

Consumer Confidence Report Certification Form (updated with electronic delivery methods)

(suggested format)

CWS Name: Lake Arrowhead
PWSID No: #0730010

The community water system named above hereby confirms that its consumer confidence report has been distributed to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the state/primacy agency.

Certified by:

Name: Tracy Shaw
Title: Operator
Phone #: 662-629-0028 Date: 9-21-17

Please check all items that apply.

- CCR was distributed by mail.
- CCR was distributed by other direct delivery method. Specify direct delivery methods:
 - Mail – notification that CCR is available on website via a direct URL
 - Email – direct URL to CCR
 - Email – CCR sent as an attachment to the email
 - Email – CCR sent embedded in the email
 - Other: Posted on Bulletin Board & made available at meetings

If the CCR was provided by a direct URL, please provide the direct URL Internet address:

www. _____

If the CCR was provided electronically, please describe how a customer requests paper CCR delivery:

- ___ "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods as recommended by the state/primacy agency:
- ___ posting the CCR on the Internet at www. _____
 - ___ mailing the CCR to postal patrons within the service area (attach a list of zip codes used)
 - ___ advertising availability of the CCR in news media (attach copy of announcement)
 - ___ publication of CCR in local newspaper (attach copy)
 - ___ posting the CCR in public places (attach a list of locations)
 - ___ delivery of multiple copies to single bill addresses serving several persons such as: apartments, businesses, and large private employers
 - ___ delivery to community organizations (attach a list)
 - ___ electronic city newsletter or electronic community newsletter or listserv (attach a copy of the article or notice)
 - ___ electronic announcement of CCR availability via social media outlets (attach list of social media outlets utilized)
- ___ (for systems serving at least 100,000 persons) Posted CCR on a publicly-accessible Internet site at the address: www. _____
- ___ Delivered CCR to other agencies as required by the state/primacy agency (attach a list)

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0730010

Lake Arrowhead 2017 consumer confidence report

Is my water safe?

We are pleased to present this year's Annual Water Quality Report (Consumer Confidence Report) as required by the Safe Drinking Water Act (SDWA). This report is designed to provide details about where your water comes from, what it contains, and how it compares to standards set by regulatory agencies. This report is a snapshot of last year's water quality. We are committed to providing you with information because informed customers are our best allies.

Do I need to take special precautions?

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. EPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Water Drinking Hotline (800-426-4791). 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. EPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Water Drinking Hotline (800-426-4791).

Where does my water come from?

Our water comes from aquifers hundreds of feet below us.

Source water assessment and its availability

A copy is made available at the monthly meeting upon request.

Why are there contaminants in my drinking water?

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 Environmental Protection Agency's (EPA) Safe Drinking Water Hotline (800-426-4791). 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 Environmental Protection Agency's (EPA) Safe Drinking Water Hotline (800-426-4791). 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:

microbial contaminants, such as viruses and bacteria, that 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 stormwater 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 stormwater 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 stormwater runoff, and septic systems; and radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities. In order to ensure that tap water is safe to drink, EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. Food

and Drug Administration (FDA) regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

How can I get involved?

Attend monthly meeting.

Description of Water Treatment Process

Your water is treated by disinfection. Disinfection involves the addition of chlorine or other disinfectant to kill dangerous bacteria and microorganisms that may be in the water. Disinfection is considered to be one of the major public health advances of the 20th century.

Monitoring and reporting of compliance data violations

routine monitoring of E.Coli. 05/01/2016 -05/31/2016. public notice completed

Significant Deficiencies

Inadequate follow up on a previous deficiency on 5/14/2015. As of this date, our well are not acceptable by Mississippi State Department of Health regulations. MSDH is currently working with this system to return us to compliance since the expiration of the compliance deadline. We anticipate the system being returned to compliance by 6/30/2017

We also have a deficiency in failure to meet water supply demands (overloaded by serving greater than 100% capacity)

MSDH is currently working with this system to return us to compliance since the expiration of the compliance deadline. We anticipate the system being returned to compliance by 6/30/2017.

Additional Information for Lead

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. Lake Arrowhead 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>. 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. Lake Arrowhead 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>.

Water Quality Data Table

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of contaminants in water provided by public water systems. The table below lists all of the drinking water contaminants that we detected during the calendar year of this report. Although many more contaminants were tested, only those substances listed below were found in your water. All sources of drinking water contain some naturally occurring contaminants. At low levels, these substances are generally not harmful in our drinking water. Removing all contaminants would be extremely expensive, and in most cases, would not provide increased

protection of public health. A few naturally occurring minerals may actually improve the taste of drinking water and have nutritional value at low levels. Unless otherwise noted, the data presented in this table is from testing done in the calendar year of the report. The EPA or the State requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not vary significantly from year to year, or the system is not considered vulnerable to this type of contamination. As such, some of our data, though representative, may be more than one year old. In this table you will find terms and abbreviations that might not be familiar to you. To help you better understand these terms, we have provided the definitions below the table.

Contaminants	MCLG or MRDLG	MCL, TT, or MRDL	Detect In Your Water	Range		Sample Date	Violation	Typical Source
				Low	High			
Disinfectants & Disinfection By-Products								
(There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants)								
Chlorine (as Cl ₂) (ppm)	4	4	.5	.5	.7	2016	No	Water additive used to control microbes
Haloacetic Acids (HAA5) (ppb)	NA	60	6	NA	NA	2016	No	By-product of drinking water chlorination
TTHMs [Total Trihalomethanes] (ppb)	NA	80	4	NA	NA	2016	No	By-product of drinking water disinfection
Inorganic Contaminants								
Antimony (ppb)	6	6	.5	.5	.5	2016	No	Discharge from petroleum refineries; fire retardants; ceramics; electronics; solder; test addition.
Arsenic (ppb)	0	10	.5	.5	.5	2013	No	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes
Barium (ppm)	2	2	.34	.0339	.034	2016	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Beryllium (ppb)	4	4	.5	.5	.5	2013	No	Discharge from metal refineries and coal-burning factories; Discharge from electrical, aerospace, and defense industries
Cadmium (ppb)	5	5	.5	NA	NA	2016	No	Corrosion of galvanized pipes; Erosion of natural deposits; Discharge from metal refineries; runoff from waste batteries and paints
Chromium (ppb)	100	100	.5	NA	NA	2016	No	

Contaminants	MCLG or MRDLG	MCL, TT, or MRDL	Detect In Your Water	Range		Sample Date	Violation	Typical Source
				Low	High			
								Discharge from steel and pulp mills; Erosion of natural deposits
Cyanide (ppb)	200	200	15	15	15	2013	No	Discharge from plastic and fertilizer factories; Discharge from steel/metal factories
Fluoride (ppm)	4	4	.532	.395	.532	2016	No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Mercury [Inorganic] (ppb)	2	2	.5	NA	NA	2016	No	Erosion of natural deposits; Discharge from refineries and factories; Runoff from landfills; Runoff from cropland
Nitrate [measured as Nitrogen] (ppm)	10	10	2.79	2.74	2.9	2016	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Nitrite [measured as Nitrogen] (ppm)	1	1	.02	.02	.02	2015	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Selenium (ppb)	50	50	2.5	NA	NA	2016	No	Discharge from petroleum and metal refineries; Erosion of natural deposits; Discharge from mines
Thallium (ppb)	.5	2	.5	.5	.5	2013	No	Discharge from electronics, glass, and Leaching from ore-processing sites; drug factories
Volatile Organic Contaminants								
1,1,1-Trichloroethane (ppb)	200	200	.5	.5	.5	2016	No	Discharge from metal degreasing sites and other factories
1,1,2-Trichloroethane (ppb)	3	5	.5	.5	.5	2016	No	Discharge from industrial chemical factories
1,1-Dichloroethylene (ppb)	7	7	.5	.5	.5	2016	No	

Contaminants	MCLG or MRDLG	MCL, TT, or MRDL	Detect In Your Water	Range		Sample Date	Violation	Typical Source
				Low	High			
								Discharge from industrial chemical factories
1,2,4-Trichlorobenzene (ppb)	70	70	.5	.5	.5	2016	No	Discharge from textile-finishing factories
1,2-Dichloroethane (ppb)	0	5	.5	.5	.5	2016	No	Discharge from industrial chemical factories
1,2-Dichloropropane (ppb)	0	5	.5	.5	.5	2016	No	Discharge from industrial chemical factories
Benzene (ppb)	0	5	.5	.5	.5	2016	No	Discharge from factories; Leaching from gas storage tanks and landfills
Carbon Tetrachloride (ppb)	0	5	.5	.5	.5	2016	No	Discharge from chemical plants and other industrial activities
Chlorobenzene (monochlorobenzene) (ppb)	100	100	.5	.5	.5	2016	No	Discharge from chemical and agricultural chemical factories
Dichloromethane (ppb)	0	5	.5	.5	.5	2016	No	Discharge from pharmaceutical and chemical factories
Ethylbenzene (ppb)	700	700	.5	.5	.5	2016	No	Discharge from petroleum refineries
Styrene (ppb)	100	100	.5	.5	.5	2016	No	Discharge from rubber and plastic factories; Leaching from landfills
Tetrachloroethylene (ppb)	0	5	.5	.5	.5	2016	No	Discharge from factories and dry cleaners
Toluene (ppm)	1	1	.5	.5	.5	2016	No	Discharge from petroleum factories
Trichloroethylene (ppb)	0	5	.5	.5	.5	2016	No	Discharge from metal degreasing sites and other factories
Vinyl Chloride (ppb)	0	2	.5	.5	.5	2016	No	Leaching from PVC piping; Discharge from plastics factories
Xylenes (ppm)	10	10	.5	.5	.5	2016	No	Discharge from petroleum factories; Discharge from chemical factories
	70	70	.5	.5	.5	2016	No	

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cis-1,2-Dichloroethylene (ppb)								Discharge from industrial chemical factories
o-Dichlorobenzene (ppb)	600	600	.5	.5	.5	2016	No	Discharge from industrial chemical factories
p-Dichlorobenzene (ppb)	75	75	.5	.5	.5	2016	No	Discharge from industrial chemical factories
trans-1,2-Dichloroethylene (ppb)	100	100	.5	.5	.5	2016	No	Discharge from industrial chemical factories

Unit Descriptions	
Term	Definition
ppm	ppm: parts per million, or milligrams per liter (mg/L)
ppb	ppb: parts per billion, or micrograms per liter (µg/L)
NA	NA: not applicable
ND	ND: Not detected
NR	NR: Monitoring not required, but recommended.

Important Drinking Water Definitions	
Term	Definition
MCLG	MCLG: Maximum Contaminant Level Goal: 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.
MCL	MCL: Maximum Contaminant Level: 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.
TT	TT: Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water.
AL	AL: Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
Variances and Exemptions	Variances and Exemptions: State or EPA permission not to meet an MCL or a treatment technique under certain conditions.
MRDLG	MRDLG: Maximum residual disinfection level goal. 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.
MRDL	MRDL: Maximum residual disinfectant level. 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.
MNR	MNR: Monitored Not Regulated

Important Drinking Water Definitions	
MPL	MPL: State Assigned Maximum Permissible Level

TT Violation	Explanation	Length	Health Effects Language	Explanation and Comment
Surface water treatment rule filtration and disinfection violations	lack of redundant chlorination	04/01/2016 -06/30/2016	Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites, which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.	redundant chlorination added at all wells

For more information please contact:

Contact Name: Tracy Shaw
 Address: 1603 Wilson Golden rd.
 Waterford, MS 38685
 Phone: 662-629-0028

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CCR Report Preview

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Inorganic Contaminants								
Antimony (ppb)	6	6	.5	.5	.5	2016	No	Discharge from petroleum refineries; fire retardants; ceramics; electronics; solder; test addition.
Arsenic (ppb)	0	10	.5	.5	.5	2013	No	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes
Barium (ppm)	2	2	.34	.0339	.034	2016	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
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Cadmium (ppb)	5	5	.5	NA	NA	2016	No	Corrosion of galvanized pipes; Erosion of natural deposits; Discharge from metal refineries; runoff from waste batteries and paints
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Mercury [Inorganic] (ppb)	2	2	.5	NA	NA	2016	No	Erosion of natural deposits; Discharge from refineries and factories; Runoff from landfills; Runoff from cropland
Nitrate [measured as Nitrogen] (ppm)	10	10	2.79	2.74	2.9	2016	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Nitrite [measured as Nitrogen] (ppm)	1	1	.02	.02	.02	2015	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Selenium (ppb)	50	50	2.5	NA	NA	2016	No	Discharge from petroleum and metal refineries; Erosion of natural deposits; Discharge from mines
Thallium (ppb)	.5	2	.5	.5	.5	2013	No	Discharge from electronics, glass, and Leaching from ore-processing sites; drug factories
Volatile Organic Contaminants								
1,1,1-Trichloroethane (ppb)	200	200	.5	.5	.5	2016	No	Discharge from metal degreasing sites and other factories
1,1,2-Trichloroethane (ppb)	3	5	.5	.5	.5	2016	No	Discharge from industrial chemical factories
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1,2-Dichloropropane (ppb)	0	5	.5	.5	.5	2016	No	Discharge from industrial chemical factories
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Vinyl Chloride (ppb)	0	2	.5	.5	.5	2016	No	Leaching from PVC piping; Discharge from plastics factories
Xylenes (ppm)	10	10	.5	.5	.5	2016	No	Discharge from petroleum factories; Discharge from chemical factories
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				Low	High			
cis-1,2-Dichloroethylene (ppb)								Discharge from industrial chemical factories
o-Dichlorobenzene (ppb)	600	600	.5	.5	.5	2016	No	Discharge from industrial chemical factories
p-Dichlorobenzene (ppb)	75	75	.5	.5	.5	2016	No	Discharge from industrial chemical factories
trans-1,2-Dichloroethylene (ppb)	100	100	.5	.5	.5	2016	No	Discharge from industrial chemical factories
Contaminants	MCLG	AL	Your Water	Sample Date	# Samples Exceeding AL	Exceeds AL	Typical Source	
Inorganic Contaminants								
Copper - action level at consumer taps (ppm)	1.3	1.3	0	2016	0	No	Corrosion of household plumbing systems; Erosion of natural deposits	
Inorganic Contaminants								
Lead - action level at consumer taps (ppb)	0	15	2	2016	2	No	Corrosion of household plumbing systems; Erosion of natural deposits	

Unit Descriptions	
Term	Definition
ppm	ppm: parts per million, or milligrams per liter (mg/L)
ppb	ppb: parts per billion, or micrograms per liter (µg/L)
NA	NA: not applicable
ND	ND: Not detected
NR	NR: Monitoring not required, but recommended.

Important Drinking Water Definitions	
Term	Definition
MCLG	MCLG: Maximum Contaminant Level Goal: 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.
MCL	MCL: Maximum Contaminant Level: 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.
TT	TT: Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water.

Important Drinking Water Definitions	
AL	AL: Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
Variations and Exemptions	Variations and Exemptions: State or EPA permission not to meet an MCL or a treatment technique under certain conditions.
MRDLG	MRDLG: Maximum residual disinfection level goal. 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.
MRDL	MRDL: Maximum residual disinfectant level. 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.
MNR	MNR: Monitored Not Regulated
MPL	MPL: State Assigned Maximum Permissible Level

TT Violation	Explanation	Length	Health Effects Language	Explanation and Comment
Surface water treatment rule filtration and disinfection violations	lack of redundant chlorination	04/01/2016 -06/30/2016	Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites, which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.	redundant chlorination added at all wells

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