

2009 Annual Drinking Water Quality Report

(Consumer Confidence Report)

MANVILLE WSC

(888) 856-2488 or (512) 856-2488

Special Notice for the ELDERLY, INFANTS, CANCER PATIENTS, people with HIV/AIDS or other immune problems:

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/Centers for Disease Control and Prevention (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 (1-800-426-4791).

Public Participation Opportunities

Date: Board meetings are scheduled for the second Thursday of every month.

Time: 7:00 pm

Location: 108 North Commerce Street, Coupland, TX 78615

Phone No: (888) 856 - 2488 or (512) 856 - 2488

OUR DRINKING WATER MEETS OR EXCEEDS ALL FEDERAL (EPA) DRINKING WATER REQUIREMENTS

This report is a summary of the quality of the water we provide our customers. The analysis was made by using the data from the most recent U.S. Environmental Protection Agency (EPA) required tests and is presented in the attached pages. We hope this information helps you become more knowledgeable about what's in your drinking water.

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. Contaminants that may be present in source water before treatment include: microbes, inorganic contaminants, pesticides, herbicides, radioactive contaminants, and organic chemical contaminants.

En Español

Este informe incluye información importante sobre el agua potable, Si tiene preguntas o comentarios sobre este informe en español, favor de llamar al tel. (888) 856 - 2488 para hablar con una personal bilingüe en español.

Where do we get our drinking water?

Our drinking water is obtained from surface and ground water sources. It comes from the Edwards Aquifer, River Alluvium Aquifer and the Carrizo-Wilcox Aquifer. Water purchased from the City of Austin is surface water from the Austin lakes and the City of Pflugerville water is surface water from Lake Pflugerville. A Source Water Susceptibility Assessment for your drinking water source(s) is currently being conducted by TCEQ and will be provided to us this year. This report will describe 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 this assessment will allow us to focus on our source water protection strategies.

ALL drinking water may contain contaminants.

When drinking water meets federal standards there may not be any health based benefits to purchasing bottled water or point of use devices. 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 (1-800-426-4791).

Secondary Constituents

Many constituents (such as calcium, sodium, or iron) which are often found in drinking water can cause taste, color, and odor problems. The taste and odor constituents are called secondary constituents and are regulated by the State of Texas, not EPA. These constituents are not causes for health concerns. Therefore, secondary constituents are not required to be reported in this document, but may greatly affect the appearance and taste of your water.

About the Following Pages

The pages that follow list all of the federally regulated or monitored constituents which have been found in your drinking water. U.S. EPA requires water systems to test up to 97 constituents.

DEFINITIONS

Maximum Contaminant Level (MCL)

The highest permissible level of a contaminant 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 health risk. 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 disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG)

The level of a drinking water disinfectant below which is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contamination.

Treatment Technique (TT)

A required process intended to reduce the level of a contaminant in drinking water.

Action Level (AL)

The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

ABBREVIATIONS

NTU - Nephelometric Turbidity Units

MFL - million fibers per liter (a measure of asbestos)

pCi/L - picocuries per liter (a measure of radioactivity)

ppm - parts per million, or milligrams per liter (mg/L)

ppb - parts per billion, or micrograms per liter (ug/L)

ppt - parts per trillion, or nanograms per liter

ppq - parts per quadrillion, or picograms per liter

Keeping our water safe

The production and delivery of safe water is the highest priority for a public water supply system. After a potable water has been produced, precautions must be taken to insure that it is not contaminated with water, liquids, gases, or corrosive products from external sources.



What is a cross - connection?



A physical connection between a public water system and any source which may contain contaminating or polluting substances or any source of water treated to a lesser degree in the treatment process. Most common potential cross - connection is the simple misuse of an ordinary garden hose in the residential setting. Any time a hose is connected to an unprotected faucet or to the end of a pipe, this constitutes an extension of your water line and compromises its built-in air gap.

Backflow Prevention Device

Hose Bib Vacuum Breaker This device is a non-testable atmospheric vacuum breaker designed for attachment to a hose-bib/sillcock to prevent backsiphonage only.

Manville WSC highly recommends that all customers use this device on every hose bib.

Taste - Odor - Discoloration of water

It's Manville's desire to provide our customers with safe, reliable and affordable water; therefore, if you notice that your water has an odor, is discolored or tastes bad, please contact our office immediately **(512)856-2488 or (888)856-2488**

This can be caused by a variety of substances and is more pronounced in warmer water.

Rotten egg smell / Sulfur taste -- caused by Sulfur compounds

Yellow/Brown water -- caused by Iron & Manganese in water

Chlorine -- disinfectant reacts with organisms, organic matter or minerals and may produce taste and/or odor in the drinking water

Private plumbing may also cause taste & odor in water.

Water Heater - Minerals & gases can be trapped in the bottom of water heaters. Also if the thermostat on the water heater is set too high or malfunctions the water can overheat causing it to back up into the cold water lines. Both will cause bad taste and/or odor in your water.

Old Plumbing -- Old pipes can contain scaling or corrosion which can create an odor or bad taste.

City of Austin 2009 Consumer Report

There were no drinking water treatment violations in 2009.

The Utility is in compliance with the Total Organic Carbon (TOC) removal requirements in the Disinfection Byproducts Rule.

All surface water sources are known to be susceptible to contamination by *Cryptosporidium*. Because of this, the Utility monitors for *Cryptosporidium* in the drinking water and the lake water, which is the source of water to the two water treatment plants. The Utility has conducted increased monitoring for *Cryptosporidium* in advance of recently published regulations. During the 2009 monitoring, *Cryptosporidium* was not found. The water plants treat drinking water with a filtration process that has been shown to remove *Cryptosporidium*.

KEY

TT = Treatment Technique

ppm = parts per million or milligrams per liter

MCL = Maximum Contaminant Level

ppb = parts per billion or micrograms per liter

MCLG = Maximum Contaminant Level Goal

ntu = nephelometric turbidity units (a measure of turbidity)

Regulated at the Treatment Plant

PARAMETER	MCL	MCLG	DATE	AVE Result	High
Barium (ppm)	2	2	2002	0.01	0.01
Fluoride (ppm)	4	4	2009	0.53	0.85
Nitrate (as N) (ppm)	10	10	2009	0.01	0.01
Simazine (ppb)	4	4	2009	0.08	0.12
Turbidity (ntu)	TT	n/a	2009	0.05	0.11

100% of the readings were below .3 ntu

Disinfection Byproducts Rule Regulated at the Treatment Plant

PARAMETER	MCL	MCLG	DATE	AVE Result	High
Raw Water Total Organic Carbon (ppm)	none	none	2009	3.69	5.37
Tap Water Total Organic Carbon (ppm)	none	none	2009	2.57	3.03
TOC Removal Ratio (%) ¹	AVG >=1	none	2009	1.83	2.64

¹ The TOC removal ratio is the percent of TOC removed through the treatment process divided by the percent of TOC required by TCEQ to be removed. TCEQ requirement is to have a running annual average equal to or greater than 1.

Manville WSC Consumer Confidence Report Data 2009

Inorganic Contaminants

Year (Range)	Contaminant	Average Level	Minimum Level	Maximum Level	MCL	MCLG	Unit of Measure	Source of Contaminant
2008 2005	Barium	0.068	0.06	0.077	2	2	ppm	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits.
2008	Fluoride	0.74	0.21	2.04	4	4	ppm	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories.
2008	Nitrate	1.36	0.00	4.43	10	10	ppm	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits.
2005	Gross beta emitters	0.93	0	3.7	50	0	pCi/L	Decay of natural and man-made deposits.
2005	Gross alpha	0.28	0	1.1	15	0	pCi/L	Erosion of natural deposits.

Organic Contaminants TESTING WAIVED, NOT REPORTED, OR NONE DETECTED

Maximum Residual Disinfectant Level

Year	Disinfectant	Average Level	Minimum Level	Maximum Level	MRDL	MRDLG	Unit of Measure	Source of Disinfectant
2009	Chloramine Residual	1.69	0.74	2.4	4	4	ppm	Disinfectant used to control microbes.
2009	Chlorine Residual, Free	1.54	0.7	2.6	4	4	ppm	Disinfectant used to control microbes.

Disinfection Byproducts

Year (Range)	Contaminant	Average Level	Minimum Level	Maximum Level	MCL	Unit of Measure	Source of Disinfectant
2009	Total Haloacetic Acids	7.2	0	18.3	60	ppb	By-product of drinking water disinfection.
2009	Total Trihalomethanes	18.5	0	40.8	80	ppb	By-product of drinking water disinfection.

Unregulated Initial Distribution System Evaluation for Disinfection Byproducts WAIVED OR NOT YET SAMPLED

Unregulated Contaminants

Bromoform, chloroform, dichlorobromomethane, and dibromochloromethane are disinfection byproducts. There is no maximum contaminant level for these chemicals at the entry point to distribution.

Year (Range)	Contaminant	Average Level	Minimum Level	Maximum Level	Unit of Measure	Source of Contaminant
2009	Chloroform	4.3	0	15.2	ppb	By-product of drinking water disinfection.
2009	Bromoform	2.8	0	16.9	ppb	By-product of drinking water disinfection.
2009	Bromodichloromethane	5.5	0	13	ppb	By-product of drinking water disinfection.
2009	Dibromochloromethane	6	0	13.7	ppb	By-product of drinking water disinfection.

Lead and Copper

Year (Range)	Contaminant	The 90th Percentile	Number of Sites Exceeding Action Level	Action Level	Unit of Measure	Source of Contaminant
2007	Lead	2.1	0	15	ppb	Corrosion of household plumbing systems; erosion of natural deposits.
2007	Copper	0.336	0	1.3	ppm	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.

Recommended Additional Health Information for Lead

All water systems are required by EPA to report the language below starting with the 2009 CCR to be delivered to you by July of 2010. We are providing this information now as a courtesy. "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. This water supply 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>."

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Turbidity
 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 organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea and associated headaches.

Year	Contaminant	Highest Single Measurement	Lowest Monthly % of Samples Meeting Limits	Turbidity Limits	Unit of Measure	Source of Contaminant
2008	Turbidity	0.30	100.00	0.3	NTU	Soil runoff.

Fecal Coliform REPORTED MONTHLY TESTS FOUND NO FECAL COLIFORM BACTERIA.

Total Coliform
 Total coliform bacteria are used as indicators of microbial contamination of drinking water because testing for them is easy. While not disease-causing organisms themselves, they are often found in association with other microbes that are capable of causing disease. Coliform bacteria are more hardy than many disease-causing organisms; therefore, their absence from water is a good indication that the water is microbiologically safe for human consumption.

Year	Contaminant	Highest mo. # of Positive Samples	MCL	Unit of Measure	Source of Contaminant
2009	Total Coliform Bacteria	1	*	Presence	Naturally present in the environment.

VIOLATIONS

Violation	Type	Health Effects	Duration	Explanation	Steps to Correct
TOTAL COLIFORM NON-ACUTE MCL - NO FECAL FOUND	Coliforms	are bacteria that are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.	12/09 2009 to 12/11 2009	Sample was collected under windy conditions.	Repeat samples were taken for 3 consecutive days; (at point of test violation, also up and down stream of this point.) All repeat sample test results: No Coliform found.

***Secondary and Other Constituents Not Regulated (No associated adverse health effects)**

* Not required in this report but can be obtained by calling the Manville office.

City of Pflugerville Consumer Report 2009

Inorganic Contaminants

Year or Range	Contaminant	Average Level	Minimum Level	Maximum Level	MCL	MCLG	Units of Measure	Source of Contaminant
2007	Arsenic	1	0	2	10	0	ppb	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes.
2007	Barium	0.056	0.055	0.056	2	2	ppm	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits.
2009	Fluoride	0.38	0.31	0.49	4	4	ppm	Erosion of natural deposits water additive which promotes strong teeth; discharge from fertilizer and aluminum factories.
2009	Nitrate	1.2	0.11	2.06	10	10	ppm	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits.
2007	Selenium	2.2	0	4.4	50	50	ppb	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines.
2009	Combined Radium 226 & 228	<1.0	<1.0	<1.0	5	0	pCi/L	Erosion of natural deposits
2009	Gross beta emitters	<4.0	<4.0	<4.0	50	0	pCi/L	Decay of natural and man-made deposits.
2009	Gross alpha	<2.0	<2.0	<2.0	15	0	pCi/L	Erosion of natural deposits

Organic Contaminants

Year or Range	Contaminant	Average Level	Minimum Level	Maximum Level	MCL	MCLG	Units of Measure	Source of Contaminant
2009	Atrazine	0.18	<0.1	0.33	3	3	ppb	Runoff from herbicide used on row crops.

Maximum Residual Disinfectant Level

Year	Disinfectant	Average Level	Minimum Level	Maximum Level	MCL	MRDLG	Unit of Measure	Source of Disinfectant
2009	Chloramine Residual	1.67	0.5	2.2	4	4	ppm	Disinfectant used to control microbes

continued City of Pflugerville

Disinfection Byproducts							
Year	Contaminant	Average Level	Minimum Level	Maximum Level	MCL	Units of Measure	Source of Contaminant
2009	Total Haloacetic acids	3.2	<1.0	4.0	60	ppb	By product of drinking water disinfection
2009	Total Trihalomethanes	1.18	<1.0	1.4	80	ppb	By product of drinking water disinfection

Unregulated Initial Distribution System Evaluation for Disinfection Byproducts							
This evaluation is sampling required by EPA to determine the range of total trihalomethane and haloacetic acid in the systems for future regulations. The samples are not used for compliance, and may have been collected under non-standard conditions. EPA also requires the data to be reported here.							
Year	Contaminant	Average Level	Minimum Level	Maximum Level	MCL	Units of Measure	Source of Contaminant
2009	Total Haloacetic acids	3.2	<1.0	4.0	60	ppb	By product of drinking water disinfection
2009	Total Trihalomethanes	1.18	<1.0	1.4	80	ppb	By product of drinking water disinfection

Unregulated Contaminants							
Bromoform, chloroform, dichlorobromomethane, and dibromochloromethane are disinfection byproducts. There is no maximum contaminant level for these chemicals at the entry point to distribution.							
Year or Range	Contaminant	Average Level	Minimum Level	Maximum Level		Units of Measure	Source of contaminant
2009	Chloroform	1.08	0.7	1.4		ppb	Byproduct of drinking water disinfection
2009	Bromoform	<1.0	<0.5	<1.0		ppb	Byproduct of drinking water disinfection
2009	Bromodichloromethane	<1.0	<0.5	<1.0		ppb	Byproduct of drinking water disinfection
2009	Dibromochloromethane	<1.0	<0.5	<1.0		ppb	Byproduct of drinking water disinfection

Lead and Copper							
Year	Contaminant	The 90th Percentile	Number of sites Exceeding Action Levels	Action Level		Units of Measure	Source of Contaminant
2007	Lead	4.5	0	15		ppb	Corrosion of household plumbing systems; erosion of natural deposits.
2007	Copper	0.606	0	1.3		ppm	Corrosion of household plumbing systems; erosion of natural deposits leaching from wood preservatives.

Recommended Additional Health Information for Lead
 All water systems are required by EPA to report the language below starting with the 2009 CCR to be delivered to you by July of 2010. We are providing this information now as a courtesy. "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. This water supply 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>."

Total Coliform							
Total coliform bacteria are used as indicators of microbial contamination of drinking water because testing for them is easy. While not disease-causing organisms themselves, they are often found in association with other microbes that are capable of causing disease. Coliform bacteria are more hardy than many disease-causing organisms; therefore, their absence from water is a good indication that the water is microbiologically safe for human consumption.							
Year	Contaminant	Highest Monthly % of	MCL			Units of Measure	Source of Contaminant
2009	Total Coliform Bacteria	2	*			Presence	Naturally present in the environment
* Presence of coliform bacteria in 5 % or more of the monthly samples							

Fecal Coliform REPORTED MONTHLY TESTS FOUND NO FECAL COLIFORM BACTERIA

Violations					
Violation Type	Health Effects	Duration	Explanation	Steps to Correct	
Total Coliform Present	See above info on Total Coliform	9/1/2009	Training a new operator		
		9/28/2009	Collected sample from leaking faucet.	Additional operator training, on SOP for collecting BT samples.	

City of Pflugerville Surface Water Regulated at the Treatment Plant

PARAMETER	MCL	MCLG	DATE	AVG Result	High	Low
Barium (ppm)	2	2	2007	0.0563	0.0563	0.0563
Arsenic (ppb)	0.05	n/a	2007	0.0022	0.0022	0.0022
Nitrate (as N) (ppm)	10	10	2009	0.12	0.12	0.12
Turbidity (ntu)	0.3	n/a	2009	0.04	0.24	0

98% of all reading below 0.3 NTU

Only one set of samples collected during 2007

Turbidity
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 organisms. These organisms include bacteria, viruses and parasites that can cause symptoms such as nausea, cramps, diarrhea and associated headaches.

Year	Contaminant	Highest Single Measurement	Lowest Monthly % of Samples meeting limits	Turbidity Limits	Units of Measure	Source of Contaminant
2009	Turbidity	0.24	98.9	0.3	NTU	Soil runoff

Total Organic Carbon

Total organic carbon (TOC) no health effects. The disinfectant can combine with TOC to form disinfection byproducts. Disinfection is necessary to ensure that water does not have unacceptable levels of pathogens. Byproducts of disinfection include trihalomethanes (THMs) and haloacetic acids (HAA) which are reported elsewhere in this report.

Year	Contaminant	Average Level	Minimum Level	Maximum Level	Units of Measure	Source of Contaminant
2009	Raw Water TOC	4.59	3.3	6.2	ppm	Naturally present in the environment.
2009	Finished Water TOC	3.03	1.6	5	ppm	Naturally present in the environment.
2009	Present Removal	3.43	1.3	7.1	% removal	NA
2009	Total Hardness	146	124	182	mg/L	Naturally occurring calcium and magnesium.

Cryptosporidium Monitoring Information

The City of Pflugerville started monitoring for cryptosporidium in June of 2008. We collect one sample per month and send it to a lab in Waco. All the samples have been negative. Cryptosporidium is a microbial parasite that may be commonly found in surface water. Cryptosporidium may come from animal and human feces in the watershed. The results of our monitoring indicated that there may be cryptosporidium in the raw water and/or treated finished water. Although treatment by filtration removes cryptosporidium, it cannot guarantee 100 percent removal. The testing methods used cannot determine if the organisms are alive and capable of causing cryptosporidiosis, an abdominal infection with nausea, diarrhea and abdominal cramps that may occur after ingestion of contaminated water.

Year	Contaminant	Oocysts	Cysts
2009	Cryptosporidium	0	N/A
2009	Giardia	N/A	0

Disinfection Byproducts Rule Regulated at the Treatment Plant

PARAMETER	MCL	MCLG	DATE	AVG. Result	High	Low
Raw Water TOC ppm	none	none	2009	4.59	6.2	3.3
Tap Water TOC ppm	none	none	2009	3.03	5.0	1.6
TOC Removal Ratio (%)	AVG >= 1	none	2009	3.43	7.1	1.3

Regulated in the Distribution System

PARAMETER	MCL	MCLG	DATE	AVG. Result	High	Low
Haloacetic Acids HAA5 (ppb)	60 AVG	na	2009	3.2	4	<1.0
Total Trihalomethanes (ppb)	80 AVG	na	2009	1.18	1.4	<1.0

Regulated Disinfectant

PARAMETER	MRDL	MRDLG	DATE	AVG. Result	High	Low
Chloramines (ppm)	4	4	2009	1.39	2.2	0.6

Proposed Standards

PARAMETER	MCL	MCLG	DATE	AVG. Result	High	Low
Bromodichloromethane ppb	not regulated	0	2009	4.4	8.3	<0.5
Bromoform ppb	not regulated	0	2009	6.25	12	<0.5
Dibromochloromethane ppb	not regulated	60	2009	8.25	16	<0.5
Chloroform ppb	not regulated	0	2009	2.35	4	<0.5

1 The TOC removal ratio is the percent of TOC removed through the treatment process divided by the percent of TOC required by TCEQ to be removed. TCEQ requirement is to have a running annual average equal to or greater than 1.

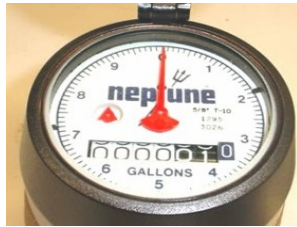
Year or Contaminant Range	Average Level	Minimum Level	Maximum Level	MCL	MCLG	Units of Measure	Source of Contaminant
2009 Combined Radium 226 & 228	<1.0	<1.0	<1.0	5	0	pCi/L	Erosion of natural deposits
2009 Gross Beta emitters	<4.0	<4.0	<4.0	50	0	pCi/L	Decay of natural & man-made deposits.
2009 Gross alpha	<2.0	<2.0	<2.0	15	0	pCi/L	Erosion of natural deposits

NOTICE TO CUSTOMERS

Enclosed with this report you will find data sheets provided by the City of Austin and the City of Pflugerville. Manville purchases water from these cities for various areas within our serving area and we are required to provide customers with this data. **Please note that the City of Austin and City of Pflugerville use surface (lake) water so the testing requirements slightly differ from Manville's.**

HELPFUL HINTS

Reading your water meter: If you have a billing discrepancy, the first thing you should do is read your water meter. The water meter is in a meter box that is in the ground at the road. Remove the lid from the meter box and lift the lid on the meter itself. Read the numbers from left to right including the stationary zero on the far right. Then compare the reading to the present reading on your water bill. Please contact the office for any assistance. Any customer that feels the meter is to blame for the high usage can have the meter removed and tested at the customers expense.



Leak Detection: The water meter can be a helpful tool in determining if you have a water leak. Many meters are equipped with a small triangle called a leak detector. The leak detector will not turn unless water is going through the meter. Before checking the leak detector, be sure that no water is being used – the leak detector will turn if water is being used. If the leak detector is moving and no water is being used there may be a leak on the private line (customer side of the meter) that must be repaired by a plumber. If the meter is not equipped with a leak detector, read the water meter (also record what number the dial is pointing to), do not use any water and then read it again approximately 30 minutes later without using any water. If the meter reading or the location of the dial has changed then it is possible there is a private leak.

CONTACT INFORMATION

Mailing Address: P.O. Box 248, Coupland TX 78615

Physical Address: 108 North Commerce Street, Coupland, TX 78615

Phone Numbers: (888) 856-2488 or (512) 856-2488

Fax Number: (888) 856-2242 or (512) 856-2029

Auto Bill Pay: (866) 343-4999

Manville now offers an automated bill pay system that can be accessed 24/7 at no charge. You must have your account number to use the system.

PAYMENT LOCATIONS & HOURS

Coupland: Manville Office @ 108 North Commerce Street
Hrs. Mon.-Fri. 8am-5pm

Pflugerville: Gaddy's Hardware, Garden, & Feed @ 403 F.M. 685
Hrs. Mon.-Fri. 8am -6:30pm Sat. 8am-5:30pm Sun. 11am-4pm

Manor : Independent Bank @ 11250 East Hwy 290 Lobby
Hrs. Mon.-Thurs. 9am-4pm Fri.9am-6pm Drive-Thru Hrs. Mon.-Fri. 7am-6pm Sat. 9am-12pm

NOTE: ALL PAYMENTS MADE AFTER 3 PM WILL NOT BE CREDITED UNTIL THE FOLLOWING BUSINESS DAY.

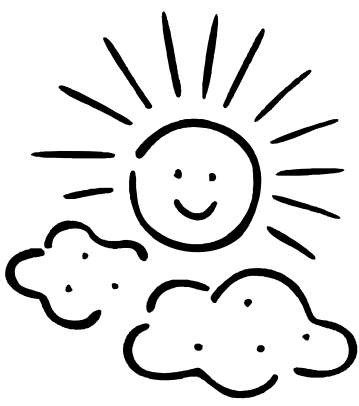
PAYMENT OPTIONS

Accounts can be set up on an automatic bank draft and forms can be obtained from our website, www.manvillewsc.org, or by calling our office. Credit/debit card payments or check by phone can be made on our new auto bill pay system or by calling our office. Internet checks are welcome.

TERMINATION

To avoid termination of your service for non-payment, you must keep your past due balance below \$20.22. Once your account is on the termination list, the account balance plus the reconnection / termination fee must be paid whether the service has or has not been terminated. All termination fees must be paid by cash, cashiers check or money order only. **NO PERSONAL CHECKS ACCEPTED.**

Private leaks occasionally occur and unfortunately, when it happens, water usage and charges can be significantly higher. In this situation, our staff will gladly assist you in setting up a payment plan.



Manville Water Supply Corp.

Summer Watering Calendar

Schedule:

Odd # addresses: Wed. and/or Sat.

Even # addresses: Thurs. and/or Sun.

Watering Hours - Before 10am & After 7pm

Hand Held Watering Anytime

This watering calendar is voluntary; however, Manville encourages all customers to follow it as closely as possible to help prevent the need for mandatory restrictions. If at any time mandatory compliance becomes necessary, you will receive a notice.

Helpful Tips to Conserve Water

Check for and fix all leaky faucets.

When brushing your teeth, turn the water off until it is time to rinse.

Install water-saving showerheads that use 2.5 gallons per minute or less.

Chill drinking water in the refrigerator instead of running the faucet until the water is cold.

Do not over water your lawn. The soil only holds so much moisture and the rest simply runs off.

Position sprinklers so they are not watering walkways and driveways.

Choose drought-tolerant plants/grasses when landscaping.

Purchase a rain barrell to capture rainwater for use on your landscape.

Manville Water Supply Corp.
P.O. Box 248
Coupland, TX 78615

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PERMIT #29

ENCLOSED
2009 ANNUAL DRINKING WATER QUALITY REPORT
VOLUNTARY WATERING SCHEDULE



Manville WSC Consumer Confidence Report Data 2009

*Secondary and Other Constituents Not Regulated (No associated adverse health effects)

Secondary and Other Not Regulated Constituents

(No associated adverse health effects)

Year (Range)	Constituent	Average Level	Minimum Level	Maximum Level	Secondary	Unit of Measure	Source of Constituent
2008	Bicarbonate	343	50	438	NA	ppm	Corrosion of carbonate rocks such as limestone.
2008 2005	Calcium	115.5	114	117	NA	ppm	Abundant naturally occurring element.
2008	Carbonate	2	0	14	NA	ppm	Corrosion of carbonate rocks such as limestone.
2008	Chloride	47	18	106	300	ppm	Abundant naturally occurring element; used in water purification; by-product of oil field activity.
2008 2005	Copper	0.005	0.004	0.006	1	ppm	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.
2004	Hardness as Ca/Mg	101	99	102	NA	ppm	Naturally occurring calcium and magnesium
2008 2005	Iron	0.121	0	0.0363	0.3	ppm	Erosion of natural deposits; iron or steel water delivery equipment or facilities.
2008 2005	Magnesium	26.9	25.4	28.3	NA	ppm	Abundant naturally occurring element.
2008 2005	Nickel	0.003	0.003	0.004	NA	ppm	Erosion of natural deposits.
2008	P.Alkalinity as CaCO3	1	0	12	NA	ppm	Naturally occurring soluble mineral salts.
2008	pH	7.6	7.1	9.40	>7.0	units	Measure of corrosivity of water.
2008 2005	Sodium	20	18	23	NA	ppm	Erosion of natural deposits; byproducts of oil field activity
2008	Sulfate	70	25	196	300	ppm	Naturally occurring; common industrial byproduct; byproduct of oil field activity.
2008	Total Alkalinity as CaCO3	283	61	359	NA	ppm	Naturally occurring soluble mineral salts.
2008	Total Dissolved Solids	478	152	769	1000	ppm	Total dissolved mineral constituents in water.
2008 2005	Total Hardness as CaCO3	399	389	408	NA	ppm	Naturally occurring calcium.
2008 2005	Zinc	0.033	0.015	0.051	5	ppm	Moderately abundant naturally occurring element used in the metal industry.

City of Pflugerville Consumer Confidence Report Data 2009

*Secondary and Other Constituents Not Regulated (No associated adverse health effects)

Secondary and Other Not Regulated Constituents

(No associated adverse health effects)

Year (Range)	Constituent	Average Level	Minimum Level	Maximum Level	Secondary	Unit of Measure	Source of Constituent
2007	Aluminum	0.017	0	0.034	0.05	ppm	Abundant naturally occurring element
2009	Bicarbonate	355	355	355	NA	ppm	Corrosion of carbonate rocks such as limestone.
2009	Chloride	45	43	47	300	ppm	Abundant naturally occurring element; used in water purification; by-product of oil field activity.
2006	Copper	0.002	0	0.003	NA	ppm	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.
2008	Hardness as Ca/Mg	311	306	317	NA	ppm	Naturally occurring calcium and magnesium
2007	Magnesium	17.5	10.9	24.0	NA	ppm	Abundant naturally occurring element.
2009	Nickel	0.001	0.001	0.002	NA	ppm	Erosion of natural deposits.
2009	PH	7.6	7.2	8	7	units	Measure of corrosivity of water
2006	Silver	0.002	0	0.004	100	ppb	Erosion of natural deposits; used in photographic film industry.
2009	Sodium	30.1	30.1	30	NA	ppm	Erosion of natural deposits; byproducts of oil field activity
2009	Sulfate	43	35	50	300	ppm	Naturally occurring; common industrial byproduct; byproduct of oil field activity.
2009	Total Alkalinity as CaCO ₃	225	159	291	NA	ppm	Naturally occurring soluble mineral salts.
2009	Total Dissolved Solids	356	278	434	1000	ppm	Total dissolved mineral constituents in water.
2009	Total Hardness as CaCO ₃	225	159	291	NA	ppm	Naturally occurring calcium.
2007	Zinc	0.004	0	0.009	5	ppb	Moderately abundant naturally occurring element used in the