

NBU Consumer Confidence Report

Annual Water Quality Report for the period of January 1, 2014 to December 31, 2014

This report is intended to provide you with important information about your drinking water and the efforts made by NBU to provide safe drinking water

Este informe incluye información importante sobre el agua para tomar. Para asistencia en español, favor de llamar al tel. (830) 608-8901.

New Braunfels Utilities continues to be at the forefront of planning and securing long term water resources for New Braunfels, taking into account long term growth and new developments that are located within our certificated service area. Our efforts will help ensure that the

needs of customers continue to be met in the years to come.

Our customers have the benefit of multiple water supplies. A surface water treatment plant treats 8 million gallons of water a day that is obtained from 6,952 acre feet of Guadalupe

River run-of-river rights as well as 9,720 acre feet of water leased from the Canyon Reservoir. In addition, NBU has pumping rights totaling 9,270 acre feet from six groundwater wells over the Edwards Aquifer. In June 2015 we added 4,000 acre feet from the Trinity Well Field which will bring our total water supply up to 29,942 acre feet. To help put this into perspective, 1 acre foot is generally enough water to serve the needs of four families for an entire year. NBU currently serves approximately 31,000 water customers.

Sources of 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 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 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. EPA 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 NBU at (830) 608-8901.

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 at (800) 426-4791.

Where do we get our drinking water?

Our drinking water is obtained from surface and ground water sources. It comes from the Edwards South Balcones Fault Zone and the Guadalupe River.

The TCEQ completed an assessment of your source water and 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. For more

information on source water assessments and protection efforts at our system, contact Doug Draeger at (830) 629-8400.

The source water assessment susceptibility ratings are divided into three divisions: "High," "Medium," and "Low." Whether the rating is high, medium or low, it does **not** mean that there are any health risks present. "High" susceptibility means there are activities near the source water and the natural conditions of the aquifer or watershed make it very likely that chemical constituents may come into contact with the source water, while "medium" means it is somewhat likely that chemical constituents may come into contact with the source water. "Low" susceptibility means it is unlikely that chemical constituents may come into contact with the source water.

For more information about your sources of water, please refer to the Source Water Assessment View available at the following URL: <http://gis3.tceq.state.tx.us/swav/Controller/index.jsp?wtrsrc=>

Further details about sources and source-water assessments are available in Drinking Water Watch at the following URL: <http://dww.tceq.texas.gov/DWW>.

Did you know?

NBU constructed the first surface water treatment plant over the Edwards Aquifer that went into service in 1991. The plant can treat up to 8 million gallons a day of Guadalupe River rights and water purchased and stored in the Canyon Reservoir. It produces enough water to meet 60% to 65% of our annual use and significantly reduced our dependency on the aquifer.

NBU will have an additional 4,000 acre feet of water added their firm water supply thanks to the successful completion of the Trinity Well Field in 2015.

NBU recently completed a comprehensive Water Resources study to determine when new water supply should be added in the future. The study shows added supply will be necessary around 2028, in a repeat of the Drought of Record. However, the study did not include the Aquifer Storage Recovery project that NBU is currently pursuing which would move that date out further into the future. An ASR will allow storage of water to offset some of the drought curtailments and allow our current supply to last further into the future.

An estimated 40% to 60% of water use goes towards landscapes and lawns. The arid West has some of the highest per capita residential water use because of landscape irrigation.

NBU offers multiple rebates for residential customers who make investments in water reducing appliances and landscapes. Check them out at www.nbutexas.com under the Conservation tab.

Source Water Name	Type of Water	Report Status	Location
10—BEHIND CONF CTR	GW	A	BEHIND CONF CTR
11—W OF TENNIS COURTS	GW	A	W OF TENNIS COURTS
13—COPPER RIDGE 3/13 NBU	GW	A	
2—N CENTRAL	GW	A	N CENTRAL
3—N CENTRAL	GW	A	N CENTRAL
4—N WALNUT	GW	A	N WALNUT
5—LANDA PARK	GW	A	LANDA PARK
6—MOSS ROCK	GW	A	MOSS ROCK
RWP 1, 2, 3	SW	A	

Definitions

The following tables contain scientific terms and measures, some of which may require explanation.

Avg—Regulatory compliance with some MCLs are based on running annual average of monthly samples

Maximum Contaminant Level (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 (MCLG)—The level of a contaminant in drinking water below which there is no known or expected health risk. MCLGs allow for a margin of safety.

Maximum Residual Disinfectant Level (MRDL)—The highest level of 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 (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 contamination.

MFL—Million fibers per liter (a measure of asbestos)

na—Not applicable

NTU—Nephelometric turbidity units (a measure of turbidity)

pCi/L—picocuries per liter (a measure of radioactivity)

ppb—parts per billion, or micrograms per liter - or one ounce in 7,350,000 gallons of water.

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

ppt—parts per trillion, or nanograms per liter (ng/L)

ppq—parts per quadrillion, or picograms per liter (pg/L)

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	5% of monthly samples are positive.	1.4		0	N	Naturally present in the environment.

Lead and Copper

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. NBU is 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 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 or at <http://www.epa.gov/safewater/lead>.

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.

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

Lead and Copper	Date Sampled	MCLG	Action Level (AL)	90th Percentile	# Sites Over AL	Units	Violation	Likely Source of Contamination
Lead	4/25/2013	0	15	2.3	0	ppb	N	Corrosion of household plumbing systems; Erosion of natural deposits.

Fabrication of the storage tank at the Trinity Well Field took place during 2014. The Trinity Well Field project will bring an additional 4,000 acre feet on line for NBU in 2015, increasing the total water supply to 29,942 acre feet.



Public Participation Opportunities:

NBU Board of Trustees meetings are held the last Thursday of the month at the NBU Main Office in downtown New Braunfels starting at 4:30 p.m. unless otherwise scheduled. The NBU Main Office is located at 263 E. Main Plaza. Agendas are posted on our web site at www.nbutexas.com. To learn about future public meetings (concerning your drinking water) or to request to schedule one, please call us at (830) 629-8400.

Reach Us By Phone:

(830) 629-8400
(830) 629-4628 (After hours, on weekends and holidays)

Visit Us On The Web:

www.nbutexas.com

Come By:

Main Office
263 Main Plaza
New Braunfels, TX 78130
Hours: 8 a.m. - 5 p.m., M-F

If you would like more information regarding this report, please call (830) 629-8400.

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Regulated Contaminants

Disinfectants and Disinfection By-Products	Collection Date	Highest Level Detected	Range of Levels Detected	MCLG	MCL	Units	Violation	Likely Source of Contamination
Haloacetic Acids (HAA5)*	2014	17	0 - 20.7	No goal for the total	60	ppb	N	By-product of drinking water disinfection.
Total Trihalomethanes (TTHM)	2014	51	37.5-69.2	No goal for the total	80	ppb	N	By-product of drinking water disinfection.

Inorganic Contaminants	Collection Date	Highest Level Detected	Range of Levels Detected	MCLG	MCL	Units	Violation	Likely Source of Contamination
Barium	2014	0.0285	0.0285 - 0.0285	2	2	ppm	N	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits.
Cyanide	2014	110	0 - 110	200	200	ppb	N	Discharge from plastic and fertilizer factories; Discharge from steel/metal factories.
Fluoride	2014	.69	0.54 - 0.69	4	4	ppm	N	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories.
Nitrate (measured as Nitrogen)	2014	2.14	0.42 - 2.14	10	10	ppm	N	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.
Radioactive Contaminants	Collection Date	Highest Level Detected	Range of Levels Detected	MCLG	MCL	Units	Violation	Likely Source of Contamination
Beta/photon emitters	2013	9.1	8.7-9.1	0	50	pCi/L*	N	Decay of natural and man-made deposits.

*EPA considers 50 pCi/L to be the level of concern for beta particles.

Combined Radium 226/228	2013	1.1	0.96 - 1.1	0	5	pCi/L	N	Erosion of natural deposits.
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Turbidity (Turbidity is a measurement of the cloudiness of the water caused by suspended particles. We monitor it because it is a good indicator of water quality and the effectiveness of our filtration.)

	Limit (Treatment Technique)	Level Detected	Violation	Likely Source of Contamination
Highest single measurement	1 NTU	0.8 NTU	N	Soil runoff.
Lowest monthly % meeting limit	0.3 NTU	100%	N	Soil runoff.

Total Organic Carbon

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 section.