



# **2022 ANNUAL WATER QUALITY REPORT CAVE CREEK WATER SYSTEM**

**PWS ID: 04-07-016**



**37622 N Cave Creek Rd  
Cave Creek, AZ 85331**

**CaveCreekAZ.gov**

# What is a Water Quality Report?



A Water Quality Report, also known as Consumer Confidence Report (CCR) or Drinking Water Quality Report, provides you with important information about the quality of your drinking water. The United States Environmental Protection Agency (U.S. EPA) requires every community water supplier to provide a CCR to its customers. All community water systems must prepare and distribute a brief annual water quality report summarizing information regarding source water, detected contaminants, compliance, and educational information. Not all water quality reports look alike, they are often tailored to each unique community's water system.

Some of the water quality information included in this report can help you better understand how your drinking water can affect your health. For example, your water source may contain contaminants. Some contaminants, such as arsenic, occur naturally. It's important to note that not all contaminants are bad. Some things listed as "contaminants" can actually improve water quality, such as the appropriate amount of disinfectant. Disinfectants, such as chlorine, will be listed as a contaminant even though they protect your health and kill harmful waterborne germs.

## Share This Report

Landlords, businesses, schools, hospitals, and other groups are encouraged to share this important water quality information with water users at their location who are not billed customers of the Town of Cave Creek and therefore do not receive this report directly.

To access this report digitally, please visit this web page:

[CaveCreekAZ.gov/cc/ccr2022](http://CaveCreekAZ.gov/cc/ccr2022)

## To Serve Your Water Needs:

### *Our Mark of Excellence*

Water is a precious natural resource, vital to our desert community and essential for everyday life. We will continue to innovate, to ensure a safe and sustainable drinking water supply now and into the future at a fair price.

It begins with our Town staff, who work hard to bring you safe and reliable drinking water every time you pour a glass. Our stewardship begins with a focus on water quality and customer satisfaction. We continually strive to improve our services by fostering new ideas in sustainable technologies and practices to make our operations more efficient.

We dedicate ourselves to producing drinking water that meets or exceeds state and federal drinking water standards. We continually strive to adopt new and better methods of delivering the best quality drinking water to you. As regulations and drinking water standards change, we are committed to incorporate these changes in an expeditious and cost-effective manner.

**“The Town of Cave Creek is dedicated to conserving, protecting, and enhancing water resources to ensure a safe and reliable drinking water supply.”**

*- Bob Morris, Town of Cave Creek Mayor*

# Definitions of Terms Used in this Report

**Action Level (AL):** The concentration of a contaminant which, if exceeded, triggers treatment, or other requirements

**gr/g:** Grain per gallon

**Likely Source of Contamination:** Notes where the substance usually originates

**Maximum Contaminant Level (MCL):** The highest level of a contaminant that is allowed in drinking water

**Maximum Contaminant Level Goal (MCLG):** The level of a contaminant in drinking water below which there is no known or expected risk to health

**Maximum Residual Disinfectant Level (MRDL):** The level of disinfectant added for water treatment that may not be exceeded at the consumer's tap

**Maximum Residual Disinfectant Level Goal (MRDLG):** The level of disinfectant added for treatment at which no known or anticipated adverse effect on health of persons would occur

**Million Fibers per Liter (MFL):** Measure of the presence of asbestos fibers that are longer than 10 micrometers

**Minimum Reporting Limit (MRL):** The smallest measured concentration of a substance that can be reliably measured by a given analytical method

**Not Applicable (N/A):** Sampling was not completed by regulation or was not required

**Not Detected (ND or <):** Not detectable at reporting limit

**Nephelometric Turbidity Units (NTU):** A measure of water clarity

**ppm:** Parts per million or Milligrams per liter (mg/L)    ppm x 1000 = ppb

**ppb:** Parts per billion or Micrograms per liter (ug/L)    ppb x 1000 = ppt

**ppt:** Parts per trillion or Nanograms per liter (ng/L)    ppt x 1000 = ppq

**ppq:** Parts per quadrillion or Picograms per liter (pg/L)

**Picocuries per Liter (pCi/L):** Measure of the radioactivity in water

**Running Annual Average (RAA):** The average of sample analytical results for samples taken at a particular monitoring location during the previous 4 calendar quarters

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



# Where Does My Water Come From?

## Central Arizona Project



Photo: CAP Canal

Today, 100 percent of Cave Creek's total water supply comes from renewable Colorado River surface water. Raw water is transported through the Central Arizona Project (CAP) Canal which is Arizona's single largest resource for renewable water supplies.

The Town has a 16-inch raw water pipeline that extends over 12 miles from the CAP canal North to the Town's water treatment plant through a series of four in-line booster stations.



Photo: Carriage 2 Booster Station

## Source Water Assessment Program

In 2000, the Town of Cave Creek worked with the Arizona Department of Environmental Quality (ADEQ) to complete a source water assessment report. The assessment looked at potential risks to our water sources.

The assessment concluded that based on the information available on the settings and the adjacent land uses that are in the specified proximity of the drinking water source(s) to the system ADEQ has given a high-risk designation regarding the degree to which these public water systems drinking water source(s) are protected. A designation of high risk indicates there may be additional source water protection measures which can be implemented on the local level. This designation does not imply that the source water is contaminated, nor does it mean that contamination is imminent. Rather, it simply states that land use activities or hydrogeological conditions exist that make the source water susceptible to possible future contamination. At the time of this report, the Town's water system was partially utilizing groundwater wells that had high arsenic levels. Since purchasing the water system in 2007, the Town has relied solely on surface water supplies from the CAP canal.

In 2004, ADEQ completed a source water assessment of the groundwater wells and renewable surface water used by the Town of Cave Creek. The assessment concluded that the groundwater wells could not be relied upon to provide a reliable long-term water source. Currently no wells are being used as part of the Town's drinking water supply. While the Town is currently not using groundwater wells, several residents do operate private wells. Residents can help protect the groundwater supplies by properly recycling household and automotive chemicals and limiting pesticide and fertilizer use.

For more information, please call our Customer Service Center at (480) 488-6620 or visit the Source Water Assessment and Protection Unit website at [www.azdeq.gov/environ/water/dw/swap.html](http://www.azdeq.gov/environ/water/dw/swap.html).

## Whom Do I Contact with Questions About Cave Creek Water?

We want our valued customers to be informed about their water quality. For more information about this report, or for any questions relating to your drinking water, please call Customer Service at (480) 488-6620. You can also visit our website at [CaveCreekAZ.gov](http://CaveCreekAZ.gov) for more information.

Queremos que nuestros valiosos clientes estén informados sobre la calidad de su agua. Para obtener más información sobre este informe, o para cualquier pregunta relacionada con su agua potable, llame al Servicio al Cliente al (480) 488-6620. También puede visitar nuestro sitio web en [CaveCreekAZ.gov](http://CaveCreekAZ.gov) para obtener más información.

## Substances that may Be in Source Water

**Microbial Contaminants:** Such as viruses and bacteria, which may come from septic systems, sewage treatment plants, agricultural livestock operations, or wildlife.

**Inorganic Contaminants:** Such as salts and metals, which can be naturally occurring or may result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

**Pesticides and Herbicides:** Such as agriculture, urban storm water runoff, and residential uses that may come from a variety of sources.

**Organic Chemical Contaminants:** Such as synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and also may come from gas stations, urban storm water runoff, and septic systems.

**Radioactive Contaminants:** That can be naturally occurring or be the result of oil and gas production and mining activities.

For more information about contaminants and potential health effects, please call the U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791 or visit the EPA Hotlines website at [www.epa.gov/home/epa-hotlines](http://www.epa.gov/home/epa-hotlines).



## Special Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population.

Immunocompromised 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 may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers.

The United States Environmental Protection Agency (U.S. EPA) and the Centers for Disease Control and Prevention (CDC) guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791.

If you have any health concerns relating to the information in this report, we encourage you to contact your health care provider.



Photo: Horseshoe Bend - Colorado River, Arizona

# How is Your Water Treated?

The Cave Creek Water Treatment Plant utilizes conventional water treatment processes, which include: coagulation, sedimentation, filtration, and disinfection process to produce potable water. The raw water is treated to remove turbidity for water clarity, chemistry is adjusted so that it does not damage pipelines, and disinfection occurs to protect the public health.

The treated water is distributed to our customers through miles of water main ranging in size from 2 to 16-inches in diameter. These mains are buried underground and are supplied by a system of booster pumps, water storage tanks, and control valves.

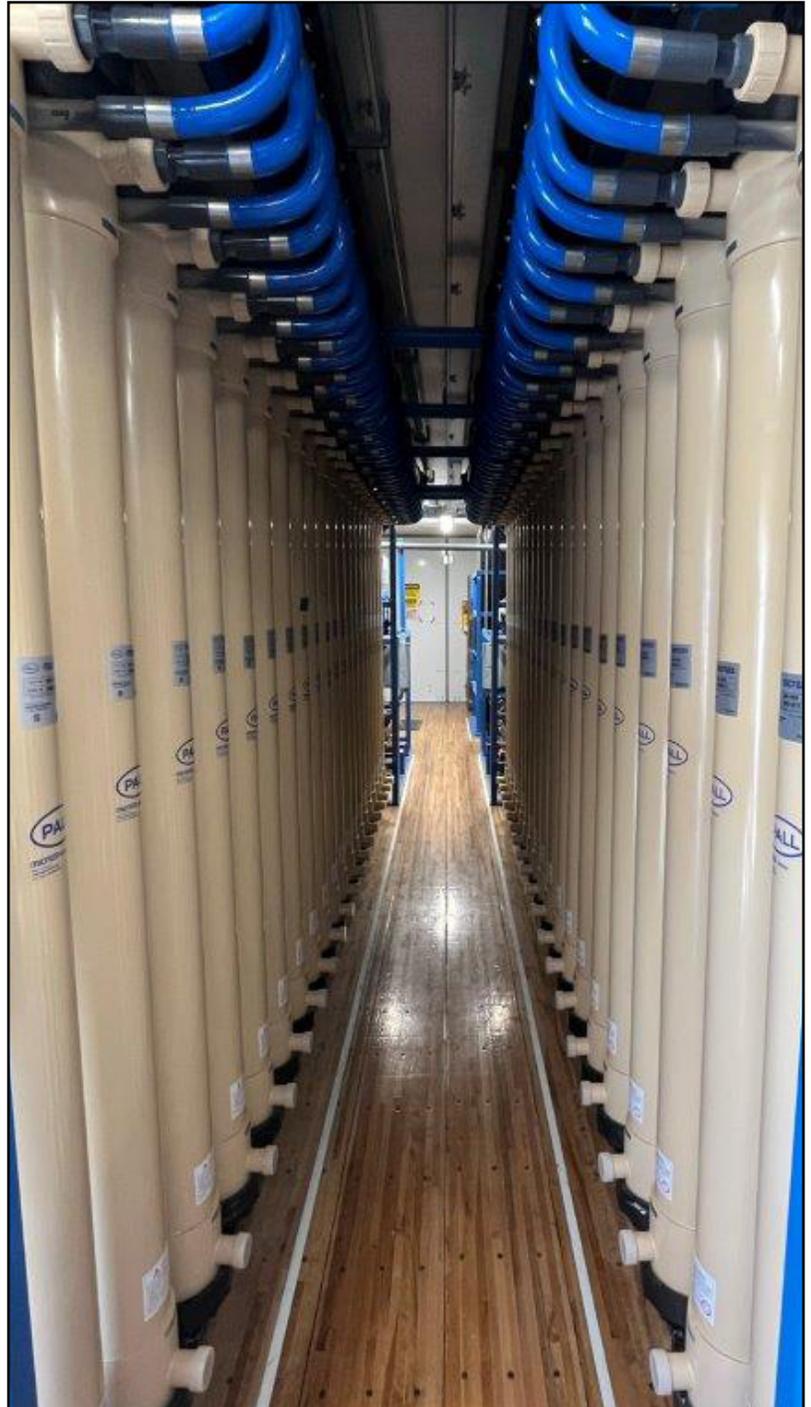


Photo: Pall Membrane Filters



Photo: Pall Membrane Trailer Unit

In November of 2019, two new state of the art membrane treatment units were added to the plant to enhance overall water quality. In the fall of 2020, the Town purchased the membrane units to make them a permanent part of the water treatment system.

# Substances Expected to be in Drinking Water

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 can acquire naturally occurring minerals, radioactive material, and substances resulting from the presence of animals or from human activity.

To ensure that tap water is safe to drink, the United States Environmental Protection Agency (U.S. EPA) prescribes regulations limiting the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration 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 these contaminants does not necessarily indicate that the water poses a health risk.

The Town of Cave Creek is responsible for providing high quality drinking water but cannot control the variety of materials used in plumbing components. Additional information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline at (800) 426-4791 or by visiting the Basic Information about Lead in Drinking Water website at [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead).

For your information, we have compiled a list showing what substances were tested in our drinking water during year 2022 and any detections within the last 5 years. The results of our monitoring are reported in the tables. All the substances listed were less than the Maximum Contaminant Levels (MCLs) set by USEPA, and we feel it is important that you know exactly what was detected and how much of the substance was present. Need help interpreting table information, please call our Customer Service at (480) 488-6620.

## There Were No Violations of Water Quality Standards for the Cave Creek Water System in calendar year 2022



Extensive monitoring is conducted to ensure that your water meets water quality standards. We routinely monitor for contaminants in your drinking water according to Federal and State laws.

The State of Arizona requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year, or the system is not considered vulnerable to this type of contamination. This explains why some of our data, though representative, may be more than one year old.

# Test Results

We follow state and federal guidelines for water sampling schedules. Here, we show only those substances that were detected in our water (if a substance was not detected, it was omitted from the list). Full analytical results are available upon request. Please note that detecting a substance does not mean the water is unsafe to drink. The data presented in this report are from the most recent testing conducted in accordance with the regulations.

Microbiological (RTCR)	Violation (Y or N)	Number of Positive Samples	MCL	MCLG	Sample Year	Likely Source of Contamination
<b>Total Coliform <sup>1</sup> (Present/Absent)</b>	N	0	Greater than 1 (Monthly)	0	2022	Naturally present in the environment
<b>E. Coli <sup>2</sup> (Present/Absent)</b>	N	0	0	0	2022	Human and animal fecal waste

**Total Coliform detected in greater than five percent of the samples collected each month requires an assessment to investigate its source. During the past year, the Town was not required to conduct any assessments on our water systems because all sampling criteria were met, and no Total Coliform or E. Coli was found to be present in the distribution system.**

<sup>1</sup>**Total Coliform** 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. If coliform is found, then the system is responsible to look for potential problems in water treatment or distribution. When this occurs, the water system is required to conduct assessment(s) to identify problems and to correct any problems that were found during these assessments.

<sup>2</sup>**E. Coli** are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely compromised immune systems. If E.Coli bacteria is found, the water system is required to look for potential problems in water treatment or distribution. When this occurs, the system is required to conduct assessment(s) to identify problems and to correct any problems that were found during these assessments.

Surface Water Treatment Rule	Violation (Y or N)	Highest Level Detected	% Range (Low - High)	TT	Sample Year	Likely Source of Contamination
<b>Total Organic Carbon<sup>3</sup> (mg/L)</b>	N	2.88	2.34 - 2.88	1.0 or greater RAA (Compliance Factor)	2022	Naturally present in the environment
<b>Turbidity <sup>4</sup> (NTU)</b>	N	0.52	0.06 - 0.52	TT = 1; and 95% less than 0.3 NTU	2022	Solid runoff

<sup>3</sup>**Total organic carbon (TOC)** has no health effects. However, total organic carbon provides a medium for the formation of disinfection byproducts. These byproducts include trihalomethanes (THM) and haloacetic acids (HAA). Drinking water containing these byproducts in excess of the MCL may lead to adverse health effects, liver, or kidney problems, or nervous system effects, and may lead to an increased risk of getting cancer.

<sup>4</sup>**Turbidity** is a measure of the cloudiness of water and is an indication of the effectiveness of our filtration system. We monitor it because it is a good indicator of the quality of water. High turbidity can hinder the effectiveness of disinfectants. Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

Disinfectants	Violation (Y or N)	RAA	Range of All Samples (Low - High)	MRDL	MRDLG	Sample Year	Likely Source of Contamination
Chlorine Residual (ppm)	N	0.94	0.23 - 1.74	4	0	2022	Water additive used to control microbes
Disinfection By-Products	Violation (Y or N)	RAA Or Highest Level Detected	Range of All Samples (Low - High)	MCL	MRDLG	Sample Year	Likely Source of Contamination
Haloacetic Acids [HAA5] (ppb)	N	16.9	9.8 - 22	60	N/A	2022	Byproduct of drinking water disinfection
Total Trihalomethanes [TTHM] (ppb)	N	57.1	38.3 - 82.6	80	N/A	2022	Byproduct of drinking water disinfection
Lead & Copper	Violation (Y or N)	90th Percentile	Number of Sites Above AL	AL	ALG	Sample Year	Likely Source of Contamination
Copper (ppm)	N	0.49	0 of 22	90% of taps must not exceed 1.3	1.3	2021	Corrosion of household plumbing systems; erosion of natural deposits
Lead <sup>5</sup> (ppb)	N	5	2 of 22	90% of taps must not exceed 15	0	2021	Corrosion of household plumbing systems; erosion of natural deposits

<sup>5</sup> **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. Cave Creek Water 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 [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead).

### Testing for PFAS & Lithium

Per- and polyfluoroalkyl substances, also known as PFAS, is a group of man-made chemicals that have been used in industry and consumer products since the 1940s. There are thousands of different PFAS, some of which have been more widely used and studied than others. Since 2000, most industries have been phasing out the use of PFAS.

Lithium is a soft, silvery-white alkali metal that is used in batteries, ceramics, air-conditioning, grease, electric cars, renewable energy systems, and in pharmaceutical products.

One common concern is that PFAS and Lithium generally break down very slowly, meaning that concentrations can accumulate in people, animals, and the environment over time. Over the course of the next few years, the Town of Cave Creek will be working with the U.S. EPA and ADEQ to screen for PFAS and Lithium in our drinking water. When test results become available, they will be published in the Annual Cave Creek Water Quality Report.



Volatile Organic Chemicals (VOC)	Violation (Y or N)	RAA Or Highest Level Detected	Range of All Samples (Low - High)	MCL	MRDLG	Sample Year	Likely Source of Contamination
Benzene (ppb)	N	ND	ND	5	0	2022	Discharge from factories; leaching from gas storage tanks and landfills
Carbon Tetrachloride (ppb)	N	ND	ND	5	0	2022	Discharge from chemical plants and other industrial activities
Chlorobenzene (ppb)	N	ND	ND	100	100	2022	Discharge from chemical and agricultural chemical factories
o-Dichlorobenzene (ppb)	N	ND	ND	600	600	2022	Discharge from industrial chemical factories
p-Dichlorobenzene (ppb)	N	ND	ND	75	75	2022	Discharge from industrial chemical factories
1,2-Dichloroethane (ppb)	N	ND	ND	5	0	2022	Discharge from industrial chemical factories
1,1-Dichloroethylene (ppb)	N	ND	ND	7	7	2022	Discharge from industrial chemical factories
cis-1,2-Dichloroethylene (ppb)	N	ND	ND	70	70	2022	Discharge from industrial chemical factories
trans-1,2-Dichloroethylene (ppb)	N	ND	ND	100	100	2022	Discharge from industrial chemical factories
Dichloromethane (ppb)	N	ND	ND	5	0	2022	Discharge from pharmaceutical and chemical factories
1,2-Dichloropropane (ppb)	N	ND	ND	5	0	2022	Discharge from industrial chemical factories
Ethylbenzene (ppb)	N	ND	ND	700	700	2022	Discharge from petroleum refineries
Styrene (ppb)	N	ND	ND	100	100	2022	Discharge from rubber and plastic factories; leaching from landfills
Tetrachloroethylene (ppb)	N	ND	ND	5	0	2022	Discharge from factories and dry cleaners
1,2,4-Trichlorobenzene (ppb)	N	ND	ND	70	70	2022	Discharge from textile-finishing factories
1,1,1-Trichloroethane (ppb)	N	ND	ND	200	200	2022	Discharge from metal degreasing sites and other factories
1,1,2-Trichloroethane (ppb)	N	ND	ND	5	3	2022	Discharge from industrial chemical factories
Trichloroethylene (ppb)	N	ND	ND	5	0	2022	Discharge from metal degreasing sites and other factories
Toluene (ppm)	N	ND	ND	1	1	2022	Discharge from petroleum factories
Vinyl Chloride (ppb)	N	ND	ND	2	0	2022	Leaching from PVC piping; discharge from chemical factories
Xylenes (ppm)	N	ND	ND	10	10	2022	Discharge from petroleum or chemical factories

Inorganic Chemicals (IOC)	Violation (Y or N)	RAA Or Highest Level Detected	Range of All Samples (Low - High)	MCL	MRDLG	Sample Year	Likely Source of Contamination
Barium (ppb)	N	0.12	0.12 - 0.12	2	2	2018	Discharge of drilling wastes; discharge from metal refineries; Erosion of natural deposits
Fluoride (ppb)	N	0.34	0.34 - 0.34	4	4	2018	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate <sup>6</sup> (ppm)	N	0.12	0.12 - 0.12	10	10	2022	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Sodium (ppm)	N	95	95 - 95	N/A	N/A	2022	Erosion of natural deposits

<sup>6</sup>Nitrate in drinking water at levels above 10 ppm is a health risk for infants of less than six months of age. High nitrate levels in drinking water can cause “blue baby syndrome.” Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant, and detected nitrate levels are above 5 ppm, you should ask advice from your health care provider.

Radionuclides	Violation (Y or N)	RAA Or Highest Level Detected	Range of All Samples (Low - High)	MCL	MCLG	Sample Year	Likely Source of Contamination
Alpha Emitters (pCi/L)	N	3.2 (+/- 0.35)	3.2 - 3.2	15	0	2021	Erosion of natural deposits

Secondary Contaminants	Violation (Y or N)	Highest Level Detected	% Range (Low - High)	Secondary Standard	Sample Year	Likely Source of Contamination
pH (ppm)	N/A	7.5	7.4 - 7.5	6.5 - 8.5	2019	Measure of the acid/base properties
Hardness (gr/g)	N/A	15.0	12.0 - 15.0	N/A	2018	Natural content

## Taste, Odor and Hardness

The EPA’s National Secondary Drinking Water Regulations are non-enforceable guidelines on contaminants that may cause cosmetic or aesthetic effects in drinking water.

These effects include flavor, color, odor and hardness, all of which are harmless, but some consumers may find disagreeable.

## Additional Water Resources

Arizona Department of Environmental Quality  
[azdeq.gov](http://azdeq.gov)

Maricopa County Environmental Services Department  
[maricopa.gov](http://maricopa.gov)

Centers for Disease Control  
[cdc.gov](http://cdc.gov)

Arizona Water Association  
[tapintoquality.com](http://tapintoquality.com)

For more information on how to be involved in water quality opportunities, please contact the Town of Cave Creek’s Utility Assistant / Compliance Coordinator at (480) 488-6619.

# Conservation Measures

## What Can You Do?

Water conservation measures are an important first step in protecting our water supply. Such measures not only save the supply of our source water but can also save you money by reducing your water bill.

### Conservation measures you can use inside your home include:

- Fix leaking faucets, pipes, toilets, etc.
- Replace old fixtures
- Install water-saving devices on faucets, toilets, and appliances
- Wash only full loads of laundry
- Do not use the toilet for trash or wipe disposal
- Take shorter showers
- Do not let the water run while shaving or brushing
- Soak dishes before washing
- Run the dishwasher only when it's full



### You can conserve outdoors as well:

- Water the lawn and garden in the early morning or evening
- Use mulch around plants and shrubs
- Repair leaks in faucets, hoses and irrigation systems
- Use water-saving nozzles
- Use water from a bucket to wash your car and save the hose for rinsing

### Backflow Prevention Program:

- Test backflow prevention assemblies at least annually!
- Repair or replace leaking and failed backflow preventors
- Eliminate unnecessary cross-connections (e.g. abandoned wells, etc.) to the public water system
- Please visit our Backflow Program web page to learn more: [CaveCreekAZ.gov/366/Backflow-Program](https://CaveCreekAZ.gov/366/Backflow-Program)

## Cave Creek Water Facts

- There is a 600-foot increase in elevation from the CAP canal to the Town's water treatment plant.
- Cave Creek produced 2,061 acre-feet of portable water in 2022.
- Peak production occurred in July at 74 million gallons.
- Average daily water production in 2022 was 1.84 million gallons.
- For every inch of rainfall on 1,000 square feet of roof, 600 gallons of water can be collected through rainwater harvesting.

# Water Conservation



Photo: Drought Conditions at Lake Mead

## Water Resource Policy

As of December 20, 2021 the Cave Creek Town Council approved a revised Water Resource Policy in order to ensure a safe and reliable water supply for new and existing customers.

**You can review a copy of the policy visit:**

[CaveCreekAZ.gov/368/Utilities-Links-and-Forms](https://CaveCreekAZ.gov/368/Utilities-Links-and-Forms)



Photo: Drying Lake Mead

## Water Shortage & Drought Management Plan

The Town is dedicated to conserving, protecting, and enhancing water resources to ensure safe and reliable water supplies. We have a Water Shortage and Drought Management Plan to ensure that we take specific actions during Town water supply shortages or drought.

The Town prefers to reduce water use during a shortage through education and voluntary measures that allow you, the customer choices in how you conserve. However, the Town must also establish mandatory compliance measures for those painful choices that will need to be made during a significant shortage. To avoid the need for drastic action (such as price increases, water shortage surcharges, tiered water rates for higher water quantity users, or drastic prohibitions on water uses), it's important to learn how to better manage our water so we develop habits to conserve and protect our water supply. Water is a precious natural resource, vital to our desert community and essential for everyday life.

**To review the Drought Management Plan visit:**

[CaveCreekAZ.gov/Drought-Management](https://CaveCreekAZ.gov/Drought-Management)

# Cave Creek's Partnerships



## Neptune Technology Group

The Town of Cave Creek has partnered with Neptune to upgrade its aging metering infrastructure to advance metering technology (AMI). This innovative technology will allow the Town to collect more accurate water metering data faster than ever before. With Neptune 360 meter data management platform, the Town can integrate data seamlessly, respond to water customers faster, and proactively identify and resolve potential leaks, excessive consumption events, and reverse flow issues throughout the system.

In 2023, the Town is expecting My360 Consumer Portal to be part of the Neptune 360 platform. This will allow the Town to enhance utility customer service and conservation efforts by providing consumers with a convenient, proactive way to monitor their own water consumption. My360 will give water customers the ability to create usage alerts, set a water budget, and view their own water usage online 24/7.

## Backflow Solutions, Inc. (BSI)

The Town has partnered with BSI to maintain its comprehensive backflow prevention program to protect the public drinking water supply from pollutants and contaminants that could infiltrate the water system from private properties through backflow. BSI is the nation's most recognized backflow data management firm, developing the only US patented online backflow tracking system, BSI Online.

The Town is committed to protecting its water consumers from the dangers of backflow contamination. Water customers who are required to install a backflow prevention device, must have them tested annually. All certified backflow testers need to register with BSI and have a business license to be recognized by the Town of Cave Creek. All registration and test result uploading can be done at [bsionline.com](https://bsionline.com).



# Frequently Asked Water Questions

## **Why does my water appear milky or cloudy?**

The most common reason why your tap water is cloudy is due to tiny air bubbles being present in the water. They're harmless and not a health concern, and they will not damage your plumbing or appliances. Fill a clean, clear glass with water and let it stand for a few minutes. As air escapes, the water will clear from the bottom of the glass up to the top.

## **Why does my water pressure seem high (or low)?**

Water pressures will vary greatly from one area of the system to another. Here are some factors that may affect your home's water pressure:

- Elevation of your home or business to the water meter
- Water outages or leaks
- A home water treatment system that needs maintenance
- A malfunctioning shut-off valve
- A pressure regulating valve (PRV) that needs adjustment or replacement

## **Why does my water smell like rotten eggs?**

Rotten egg, musty, or sulfur smell is most commonly caused by bacteria growing in a sink drain, floor drain, garbage disposal, or water heater. Bacteria flourish because water faucets haven't been turned on, hot water hasn't been used for a while, or the water heater thermostat is set too low. Go to the sink where you believe the odor originates. Check cold water versus hot water. Fill a clean glass with cold water, step away from the sink, and smell the water. If there is no odor, the origin may be the drain and not the water.

## **Why is my water discolored?**

Discolored or dirty water can be related to older, galvanized pipes, plumbing or a water softener, or to recent activity in your neighborhood, such as construction, break repairs, or flushing fire hydrants. Fill a clean bucket from an outside faucet closest to your water meter or to a main faucet where water enters. Run the water from the spigot into the bucket until the bucket is full and repeat 2 or 3 times. If bucket water is clear, the issue is most likely localized to the home or business. Contact a plumber to inspect plumbing and pipes.

## **Why don't I receive water outage notices or utility alerts?**

Visit [CaveCreekAZ.gov/](http://CaveCreekAZ.gov/) for any posted utility notices about your location. They'll be in the News & Announcements section and/or a Utility Alert across the top of the page. You may also follow us on social media ([Facebook](#), [Twitter](#), [YouTube](#), and [LinkedIn](#)) for notifications.

You can sign up and manage your E-Notify utility alerts at [CaveCreekAZ.gov/list.aspx](http://CaveCreekAZ.gov/list.aspx). This will ensure that you get an email if something is happening in your area.

CodeRed is an emergency telephone notification service that, when activated, will dial subscribers with a recorded message describing the nature of the emergency or utility outage, actions the Town is taking to alleviate the emergency and recommendations for measures citizens can take to ensure their safety during an emergency. For more information and to sign up visit - [CaveCreekAZ.gov/230/CodeRed](http://CaveCreekAZ.gov/230/CodeRed)



The Town of Cave Creek 2022 Utilities Team