

City of Lufkin 2020 Annual Drinking Water Quality Report

(Consumer Confidence Report for the Period of January 1 to December 31, 2020)

www.cityoflufkin.com



We invite you to visit with us @

Lufkin City Hall
300 E. Shepherd
Lufkin, TX. 75902

City Council meets every First & Third Tuesday of each month @ 5pm in the Council Chambers.

For more information, please call (936)633-0243.

CONTACT US

Jason Arnold—Assistant City Manager	(936)633-0211
Gary Barton—Water Production	(936)633-0288
Albert Duffield—Water Distribution	(936)633-0230
Jessica Leyva—Utility Collections	(936)633-0255

CITY OF LUFKIN provides ground water from the Carrizo-Wilcox Aquifer located in Angelina County.

For more information regarding this report, please contact, Gary Barton, Operations Director, City of Lufkin Water Plant (936)633-0288

The sources of drinking water (both tap 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.

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 EPA's Safe Drinking Water Hotline at (800) 426-4791.

Contaminants that may be present in source water include:

- * Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- * Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- * Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.
- * Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.
- * Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, EPA prescribes regulations 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.

Contaminants may be found in drinking water that may cause taste, color, or odor problems. These types of problems are not necessarily causes for health concerns. For more information on taste, odor, or color of drinking water, please contact the system's business office.

You may be more vulnerable than the general population to certain microbial contaminants, such as *Cryptosporidium*, in drinking water. Infants, some elderly, or immunocompromised person such as those undergoing chemotherapy for cancer; persons who have undergone organ transplants; those who are undergoing treatment with steroids; and people with HIV/AIDS or other immune system disorders, can be particularly at risk from infections. You should seek advice about drinking water from your physician or health care providers. Additional guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* are available from the Safe Drinking Water Hotline (800-426-4791).

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. We are responsible for providing high quality drinking water, but we 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>.

City of Lufkin 2020 Annual Drinking Water Quality Report

(Consumer Confidence Report for the Period of January 1 to December 31, 2020)

www.cityoflufkin.com



CONSERVE OUR WATER / TAKE CARE OF LUFKIN

CONSERVATION TIPS



Next to air, water is the most important element for the preservation of life. Using water more efficiently will not only save money but, more importantly, will protect the quality of life of current and future Texans. Texas is subject to frequent droughts and population increase, therefore, a few changes in water use habits can make a huge difference in water conservation.

1. Check for water leaks in pipes, faucets, couplings inside and outside the home. Leaks outside the home are easier to ignore but are more wasteful than inside leaks especially when they are on the main water line.
2. Check your toilet for leaks by putting a few drops of food coloring in your toilet tank. If, without flushing, the coloring begins to appear in the bowl half to one hour later, your toilet is leaking.
3. Stop using your toilet as a wastebasket and ashtray. Only put toilet paper because other products may clog the pipes and takes more water to clear the bowl.
4. Keep a pitcher of cold water in the refrigerator rather than letting the faucet run until the water is cool.
5. Hand washing dishes takes more time than using a dishwasher. Let your dishwasher do the work and you will save almost 10 days a year! You'll also save money and water! If washing dishes by hand, use a basin of soapy water or plug the sink.
6. Use the dishwasher efficiently. Only run it when you have a full load. Scrape dirty dishes and cookware rather than rinsing them. Use the "light wash" feature when possible.
7. Showering accounts for nearly 17% of indoor water use. Reduce this by taking shorter showers. Get a shower timer for your kids and make it into a game.
8. Turn off the tap when shaving or brushing your teeth and save up to 2,400 gallons of water a year. This is an easy one for both kids and adults to try.
9. Washing only full loads of laundry can save an average household more than 3,400 gallons of water each year. As a bonus, you can also save energy by using cold water when possible.
10. Sweep driveways and sidewalks as opposed to hosing them off.
11. If you have a pool, use a cover to reduce evaporation.
12. Wash your car with water from a bucket or use a commercial car wash that recycles water.
13. When mowing your lawn, set the mower blades to 2-3 inches high. Longer grass shades the soil improving moisture retention, has more leaf surface to take in sunlight allowing it to grow thicker and develop a deeper root system. This helps grass survive drought, tolerate insect damage, and fend off disease.
14. Apply mulch around shrubs and flower beds to reduce evaporation, promote plant growth and control weeds.
15. Prevent evaporation of water by watering, when necessary, the lawn early in the morning and never on a windy day.

There is a new free tool to help you save money on your water bill

[AquaHawk](#), a billing Alert System, is a service for the City of Lufkin customers that will enable you to efficiently manage your water usage and lower your monthly bills. Customers who are interested in the service must register to create a new account to receive notifications.

After you register, [AquaHawk](#) will analyze your water usage with the customer portal and can notify you of the following after you set your alert thresholds. [AquaHawk](#) allows you to specify an amount of water (gallons) or an estimated bill amount (dollars) that you don't want to exceed. If your water consumption or bill amount has exceeded the threshold value, [AquaHawk](#) will send you a notification. You will need service address and account number, which is on the water bill, to create your account.

City of Lufkin 2020 Annual Drinking Water Quality Report

(Consumer Confidence Report for the Period of January 1 to December 31, 2020)

www.cityoflufkin.com

INFORMATION ABOUT SOURCE WATER

TCEQ completed an assessment of your source water, and results indicate that some of our sources are susceptible to certain contaminants. The sampling requirements for your water system is based on this susceptibility and previous sampling data. Any detections of these contaminants will be found in this Consumer Confidence Report. For more information on source water assessments and protection efforts at our system contact Gary Barton @ (936)633-0288.

COLIFORM BACTERIA

Maximum Contaminant Level	Total Coliform Maximum	Highest No. of Positive	Fecal Coliform or E.Coli Maximum	Total No. of Positive E. Coli or Fecal Coliform	Violation	Likely Source of Contamination
0	5 % of monthly samples are positive.	1.9		0	N	Naturally present in the environment.

COPPER

Lead and Copper	Date Sampled	MCLG	Action Level (AL)	90th Percentile	# of Sites over AL	Units	Violation	Likely Source of Contamination
Copper	08/01/2019	1.3	1.3	0.32	0	ppm	N	Erosion of natural deposits; Leaching from wood preservatives; Corrosion of household plumbing systems.

RESIDUAL DISINFECTION LEVEL

Disinfectant Residual	Year	Average Level	Range of Levels Detected	MRDL	MRDLG	Unit of Measure	Violation (Y/N)	Source in Drinking Water
Chlorine	2020	2.50	1.10-3.90	4	4	ppm	N	Water additive used to control microbes

Definitions and Abbreviations: The following tables contain scientific terms and measures, some of which may require explanation.

Action Level:	The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
AVG:	Regulatory compliance with some MCLs are based on running annual average of monthly samples.
Level 1 Assessment :	A Level 1 Assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.
Level 2 Assessment :	A Level 2 Assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E.coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.
Maximum Contaminant Level or MCL:	The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as are feasible using the best available treatment technology.
Maximum Contaminant Level Goal or 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 Residual Disinfectant Level or 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.
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 .
MFL	million fibers per liter (a measure of asbestos)
mrem:	millirems per year (a measure of radiation absorbed by the body)
na:	not applicable
NTU	nephelometric turbidity units (a measure of turbidity).
pCi/L	picocuries per liter (a measure of radioactivity).
ppb:	micrograms per liter or parts per billion
ppm:	milligrams per liter or parts per million
ppq:	parts per quadrillion, or pictograms per liter (pg/L)
ppt:	parts per trillion, or nanograms per liter (ng/L)
Treatment Technique or TT:	A required process intended to reduce the level of a contaminant in drinking water.

City of Lufkin 2020 Annual Drinking Water Quality Report

(Consumer Confidence Report for the Period of January 1 to December 31, 2020)

www.cityoflufkin.com

Regulated Contaminants

Disinfectants and Disinfection By-Products	Collection Date	Highest Level Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contamination
Haloacetic Acid (HAAS)	2020	32	21-37.7	No goal for the total	60	ppb	N	By-product of drinking water disinfection

*The value in the Highest Level or Average Detected column is the highest average of all HAAS sample results collected at a location over a year

Total Trihalomethanes (TTHM)	2020	58	40.5-65.7	No goal for the total	80	ppb	N	By-product of drinking water disinfection
------------------------------	------	----	-----------	-----------------------	----	-----	---	---

*The value in the Highest Level or Average Detected column is the highest average of all TTHM sample results collected at a location over a year

Inorganic Contaminants	Collection Date	Highest Level Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contaminants
Barium	02/12/2019	0.014	0.014-0.014	2	2	ppm	N	Discharge of drilling wastes: Discharge from metal refineries; Erosion of natural deposits.
Fluoride	2020	0.68	0.68-0.68	4	4.0	ppm	N	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories.
Nitrate measured as Nitrogen	2020	0.0417	0.0346-0.0417	10	10	ppm	N	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Radioactive Contaminants	Collection Date	Highest Level Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contaminants
Combined Radium 226/228	02/07/2017	1.5	1.5-1.5	0	5	pCi/L	N	Erosion of natural deposits



This 750 KW Stand-by Generac generator was recently installed at the City's Water Plant # 3. In the event that there is a loss of power at this plant, the generator will automatically transfer on line to ensure that all of the plant's equipment maintains normal operations. As normal power is restored, the generator will automatically transfer back off line until it is needed again.



City of Lufkin Using Alert System to Keep Citizens Safe

The City has the capability to alert residents about Severe weather, fires, floods, toxic environmental issues and other emergencies using Everbridge Aware for Citizen Alerts. Messages can be sent to residents on any communication path desired - Cell Phone, email, text messaging, fax, pager, PDA and more—ensuring that residents and City staff receive life-saving emergency information and important public service announcements in minutes. In addition, the City has the ability to use the Everbridge system to notify residents about other important, but non-emergency activities and events. Citizens listed in the City’s 9-1-1 database have been automatically subscribed to emergency alerts via their home phone. However, citizens may provide additional contact information for other devices, modify the priority of means of contact, select additional locations to receive alerts for, and sign up for non-emergency notifications on additional devices at www.alertlufkin.com. You will receive time-sensitive messages whenever you specify, such as your home, cell or business phone, email, text messages, hearing-impaired receiving devices and more. You pick where, you pick how.



CUSTOMER REQUEST FOR CONFIDENTIALITY

The Water Department is a city-owned and operated utility; therefore, your water bill account information is considered a public record under the Texas Public Information Act. However, a state law allows residential water customers to request that personal information and any information relating to water usage, billing amounts and payment records be kept confidential. Personal information includes your address, telephone number, and social security number.

The request for confidentiality must be submitted in writing using this form or by submitting a separate letter. Once the request is received and processed, the Water Department will not release confidential information for that customer except to:

1. Government Officials,
2. Consumer reporting agencies,
3. Contractors or subcontractors who need the information to do their jobs,
4. Utility representatives, or
5. Individuals for whom the customer has waived confidentiality. (Must be in writing.)

People in these categories will be required to show identification before the information will be released.

If you have already completed a form similar to this one, the Water Department request that you complete this form in order to ensure that we have the most current up to date information on your confidentiality selection.

If you wish to request confidentiality, please complete and return the form below. If you have any questions, please call (936) 633-0220. Information cannot be kept confidential until this completed and signed form is received and processed by the Water Department.

_____ I hereby request that all personal information, and any information relating to water usage, billing amounts or payment records be kept confidential.

Please Print

Customer Number: _____ Location Number: _____

Service Address: _____

Customer Name: _____



**CITY OF LUFKIN
PUBLIC UTILITIES
PO DRAWER 190
LUFKIN, TEXAS 75902-0190**

PRESORTED
STANDARD
U.S. POSTAGE
PAID
Permit No. 50
Lufkin, Texas
75901

2020 ANNUAL WATER QUALITY REPORT

2020 Consumer Confidence Report for Public Water System CITY OF LUFKIN TX0030004

Annual Water Quality Report for the period of January 1 to December 31, 2020. This report is intended to provide you with important information about your drinking water and the efforts made by the water system to provide safe drinking water.



Meets Drinking Water Standards

Is Continually Treated

No Bacteriological Violations

Is Safe To Drink



**Este reporte incluye información importante sobre el agua para tomar.
Para asistencia en español, favor de llamar al telefono (936) 633-0458**