

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 2024. For your information, we have compiled a list of tables showing the testing of your drinking water during 2024.

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.



Name
Address Line 1
Address Line 2



Palmetto Pointe
(Houston Estates
Utility)
PWS ID MS0300162
Annual Water Quality Report
2024

ATTENTION: Landlords and Apartment Owners!

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

2024 ANNUAL DRINKING WATER QUALITY REPORT

We are pleased to present our Annual Drinking Water Quality Report to you covering the period from January 1, 2024 to December 31, 2024. 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.

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 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. Contaminants that may be present in source water before treatment 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.

WHERE DO WE GET OUR DRINKING WATER?

Your drinking water source is groundwater from the **Graham Ferry Aquifer**. The water supplied to you is treated with chlorine to maintain water quality in the distribution system. The Mississippi Department of Environmental Quality has conducted a source water assessment in your area. They have determined that your system is at a **moderate risk of contamination**.

LEAD AND DRINKING WATER

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. Great River UOC is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water. If you are concerned about lead in your water and wish to have your water tested, contact Great River UOC at 1-855-801-8440. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <http://www.epa.gov/safewater/lead>. Your Lead Service Line Inventory has been completed. To view your completed inventory please visit <https://centralstateswaterresources.com/mississippi-lsli/>

PWS ID#: MS0300162

SPECIAL HEALTH INFORMATION

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.

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.

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.

2024 Water Quality Test Results								
Palmetto Pointe (Houston Estates Utility) MS0300162								
Disinfectants	Violation Y or N	Running Annual Average (RAA)	Range of All Samples (Low-High)		MRDL	MRDLG	Collection Date	Likely Source of Contamination
Chlorine (ppm)	N	1.4	0.73 - 1.75		4	4	2024	Water additive used to control microbes.
Disinfection By-Products	Violation Y or N	Locational Running Annual Average*	Range of All Samples (Low-High)		MCL	MCLG	Collection Date	Likely Source of Contamination
Total Trihalomethanes (TTHM) (ppb)	N	0.058	34.980 - 58.000		80	N/A	2024	Byproduct of drinking water disinfection.
Haloacetic Acids (HAA5) (ppb)	N	0.062	22.000 - 62.100		60	N/A	2024	Byproduct of drinking water disinfection.
Lead and Copper	Violation Y or N	90 th Percentile	Number of Samples Exceeds AL	Range of All Samples	AL	ALG	Collection Date	Likely Source of Contamination
Lead (ppb)	N	1	0	0.5-0.6	15	0	2024	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives.
Copper (ppm)	N	0.1	0	0.0069-0.164	1.3	1.3	2024	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives.
Inorganic Chemicals (IOC)	Violation Y or N	Highest Level Detected	Range of All Samples (Low-High)		MCL	MCLG	Collection Date	Likely Source of Contamination
Barium (ppm)	N	0.0164	N/A		2	2	01/24/2024	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Fluoride (ppm)	N	0.566	N/A		4	4	01/30/2024	Erosion of natural deposits; discharge from fertilizer and aluminum. Water additive which promotes strong teeth at optimum level of 0.7 ppm
Sodium (ppm)	N	99.8	98.1-99.8		160	N/A	2024	Saltwater intrusion, leaching from soil

*The value is the highest average of all sample results collected at a location over a year.

2024 Violations			
Violation/Contaminant	Explanation, Health Effects	Time Period	Corrective Action
Monitoring, Routine (DBP), Major: Chlorine	We are required to monitor your drinking water for specific contaminants on a monthly basis. Results of regular monitoring are an indicator of whether or not our drinking water meets healthy standards. During the time period indicated, we did not complete all bacteriological and chlorine monitoring and therefore cannot be sure of the quality of our water during that time.	07/01/2024 - 09/30/2024	The missed monthly samples were due to responsibilities not being fulfilled as expected. In partnership with the contracted operations firm, Great River UOC has developed new procedures to ensure tasks are completed in a correct and timely manner. Training for Operators has been completed to fix this issue. Since the missed samples, the listed required analytes have been tested and shown to be in compliance with all federal and state guidelines.
Monitoring, Routine, Major (RTCR): E. Coli		09/01/2024 - 09/30/2024	
2024 Significant Deficiencies			
Significant Deficiency	Description and Status	Date Identified	Corrective Action
Condition of Storage Tanks	During a sanitary survey conducted on 9/4/2024, the Mississippi State Department of Health cited the following significant deficiency(s): Condition of Storage Tanks. The system is scheduled to complete corrective actions by 1/20/2025 using a compliance plan or is within the initial 120 days minimum. Our system has failed to meet the compliance deadline and enforcement action is pending.	9/4/2024	During the inspection on 9/4/2024, the completed tank inspections were not readily available. Inspection records have been sent to MSDH to satisfy this deficiency.
Operations Record	During a sanitary survey conducted on 9/4/2024, the Mississippi State Department of Health cited the following significant deficiency(s): Operations Record. The system is scheduled to complete corrective actions by 1/20/2025 using a compliance plan or is within the initial 120 days minimum. Our system has failed to meet the compliance deadline and enforcement action is pending.	9/4/2024	Operation Records are kept electronically. New training has been implemented on software so that records are available upon request.
Cross Connection Control	During a sanitary survey conducted on 9/4/2024, the Mississippi State Department of Health cited the following significant deficiency(s): Cross Connection Control. The system is scheduled to complete corrective actions by 1/20/2025 using a compliance plan or is within the initial 120 days minimum. Our system has failed to meet the compliance deadline and enforcement action is pending.	9/4/2024	The Cross Connection Control Policy has been submitted to MSDH. The documentation is now kept onsite and will be submitted to MSDH to resolve this violation.
Site Security	During a sanitary survey conducted on 9/4/2024, the Mississippi State Department of Health cited the following significant deficiency(s): Site Security. The system is scheduled to complete corrective actions by 1/20/2025 using a compliance plan or is within the initial 120 days minimum. Our system has failed to meet the compliance deadline and enforcement action is pending.	9/4/2024	The perimeter fence at the facility has been repaired to ensure security and appeal. Photographic documentation will be submitted to MSDH to resolve this violation.

PFAS

Your drinking water was sampled for the presence and concentration of different per- and polyfluoroalkyl substances, some known by the acronyms PFAS, PFOA, PFNA, PFHxS, PFBS, and GenX. PFAS are man-made chemicals that are resistant to heat, water, and oil. They have been used since the 1940s to manufacture various consumer products, including firefighting foam and stain resistant, water-resistant, and nonstick items. Many PFAS do not break down easily and can build up in people, animals, and the environment over time. Scientific studies have shown that exposure to certain PFAS can be harmful to people and animals, depending on the level and duration of exposure.

In 2024, Palmetto Pointe reported no PFAS detections.

*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 occassions.

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.

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 pet 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.