

**2023 Annual Drinking Water Quality Report**  
**Consumer Confidence Report (CCR)**  
**CITY OF GLENN HEIGHTS**



PWS ID NUMBER: TX0570085  
PWS NAME: CITY OF GLENN HEIGHTS  
PHONE NUMBER: (972) 223-1690

**Annual Water Quality Report is for the period of January 1 to December 31, 2023.**

This report is intended to provide you with important information about your drinking water and the efforts made by your water system to provide safe drinking water. The source of drinking water used by the CITY OF GLENN HEIGHTS in 2023 was Surface Water (SW) purchased from the City of Dallas (PWS # TX0570004) For more information regarding this report contact: Andrew Waits Utility Superintendent of PW and Infrastructure Phone: (972) 223-1690 Ext. 430

Este reporte incluye informacion importante sobre el agua para tomar. Para asistencia en espanol, favor de llamar al telefono: (972) 223-1690 Ext. 430.

**Source 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 result 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. 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, order, or color of drinking water, please contact the City Glenn Heights' Department of Public Works & Infrastructure.

You may be more vulnerable than the general population to certain microbial contaminants in drinking water, such as Cryptosporidium, a tiny intestinal parasite found naturally in the environment. It is spread by human and animal waste. If ingested, cryptosporidium may cause cryptosporidiosis, an intestinal infection (symptoms include nausea, diarrhea, and abdominal cramps). Infants, 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 (1-800-426-4791) or at

<https://www.cdc.gov/parasites/crypto/general-info.html>

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. The City of Glenn Heights is responsible for providing high quality drinking water, but the city 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 (1-800-426-4791) or at <https://www.epa.gov/lead>

**Information about Source Water Assessments**

A Source Water Assessment for your drinking water source(s) is currently being updated by the TCEQ. This information describes the susceptibility and types of constituents that may come into contact with your drinking water source based on human activities and natural conditions. The information contained in the assessment allows us to focus source water protection strategies.

For more information about your sources of water, please refer to the Source Water Assessment Viewer available at <https://www.tceq.texas.gov/gis/swaview>

Further details about sources and source-water assessments are available in Drinking Water Watch at <https://www.tceq.texas.gov/drinkingwater>

**Public Participation Opportunities:** The Public is invited to attend bi-monthly City of Glenn Heights' City Council meetings in order to participate in decisions that may affect the quality of water in the City of Glenn Heights. The Glenn Heights City Council meets on the 1st and 3rd Tuesdays of each month at 7 p.m. at 1938 S. Hampton Rd., Glenn Heights, TX 75154

**Water Loss:** In the water loss audit submitted to the Texas Water Development Board for the time period of January 1, 2023, to December 31, 2023, the City of Glenn Heights' system lost an estimated 20.4% of the system input volume. If you have any questions about the water loss audit, please contact the City of Glenn Heights' Water Department at (972) 223-1690 Ext. 430.

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

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

**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 a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

**N/A:** not applicable

**ND:** not detected

**NTU:** nephelometric turbidity units (a measure of turbidity) picocuries

**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).

**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

**Turbidity:** is a measurement of the cloudiness of water caused by suspended particulars. It is monitored because it is a good indicator of water quality and the effectiveness of the treatment plants filtration process.

## Water Quality Test Results

### Regulated Contaminants:

Inorganic Contaminants	Collection Date	Highest Level Detected	Range of Levels Detected	MCLG	MCL	Units	Violation	Likely Source of Contaminations
Fluoride- GH	07/10/2014	1.38	1.38-1.38	4	4	ppm	N	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Fluoride - Dallas	2023	0.706	0.650-0.706	4	4	ppm	N	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Nitrate (measured as Nitrogen)-GH	2023	.50	.50-.50	10	10	ppm	N	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Nitrate (measured as Nitrogen)-Dallas	2023	.80	0.563-0.80	10	10	ppm	N	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Barium - Dallas	2023	0.036	0.027-0.036	2	2	ppm	N	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Cyanide - Dallas	2023	99	<20-99	200	200	ppb	N	Discharge from steel/metal factories; discharge from plastic and fertilizer factories
Chromium- Dallas	2023	2.7	<1-2.7	100	100	ppb	N	Discharge from steel and pulp mills; erosion of natural deposits

Organic Contaminants	Collection Date	Highest Level Detected	Range of Levels Detected	MCLG	MCL	Units	Violation	Likely Source of Contaminations
(Atrazine - Dallas)	2023	0.20	<0.1-0.20	3	3	ppb	N	Runoff from herbicide on row crops

Disinfectant By Products	Collection Date	Highest Level Detected	Range of Levels Detected	MCLG	MCL	Units	Violation	Likely Source of Contaminations
Total Haloacetic Acids (HAAS) <sup>***</sup> GH	2023	8.1	3.5-8.1	N/A	60	ppb	N	By-product of drinking water disinfection.
Total Haloacetic Acids (HAAS) <sup>***</sup> Dallas	2023	18.4	2.8-18.4	N/A	60	ppb	N	By-product of drinking water disinfection
Total Trihalomethanes (TTHM) GH	2023	19.4	13.4-19.4	N/A	80	ppb	N	By-product of drinking water distribution.
Total Trihalomethanes (TTHM) Dallas	2023	22.7	7.6-22.7	N/A	80	ppb	N	By-product of drinking water distribution
Bromate - Dallas	2023	14.2	0-14.2	0	10 <sup>^</sup>	ppb	N	By-product of drinking water distribution.

Total Organic Carbon	Collection Date	Highest Level Detected	Range of Levels Detected	Treatment Technique (TT) <sup>****</sup>	Units	Violation	Likely Source of Contaminations
Total Organic Carbon Dallas	2023	4.68	1.86-4.68	35% removal/SUVA <sub>254</sub> ≤ 2	ppm	N	Naturally present in the environment

## Disinfectant Residual

Type of Disinfectant	Year	Average Level of Disinfectant Residuals (Avg)	Minimum Level of Disinfectant Residuals	Maximum Level of Disinfectant Residuals	MRDL*	MRDLG*	Units	Violation	Likely Source of Contamination
Chloramines (Total)-GH	2023	2.81	1.02	3.68	4	4	ppm	N	Water additive used to control microbes
Chloramines (Total) - Dallas	2023	3.05	2.77	3.23	4	4	ppm	N	Water additive used to control microbes

## Lead and Copper

Lead and Copper	Date Sampled	# Sites Over AL	Action Level (AL)	90 <sup>th</sup> Percentile**	MCLG	Units	Violation	Likely Source of Contamination
Lead GH	09/30/2022	0	15	0.0014	0	ppb	N	Corrosion of household plumbing systems; erosion of natural deposits
Lead Dallas	2021	0	15	0	0	ppb	N	Corrosion of household plumbing systems; erosion of natural deposits
Copper GH	09/30/2022	0	1.3	0.24	1.3	ppm	N	Corrosion of household plumbing systems; erosion of natural deposits
Copper Dallas	2021	0	1.3	0.26	1.3	ppm	N	Corrosion of household plumbing systems; erosion of natural deposits

## Turbidity

Turbidity	Year	Limit (Treatment Technique)	Level Detected	Violation	Likely Source of Contamination
Highest single measurement- Dallas	2023	1 NTU	0.21	N	Soil runoff
lowest monthly% meeting limit - Dallas	2023	95% of readings ≤ 0.3 NTU	100%	N	Soil runoff

## Coliform Bacteria

Total Coliform	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
GH	0	0	0	0	0	N	Naturally present in the environment
Dallas	5% or more of monthly samples	5% or more of monthly samples	0.3%	0	0	N	Naturally present in the environment

\* as annual average

\*\*\* Haloacetic Acids - five species

\*\*\*\* Treatment technique requires 35% removal or SUVA ≤ 2. The percentage of Total Organic Carbon (TOC) removal was measured each month and the system met all TOC removal requirements set.

\*\* 90<sup>th</sup> percentile value in the distribution system

\*\*\*\* 50 pCi/L - 4 mrem/yr

^The MCL for Bromate is the running annual average of monthly averages, computed quarterly (30 TAC §290.114(b)(5)(C)).

## Unregulated Contaminants

Unregulated contaminants are those for which EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted. Any unregulated contaminants detected are reported in the following table. For additional information, call the Safe Drinking Water Hotline at 1-800-426-4791.

Disinfectant By Products	Collection Date	Highest Level Detected	Range of Levels Detected	MCLG	MCL	Units	Violation	Likely Source of Contaminations
Chloroform GH	2023	5.02	2.36-5.02	N/A	70	ppb	N	By-product of drinking water disinfection.
Chloroform Dallas	2023	4.72	1.81-4.72	N/A	70	ppb	N	By-product of drinking water disinfection
Bromoform GH	2023	2.41	1.80-2.41	N/A	0	ppb	N	By-product of drinking water distribution.
Bromoform Dallas	2023	2.44	1.65-2.44	N/A	0	ppb	N	By-product of drinking water distribution
Bromodichloromethane GH	2023	6.02	4.23-6.02	N/A	0	ppb	N	By-product of drinking water disinfection.
Bromodichloromethane Dallas	2023	4.80	3.44-4.80	N/A	0	ppb	N	By-product of drinking water disinfection
Dibromochloromethane GH	2023	6.45	4.89-6.45	N/A	60	ppb	N	By-product of drinking water distribution.
Dibromochloromethane Dallas	2023	5.30	2.15-5.30	N/A	60	ppb	N	By-product of drinking water distribution

## UCMR 5 Unregulated Contaminants Monitoring Rule 5

The UCMR program was developed in coordination with the Contaminant Candidate List (CCL). The CCL is a list of contaminants that are not regulated by the National Primary Drinking Water Regulations, are known or anticipated to occur at public water systems and may warrant regulation under the Safe Drinking Water Act. Data collected through UCMR are stored in the National Contaminant Occurrence Database (NCOD) to support analysis and review of contaminant occurrence, to guide the CCL selection process and to support the Administrator's determination of whether to regulate a contaminant in the interest of protecting public health. The table below contains the contaminants that were detected. For additional information visit: <https://www.epa.gov/dwucmr/fifth-unregulated-contaminant-monitoring-rule>.

UCMR 5 Contaminants	Collection Date	Highest Level Detected	Range of Levels Detected	MCLG	MCL	Units	Likely Source of Contaminations
11-Chloroelcosafluoro-3-oxaundecane-1-sulfonic acid	2023	ND	ND	N/A	N/A	ppt	Disposal of waste and sewage sludge and as a result of fire-fighting activities and training, Industrial processes that manufacture or use fluorochemicals
1H, 1H, 2H, 2H,-Perfluorodecane sulfonic acid (8:2 FTS)	2023	ND	ND	N/A	N/A	ppt	
1H, 1H, 2H, 2H,-Perfluorooctane sulfonic acid (6:2 FTS)	2023	ND	ND	N/A	N/A	ppt	
1H, 1H, 2H, 2H-Perfluorohexane sulfonic acid (4:2 FTS)	2023	ND	ND	N/A	N/A	ppt	
4,8-Dioxa-3H-perfluorononanoic acid (ADONA)	2023	ND	ND	N/A	N/A	ppt	
9-Chlorohexadecafluoro-3-oxanonane-1-sulfonic acid	2023	ND	ND	N/A	N/A	ppt	
Hexafluoropropylene Oxide Dimer Acid (HFPO-DA) (GenX)	2023	ND	ND	N/A	N/A	ppt	
N-ethylperfluorooctanesulfonamidoacetic acid (NETFOSAA)	2023	ND	ND	N/A	N/A	ppt	
N-methylperfluorooctanesulfonamidoacetic acid (NMeFOSAA)	2023	ND	ND	N/A	N/A	ppt	
Nonafluoro-3,6-dioxaheptanoic acid (NFDHA)	2023	ND	ND	N/A	N/A	ppt	
Perfluoro (2-ethoxyethane) sulfonic acid (PFEEESA)	2023	ND	ND	N/A	N/A	ppt	
Perfluoro-3-methoxypropanoic acid (PFMPA)	2023	ND	ND	N/A	N/A	ppt	
Perfluoro-4-methoxybutanoic acid (PFMBA)	2023	ND	ND	N/A	N/A	ppt	
Perfluorobutanesulfonic acid (PFBS)	2023	.0044	ND-.0044	N/A	N/A	ppt	
Perfluorobutanoic acid (PFBA)	2023	.0098	.0060-.0098	N/A	N/A	ppt	
Perfluorodecanoic acid (PFDA)	2023	ND	ND	N/A	N/A	ppt	
Perfluorododecanoic acid (PFDoA)	2023	ND	ND	N/A	N/A	ppt	
Perfluoroheptanesulfonic acid (PFHpS)	2023	ND	ND	N/A	N/A	ppt	
Perfluoroheptanoic acid (PFHpA)	2023	ND	ND	N/A	N/A	ppt	
Perfluorohexanesulfonic acid (PFHxS)	2023	ND	ND	N/A	N/A	ppt	
Perfluorohexanoic acid (PFHxA)	2023	.0053	ND-.0053	N/A	N/A	ppt	
Perfluorononanoic acid (PFNA)	2023	ND	ND	N/A	N/A	ppt	
Perfluorooctanesulfonic acid (PFOS)	2023	ND	ND	N/A	N/A	ppt	
Perfluorooctanoic acid (PFOA)	2023	ND	ND	N/A	N/A	ppt	
Perfluoropentanesulfonic acid (PFPeS)	2023	ND	ND	N/A	N/A	ppt	
Perfluoropentanoic acid (PFPeA)	2023	.0058	ND-.0058	N/A	N/A	ppt	
Perfluorotetradecanoic acid (PFTA)	2023	ND	ND	N/A	N/A	ppt	
Perfluorotridecanoic acid (PFTrDA)	2023	ND	ND	N/A	N/A	ppt	
Perfluoroundecanoic acid (PFUnA)	2023	ND	ND	N/A	N/A	ppt	
Lithium	2023	ND	ND	N/A	N/A	ppt	

## Violations

Public Notification Rule			
The Public Notification Rule helps to ensure that consumers will always know if there is a problem with their drinking water. These notices immediately alert consumers if there is a serious problem with their drinking water (e.g., a boil water emergency).			
Violation Type	Violation Begin	Violation End	Violation Explanation
PUBLIC NOTICE RULE LINKED TO VIOLATION	12/19/2022	02/16/2023	We failed to adequately notify you, our drinking water consumers, about a violation of the drinking water regulations.