

Rec'd 6/28/22

2021 CERTIFICATION

Consumer Confidence Report (CCR)

Knollwood Subdivision

PRINT Public Water System Name
MS0240027

List PWS ID #s for all Community Water Systems included in this CCR

| CCR DISTRIBUTION (Check all boxes that apply) | |
|---|--------------------|
| INDIRECT DELIVERY METHODS (Attach copy of publication, water bill or other) | DATE ISSUED |
| <input type="checkbox"/> Advertisement in local paper (Attach copy of advertisement) | |
| <input type="checkbox"/> On water bill (Attach copy of bill) | |
| <input type="checkbox"/> Email message (Email the message to the address below) | |
| <input type="checkbox"/> Other (Describe: _____) | |
| DIRECT DELIVERY METHOD (Attach copy of publication, water bill or other) | DATE ISSUED |
| <input checked="" type="checkbox"/> Distributed via U.S. Postal Service | 06/30/2021 |
| <input type="checkbox"/> Distributed via E-mail as a URL (Provide direct URL): _____ | |
| <input type="checkbox"/> Distributed via Email as an attachment | |
| <input type="checkbox"/> Distributed via Email as text within the body of email message | |
| <input type="checkbox"/> Published in local newspaper (attach copy of published CCR or proof of publication) | |
| <input type="checkbox"/> Posted in public places (attach list of locations or list here) _____ | |
| <input checked="" type="checkbox"/> Posted online at the following address (Provide direct URL): https://www.centralstateswaterresources.com/wp-content/uploads/2022/06/Knollwood-Subdivision-Consumer-Confidence-Report-2021.pdf | 06/30/2021 |

CERTIFICATION

I hereby certify that the Consumer Confidence Report (CCR) has been prepared and distributed to its customers in accordance with the appropriate distribution method(s) based on population served. Furthermore, I certify that the information contained in the report is correct and consistent with the water quality monitoring data for sampling performed and fulfills all CCR requirements of the Code of Federal Regulations (CFR) Title 40, Part 141.151 – 155.

Mandy Sappington

EH&S Compliance Manager

06/30/2021

Name

Title

Date

SUBMISSION OPTIONS (Select one method ONLY)

You must email or mail a copy of the CCR, Certification, and associated proof of delivery method(s) to the MSDH, Bureau of Public Water Supply.

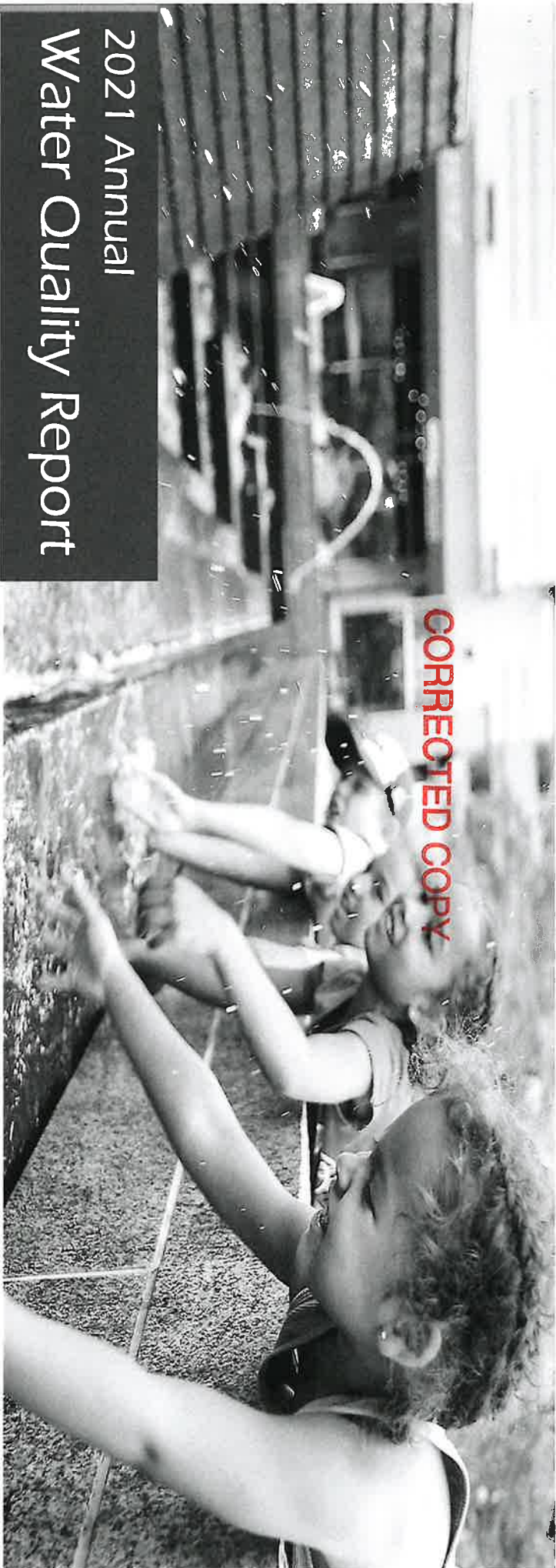
Mail: (U.S. Postal Service)

Email: water.reports@msdh.ms.gov

MSDH, Bureau of Public Water Supply

P.O. Box 1700

Jackson, MS 39215



2021 Annual Water Quality Report

Great River Utility Operating Company
Knollwood Subdivision
PWS ID MS0240027

**ATTENTION: Landlords and
Apartment Owners**
Please share a copy of this notice with your tenants.
It includes important information about their
drinking water quality.



GREAT RIVER
Utility Operating Company

A CSWR Managed Utility



3. About Us
 4. About Your Drinking Water Supply
 5. Definition of Terms
 6. Sources of Contaminants
 - 07 Water Quality Results
 - 08 Notices of Violation
 - 09 Lead
 - 10 How to Participate
-

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 2021. For your information, we have compiled a list of tables showing the testing of your drinking water during 2021.

About Us

Central States Water Resources 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.

Our Mission:

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

This report contains important information about the source and quality of your drinking water. If you would like a paper copy of the 2021 Report mailed to your home, please call
(855)-801-8440

Este informe contiene información importante sobre la fuente y la calidad de su agua potable. Si desea recibir una copia escrita del informe anual de la calidad del agua del 2021 en su casa, llame al número de teléfono
(855)-801-8440

About Your Drinking Water Supply

WHERE YOUR WATER COMES FROM

Water Source: Groundwater

Source Water Assessment: 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.

Disinfection Treatment: The water supplied to you is treated with chlorine to maintain water quality in the distribution system.

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.

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

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.

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 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 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.

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.

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

pH: A measure of acidity, 7.0 being neutral.

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

NA: Not Applicable

ND: Not Detected

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

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

Sources of Contaminants

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 occur through sewage treatment plants, domesticated animals, or wildlife. |
| Inorganic Chemicals | such as toxic heavy metals and salts, which come from urban stormwater runoff, industrial waste discharges, oil and gas production, mining, or farming. |
| Pesticides & Herbicides | which may come from a variety of sources such as agricultural or stormwater runoff, and residential uses. |
| Organic Chemicals | including synthetic or volatile organic human-made compounds, such as dry-cleaning solvents, may occur due to due to disposal of untreated waste into septic systems or stormwater runoff. |
| 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.

Water Quality Results

- Central States 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.
- Some unregulated substances are measured, but MCLs have not been established by the government. These contaminants are shown for your information.
- Regulated contaminants not listed in this table were not found in the treated water

| Microbiological (RTCR) | Collection Date | Positive | Violation (Y or N) | Unit | MCL | MCLG | Typical Source |
|---|---|---------------------|--------------------------|------|-----|-------|--|
| No Detected Results were found in the year 2021 | | | | | | | |
| Inorganic Chemicals (IOC) | Collection Date | Highest Test Result | Range of Sampled Results | Unit | MCL | MCLG | Typical Source |
| Sodium Cyanide | 2/17/2021 | 106 | NA | mg/L | NA | 20 | Erosion of natural deposits; Leaching |
| | 5/13/2021 | ND | NA | mg/L | 0.2 | 0.2 | Leaching from plastic and fertilizer factories; Discharge from steel/metal factories |
| Lead and Copper | Collection Date | 90th Percentile | Samples Exceeding AL | Unit | AL | | Typical Source |
| Lead | 2018-2020 | 0.001 | NA | mg/L | | 0.015 | Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives |
| Copper | 2018-2020 | 0.1 | NA | mg/L | | 1.3 | Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives |
| Nitrate/Nitrite | Collection Date | Highest Test Result | Range of Sampled Results | Unit | MCL | MCLG | Typical Source |
| Nitrate/Nitrite | 4/21/2021 | ND | NA | mg/L | | 10 | Erosion of natural deposits; Runoff from fertilizer use; leaching from septic tanks or sewage |
| Nitrate | 4/21/2021 | ND | NA | mg/L | | 10 | Erosion of natural deposits; Runoff from fertilizer use; leaching from septic tanks or sewage |
| Nitrite | 4/21/2021 | ND | NA | mg/L | | 1 | Erosion of natural deposits; Runoff from fertilizer use; leaching from septic tanks or sewage |
| Synthetic Organic Chemicals (SOC) | Collection Date | Highest Test Result | Range of Sampled Results | Unit | MCL | MCLG | Typical Source |
| No Detected Results were found in the year 2021 | | | | | | | |
| Volatile Organic Chemicals (VOC) | Collection Date | Highest Test Result | Range of Sampled Results | Unit | MCL | MCLG | Typical Source |
| No Detected Results were found in the year 2021 | | | | | | | |
| Disinfectants | Collection Date | Highest QTR RAA | Range of Sampled Results | Unit | MCL | MCLG | Typical Source |
| Chlorine | 2021 | 1.8 | 0.12 - 2.0 | mg/L | 4 | 4 | Water additive used to control microbes |
| Disinfection Byproducts | Collection Date | Highest Test Result | Range of Sampled Results | Unit | MCL | MCLG | Typical Source |
| No Detected Results were found in the year 2021 | | | | | | | |
| Radiionuclides | Collection Date | Highest Test Result | Range of Sampled Results | Unit | MCL | MCLG | Typical Source |
| No Detected Results were found in the year 2021 | | | | | | | |
| Significant Deficiencies | <p>During a sanitary survey conducted on 2/23/2021, the Mississippi State Department of Health cited the following significant deficiency(ies): Cross Connection Control. Corrective Action: Previous owner did not complete the required corrective action of implementing a required connection control program. Great River UOC has since created and implemented such program since taking over ownership on 6/29/21.</p> <p>Corrective Action: Previous owner did not complete the required corrective action of developing an emergency response plan or vulnerability analysis. Great River UOC has since began developing an emergency response plan.</p> | | | | | | |

Significant Deficiencies:

During a sanitary survey conducted on 2/23/2021, the Mississippi Staes Department of Health cited the following significant deficiency(s):

1. Cross Connection Control. **Corrective Action:** Previous owner did not complete the required corrective action of implementing a cross connection control program. Great River UOC has since created and implemented such program since taking over ownership on 6/29/21.

2. Emergency Response Plan/Vulnerability Assessment. **Corrective Action:** Previous owner did not complete the required corrective action of developing an emergency response plan or vulnerability analysis. Great River UOC has since began developing an emergency response plan.

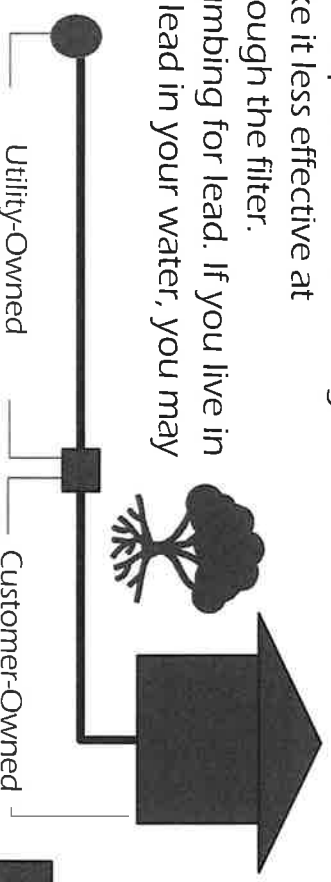
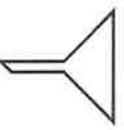
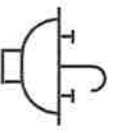
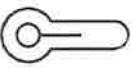
Lead

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. Cactus State 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>.

Reduce Your Exposure



1. Run your water- Before drinking, flush your home's pipes by running the tap, taking a shower, doing laundry, or dishes. Residents should contact their water utility for recommendations about flushing times in their community.
2. Using cold water- Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water.
3. Clean your aerator- Regularly clean your faucet's screen (aerator). Sediments, debris, and lead particles can collect in your aerator.
4. Use your filter properly- If you use a filter, make sure you can use a filter certified to remove lead. Know when to place the filter. Using the cartridge after it has expired can make it less effective at removing lead. Do not run hot water through the filter.
5. Have a licensed plumber check your plumbing for lead. If you live in an older home, or are concerned about lead in your water, you may wish to have your water tested.



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.

WATER INFORMATION SOURCES:

Central States Water Resources (CSWR)
<https://www.centralstateswaterresources.com/contact-us/>

Mississippi Department of Health/Bureau of Public Water Supply
<https://apps.msdh.ms.gov/DWW/>

United States Environmental Protection Agency (USEPA)
www.epa.gov/safewater

Safe Drinking Water Hotline
(800) 426-4791

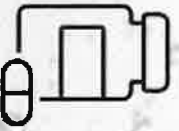
Centers for Disease Control and Prevention www.cdc.gov

American Water Works Association www.drinktap.org

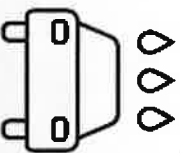
Water Quality Association www.wqa.org

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.



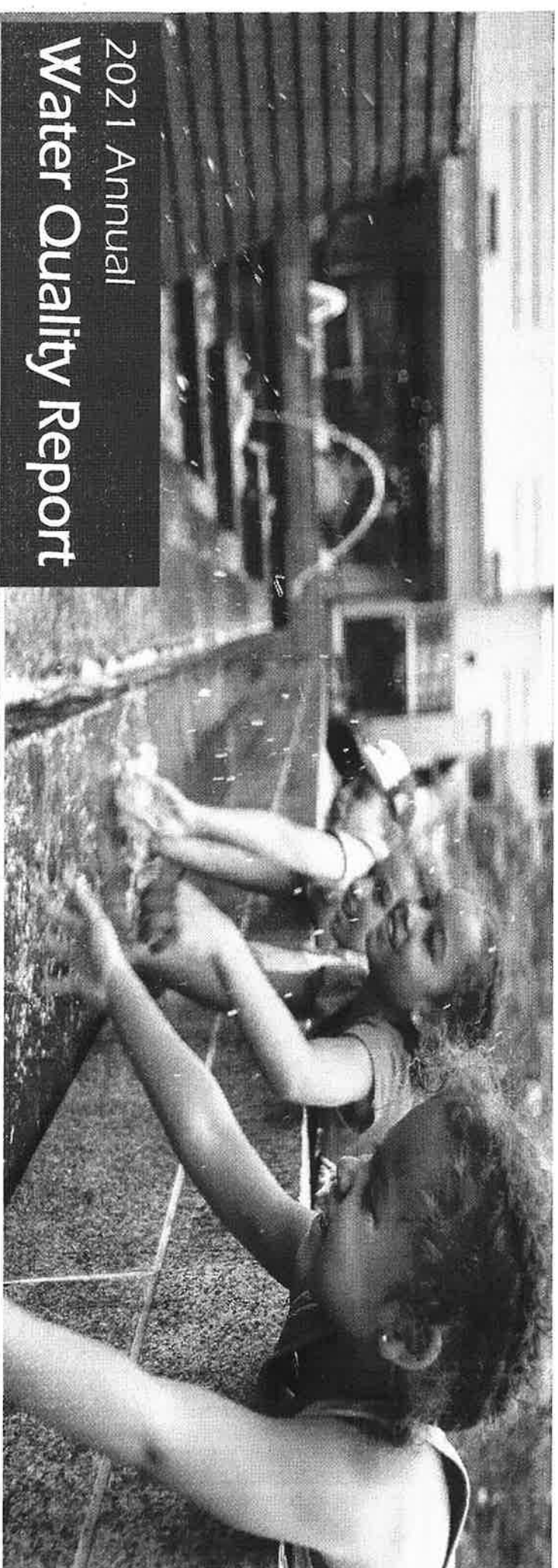
Clean up heating or fuel tank leaks with cat litter. Sweep material and seal in bag. Check with local facility for disposal.



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



Take part in watershed activities or volunteer outreach programs.



2021 Annual
Water Quality Report

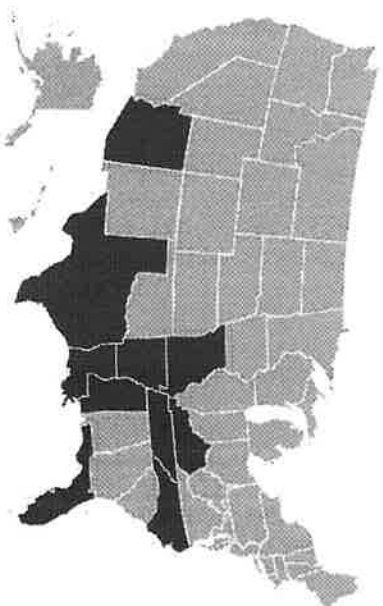
Great River Utility Operating Company
Knollwood Subdivision
PWS ID MS0240027



GREAT RIVER
Utility Operating Company
A CSWR Managed Utility

**ATTENTION: Landlords and
Apartment Owners**

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



- 03 About Us
 - 04 About Your Drinking Water Supply
 - 05 Definition of Terms
 - 06 Sources of Contaminants
 - 07 Water Quality Results
 - 08 Notices of Violation
 - 09 Lead
 - 10 How to Participate
-

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 2021. For your information, we have compiled a list of tables showing the testing of your drinking water during 2021.

About Us

Central States Water Resources 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.

Our Mission:

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

This report contains important information about the source and quality of your drinking water. If you would like a paper copy of the 2021 Report mailed to your home, please call (855)-801-8440

Este informe contiene información importante sobre la fuente y la calidad de su agua potable. Si desea recibir una copia escrita del informe anual de la calidad del agua del 2021 en su casa, llame al número de teléfono (855)-801-8440

About Your Drinking Water Supply

WHERE YOUR WATER COMES FROM

Water Source: Groundwater

Source Water Assessment: 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.

Disinfection Treatment: The water supplied to you is treated with chlorine to maintain water quality in the distribution system.

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.

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

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.

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 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 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.

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.

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

pH: A measure of acidity, 7.0 being neutral.

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

NA: Not Applicable

ND: Not Detected

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

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

Sources of Contaminants

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 occur through sewage treatment plants, domesticated animals, or wildlife. |
| Inorganic Chemicals | such as toxic heavy metals and salts, which come from urban stormwater runoff, industrial waste discharges, oil and gas production, mining, or farming. |
| Pesticides & Herbicides | which may come from a variety of sources such as agricultural or stormwater runoff, and residential uses. |
| Organic Chemicals | including synthetic or volatile organic human-made compounds, such as dry-cleaning solvents, may occur due to due to disposal of untreated waste into septic systems or stormwater runoff. |
| 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.

Water Quality Results

- Central States 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.
- Some unregulated substances are measured, but MCLs have not been established by the government. These contaminants are shown for your information.
- Regulated contaminants not listed in this table were not found in the treated water

| Microbiological (RTCR) | Collection Date | Positive | Supply Violation (Y or N) | Unit | MCL | MCLG | Typical Source |
|---|-----------------|---------------------|---------------------------|------|-------|------|--|
| No Detected Results were found in the year 2021 | | | | | | | |
| Inorganic Chemicals (IOC) | Collection Date | Highest Test Result | Range of Sampled Results | Unit | MCL | MCLG | Typical Source |
| No Detected Results were found in the year 2021 | | | | | | | |
| Lead and Copper | Collection Date | 90th Percentile | Samples Exceeding AL | Unit | AL | | Typical Source |
| Lead | 2018-2020 | 0.001 | NA | mg/L | 0.015 | | Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives |
| Copper | 2018-2020 | 0.015 | NA | mg/L | 1.3 | | Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives |
| Nitrate/Nitrite | Collection Date | Highest Test Result | Range of Sampled Results | Unit | MCL | MCLG | Typical Source |
| Nitrate/Nitrite | 4/21/2021 | 0.1 | NA | mg/L | 10 | 10 | Erosion of natural deposits; Runoff from fertilizer use; Leaching from septic tanks or sewage |
| Nitrate | 4/21/2021 | 0.08 | NA | mg/L | 10 | 10 | Erosion of natural deposits; Runoff from fertilizer use; Leaching from septic tanks or sewage |
| Nitrite | 4/21/2021 | 0.02 | NA | mg/L | 1 | 1 | Erosion of natural deposits; Runoff from fertilizer use; Leaching from septic tanks or sewage |
| Synthetic Organic Chemicals (SOC) | Collection Date | Highest Test Result | Range of Sampled Results | Unit | MCL | MCLG | Typical Source |
| No Detected Results were found in the year 2021 | | | | | | | |
| Volatile Organic Chemicals (VOC) | Collection Date | Highest Test Result | Range of Sampled Results | Unit | MCL | MCLG | Typical Source |
| No Detected Results were found in the year 2021 | | | | | | | |
| Disinfectants | Collection Date | Highest Test Result | Range of Sampled Results | Unit | MCL | MCLG | Typical Source |
| Chlorine | 2021 | 2 | 0.12-2 | mg/L | 4 | 4 | Water additive used to control microbes |
| Disinfection Byproducts | Collection Date | Highest Test Result | Range of Sampled Results | Unit | MCL | MCLG | Typical Source |
| No Detected Results were found in the year 2021 | | | | | | | |
| Radionuclides | Collection Date | Highest Test Result | Range of Sampled Results | Unit | MCL | MCLG | Typical Source |
| No Detected Results were found in the year 2021 | | | | | | | |

HOW TO FIND YOUR 2021 WATER QUALITY REPORT.



GREAT RIVER
Utility Operating Company
A CSWR Managed Utility

Our mission is to provide you with safe, reliable and environmentally responsible water.

Scan the QR code to see your water system's annual Consumer Confidence Report, or visit this URL:
<https://www.centralstateswaterresources.com/wp-content/uploads/2022/06/Twelve-Oaks-Estates-Consumer-Confidence-Report-2021.pdf>

SCAN ME TO
LEARN MORE



To request a paper copy, please call **1-855-801-8440**.

Este reporte incluye información importante sobre el agua para tomar. Para asistencia en español, favor de llamar al telefono **1-855-801-8440**.