

2020 Annual Drinking Water Quality Report

(Consumer Confidence Report)

CRYSTAL MOUNTAIN WATER SUPPLY

Phone No. (512) 246-1400

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

You may be more vulnerable than the general population to certain microbial contaminants, such as Cryptosporidium, in drinking water. Infants, some elderly or immunocompromised persons such as those undergoing chemotherapy for cancer; those 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 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.

Public Participation Opportunities

Due to the COVID- 19 pandemic many of the boards have gone to virtual meeting. Please call (512) 246-1400 to confirm meeting dates and time. The HOA Board meets annually, generally in the Spring, at the Laura Bush Community Library located at 9411 Bee Caves Rd., Austin, TX, 78733, at 7:00 p.m.

The water system is operated by Crossroads Utility Services, LLC. If you have any questions concerning water quality or the source of your water, please call (512) 246-1400.

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 informacion importante sobre el agua potable. Si tiene preguntas o comentarios sobre este informe en español favor de llamar al tel. (512) 246-1400 para hablar con una persona bilingue en español.

Where do we get our drinking water?

Our drinking water is supplied to you through the distribution system as owned by Crystal Mountain Homeowners Association (the Association). The Association purchases all of its water from the West Travis County Public Utility Agency (“PUA”), who obtains the water from Lake Austin. The PUA treats and filters the water from these sources according to federal and state standards, removing harmful contaminants. The sampling requirements for our water system are based on this susceptibility and previous sample data. Any detection of these contaminants will be found in this report. If we receive or purchase water from another system, their susceptibility will not be included in this report. For more information on source water assessments and protection efforts at our system, please contact us.

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 EPA’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 the EPA. These constituents are not causes for health concerns. Therefore, secondaries are not required to be reported in this document but they 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 contaminants which have been found in your drinking water. The U.S. EPA requires water systems to test for up to 97 contaminants.

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 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 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 (µg/L)

ppt – parts per trillion, or nanograms per liter

ppq – parts per quadrillion, or picograms per liter

Inorganic Contaminants

Year	Contaminant	Average Level	Minimum Level	Maximum Level	MCL	MCLG	Source of Contaminant
2017	Asbestos (MFL)	<0.1987	<0.1987	<0.1987	7	7	Decay of asbestos cement in water mains; erosion of natural deposits.
2020	Barium (ppm)	0.065	0.065	0.065	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits.
2020	Cyanide (ppb)	0.07	0.07	0.07	200	200	Discharge from steel/metal factories; discharge from plastic and fertilizer factories.
2020	Fluoride (ppm)	0.20	0.20	0.20	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories.
2017	Nickel (ppm)	0.0011	0.0011	0.0011	0.1	0.1	Abundant naturally occurring element.
2020	Nitrate* (ppm)	0.43	0.43	0.43	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits.
2017	Nitrite (ppm)	<0.01	<0.01	<0.01	1	1	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits.

*Nitrate in drinking water at levels above 10 ppm is a health risk for infants of less than six months of age. High nitrate levels in drinking water can cause blue baby syndrome. If you are caring for an infant you should ask advice from your health care provider.

Organic Contaminants

Year	Contaminant	Average Level	Minimum Level	Maximum Level	MCL	MCLG	Source of Contaminant
2017	DI (2-Ethylhexyl Phthalate (ppb)	1.1	1.1	1.1	6.0	0	Discharge from rubber and chemical factories.
2017	Simazene (ppb)	<0.07	<0.07	<0.07	4	4	Herbicide runoff.

Volatile Organic Contaminants

Year	Contaminant	Average Level	Minimum Level	Maximum Level	MCL	Unit of Measure	Source of Contaminant
2017	Vinyl Chloride	<0.5	<0.5	<0.5	2	ppb	Leaching from PVC piping; Discharge of plastic factories

Maximum Residual Disinfectant Level

Year	Disinfectant	Average Level	Minimum Level	Maximum Level	MRDL	MRDLG	Source of Disinfectant
2020	Chloramines (ppm)	2.80	1.7	3.5	4.0	<4.0	Disinfectant used to control microbes

Disinfection Byproducts

Year	Contaminant	LR Annual Average	Minimum Level	Maximum Level	MCL	Unit of Measure	Source of Contaminant
2020	Total Haloacetic Acids	10.5	10.5	10.5	60	ppb	Byproduct of drinking water disinfection.
2020	Total Trihalomethanes	32.2	32.2	32.2	80	ppb	Byproduct of drinking water disinfection.

Unregulated Contaminants

Bromoform, chloroform, bromodichloromethane, and dibromochloromethane are disinfection byproducts. There is no maximum contaminant level for these chemicals at the entry point to distribution.							
Year	Contaminant	Average Level	Minimum Level	Maximum Level		Unit of Measure	Source of Contaminant
2020	Chloroform	7.3	7.3	7.3		ppb	Byproduct of drinking water disinfection.
2020	Bromoform	2.8	2.8	2.8		ppb	Byproduct of drinking water disinfection.
2020	Bromodichloromethane	11.4	11.4	11.4		ppb	Byproduct of drinking water disinfection.
2020	Dibromochloromethane	10.7	10.7	10.7		ppb	Byproduct of drinking water disinfection.

Lead and Copper

Year	Contaminant	The 90 th Percentile	Number of Sites Exceeding Action Level	Action Level	Unit of Measure	Source of Contaminant
2020	Lead	0.001	0	15	ppb	Corrosion of household plumbing systems; erosion of natural deposits.
2020	Copper	0.14	0	1.3	ppm	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.

“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>”.

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	Source of Contaminant	
2020	Turbidity (NTU)	0.37	99%	0.3	Soil runoff.	

2020 **Total Coliform** REPORTED MONTHLY TESTS FOUND NO TOTAL COLIFORM BACTERIA.

2020 **Fecal Coliform** REPORTED MONTHLY TESTS FOUND NO FECAL COLIFORM BACTERIA

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

Year	Contaminant	Average Level	Minimum Level	Maximum Level	Limit	Source of Contaminant
2017	Aluminum (ppm)	<0.02	<0.02	<0.02	0.2	Abundant naturally occurring element.
2017	Bicarbonate (ppm)	181	181	181	NA	Corrosion of carbonate rocks such as limestone.
2017	Calcium (ppm)	447.7	44.7	44.7	NA	Abundant naturally occurring element.
2017	Chloride (ppm)	37	37	37	300	Abundant naturally occurring element; used in water purification; byproduct of oil field activity.
2017	Magnesium (ppm)	18.3	18.3	18.3	NA	Abundant naturally occurring element.
2017	Manganese (ppm)	0.0016	0.0016	0.0016	0.05	Abundant naturally occurring element.
2014	pH (units)	7.75	7.75	7.75	7	Measure of corrosivity of water.
2017	Sodium (ppm)	17.8	17.8	17.8	NA	Erosion of natural deposits; byproduct of oil field activity.
2017	Sulfate (ppm)	24	24	24	300	Naturally occurring; common industrial byproduct; byproduct of oil field activity.
2017	Total Alkalinity as CaCO ₃ (ppm)	148	148	148	NA	Naturally occurring soluble mineral salts.
2017	Total Dissolved Solids (ppm)	266	266	266	1000	Total dissolved mineral constituents in water.
2017	Total Hardness as CaCO ₃ (ppm)	187	187	187	NA	Naturally occurring calcium.
2017	Zinc (ppm)	<0.005	<0.005	<0.005	5	Moderately abundant naturally occurring element; used in the metal industry.

P.W.S. #2270246

**Failure to Submit a Disinfectant Level Quarterly Operating Report (DLQOR)
MONITORING, ROUTINE (DBP), MAJOR/CHLORINE**

Crystal Mountain water system PWS ID TX2270246 has violated the monitoring and reporting requirements set by Texas Commission on Environmental Quality (TCEQ) in Title 30, Texas Administrative Code (30 TAC), Section 290, Subchapter F. Public water systems are required to properly disinfect water before distribution, maintain acceptable disinfection residuals within the distribution system, monitor the disinfectant residual at various locations throughout the distribution system, and report the results of that monitoring to the TCEQ on a quarterly basis.

Results of regular monitoring are an indicator of whether or not your drinking water is safe from microbial contamination.

This violation occurred in the 4th quarter monitoring period of 2020. (10/01/2020 - 12/31/2020)

First of all your drinking water is safe. Crossroads operators collected all of the required disinfectant residuals and water quality samples during the months of Oct. 2020 thru Dec.2020 for your water system. This Notice of Violation was a reporting error on our part. Crossroads has implanted a new monitoring protocol to insure this type of issue doesn't happen again. The 4th quarter DLQOR for 2020 was submitted along with the 1st quarter DLQOR for 2021 on 04/09/21. With these DLQOR submittals the system will be back in compliance.

Please share this information with all people who drink this water, especially those who may not have received this notice directly (i.e., people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

If you have questions regarding this matter, you may contact Darrell Winslett at (512) 246-1400

Delivered on the back of the 2020 CCR. May - June 2021

Darrell Winslett
Regulatory Compliance Manager
Crossroads Utility Services