



May 2018

2017 Annual Water Quality Report

To comply with state and U.S. Environmental Protection Agency (EPA) regulations, your water utility must issue an annual report describing the quality of your drinking water. The Missouri Department of Natural Resources has supplied us with data for your 2017 Water Quality Report since we did not assume ownership until 2018.

Water Quality reports are updated yearly and a notice will appear on your water bill when the new report is posted. You may view the most recent report anytime at www.amwater.com/ccr/SpokaneHighlands.pdf. If you would like a paper copy to be mailed to you, please contact the Water Quality Supervisor at 417-626-8509 ext. 2008.

We welcome you as our customer. Missouri American Water, a subsidiary of American Water (NYSE: AWK), is the largest investor-owned water utility in the state, providing high-quality and reliable water and/or wastewater services to approximately 1.5 million people.

With a history dating back to 1886, American Water is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 6,700 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to an estimated 15 million people in 47 states and Ontario, Canada. For more information, visit amwater.com and follow American Water on Twitter, Facebook and LinkedIn.

For more information regarding our water quality or any other services provided by Missouri American Water, please call our call center at 1-866-430-0820.

SPOKANE HIGHLANDS

Public Water System ID Number: MO5031093
2017 Annual Water Quality Report
(Consumer Confidence Report)

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

Attencion!

Este informe contiene información muy importante. Tradúscalo o prequentele a alguien que lo entienda bien.
 [Translated: This report contains very important information. Translate or ask someone who understands this very well.]

What is the source of my water?

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and groundwater 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.

Our water comes from the following source(s):

Source Name	Type
WELL # 1	GROUND WATER

Source Water Assessment

The Department of Natural Resources conducted a source water assessment to determine the susceptibility of our water source to potential contaminants. This process involved the establishment of source water area delineations for each well or surface water intake and then a contaminant inventory was performed within those delineated areas to assess potential threats to each source. Assessment maps and summary information sheets are available on the internet at <http://drinkingwater.missouri.edu/swip/swipmaps/pwssid.htm>. To access the maps for your water system you will need the State-assigned identification code, which is printed at the top of this report. The Source Water Inventory Project maps and information sheets provide a foundation upon which a more comprehensive source water protection plan can be developed.

Why are there contaminants in my 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 Safe Drinking Water Hotline (800-426-4791).

Contaminants that may be present in source water include:

- A. Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- B. 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.
- C. Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- D. Organic chemical contaminants, including synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.
- E. 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, the Department of Natural Resources prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. Department of Health regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

Is our water system meeting other rules that govern our operations?

The Missouri Department of Natural Resources regulates our water system and requires us to test our water on a regular basis to ensure its safety. Our system has been assigned the identification number MO5031093 for the purposes of tracking our test results. Last year, we tested for a variety of contaminants. The detectable results of these tests are on the following pages of this report. Any violations of state requirements or standards will be further explained later in this report.

How might I become actively involved?

If you would like to observe the decision-making process that affect drinking water quality or if you have any further questions about your drinking water report, please call us at **417-830-1663** to inquire about scheduled meetings or contact persons.

Do I need to take any special precautions?

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. EPA/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).

Terms and Abbreviations

- Population:** 250. This is the equivalent residential population served including non-bill paying customers.
- MCLG:** Maximum Contaminant Level Goal, or 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.
- MCL:** Maximum Contaminant Level, or 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.
- SMCL:** Secondary Maximum Contaminant Level, or the secondary standards that are non-enforceable guidelines for contaminants and may cause cosmetic effects (such as skin or tooth discoloration) or aesthetic effects (such as taste, odor or color) in drinking water. EPA recommends these standards but does not require water systems to comply
- AL:** Action Level, or the concentration of a contaminant which, when exceeded, triggers treatment or other requirements which a water system must follow.
- TT:** Treatment Technique, or a required process intended to reduce the level of a contaminant in drinking water.
- 90th percentile:** For lead and Copper testing. 10% of test results are above this level and 90% are below this level.
- Range of Results:** Shows the lowest and highest levels found during a testing period, if only one sample was taken, then this number equals the Highest Test Result or Highest Value.
- RAA:** Running Annual Average, or the average of sample analytical results for samples taken during the previous four calendar quarters.
- LRAA:** Locational Running Annual Average, or the locational average of sample analytical results for samples taken during the previous four calendar quarters.
- TTHM:** Total Trihalomethanes (chloroform, bromodichloromethane, dibromochloromethane, and bromoform) as a group.
- HAA5:** Haloacetic Acids (mono-, di- and tri-chloroacetic acid, and mono- and di-bromoacetic acid) as a group.
- ppb:** parts per billion or micrograms per liter.
- ppm:** parts per million or milligrams per liter.
- n/a:** not applicable.
- NTU:** Nephelometric Turbidity Unit, used to measure cloudiness in drinking water.
- nd:** not detectable at testing limits.



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Contaminants Report

SPOKANE HIGHLANDS will provide a printed hard copy of the CCR upon request. To request a copy of this report to be mailed, please call us at **417-830-1663**. The CCR can also be found on the internet at www.dnr.mo.gov/ccr/MO5031093.pdf.

The state has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Records with a sample year more than one year old are still considered representative. No data older than 5 years need be included. If more than one sample is collected during the monitoring period, the Range of Sampled Results will show the lowest and highest tested results. The Highest Test Result, Highest LRAA, or Highest Value must be below the maximum contaminant level (MCL) or the contaminant has exceeded the level of health based standards and a violation is issued to the water system.

Regulated Contaminants

Regulated Contaminants	Collection Date	Highest Test Result	Range of Sampled Result(s) (low – high)	Unit	MCL	MCLG	Typical Source
BARIUM	8/2/2016	0.0257	0.0257	ppm	2	2	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
STYRENE	8/2/2016	0.57	0.57	ppb	100	100	Discharge from rubber and plastic factories; Leaching from land-fills

Lead and Copper	Date	90th Percentile: 90% of your water utility levels were less than	Range of Sampled Results (low – high)	Unit	AL	Sites Over AL	Typical Source
COPPER	2011 - 2019	0.0118	0.00512 - 0.0137	ppm	1.3	0	Corrosion of household plumbing systems

Radionuclides	Collection Date	Highest Value	Range of Sampled Result(s)	Unit	MCL	MCLG	Typical Source
COMBINED RADIUM (-226 & -228)	3/2/2015	2	2	pCi/l	5		Erosion of natural deposits
RADIUM-228	3/2/2015	2	2	pCi/l	5	0	

Microbiological	Result	MCL	MCLG	Typical Source
COLIFORM (TCR)	In the month of April, 4 sample(s) returned as positive	TT	N/A	Naturally present in the environment

Violations and Health Effects Information

During the 2017 calendar year, we had the below noted violation(s) of drinking water regulations.

Compliance Period	Analyte	Type
No Violations Occurred in the Calendar Year of 2017		

Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct assessment(s) to identify problems and to correct any problems that were found during these assessments.

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.

During the past year we were required to conduct one Level 1 assessment. One Level 1 assessment was completed. In addition, we were required to take two corrective actions and we completed two of these actions.

Special Lead and Copper Notice:

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. SPOKANE HIGHLANDS 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. If you are concerned about lead in your 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 <http://water.epa.gov/drink/info/lead/index.cfm>.

You can also find sample results for all contaminants from both past and present compliance monitoring online at the Missouri DNR Drinking Water Watch website <http://dnr.mo.gov/DWW/indexSearchDNR.jsp>. To find Lead and Copper results for your system, type your water system name in the box titled Water System Name and select *Find Water Systems* at the bottom of the page. The new screen will show you the water system name and number, select and click the **Water System Number**. At the top of the next page, under the *Help* column find, *Other Chemical Results by Analyte*, select and click on it. Scroll down alphabetically to Lead and click the blue Analyte Code (1030). The Lead and Copper locations will be displayed under the heading *Sample Comments*. Scroll to find your location and click on the *Sample No.* for the results. If your house was selected by the water system and you assisted in taking a Lead and Copper sample from your home but cannot find your location in the list, please contact SPOKANE HIGHLANDS for your results.

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Optional Monitoring (not required by EPA)
Optional Contaminants

Monitoring is not required for optional contaminants.

Secondary Contaminants	Collection Date	Your Water System Highest Sampled Result	Range of Sampled Result(s) (low - high)	Unit	SMCL
ALKALINITY, CaCO3 STABILITY	8/2/2016	212	212	MG/L	
CALCIUM	8/2/2016	44.2	44.2	MG/L	
HARDNESS, CARBONATE	8/2/2016	208	208	MG/L	
IRON	8/2/2016	0.0862	0.0862	MG/L	0.3
MAGNESIUM	8/2/2016	23.6	23.6	MG/L	
MANGANESE	8/2/2016	0.00473	0.00473	MG/L	0.05
PH	8/2/2016	7.62	7.62	PH	8.5
POTASSIUM	8/2/2016	1.7	1.7	MG/L	
SODIUM	8/2/2016	2.03	2.03	MG/L	
SULFATE	8/2/2016	14.8	14.8	MG/L	250
TDS	8/2/2016	218	218	MG/L	500
ZINC	8/2/2016	0.0667	0.0667	MG/L	5