

Water Quality is what matters.

NEW BRAUNFELS UTILITIES CONSUMER CONFIDENCE REPORT 2018.

Did you know the sources of drinking water include rivers, lakes, streams, ponds, reservoirs, springs, and wells?



Committed to Service Excellence

The 2018 Consumer Confidence Report summarizes the quality of New Braunfels Utilities' (NBU) drinking water delivered to you over the past year, what it contains, where it comes from, and how it compares to Environmental Protection Agency (EPA) and Texas Commission on Environmental Quality (TCEQ) standards for the period of January 1 to December 31, 2017. The goal of NBU is to provide you with important information about your drinking water and the efforts made for it to be safe and dependable.

New Braunfels Utilities Your Water Provider

New Braunfels Utilities (NBU) customers have the benefit of multiple water supplies. The Gruene Surface Water Treatment Plant treats eight million gallons of water a day, which is obtained from the Guadalupe River run-of-river rights, as well as water leased from the Canyon Reservoir. In addition, NBU has pumping rights from five groundwater wells over the Edwards Aquifer, and six groundwater wells over the Trinity Aquifer which brings our total water supply up to 29,942 acre feet.

Water planning takes into account long term growth and new developments that are located within our certificated service area. New Braunfels Utilities is committed to ensuring the needs of its customers are met for years to come.



Drinking Water Standards

New Braunfels Utilities (NBU) drinking water is obtained from surface and ground water sources which come from the Edwards South Balcones Fault Zone, the Trinity Aquifer, and the Guadalupe River.

The TCEQ completed an assessment of NBU's source water and results indicate that some of these sources are susceptible to certain contaminants.

The sampling requirements for our 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 of the NBU system, contact the Water Treatment and Compliance Manager, Brent Lundmark, at 830.608.8901.

Drinking Water Sources

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.

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Drinking Water Sources (continued)

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 the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the EPA prescribes regulations which limit 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.

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.

It is Important to Note

Some Individuals 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 for infections. You should seek advice about drinking water from your 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.

Understanding Lead and Copper Health Concerns

New Braunfels Utilities (NBU) began a reduced monitoring sampling program for lead and copper in 1992. New Braunfels Utilities' system does not contain service lines made of lead and therefore lead is not an issue. However, we work with 30 homeowners of older houses to regularly test their systems. We do this to help determine levels of lead and copper that may be leaching from the home's plumbing systems. Lead can leach into water from plumbing materials, such as lead-based solder and brass fixtures. All results (shown on page 5) are well under the Action Level for these contaminants.

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. New Braunfels

Utilities is responsible for providing high quality drinking water; however, 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 two 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 (800.426.4791) or at epa.gov/safewater/lead.

Water Quality Data

New Braunfels Utilities' (NBU) water is rated Superior in quality by the TCEQ.

The following table lists all the contaminants NBU detected in the drinking water during the 2017 reporting period. The presence of contaminants did not indicate the water posed a health risk. In fact,

none of the test results indicated a violation of federal, state, or NBU standards for water quality and public health.

Unless otherwise indicated, the data present in the table is from testing conducted between January 1, 2017, and December 31, 2017.

Definitions

The tables in this report contain scientific terms and measures, some of which may require explanation.

Action Level— 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.

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

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 (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 risk to health. 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 contaminants.

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

mrem— Millirems per year (a measure of radiation absorbed by the body).

na— Not applicable.

NTU— Nephelometric turbidity units (a measure of turbidity).

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

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

ppm— Milligrams per liter or parts per million - or one ounce in 7,350 gallons of water.

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

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

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

Water Loss

In the water loss audit submitted to the Texas Water Development Board for the time period of January through December 2017, the New Braunfels Utilities system lost an estimated total of 453,011,784 gallons of water through main breaks, leaks, inaccurate customer metering, theft, and other causes.

Understanding Your Water Quality Report

Contaminants	When the test was conducted.	Highest Level or Average Detected	The amount of a contaminant detected in NBU drinking water.	MCLG *	MCL *	Units	Violation	Likely Source of Contamination
Substance	2017	30	0 - 32.6	No goal for the total	60	ppb	No	By-product of drinking water disinfection.

The highest amount of a contaminant EPA allows in drinking water.

Determines if there was a violation or not.

The highest amount of a contaminant detected in NBU drinking water.

Below this level, a contaminate has no known or expected health risks.

See Definitions for measurement description.

How a contaminate ends up in NBU drinking water.

This report is an example.
 * See definitions, page 3.



2018 Water Quality Report

Coliform Bacteria

Maximum Contaminant Level Goal	Total Coliform Maximum Contaminant Level	Highest Number of Positive	Fecal Coliform or E. Coli Maximum Contaminant Level	Total number of positive E. Coli or Fecal Coliform Samples	Violation	Likely Source of Contamination
0	5% of monthly samples are positive.	1.2	Fecal Coliform or E. Coli MCL: A routine sample are total coliform positive, and one is also fecal coliform or E. coli positive.	1	No	Naturally present in the environment.

Lead and Copper

Substance	Date Sampled	MCLG	Action Level (AL)	90th Percentile	Number of Sites Over AL	Units	Violation	Likely Source of Contamination
Copper	8/21/2015	1.3	1.3	0.132	0	ppm	No	Erosion of natural deposits; Leaching from wood preservatives; Corrosion of household plumbing systems.
Lead	8/21/2015	0	15	3	0	ppb	No	Corrosion of household plumbing systems; Erosion of natural deposits.

Disinfectants and Disinfection By-Products

Substance	Collection Date	Highest Level or Average Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contamination
Haloacetic Acids (HAA5)	2017	30	0-32.6	No goal for the total	60	ppb	No	By-product of drinking water disinfection.
Total Trihalomethanes (TTHM)	2017	74	11.8-70.9	No goal for the total	80	ppb	No	By-product of drinking water disinfection.

* The value in the Highest Level or Average Detected column is the highest average of all Total Trihalomethanes (TTHM) sample results collected at a location over a year.

Inorganic Contaminants

Substance	Collection Date	Highest Level or Average Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contamination
Barium	2017	0.0498	0.0321 - 0.0498	2	2	ppm	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits.
Cyanide	2017	100	0 - 100	200	200	ppb	No	Discharge from plastic and fertilizer factories; Discharge from steel/metal factories.
Fluoride	2017	0.7	0.2 - 0.93	4	4	ppm	No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories.
Nitrate (measured as Nitrogen)	2017	2	0.56 - 2.21	10	10	ppm	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.

Secondary and Other Constituents Not Regulated

Substance	Year	Average Level	Range of Levels Detected	Secondary Contaminant Limit (SCL)	Goal	Unit of Measure	Source in Drinking Water
Total Hardness as Calcium Carbonate (CaCO3)	2017	15	13.7 - 17.4	N/A	N/A	grains per gallon (gpg)	Naturally occurring calcium and magnesium.

Radioactive Contaminants

Substance	Collection Date	Highest Level or Average Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contamination
Combined Radium 226/228	3/24/2015	1.5	1.5-11.5	0	5	pCi/L	No	Erosion of natural deposits.

Disinfectant Residual

Substance	Year	Average Level	Range of Levels Detected	MRDL	MRDLG	Unit of Measure	Violation	Source in Drinking Water
Chlorine Residual Total	2017	2.84	0.6 - 4.9	4	4	ppm	No	Water additive used to control microbes.

Turbidity

Level Detected	Limit (treatment Technique)	Violation	Likely Source of Contamination
Highest single measurement	1 NTU	No	Soil runoff.
Lowest monthly % meeting limit	0.3 NTU	No	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 violations section.

For more information:

**Contact New Braunfels Utilities
Manager of Water Treatment and
Compliance, Brent Lundmark at
830.608.8901.**

Public Participation Opportunities:

**New Braunfels Utilities (NBU) Board
of Trustees meetings are held the
last Thursday of the month at the
NBU Main Office (263 Main Plaza)
unless otherwise scheduled.**

**To learn about future public meetings
(concerning your drinking water) or
to request to schedule one, please
call 830.629.8400.**

Reach Us By Phone:

**830.629.8400 (Main Office)
830.629.4628 (After hours, on
weekends, and holidays)**

Visit Us On The Web:

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Monday - Friday**

EN ESPAÑOL

**Este informe incluye información
importante sobre el agua potable.
Si usted necesita más información
en español, llame al 830.608.8901.**

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