



2023 Annual Water Quality Report

Confluence Rivers Utility Operating
Company
The Willows Water System
PWS ID MO5048099

ATTENTION: Landlords and Apartment Owners

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

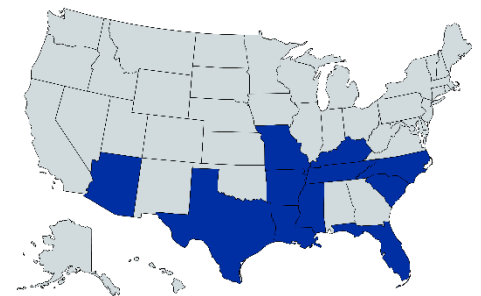


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What is a Consumer Confidence Report (CCR)?

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 2023. For your information, we have compiled a list of tables showing the testing of your drinking water during 2023.

Our Mission

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

Our Vision

Central States Water Resources (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.

This report contains important information about the source and quality of your drinking water. If you would like a paper copy of the 2023 Report mailed to your home, please call 1-800-670-4869
Este informe contiene información importante sobre el origen y la calidad de su agua potable. Si desea recibir una copia por escrito del informe anual de la calidad del agua del 2023, llame al número de teléfono 1-800-670-4869

About Your Drinking Water Supply

Your Water Source: Groundwater

Source Water Assessment:

The Department of Natural Resources conducted a source water assessment to determine the susceptibility of our water source to potential contaminants. This process involved the establishment of source water area delineations for each well or surface water intake and then a contaminant inventory was performed within those delineated areas to assess potential threats to each source. Assessment maps and summary information sheets are available on the internet at <https://drinkingwater.missouri.edu/> The Missouri Source Water Protection and Assessment maps and information sheets provide a foundation upon which a more comprehensive source water protection plan can be developed.

In order to ensure that tap water is safe to drink, the Environmental Protection Agency (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.

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 (800-426-4791).

Definition of Terms

Population: 110. This is the equivalent residential population served including non-bill paying customers.

90th Percentile: For Lead and Copper testing. 10% of test results are above this level and 90% are below this level.

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

HAA5: Haloacetic Acids (mono-, di- and tri-chloroacetic acid, and mono- and dibromoacetic acid) as a group.

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.

LRAA: Locational Running Annual Average, or the locational average of sample analytical results for samples taken during the previous four calendar quarters.

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.

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.

Definition of Terms

Minimum Reporting Limit (MRL): The smallest measured concentration of a substance that can be reliably measured by a given analytical method.

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 billion (ppb): One part substance per billion parts water or microgram per liter ($\mu\text{g/L}$).

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

RAA: Running Annual Average, or the average of sample analytical results for samples taken during the previous four calendar quarters.

Range of Results: Shows the lowest and highest levels found during a testing period, if only one sample was taken, then this number equals the Highest Test Result or Highest Value.

TTHM: Total Trihalomethanes (chloroform, bromodichloromethane, dibromochloromethane, and bromoform) as a group.

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in 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 resulting from the presence of animals or from human activity.

Contaminants That May be Present in Source Water:

Microbes	such as viruses and bacteria may come which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
Inorganic Chemicals	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 & Herbicides	which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
Organic Chemicals	Including synthetic and volatile organic chemicals, which are byproducts 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 man-made may occur through weathering rock, mining, and runoff.

Special Health Information:

Some people may be more vulnerable to contaminants in drinking water than the general population. Those who are undergoing chemotherapy or living with HIV/AIDs, transplants, children and infants, elderly, and pregnant women can be at particular risk for infections. If you have special health care needs, please consider taking additional precautions with your drinking water and seek advice from a health care provider. For more information visit www.epa.gov/safewater/healthcare/special.html.

The following page will display the results of your water quality

- Central States Water Resources and our Utility Operating Companies conduct extensive monitoring to determine if your water meets all water quality standards. The detections of our monitoring are reported in the following tables.
- The state allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old.
- Regulated contaminants not listed in this table, were not found in the treated water supply.



Water Quality Results

2023 Water Quality Test Results

2023 Water Quality Test Results								
Disinfectants	Running Annual Average (RAA)	Range of levels detected (Low-High)	MRDL	MRDLG	Collection Date		Likely Source of Contamination	
Chlorine (ppm)	1.41	0.73-2.08	4	4	2023		Water additive used to control microbes	
Disinfection Byproducts	Highest LRAA	Range of Sampled Results (Low-High)	MCL	MCLG	Sites Over AL	Collection Date	Sampling Point	Likely Source of Contamination
Total Trihalomethanes (TTHM) (ppb)	2	NA	80	0	0	2023	DBPDUAL-01	Byproduct of drinking water disinfection.
Lead and Copper	90 th Percentile	Range of Sampled Results (Low-High)	AL	ALG	Sites Over AL	Collection Date	Likely Source of Contamination	
Copper, Free (ppm)	0.00868	0-0.00875	1.3	1.3	0	2021-2023	Corrosion of household plumbing systems	
Lead (ppb)	0	NA	15	0	0	2021-2023	Corrosion of household plumbing systems	
Inorganic Chemicals (IOC)	Running Annual Average (RAA) OR Highest Level Detected	Range of levels detected (Low-High)	MCL	MCLG	Collection Date		Likely Source of Contamination	
Barium (ppm)	0.0964	NA	2	2	10/6/2022		Discharge of drilling wastes; discharge from metal refineries; Erosion from natural deposits.	
Fluoride (ppm)	0.18	NA	4	4	10/6/2022		Natural Deposits; Water additive which promotes strong teeth.	

The Willows Water System reported no violations in 2023.



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. Confluence Rivers is responsible for providing high quality drinking water but cannot control the variety of plumbing materials. 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.

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. **No connection shall be installed or maintained where lead base materials were used in construction or modification of the drinking water plumbing after January 1, 1989. Contact CSWR immediately if you suspect you have lead plumbing.**

If you live in an older home or 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 (800-426-4791) or at <https://www.epa.gov/ground-water-and-drinking-water>.

Reduce Your Exposure

1. **Flush your home's pipes** by running the tap before drinking the water. Residents should contact their water utility for recommendations about flushing times in their community.
2. **Use Cold water** only for drinking, cooking, and making baby formula. Boiling water does not remove lead.
3. **Clean your aerator** (screen of faucet) regularly to remove sediments, debris, and lead particles that naturally collect over time.
4. **Use a filter** that is certified to remove lead. Regularly replace the filter as it becomes less effective after expiration. Do not run hot water through the filter.
5. **Have a licensed plumber check your plumbing** for lead-based materials

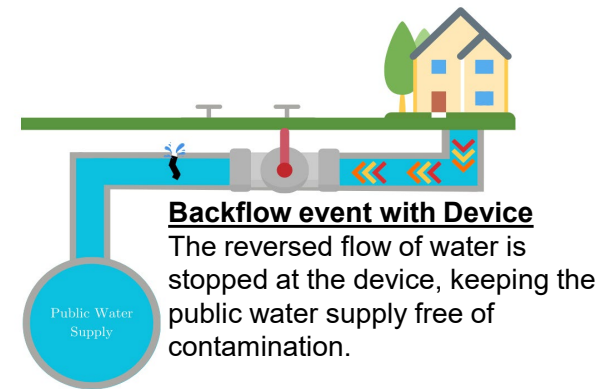
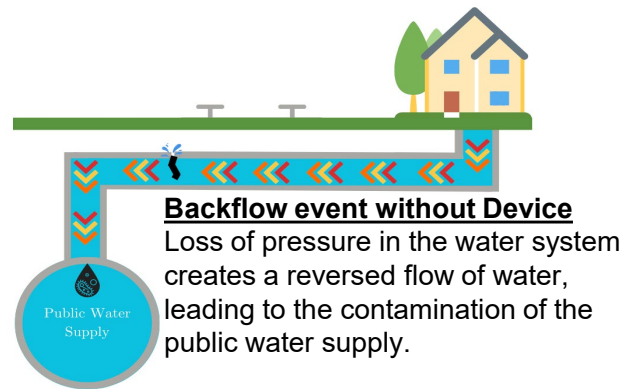
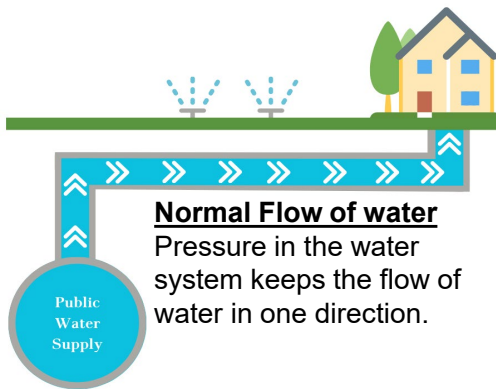


Backflow Prevention

Backflow is the unwanted reversal of flow from a customer to the water supply. This is caused by a loss of pressure in the water supply line or an increase in pressure on the customer side. Common situations where backflow occurs are water main breaks or firefighting events. These events create low pressure in the distribution system. Backpressure can cause backflow when the pressure in a building exceeds the pressure in the water supply line, causing liquid from the customer's line to move into the water supply. Backflow Prevention Devices are designed to restrict the flow of water to one direction.

Cross Connection

Cross-connections are links between a customer and the drinking water supply lines. Cross-Connections may contaminate the drinking water supply if there is a backflow event. Backflow through cross-connections are very serious and have the potential to cause serious health hazards.



Common household items requiring installation of a Backflow Prevention Device

Lawn Irrigation/Sprinkler System, Pool, Hot Tub, Fire Protection Sprinklers and Boilers

If you have any questions about Backflow Prevention or would like to notify CSWR of your Backflow Devices, please call or email: Confluence Rivers Utility Operating Company at 1-866-945-3920 or support@confluencleriversuoc.com

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.

If you have any questions about this report or concerning your water utility, please contact Confluence Rivers at 1-866-945-3920.

WATER INFORMATION SOURCES:

Central States Water Resources (CSWR)

<https://www.centralstateswaterresources.com/contact-us/>

Missouri Department of Natural Resources

www.dnr.mo.gov

United States Environmental Protection Agency (USEPA)

www.epa.gov/safewater

Safe Drinking Water Hotline (800) 426-4791

Centers for Disease Control and Prevention www.cdc.gov

American Water Works Association www.drinktap.org

Water Quality Association www.wqa.org

National Library of Medicine/National Institute of Health

www.nlm.nih.gov/medlineplus/drinkingwater.html

WHAT CAN YOU DO?



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



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



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



Take part in watershed activities or volunteer outreach programs.