



At Flagstaff Ranch Water Co., providing safe drinking water is our highest priority. Regulations require us to notify you when test results show that a water quality standard has been exceeded.

Flagstaff Ranch Water Co. AZ0403088 Did Not Meet Monitoring Requirements

Our water system violated drinking water standards over the past year. Even though these were not emergencies, as our customers, you have a right to know what happened and what we did to correct these situations. We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During June – Sept 2025 we did not complete all monitoring or testing for contaminants in your water and therefore cannot be sure of the quality of our drinking water during that time.

What should I do?

There is nothing you need to do at this time.

The table below lists the contaminants we did not properly test for during the last year; how often we are supposed to sample and how many samples we are supposed to take; how many samples we took; when samples should have been taken; and the date on which follow-up samples were (or will be) taken.

Contaminant	Required sampling frequency	Number of samples taken	When samples should have been taken	When samples were next taken
Lead and Copper	5	5	June 1 – Sept 30, 2025	Nov 20, 2025
Arsenic	1 Sample per Quarter	0	July 1 – Sept 30, 2025	Oct 22, 2025

We are taking the following actions to address this issue:

The missed monitoring has been identified, and additional tracking measures have been implemented to help ensure future samples are collected on time.

In addition to the monitoring and reporting violations noted above, we discovered that we failed to conduct a required assessment by 12/12/23.

What happened?

A Level 1 assessment was triggered and was required to be completed by December 12, 2023. The required assessment was not completed and submitted within the required timeframe. The assessment was subsequently completed and submitted to the Arizona Department of Environmental Quality on April 8, 2024.

Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct assessments to identify problems and to correct any problems that are found.

We failed to conduct the required assessment.

Corrective Action

The required assessment was completed and submitted to the Arizona Department of Environmental Quality on April 8, 2024. The water system has addressed the missed assessment requirement and will continue to ensure that future triggered assessments are completed and submitted within required regulatory timeframes.

Please share this information with all the other 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.

This notice is being sent to you by Cactus State for Flagstaff Ranch Water Co. System ID# AZ0403088.

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