Water Quality Report

January 1 - December 31, 2023

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NBU NEW BRAUNFELS UTILITIES

Important information about your drinking water

This report identifies what your water contains, where it comes from, and how it compares to Environmental Protection Agency (EPA) and Texas Commission on Environmental Quality (TCEQ) standards.

New Braunfels Utilities, Your Water Provider

New Braunfels Utilities (NBU) has diversified its water supply portfolio to give customers the benefit of multiple water sources. In total, NBU has 49,875 acre-feet of water available from these sources. The majority of your drinking water is treated at the Gruene Road Surface Water Treatment Plant, which uses the Guadalupe River, Edwards Aquifer wells, and Trinity Aquifer wells as its water sources. In addition, NBU has agreements with the City of Seguin and Green Valley Special Utility District to purchase water as needed. New Braunfels Utilities accepts City of Seguin source water from the Canyon Regional Water Authority Lake Dunlap Water Treatment Facility through an interconnection with Springs Hill's distribution system.

Water resources planning takes into account long-term growth and new developments that are located within the NBU certificated service area. New Braunfels Utilities is prepared to meet the needs of its customers for years to come.

Drinking Water Standards

New Braunfels Utilities' drinking water is obtained from surface and groundwater 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 the NBU water system are based on this susceptibility and previous sample data. Any detections of these contaminants may be found in this Water Quality Report. For more information on source water assessments and protection efforts of the NBU system, contact the Water Treatment and Compliance Manager 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 be reasonably 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, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

Inorganic, such as salts and metals, can occur naturally or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

Pesticides and herbicides, may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.

Organic chemicals, including synthetic and volatile organic chemicals, may be byproducts of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.

Radioactive, can occur naturally or as the result of oil and gas production and mining activities.

To ensure that tap water is safe to drink, the EPA prescribes regulations that 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 protections for public health.

Contaminants in drinking water may cause taste, color, or odor problems. These types of problems are not necessarily causes for health concerns. If you have questions about the taste, odor, or color of your 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 including 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
- 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 is currently in the process of identifying all water service line materials which supply water to residences and businesses within its service area. Additionally, NBU has been monitoring for lead and copper since 1992 and works regularly with 30 homeowners of older houses to test water within their homes. We do this to help determine levels of lead and copper that may be leaching from the homes' plumbing systems. Lead can leach into water from plumbing materials such as lead-based solder and brass fixtures. All results (shown on page 7) 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 at 800.426.4791 or at epa.gov/safewater/lead.

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 health risk. Action Level Goals allow for a margin of safety.

Avg – Regulatory compliance with some MCLs are based on running an 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 the 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 the water system on multiple occasions.

Maximum Contaminant Level (MCL) – The highest level of a contaminant that is allowed in drinking water. Maximum Contaminant Levels are set as close to the MCLG 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. Maximum Contaminant Level Goals 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 the addition of a disinfectant is necessary for the 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. Maximum Residual Disinfectant Level Goals 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.

NBU NEW BRAUNFELS UTILITIES SUPERIOR PUBLIC WATER SYSTEM THE STATE OF TEXAS

Water Quality Data

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

The table (shown on page 7) lists all the contaminants NBU detected in the drinking water during the 2023 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 to December 31, 2023.

Water Loss

In the water loss audit submitted to the Texas Water Development Board for the time period of January 1 to December 31, 2023, the NBU system lost an estimated total of 787,777,277 gallons of water through main breaks, leaks, inaccurate customer metering, theft, and other causes.

Understanding your Water Quality Report

When the test was conducted.

The amount of a contaminants detected in NBU drinking water.

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

Determines if there was a violation or not.

Contaminants	Collection Date	Highest Level or Average Detected	Range of Individual Samples	MCLG*	MCL*	Units	Violation	Likely Source of Contamination
Substance	2023	30	0 - 32.6	No goal for the total	60	ppb	No	Byproduct of drinking water disinfection

The highest amount of a contaminants 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 5.

PWS ID: TX0460001

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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.	0	na	0	No	Naturally present in the environment.

Lead and Copper

Lead and Copper	Date Sampled	MCLG	Action Level (AL)	90th Percentile	# Sites Over AL	Units	Violation	Likely Source of Contamination
Copper	08/19/2022	1.3	1.3	0.118	0	ppm	No	Erosion of natural deposits; leaching from wood preservatives; corrosion of household plumbing systems
Lead	08/19/2022	0	15	1.7	0	ppb	No	Corrosion of household plumbing systems; Erosion of natural deposits

Disinfection By-Products

Disinfection By-Products	Collection Date	Highest Level Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contamination
Haloacetic Acids (HAA5)	2023	35	0 - 50.5	No goal for the total	60	ppb	No	By-product of drinking water disinfection

*The value in the Highest Level or Average Detected column is the highest average of all HAA5 sample results collected at a location over a year

Total Trihalomethanes (TTHM)	2023	79	0 - 113	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 TTHM sample results collected at a location over a year

Inorganic Contaminants

Inorganic Contaminants	Collection Date	Highest Level Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contamination
Barium	2023	0.0517	0.0303 - 0.0517	2	2	ppm	No	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Cyanide	2023	10	0 - 10	200	200	ppb	No	Discharge from plastic and fertilizer factories; discharge from steel/metal factories
Fluoride	2023	0.6	0.12 - 0.58	4	4.0	ppm	No	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate [measured as Nitrogen]	2023	3	0.00 – 2.50	10	10	ppm	No	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits

Radioactive Contaminants

Radioactive Contaminants	Collection Date	Highest Level Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contamination
Combined Radium 226/228	2023	1.5	1.5 - 1.5	0	5	pCi/L	No	Erosion of natural deposits

Synthetic Organic Contaminants

Synthetic organic contaminants including pesticides and herbicides	Collection Date	Highest Level Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contamination
Di (2-ethylhexyl) phthalate	2023	1	0 - 1.1	0	6	ppb	No	Discharge from rubber and chemical factories

Volatile Organic Contaminants (Green Valley SUD Water Source)

Volatile Organic Contaminants (Green Valley SUD Water Source)	Collection Date	Highest Level Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contamination
Xylenes	2023	0.0017	0.00 - 0.0017	10	10	ppm	No	Discharge from petroleum factories; Discharge from chemical factories

Disinfectant Residual

Disinfectant Residual	Year	Average Level	Range of Levels Detected	MRDL	MRDLG	Units	Violation	Source in Drinking Water
Total Chlorine	2023	2.77	0.5 – 4.5	4	4	ppm	No	Water additive used to control microbes

Turbidity

	Level Detected	Limit (Treatment Technique)	Violation	Likely Source of Contamination
Highest single measurement	0.8 NTU	1 NTU	No	Soil runoff
Lowest monthly % meeting limit	100%	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, 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 830.608.8901.

Reach Us by Phone:
830.629.8400 (Main Office)

830.629.4628
(After hours, on weekends, and holidays)

Visit Us on the Web:
nbutexas.com

New Braunfels Utilities:
263 Main Plaza
New Braunfels, Texas 78130

Standard Operating Hours:
Monday through Friday
8:00 a.m. to 5:00 p.m.

En Español:
Este informe incluye información importante sobre el agua potable.

Si usted necesita más información en español, llame al 830.608.8901.

PWS ID: TX0460001
Published 06.07.2023

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