

**BETTER WATERWORKS WATER SYSTEM**  
**Public Water Supply ID: LA1073003**

Consumer Confidence Report

# 2016 CCR

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What you need to do:

Step 1: Review base report (numbered pages) for errors. If you are a surface water system, you must insert the turbidity data.

UCMR 3: If you have received data pertaining to the UCMR 3 list, that data must be included in the CCR Report. Additional information can be found at: [www.dhh.la.gov](http://www.dhh.la.gov)

Step 2: Distribute completed report to your customers as outlined on the CCR Certification of Distribution Form no later than June 30, 2017.

Step 3: A completed CCR Certification of Distribution Form including a copy of the final CCR report shall be submitted to the State at the address provided on the form no later than September 30, 2017.

Notes:

This page is not part of your CCR; it is only the instruction page. The pages that are numbered in the upper right hand corner are the report pages.

## The Water We Drink

### BETTER WATERWORKS WATER SYSTEM

Public Water Supply ID: LA1073003

We are pleased to present to you the Annual Water Quality Report for the year 2016. This report is designed to inform you about the quality of your water and services we deliver to you every day (Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien). Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water.

Our water system purchases water as listed below:

Buyer Name	Seller Name
BETTER WATERWORKS WATER SYSTEM	MONROE WATER SYSTEM

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 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 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 stormwater 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 stormwater 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 stormwater runoff, and septic systems.

Radioactive Contaminants - which can be naturally-occurring or be the result of oil and gas production and mining activities.

A Source Water Assessment Plan (SWAP) is now available from our office. This plan is an assessment of a delineated area around our listed sources through which contaminants, if present, could migrate and reach our source water. It also includes an inventory of potential sources of contamination within the delineated area, and a determination of the water supply's susceptibility to contamination by the identified potential sources. According to the Source Water Assessment Plan, our water system had a susceptibility rating of 'MEDIUM'. If you would like to review the Source Water Assessment Plan, please feel free to contact our office.

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. Food and Drug Administration regulations establish limits for contaminants in bottled water which must provide the same protection for public health. We want our valued customers to be informed about their water

utility. If you have any questions about this report, want to attend any scheduled meetings, or simply want to learn more about your drinking water, please contact JEFF MCNEW at 318-343-6851.

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. BETTER WATERWORKS WATER SYSTEM 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 or at <http://www.epa.gov/safewater/lead>.

The Louisiana Department of Health and Hospitals - Office of Public Health routinely monitors for constituents in your drinking water according to Federal and State laws. The tables that follow show the results of our monitoring during the period of January 1st to December 31st, 2016. 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.

In the tables below, you will find many terms and abbreviations you might not be familiar with. To help you better understand these terms, we've provided the following definitions:

Parts per million (ppm) or Milligrams per liter (mg/L) – one part per million corresponds to one minute in two years or a single penny in \$10,000.

Parts per billion (ppb) or Micrograms per liter (ug/L) – one part per billion corresponds to one minute in 2,000 years, or a single penny in \$10,000,000.

Picocuries per liter (pCi/L) – picocuries per liter is a measure of the radioactivity in water.

Nephelometric Turbidity Unit (NTU) – nephelometric turbidity unit is a measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

Treatment Technique (TT) – an enforceable procedure or level of technological performance which public water systems must follow to ensure control of a contaminant.

Action level (AL) – the concentration of a contaminant that, if exceeded, triggers treatment or other requirements that a water system must follow.

Maximum contaminant level (MCL) – the “Maximum Allowed” MCL is the highest level of a contaminant that is allowed in drinking water. MCL’s are set as close to the MCLG’s as feasible using the best available treatment technology.

Maximum contaminant level goal (MCLG) – the “Goal” is the level of a contaminant in drinking water below which there is no known or expected risk to human health. MCLG’s allow for a margin of safety.

Maximum residual disinfectant level (MRDL) – 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.

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.

Level 1 assessment – 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 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.

During the period covered by this report we had below noted violations of drinking water regulations.

Compliance Period	Analyte	Type
1/1/2016 - 3/31/2016	TTHM	MCL, LRAA
1/1/2016 - 3/31/2016	TTHM	MCL, LRAA
4/1/2016 - 6/30/2016	TTHM	MONITORING, ROUTINE (DBP), MAJOR
4/1/2016 - 6/30/2016	TOTAL HALOACETIC ACIDS (HAA5)	MONITORING, ROUTINE (DBP), MAJOR
4/1/2016 - 6/30/2016	TTHM	MCL, LRAA
4/1/2016 - 6/30/2016	TTHM	MCL, LRAA

Our water system tested a minimum of 2 samples per month in accordance with the Total Coliform Rule for microbiological contaminants. During the monitoring period covered by this report, we had the following noted detections for microbiological contaminants:

Better Waterworks PWS 1073003 FY 2016												
	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
Month	Jan	Feb	March	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Sample 1	1.32	0.7	1.3	1.5	1.26	0.79	1.23	1.51	1.41	1.24	1.59	1.47
Sample 2	1.44	0.91	1.26	1.16	1.62	0.81	1.47	1.34	2.29	1.36	1.49	1.67
Monthly Average	1.38	0.805	1.28	1.33	1.44	0.8	1.35	1.425	1.85	1.3	1.54	1.57
Quarterly	1.16			1.19			1.54			1.47		
Quarterly	1.45			1.30			1.37			1.34		
* Reported RAA for 1st - 3rd quarters are based on results from previous quarters not reported on this table												
Information to report in CCR												
Highest Quarterly RAA Value for the year =												
Range of individual values ( )												
Contaminates	Date	Result	Unit	Range	MRDL	MRDLG	Typical Source					
Chlorine							Water additive used to control microbes					

Microbiological	Result	MCL	MCLG	Typical Source
No Detected Results were Found in the Calendar Year of 2016				

In the tables below, we have shown the regulated contaminants that were detected. Chemical Sampling of our drinking water may not be required on an annual basis; therefore, information provided in this table refers back to the latest year of chemical sampling results.

Regulated Contaminants	Collection Date	Water System	Highest Value	Range	Unit	MCL	MCLG	Typical Source
BARIIUM	1/11/2016	MONROE WATER SYSTEM	0.024	0.024	ppm	2	2	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
FLUORIDE	1/11/2016	MONROE WATER SYSTEM	0.085	0.085	ppm	4	4	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
HEXACHLOROCYCLOPENTADIENE	1/11/2016	MONROE WATER SYSTEM	0.042	0.042	ppb	50	50	Discharge from chemical factories

NITRATE-NITRITE	1/11/2016	MONROE WATER SYSTEM	0.13	0.13	ppm	10	10	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
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Radionuclides	Collection Date	Highest Value	Range	Unit	MCL	MCLG	Typical Source
No Detected Results were Found in the Calendar Year of 2016							

Lead and Copper	Date	90 <sup>TH</sup> Percentile	Range	Unit	AL	Sites Over AL	Typical Source
LEAD	2013 - 2015	1	1	ppb	15	0	Corrosion of household plumbing systems; Erosion of natural deposits

Disinfection Byproducts	Sample Point	Period	Highest LRAA	Range	Unit	MCL	MCLG	Typical Source
TOTAL HALOACETIC ACIDS (HAA5)	201 BARBARA DRIVE	2016	53	15.24 - 69.4	ppb	60	0	By-product of drinking water disinfection
TOTAL HALOACETIC ACIDS (HAA5)	BARNES RD SWARTZ FAIRBANKS	2016	54	9.45 - 76.9	ppb	60	0	By-product of drinking water disinfection
TTHM	201 BARBARA DRIVE	2016	109	47.6 - 75.3	ppb	80	0	By-product of drinking water chlorination
TTHM	BARNES RD SWARTZ FAIRBANKS	2016	105	53.2 - 72	ppb	80	0	By-product of drinking water chlorination

Secondary Contaminants	Collection Date	Water System	Highest Value	Range	Unit	SMCL
ALUMINUM	1/5/2015	MONROE WATER SYSTEM	0.78	0.78	MG /L	0.05
CHLORIDE	1/11/2016	MONROE WATER SYSTEM	12.7	12.7	MG /L	250
MANGANESE	1/11/2016	MONROE WATER SYSTEM	0.0098	0.0098	MG /L	0.05
PH	1/11/2016	MONROE WATER SYSTEM	8.2	8.2	SU	8.5
SULFATE	1/11/2016	MONROE WATER SYSTEM	23.2	23.2	MG /L	250
ZINC	1/11/2016	MONROE WATER SYSTEM	0.068	0.068	MG /L	5

+++++Environmental Protection Agency Required Health Effects Language+++++

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/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).

Additional Required Health Effects Language:

Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.

Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.

There are no additional required health effects violation notices.

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Thank you for allowing us to continue providing your family with clean, quality water this year. In order to maintain a safe and dependable water supply we sometimes need to make improvements that will benefit all of our customers.

We at the BETTER WATERWORKS WATER SYSTEM work around the clock to provide top quality drinking water to every tap. We ask that all our customers help us protect and conserve our water sources, which are the heart of our community, our way of life, and our children's future. Please call our office if you have questions.

### Maximum Residual Disinfectant Level (MRDL) Calculations for 2016

Disinfectant	Date	Result	Unit	Range	MRDL or MCL	MRDLG or MCLG	Typical Source
Chlorine/Chloramines	2016	2.10	Mg/L	1.63 – 2.80	4	4	Water additive used to control microbes

### Turbidity Calculations for 2016

Regulated Contaminants	Collection Date	Highest Value	Range	Unit	MCL	MCGL	Typical Source
Turbidity	06/13/2016	0.39	0.23-0.39	NTU	0.3		Soil Runoff

Regulated Contaminants	Collection Date	Lowest Value	Range	Unit	MCL	MCGL	Typical Source
Turbidity		100%	100-100	NTU	0.3		Soil Runoff

Note: “Turbidity is a measure of cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system. The major sources of turbidity include soil runoff.”

“Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease causing organism. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.”