*TTHMs: Total Trihalomethanes; HAA5: Haloacetic acids





LEAD/COPPER

Every three years, the City is required to test for lead and copper from the tap in homes of a certain age range.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water comes primarily from materials and components associated with metal service lines and home plumbing. The Rio Rancho Utilities Department 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.

ARSENIC

While your drinking water meets EPA's standard for arsenic, it does contain low levels of arsenic. EPA's standard balances the current understanding of arsenic's possible health effects against the cost of removing arsenic from drinking water. EPA continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.

Substance	Action Level (AL)	MCLG	Our Water	Number of Sites Exceeding AL	Sample Year	Violation	Typical Source of Contamination
Copper - AL at consumer taps (ppm)	1.3	1.3	0.19	0	2017	No	Corrosion of household plumbing systems
Lead - AL at consumer taps (ppb)	15	0	1	0	2017	No	Corrosion of household plumbing systems

If you are concerned about lead in your drinking 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 at 800.426.4791, or at www.epa.gov/safewater/lead



Substance	MCL	MCLG	Our Water	Range of Detection	Sample Year	Violation	Typical Source of Contamination
Arsenic (ppb)	10	0	7	N/A	2018	No	Erosion of natural deposits
Barium (ppm)	2	2	0.05	N/A	2018	No	Erosion of natural deposits
Chromium (ppb)	100	100	6	N/A	2018	No	Erosion of natural deposits
Fluoride (ppm)	4	4	1.1	N/A	2018	No	Erosion of natural deposits
Nitrate [measured as Nitrogen] (ppm)	10	10	4.2	0.14-4.2	2018	No	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits

EVERY DROP COUNTS



Isaiah Griego was this year's winner of the Every Drop Counts award. His science expo project was a study to find cheap, effective, and efficient methods for conserving water in the household setting.

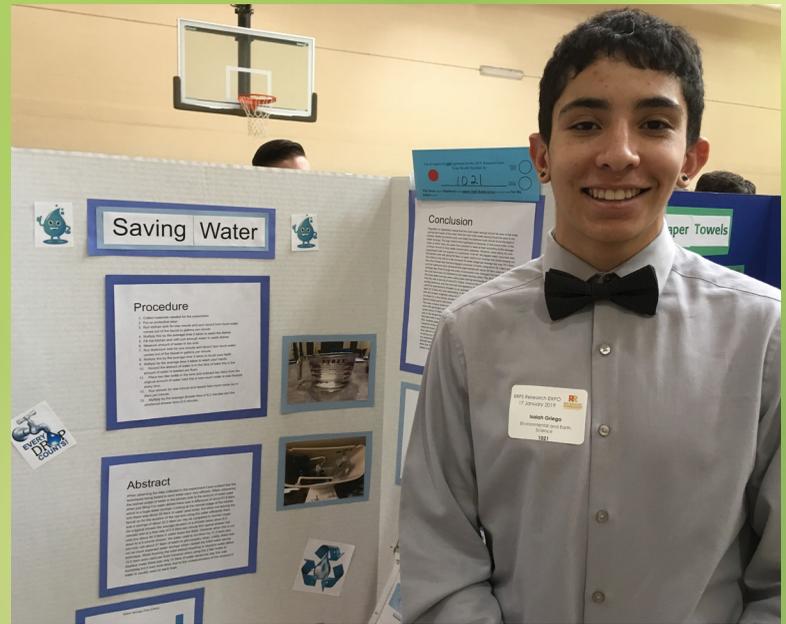
According to Isaiah's research, the main culprits of high water use are the kitchen sink, the bathroom sink, the shower and bath, and the toilet. His experiment involved testing the effectiveness of water conservation techniques on these biggest household water consumers.

Isaiah's procedures included measuring and recording how much water was used from each of the sinks and shower and then multiplying that number by how many minutes they are normally used (e.g., for brushing teeth, washing hands, washing dishes, etc.).

Since the toilet is the biggest consumer of water, Isaiah wanted the most water savings to come from toilet water

conservation techniques.

He recorded the amount of water in the toilet tank and then placed a two-liter bottle (filled) in the tank to displace the water, thereby using less water for each flush.



"Saving Water," Isaiah Griego's winning entry for the Every Drop Counts Award.

WINTER QUARTER AVERAGE 2019



The class average usage per residential household will remain at 4,000 gallons.

For 2019, it is 3,880 gallons (for 2018, it was 4,020 gallons). This shows that households are using a little bit less than they did the prior year – we round up/down to get our average.

Additionally, Multi-Family class average will increase from 16,000 to 17,000 gallons for 2019. Usage increased in this class.

Making a Difference

Last year, Rio Rancho residents saved **24+ million gallons of water.**

This savings was the direct result of the community recycling 4,150 tons of cans, bottles, and paper. Great job!

REDUCE. REUSE. RECYCLE.

You make a huge difference when you follow these three rules of recycling.



Recycle all empty bottles, cans, paper, and cardboard.



Keep food and liquids out of recycling.



Keep plastic bags out of your recycling cart at home.



Learn more at RORR.COM

CITY AWARDED GRANT FOR ULTRASONIC WATER METER REPLACEMENT PROJECT

The City of Rio Rancho has been awarded funds from the U.S. Bureau of Reclamation to assist with replacing two-inch compound water meters with new Badger ultrasonic water meters. This project will result in measurable water savings by reducing the City's non-revenue water.

The City's sole drinking water source (Rio Rancho has only one – the Santa Fe Group Aquifer) contains occasional sand and debris particles in it. When this sand enters the compound water meter, it can lodge in the low end of the meter, slowing down registration of the flow, and in some instances actually stop the water meter from registering.

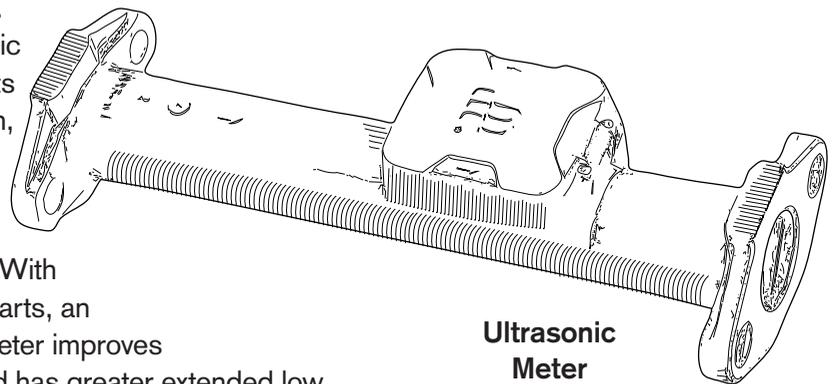
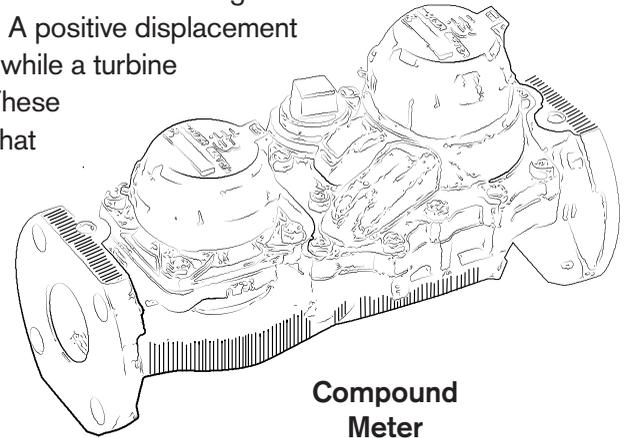
Two years ago, the City began a water meter test program and discovered these types of meters do not work well for the local groundwater source because of the sand particles. The testing program included repairing the compound meters that are running either high or low. The customer water meter testing program showed that there were issues with the compound water meters accurately measuring the amount of water that flows through them; generally, they under-register the amount of water.

COMPOUND VS. ULTRASONIC METERS

Compound water meters combine two metering technologies in one package. A positive displacement chamber measures low flow, while a turbine chamber records high flow. These meters are ideal for facilities that experience rapid and wide fluctuations in water demand.

Ultrasonic water meters use solid-state technology in a compact, totally encapsulated, weatherproof, and UV-resistant housing, suitable for residential and commercial applications.

The ultrasonic meter reports consumption, rate of flow, reverse-flow indication, and alarms. With no moving parts, an ultrasonic meter improves reliability and has greater extended low flow accuracy compared to mechanical meters.



WATER-EFFICIENCY REBATES

Last fall's Utilities newsletter mentioned a grant the City received from the US Bureau of Reclamation (BOR) to help pay for outdoor rebates. The City was able to ask for reimbursement for approved rebates from July 1, 2017 and in December, the City received \$18,492.02 from BOR as their portion of the grant money.

The BOR grant did not include toilet or evaporative cooler thermostat rebates.

Remember, Xeriscape Conversion rebates must be pre-approved with an inspection **prior** to removing grass! To schedule this appointment, please call **505.896.8715**

Total Rebates

July 1, 2017 - Sept. 30, 2018

XERISCAPE CONVERSION

10,681

square feet removed

SMART CONTROLLERS

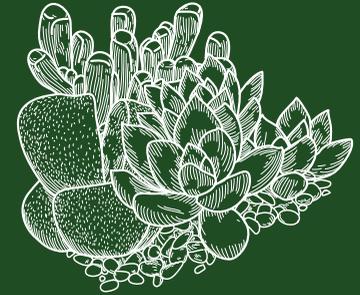
141

SPRINKLER HEADS

1,095

CLOTHES WASHING MACHINES

71



Rio Rancho PURE

New Mexico's
FIRST
Water Purification
and

Aquifer Storage Project
has injected

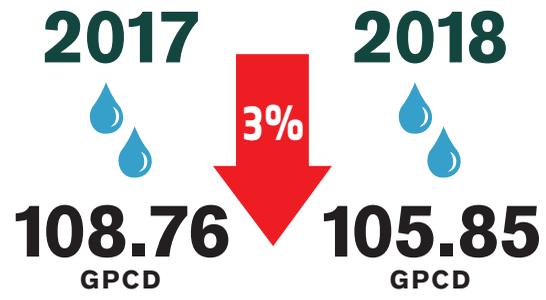
**15,328,031
GALLONS**

Back Into
the Aquifer
from July 2017
through December 2018
for Future Use

2018 System GPCD



Gallons Per Capita Per Day



2018 Residential GPCD





City of Rio Rancho
Utilities Department
3200 Civic Center Circle NE
Rio Rancho, NM 87144

PRESORTED STD
U.S. POSTAGE
PAID
ALBUQUERQUE, NM
Permit No. 1104

Important Info

All phone numbers have a
(505) area code.

- Engineering 891.5016
- Environmental
Programs 896.8737
- Line Spots, NM811 811
- Report Leaks 891.5019
. waterleaks@rrnm.gov
- Utilities Administration 896.8715
- Utilities Billing 891.5020
- Water Conservation 896.8715
- Waste Management 892.1200
- Water Waste 896.8715

www.rrnm.gov

***** ECRWSS *****

Postal Customer Rio Rancho, New Mexico

Este informe contiene información muy importante sobre la calidad de su agua potable. Por favor lea este informe o comuníquese con alguien que pueda traducir la información.

