2021 CERTIFICATION

Consumer Confidence Report (CCR)

2022 JUL 1 PM 3:57

Twelve Oaks Estates

PRINT Public Water System Name

MS0360069

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**
□ Advertisement in local paper *(Attach copy of advertisement)*	
□ On water bill *(Attach copy of bill)*	
□ Email message *(Email the message to the address below)*	
□ Other (Describe: _____ _____)	
DIRECT DELIVERY METHOD *(Attach copy of publication, water bill or other)*	**DATE ISSUED**
☒ Distributed via U.S. Postal Service	06/30/2021
□ Distributed via E-mail as a URL *(Provide direct URL):* _____	
□ Distributed via Email as an attachment	
□ Distributed via Email as text within the body of email message	
□ Published in local newspaper (*attach copy of published CCR or proof of publication*)	
□ Posted in public places (*attach list of locations or list here*) _____ _____	
☒ Posted online at the following address *(Provide direct URL): https://www.centralstateswaterresources.com/wp-content/uploads/2022/06/Twelve-Oaks-Estates-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)
MSDH, Bureau of Public Water Supply
P.O. Box 1700
Jackson, MS 39215

Email: water.reports@msdh.ms.gov

2021 Annual Water Quality Report

Great River Utility Operating Company
Twelve Oaks Estates
PWS ID MS0360069

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.

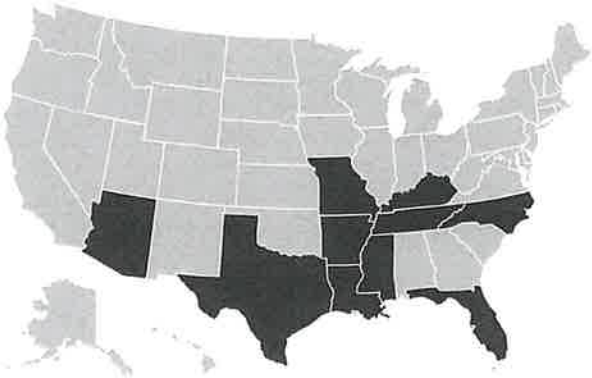


Table of Contents

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 information importante sobre la fuente y la calidad de su agua potable. Si desea recibir una copia escrita del informe annual de la calidad del agua del 2021 ens su casa, llame al numero de telefono (855)-801-8440

About Your Drinking Water Supply

WHERE YOUR WATER COMES FROM

Water Source: Groudwater

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 lower 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 Leve (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 (µg/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 form 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 supply.

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
Cyanide	6/7/2021	ND	NA	mg/L	0.2	0.2	arge from plastic and fertilizer factories; Discharge from steel/metal fac

Lead and Copper	Collection Date	90th Percentile	Samples Exceeding AL	AL	ALG	Unit	Typical Source
Lead	2019	ND	NA	mg/L	0	0	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Copper	2019	0.0392	NA	mg/L	1.3	0	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	3/9/2021	0.575	NA	ppm	10		Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Nitrate	3/9/2021	0.575	NA	ppm	10		Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Nitrite	3/9/2021	ND	NA	ppm	1		Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion

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	1.2	0.73 - 1.30	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							

Notices of Violation

No Violations Occurred in the Calendar Year of 2021

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.

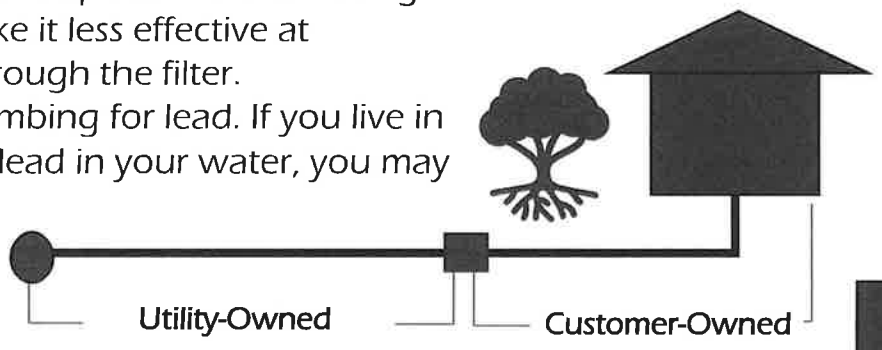
Reduce Your Exposure

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

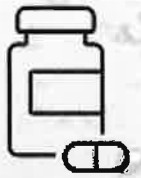
Centers for Disease Control and Prevention www.cdc.gov

American Water Works Association www.drinktap.org

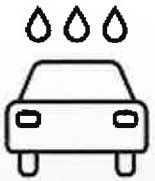
Water Quality Association www.wqa.org

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
Twelve Oaks Estates
PWS ID MS0360069

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.

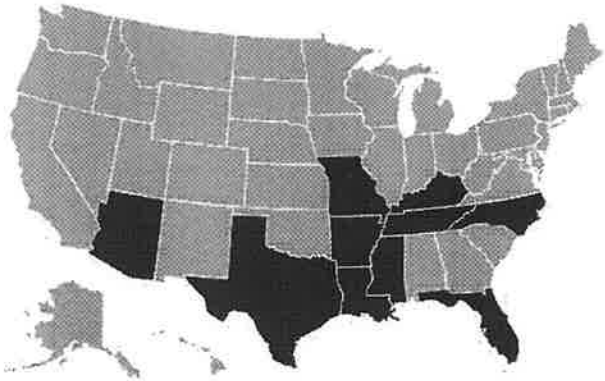


Table of Contents

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 information importante sobre la fuente y la calidad de su agua potable. Si desea recibir una copia escrita del informe annual de la calidad del agua del 2021 ens su casa, llame al numero de telefono (855)-801-8440

About Your Drinking Water Supply

WHERE YOUR WATER COMES FROM

Water Source: Groudwater

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 lower 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 Leve (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 (µg/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 form 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 supply.

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**
No Detected Results were found in the year 2021							
Lead and Copper	**Collection Date**	**90th Percentile**	**Samples Exceeding AL**	**AL**	**ALG**	**Unit**	**Typical Source**
No Detected Results were found in the year 2021							
Nitrate/Nitrite	**Collection Date**	**Highest Test Result**	**Range of Sampled Results**	**Unit**	**MCL**	**MCLG**	**Typical Source**
Nitrate/Nitrite	3/9/2021	0.575	NA	mg/L	10	10	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Nitrate	3/9/2021	0.575	NA	mg/L	10	10	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Nitrite	3/9/2021	0.02	Na	mg/L	1	1	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
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	1.3	0.73-1.3	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							

Notices of Violation

No Violations Occurred in the Calendar Year of 2021

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.

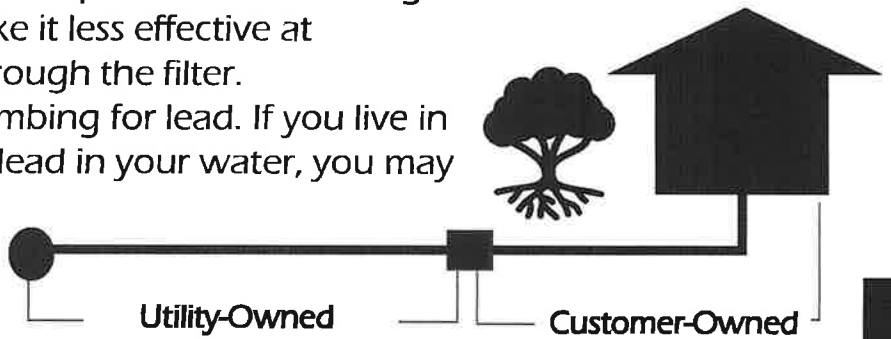
Reduce Your Exposure

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

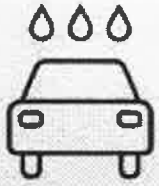
American Water Works Association www.drinktap.org

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.



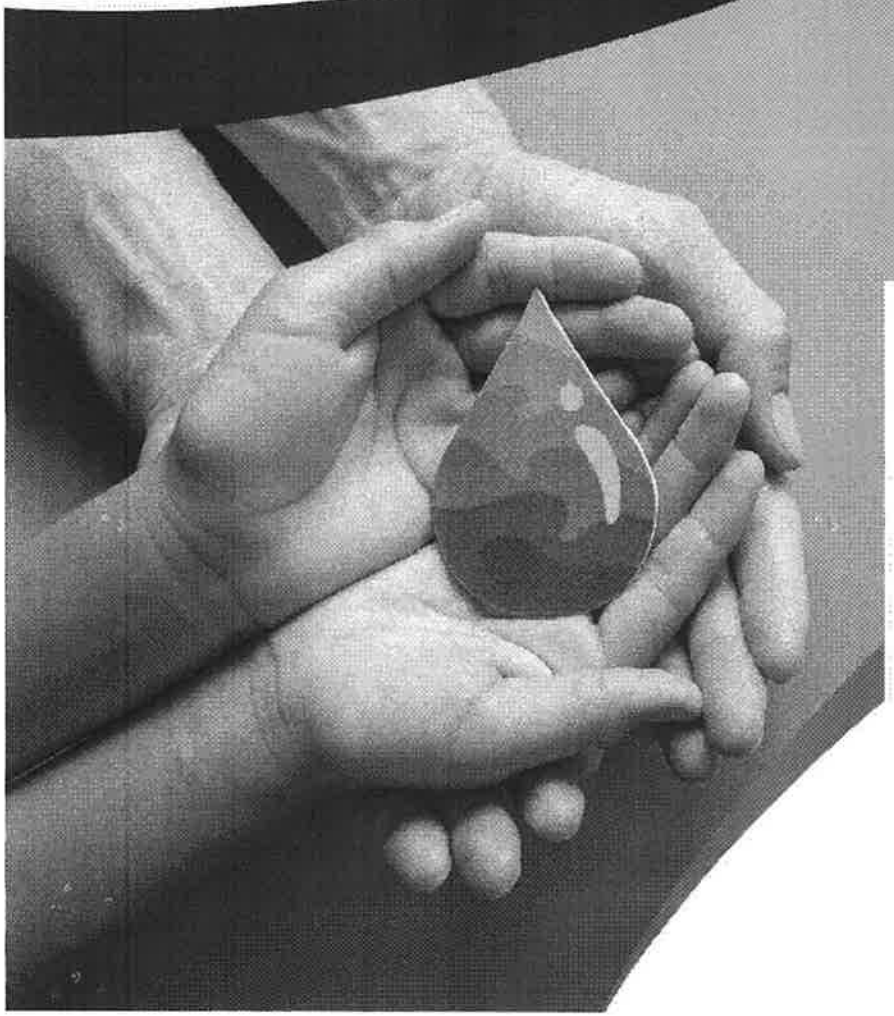
Clean up heating or fuel tank leaks with cat litter. Sweep material and seal in bag. Check with local facility for disposal.

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

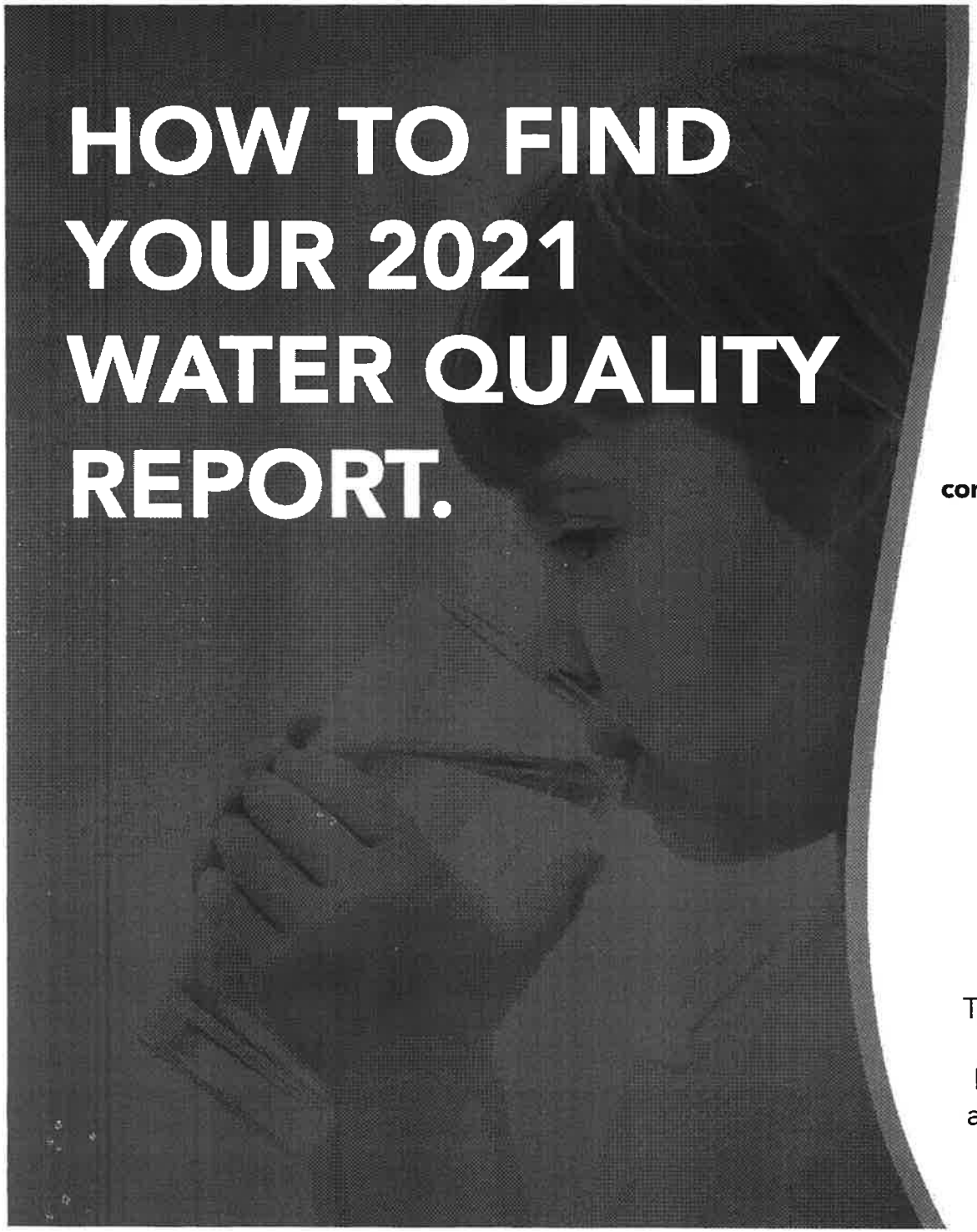
Take part in watershed activities or volunteer outreach programs.

GREAT RIVER
Utility Operating Company
A CSWR Managed Utility

1630 Des Peres Rd., Suite 140
Des Peres, MO 63131



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.**