

What is a Consumer Confidence Report (CCR)?

We proudly present our Annual Water Quality Report, also referred to as a CCR. CCRs provide customers with important information regarding the quality of their drinking water. They let customers know what contaminants, if any, were detected in their drinking water, as well as associated potential health effects. We are pleased to report the results of the laboratory testing of your drinking water during the calendar year of 2025. For your information, we have compiled a list of tables showing the testing of your drinking water during 2025.

This water quality report includes a table with the most recent water testing results within the last 5 years. The table shows if different germs and chemicals were in a safe range and met EPA's health standards. Look for the column in the table called "TT or MCL violation," to see if your utility found unsafe levels of any germs or chemicals.

Our Mission

Central States Water Resources (CSWR) is working to bring safe, reliable, and environmentally responsible water resources to every community in the U.S.

Our Vision

CSWR is transforming how water utilities work by using technology and innovation to quickly assess and invest in reliable infrastructure that meets or exceeds stringent state and federal safety standards, ensuring all communities across the U.S. have access to safe, clean and reliable water resources while protecting the aquifers, lakes, rivers and streams that are essential to our world.



CACTUS STATE
Utility Operating Company
A CSWR Managed Utility

Flagstaff PWS ID AZ0403088 Annual Water Quality Report 2025

Name
Address Line 1
Address Line 2

Puede solicitar una copia en español de su Informe de Confianza del Consumidor llamando al 1-800-670-4869 o enviando un correo electrónico a support@cactusstateuoc.com.

ATTENTION: Landlords and Apartment Owners!

Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.

2025 ANNUAL DRINKING WATER QUALITY REPORT

PWS ID#: AZ0403088

We are pleased to present our Annual Drinking Water Quality Report to you covering the period from January 1, 2025 to December 31, 2025. This report is a summary of the quality of the water we provide to our customers. The analysis was made by using the data from the most recent U.S. Environmental Protection Agency (EPA) required tests. We hope this information helps you become more knowledgeable about what's in your drinking water. We want our valued customers to be informed about their water quality. If you would like to learn more about public participation or to attend any of our regularly scheduled meetings, please contact 1-800-670-4869 or support@cactusstateuoc.com for more information.

Where Does Our Drinking Water Come From?

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. **Your water source: Ground water from wells WL-55-509021-1 and WL-55-581960-5 that draw from the Little Colorado River Plateau Groundwater Basin**

Source Water Assessment

This water system did not receive a SWA because the system was either inactive at the time or the system did not exist.

What Contaminants Can Be In Our Drinking Water?

As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, 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 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.

Am I at Risk?

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.

Special Health Information

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 small amounts of contamination. These people should seek advice about drinking water from their health care providers.

Lead and Drinking Water

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. Cactus State is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, contact Cactus State UOC at 1-800-670-4869. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <https://www.epa.gov/safewater/lead>.

In compliance with Federal Regulation (40 CFR Part 141 Subpart 1) CSWR finds it necessary for the health and safety of our customers to adopt lead control standards which ban the use of lead materials in the public drinking water system and private plumbing connected to the public drinking water system. For more information, visit bit.ly/IdentifyingLead.

All Drinking Water May Contain Contaminants

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 Safe Drinking Water Hotline (800-426-4791).

How to Participate

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect shared resources. This includes utilities, businesses, residents, government and non-profit organizations.

What can you do?



Properly dispose of pharmaceuticals, household chemicals, oils and paints.



Clean up after your pets and limit the use of fertilizers and pesticides.



Take part in watershed activities or volunteer outreach programs.



Clean up heating or fuel tank leaks with cat litter. Sweep material and seal in bag. Check with local facility for disposal.

2025 Consumer Confidence Report Data Table Flagstaff Water AZ0403088							
This report contains important information about your drinking water. Este informe contiene información muy importante sobre el agua usted bebe. Tradúscalo ó hable con alguien que lo entienda bien.							
Lead and Copper	Violation Y or N	90th Percentile	Number of Samples Exceeding AL	AL	ALG	Sample Date	Likely Source of Contamination
Copper [tap water] (ppm)	N	0.52	0	1.3	1.3	09/26/2024	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Disinfectants	Violation Y or N	Highest Level Detected	Range of All Samples (Low-High)	MRDL	MRDLG	Sample Date	Likely Source of Contamination
Chlorine (ppm)	N	0.1	N/A	4	4	12/19/2025	Water additive used to control microbes
Inorganic Chemicals (IOC)	Violation Y or N	Highest Level Detected	Range of All Samples (Low-High)	MCL	MCLG	Sample Date	Likely Source of Contamination
Arsenic (ppb)*	N	8.7	0 - 8.7	10	0	Mar, May, & Oct 2025	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes.
Barium (ppm)	N	0.74	N/A	2	2	8/9/2022	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Chromium (ppb)	N	1.7	N/A	100	100	8/9/2022	Discharge from steel and pulp mills; Erosion of natural deposits.
Nitrate [as Nitrogen] (ppm)	N	0.2	0.19 - 0.2	10	10	2/20/2025	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Sodium (ppm)	N	8.8	6.5 - 8.8	3000	N/A	2/20/2025	Erosion of natural deposits.
Radioactive Contaminants	Violation Y or N	Highest Level Detected	Range of All Samples (Low-High)	MCL	MCLG	Sample Date	Likely Source of Contamination
Combined Radium (pCi/L)	N	0.817	N/A	5	0	2/20/2025	Erosion of natural deposits.
Additional Health Information:							
*While your drinking water meets EPA standards for arsenic, it does contain low levels of arsenic. EPA's standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. EPA continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.							

All contaminants listed below were tested for and were NOT found in our water. These contaminants are considered Non-Detect or not present:

Synthetic Organic Compounds (Last tested January 2025): 2,4-D, 2,4,5-TP (a.k.a. Silvex), Acrylamide, Alachlor, Atrazine, Benzo (a) pyrene (PAH), Carbofuran, Chlordane, Dalapon, Di (2-ethylhexyl) adipate, Di (2-ethylhexyl) phthalate, Dibromochloropropane, Dinoseb, Diquat, Dioxin [a.k.a. 2,3,7,8-TCDD], Endothall, Endrin, Epichlorohydrin, Ethylene dibromide, Glyphosate, Heptachlor, Heptachlor epoxide, Hexachlorobenzene, Hexachlorocyclopentadiene, Lindane, Methoxychlor, Oxamyl (a.k.a. Vydate), PCBs (Polychlorinated biphenyls), Pentachlorophenol, Picloram, Simazine, Toxaphene
 Volatile Organic Compounds (Last tested February 2025): Benzene, Carbon tetrachloride, Chlorobenzene, o-Dichlorobenzene, p-Dichlorobenzene, 1,2-Dichloroethane, 1,1-Dichloroethylene, cis-1,2-Dichloroethylene, trans-1,2-Dichloroethylene, Dichloromethane, 1,2-Dichloropropane, Ethylbenzene, Styrene, Tetrachloroethylene, 1,2,4-Trichlorobenzene, 1,1,1-Trichloroethane, 1,1,2-Trichloroethane, Trichloroethylene, Toluene, Vinyl Chloride, Xylenes
 Inorganic Chemicals (Last tested August 2022): Antimony, Asbestos, Beryllium, Cadmium, Cyanide, Fluoride, Mercury, Nitrite (Last tested August 2022), Selenium, Thallium"

2025 Violations			
Violation and Explanation	Health Effects	Time Period	Corrective Action
Arsenic MONITORING, ROUTINE MAJOR			
We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.	Some people who drink water containing arsenic in excess of the MCL over many years could experience skin damage or problems with their circulatory system, and may have an increased risk of getting cancer.	07/01/2025 - 09/30/2025	Cactus State UOC has reviewed monitoring and reporting requirements for this system. Internal sample systems have been reviewed and updated to ensure no additional sampling omissions.
Lead and Copper Rule FOLLOW-UP OR ROUTINE TAP M/R (LCR)			
We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.	The Lead and Copper Rule protects public health by minimizing lead and copper levels in drinking water, primarily by reducing water corrosivity. Lead and copper enter drinking water mainly from corrosion of lead and copper containing plumbing materials.	10/24/12025	Cactus State UOC is currently conducting lead and copper makeup tap samples. Notices containing the results of the sampling event will be issued to participating customers.
Consumer Confidence Rule CCR REPORT			
We failed to provide to you, our drinking water customers, an annual report that informs you about the quality of our drinking water and characterizes the risks from exposure to contaminants detected in our drinking water.	The Consumer Confidence Rule requires community water systems to prepare and provide to their customers annual consumer confidence reports on the quality of the water delivered by the systems.	07/01/2025 - 07/24/2025	Our CCR was provided to our customers on July 24, 2025 and should have been provided no later than July 1, 2025. We have worked with our printing team and implemented a new process that will ensure customers receive a link to the CCR in their June bill for 2026.
Public Notification Rule PUBLIC NOTICE RULE LINKED TO VIOLATION			
We failed to adequately notify you, our drinking water consumers, about a violation of the drinking water regulations.	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).	11/25/2022 - 07/16/2025	Cactus State UOC acquired this facility 3/19/2025 and is working on improving operation and procedures.

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. 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. For more information about contaminants and potential health effects, or to receive a copy of the U.S. Environmental Protection Agency (EPA) and the U.S. Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and microbiological contaminants visit the EPA Safe Drinking Water website at www.epa.gov/sdwa.

Please share this information with other people who drink this water, especially those who may not have received this notice directly (for example, 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.

Definition of Terms:

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

Action Level Goal (ALG): The level of contaminant in drinking water below which there is no known or expected risk of health. ALGs allow for a margin of safety.

Average (Avg): Regulatory compliance with some MCLs are based on a running annual average of monthly samples.

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.

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 the 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.

Million fibers per Liter (MFL): A measure of asbestos.

Millirems per Year (MREM): A measure of radiation absorbed by the body.

Minimum Reporting Limit (MRL): The smallest concentration of a substance that can be reliably measured by a given analytical method" & "ppb: Parts per billion or Micrograms per liter (µg/L), equal to 1000 ppm.

Not Applicable (NA): Sampling was not completed by regulation or was not required.

Not Detected (ND): Not detectable at reporting limit.

Nephelometric Turbidity Units (NTU): Measure of clarity or turbidity of the water.

Picocuries per liter (pCi/L): Measure of the natural rate of disintegration of radioactive contaminants in water.

Parts per million (ppm): One part substance per million parts water or milligram per liter (mg/L).

Parts per quadrillion (ppq): Parts per quadrillion, or picograms per liter (pg/L).

Parts per trillion (ppt): One part substance per trillion parts water or nanograms per liter (ng/L).

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.

If you have any questions about this report or concerning your water utility, please contact 1-800-670-4869 or support@cactusstateuoc.com.