

City of Rio Rancho  
Utilities Division  
3200 Civic Center Circle NE  
Rio Rancho, NM 87144

PRESORTED STD  
U.S. POSTAGE  
PAID  
ALBUQUERQUE, NM  
Permit No. 1104

### IMPORTANT INFO

- Utilities Administration . . . . . 896-8715
- Utilities Billing . . . . . 891-5020
- Report Leaks . . . . . 891-5020
- Water/Wastewater  
Emergency (After Hours) . . . . . 975-1581
- Line Spots, NM One Call . . . . . 811
- Water Conservation . . . . . 896-8715
- Engineering . . . . . 891-5016
- Environmental  
Programs . . . . . 896-8737
- Water Waste Hotline . . . . . 896-8299

[www.ci.rio-rancho.nm.us](http://www.ci.rio-rancho.nm.us)

\*\*\*\*\* ECRWSS \*\*\*\*\*

### Postal Customer Rio Rancho, New Mexico

Este informe contiene información importante  
acerca de su agua potable. Haga que alguien  
lo traduzca para usted, o hable con alguien  
que lo entienda.

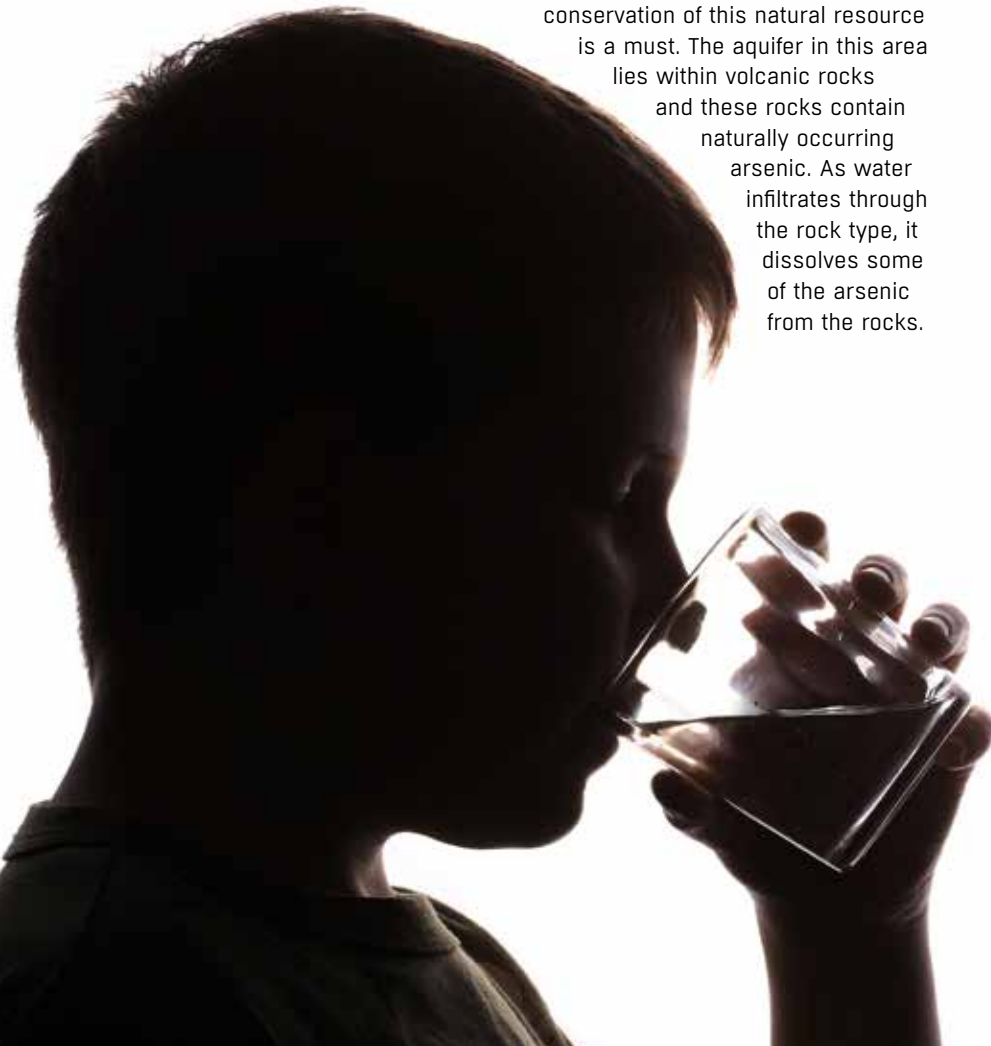


2013<sup>®</sup>  
CONSUMER  
CONFIDENCE  
REPORT  
  
CITY OF  
RIO RANCHO

# QUALITY DRINKING WATER BEGINS HERE!

■ To ensure tap water is safe to drink, the Environmental Protection Agency (EPA) prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) regulates bottled water, which must provide the same protection of public health.

Rio Rancho's drinking water comes entirely from the Santa Fe Group Aquifer. An aquifer is an underground layer of water-bearing permeable rock or unconsolidated materials (gravel, sand, or silt) from which groundwater can be extracted using a water well. This underground water source is not limitless, so conservation of this natural resource is a must. The aquifer in this area lies within volcanic rocks and these rocks contain naturally occurring arsenic. As water infiltrates through the rock type, it dissolves some of the arsenic from the rocks.



**Table of Contents**

- Quality Drinking Water Begins Here . . . . Inside Front Cover
- Definitions . . . . . 1
- People with Sensitivities . . . . . 2
- Arsenic, Lead, Cryptosporidium . . . . . 2
- Contaminants that Might be Present in Source Water . . . . . 3
- Test Results . . . . . 3
- How Clean is Clean . . . . . 4
- Home Water Use Audits . . . . . 5
- Test Results (continued) . . . . . 6
- Curbside Recycling . . . . . 7
- Recycling Center . . . . . 7
- Every Drop Counts Award . . . . . Inside Back Cover
- Susceptibility Analysis . . . . . Inside Back Cover

*Note:* All text preceded by a ■ contains information required by the U.S. Environmental Protection Agency (EPA).

## And the winner is...



Hanna Harper from Rio Rancho High School was the winner of the 6th annual Every Drop Counts Award. This award is given each year to the student(s) who has the best science fair project on water quality or water quantity. Ms. Harper's award of \$100 was for her project entitled "#WaterProbs."

Ms. Harper's project was to further support that invertebrates are highly sensitive to pollutants. Invertebrates are animals that have no backbone or spinal column, such as insects, worms, jellyfish, starfish, and snails. This year, in addition to nitrates, she tested to see if ammonia, phosphates, or pH affected invertebrates. Ammonia and pH both seemed to yield no affect, but the phosphates and nitrates both had a high Pearson's correlation number (which conveys that they have negative consequences on invertebrates). Ms. Harper performed conductivity and total dissolved solids tests to solidify and confirm her results. She sampled the invertebrates using a bio survey. The closer the pollutants came to 5 parts per million (ppm) concentration in the water the more potent they appeared to be. In this Phase II experiment, the nitrate correlation number went from -0.7 to -0.9, which illustrates that invertebrate populations are not only affected by pollutants, but these pollutants will eventually increase to a point where they cannot survive. "If there was more water in the river to dilute the chemicals, this could potentially solve the issue." stated Ms. Harper.



If you have a student who needs assistance with science expo projects, call **(505) 896-8715** for help.

## GET INVOLVED IN CITY WATER MATTERS

The Utilities Commission is a group appointed by the mayor and city council; one person per city council district plus an at-large position. The Utilities Commission guides the city's Utilities Division with input and policy decision-making that impacts the entire city. The Utilities Commission meets on the third Tuesday of every month at 6:00 p.m. at City Hall, 3200 Civic Center Circle NE. These are open meetings, so come and voice any of your water or wastewater concerns. For more information on the Utilities Commission please call **(505) 896-8715** or go to [www.ci.rio-rancho.nm.us](http://www.ci.rio-rancho.nm.us).



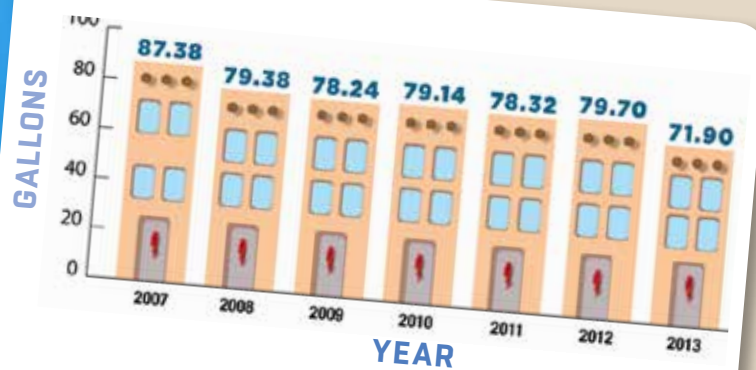
# Way to Go, Rio Rancho!

The numbers are in for 2013 water usage in Rio Rancho. Citizens and businesses in the city did a tremendous job conserving water. Our water usage for the full water system is 136 gallons per capita per day. This is a 38 percent reduction in water use since 2000. Single-family residential water use has also dropped from 79.7 gallons per capita per day in 2012 to 71.9 gallons in 2013.

SYSTEM-WIDE GPCD



SINGLE-FAMILY RESIDENTIAL GPCD



## FOR YOUR INFORMATION

■ 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.

### ■ The following definitions are used in this water quality report:

**AL:** Action Level – The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

**MCL:** Maximum Contaminant Level – The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

**MCLG:** Maximum Contaminant Level Goal – The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

**MRDL:** Maximum Residual Disinfectant Level – The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

**MRDLG:** Maximum Residual Disinfectant Level Goal – The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

**N/A:** Not applicable.

**ND:** Not detected.

**pCi/L:** Picocuries per liter – A measure of radioactivity.

**ppb:** Parts per billion or micrograms per liter – Approximately equal to 3 seconds out of a century.

**ppm:** Parts per million or milligrams per liter – Approximately equal to 32 seconds out of a year.

**Range of detection:** Highest & lowest levels of substance found in treated drinking water.

**U.S. ENVIRONMENTAL PROTECTION AGENCY (EPA)  
SAFE DRINKING WATER HOTLINE:  
(800) 426-4791**

**RIO RANCHO WATER PRODUCTION MANAGER:  
(505) 896-8813**

Substance	MCL	MCLG	Our Water	Range of Detection	Sample Year	Violation	Typical Source of Contamination
Arsenic (ppb)	10	0	6	N/A	2012	No	Erosion of natural deposits

Substance	Action Level (AL)	MCLG	Our Water	Number of Sites Exceeding AL	Sample Year	Violation	Typical Source of Contamination
Copper (ppm)	1.3	1.3	0.32 (90th percentile)	0	2011	No	Corrosion of household plumbing systems
Lead (ppb)	15	0	3.8 (90th percentile)	2	2011	No	Corrosion of household plumbing systems



### LEAD/COPPER

Lead and copper can come from the plumbing system in homes and businesses. The city is required to test for lead and copper every three years from homes of a certain age range. Neither lead nor copper exceeded their respective action levels because the 90<sup>th</sup> percentile values were below the action levels.

Substance	MCL	MCLG	Our Water	Range of Detection	Sample Year	Violation	Typical Source of Contamination
Chromium (ppb)	100	100	8	N/A	2012	No	Erosion of natural deposits
Fluoride (ppm)	4	4	0.82	N/A	2012	No	Erosion of natural deposits
Mercury (Inorganic) (ppb)	2	2	0.7	N/A	2012	No	Erosion of natural deposits; discharge from refineries and factories; runoff from landfills; runoff from cropland
Nitrate as Nitrogen (ppm)	10	10	3.83	ND-3.83	2013	No	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits

### ARSENIC

While your drinking water meets EPA's standard for arsenic, it does contain low levels of arsenic. EPA's standard balances the current understanding of arsenic's possible health effects against the cost of removing arsenic from drinking water. EPA continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.

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. The Rio Rancho Utilities Division 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.

### FOR MORE INFORMATION

If you are concerned about lead in your drinking 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).



## Curbside Recycling

**REDUCE, REUSE, RECYCLE.** Just as these three words are used in the water conservation world, they are also important for sustainable living in everyday life. As the City of Vision continues to grow, we are "thinking green." Recycling plays an increasingly important role in our healthy and sustainable growth plan and lessens the amount of waste that goes to the landfill.

Together our residents and businesses are helping to recycle and process waste with an environmentally-friendly action plan.

### HOW CAN YOU RECYCLE?

All residential customers are issued a large, green, 96-gallon recycling cart by Waste Management. Customers do not pay any additional cost for this recycling service, and the carts are picked up weekly. Almost 91% of Rio Rancho's citizens participate in the curbside recycling program with a goal of 100% participation.

The list of items that can be recycled is quite large and includes:

- Cans (aluminum and tin)
- Cardboard
- Catalogs and magazines
- Junk mail
- Newspaper
- Paper bags
- Paperboard
- Phone books
- Plastics #1 - #7 (no plastic bags)
- Stationary and copy paper (no shredded paper)

### RECYCLING CENTER IS OPEN FOR BUSINESS!

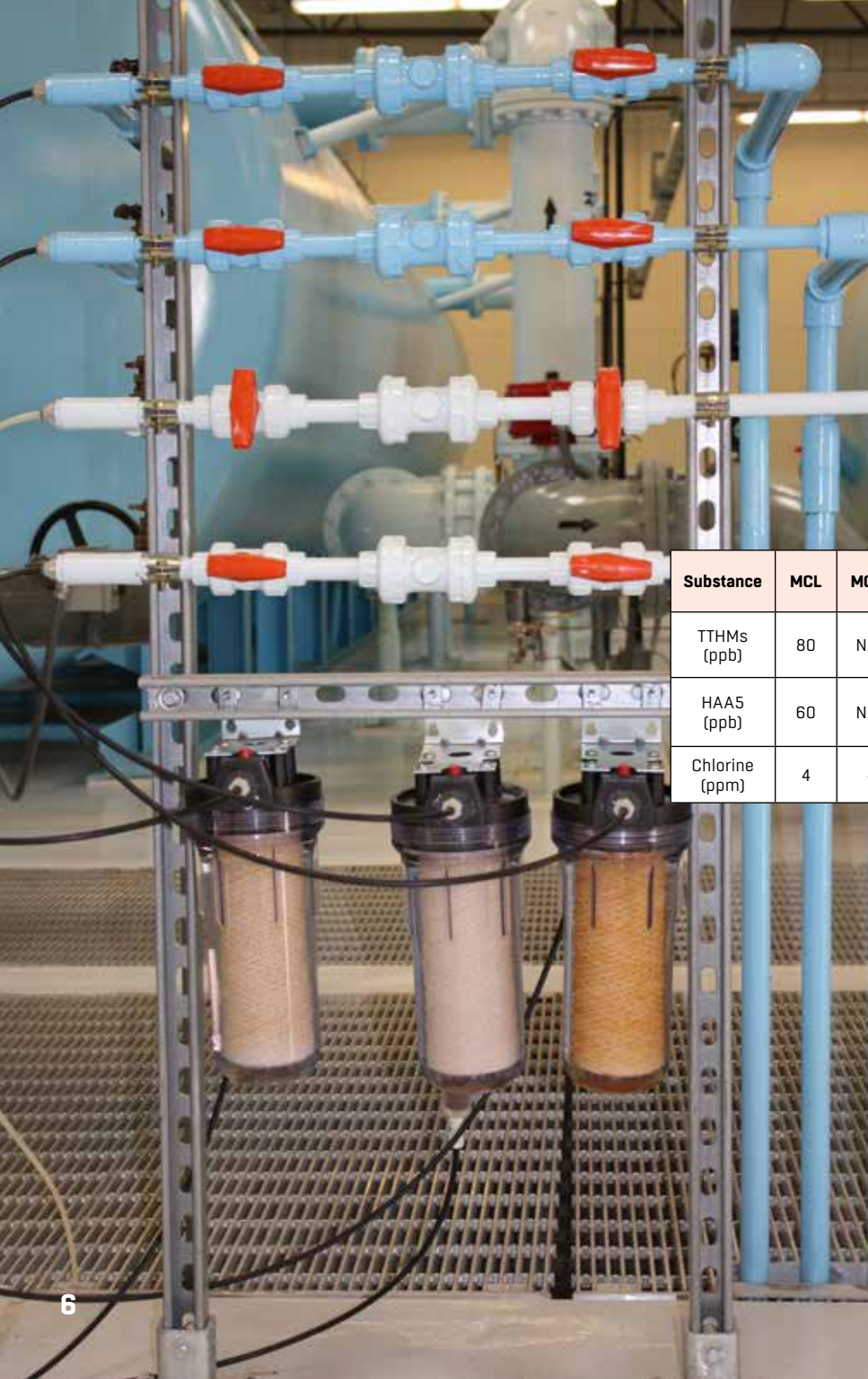
In a partnership between the City of Rio Rancho and Sandoval County, the Recycling Center is open to residents only and is located at 2700 Iris Road NE (corner of Iris and Idalia Roads). It is open on Saturdays from 8:00 AM to 1:00 PM.

For more information call **(505) 891-5015**.

Materials that are accepted are:

- Usable clothing and shoes
- Eye glasses
- Mixed paper (including soft back books)
- Tires (limit 4 passenger tires per vehicle/Saturday)
- Electronics, including TVs (limit 4 TVs per vehicle/Saturday)
- Appliances, including Freon units
- Aluminum
- Plastics #1-7
- Scrap metal
- Cardboard
- Hearing Aids





## PEOPLE WITH SENSITIVITIES

■ Some people may be more vulnerable to contaminants in drinking water than the general population. Please seek advice from your health care provider if you are:

- Immuno-compromised
- Undergoing chemotherapy
- A transplant recipient
- Living with HIV/AIDS or other immune system disorders
- Elderly or have a newborn that may be at risk from infection



Substance	MCL	MCLG	Our Water	Range of Detection	Sample Year	Violation	Typical Source of Contamination
TTHMs (ppb)	80	N/A	45	1.5-45	2013	No	By-product of drinking water disinfection
HAA5 (ppb)	60	N/A	2.7	0.58-2.7	2013	No	By-product of drinking water disinfection
Chlorine (ppm)	4	4	0.6	0.5-0.7	2013	No	Water additive to control microbes

## SUSCEPTIBILITY ANALYSIS

■ The Susceptibility Analysis of the Rio Rancho water utility reveals that the utility is well maintained and operated, and the sources of drinking water are generally protected from potential sources of contamination. The susceptibility rank of the entire water system is MODERATELY LOW, a good rating. Call New Mexico Environment Department at (877) 654-8720 for questions.

## MICROBIAL CONTAMINANTS

■ **CONTAMINANTS:** Viruses and bacteria which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

## CONTAMINANTS THAT MAY BE PRESENT IN SOURCE DRINKING WATER INCLUDE:

■ **INORGANIC CONTAMINANTS:** 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.

■ **ORGANIC CHEMICAL CONTAMINANTS:** 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.

■ **PESTICIDES AND HERBICIDES:** May come from a variety of sources such as agriculture, storm water runoff, and residential uses.

■ **RADIOACTIVE CONTAMINANTS:** Can be naturally-occurring or be the result of oil and gas production and mining activities.

## CRYPTOSPORIDIUM

■ The EPA Center for Disease Control guidelines on appropriate ways to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791.

Substance	MCL	MCLG	Highest Monthly Percentage In Our Water	Sample Year	Violation	Typical Source of Contamination
Total Coliform Bacteria	5% of monthly samples are positive	0	0	2013	No	Naturally present in the environment

Substance	MCL	MCLG	Our Water	Range of Detection	Sample Year	Violation	Typical Source of Contamination
2-Butanone (MEK) (ppb)	N/A	N/A	2.8	ND-2.8	2011	No	Discharge from solvents used for coatings, resins, and adhesives
Tetrahydrofuran (ppb)	N/A	N/A	0.8	ND-0.8	2011	No	Discharge from manufacturing of protective coatings, adhesives, magnetic strips, and printing inks

Substance	MCL	MCLG	Our Water	Range of Detection	Sample Year	Violation	Typical Source of Contamination
Alpha emitters (pCi/L)	15	0	6.9	0.1-6.9	2011	No	Erosion of natural deposits
Beta/photon emitters (pCi/L)	50	0	10.3	2.5-10.3	2011	No	Decay of natural and man-made deposits
Radium combined 226/228 (pCi/L)	5	0	0.46	0.04-0.46	2011	No	Erosion of natural deposits
Uranium (ppb)	30	0	7	1-7	2011	No	Erosion of natural deposits

## FOR YOUR INFORMATION

The City of Rio Rancho does not have any regulated organic chemical contaminants or pesticides and herbicides detected in our water. We are required by the U.S. EPA to test and monitor for non-regulated organic contaminants and two substances are detected in our water.

## Update of the Aquifer Injection Project

# How Clean Is Clean?

Built in 2005, the Cabezon Water Reclamation Facility has the capacity to treat 1.2 million gallons of water per day (MGD). This wastewater is generated primarily from residential and commercial sources. The water reclamation facility uses membrane-bioreactor (MBR) technology for cleaning the wastewater to create a superior, clean water that is nearly free of suspended solids. As one of the final steps in treatment, the MBR system pulls the water through a micro-filtration membrane with an absolute pore size of 0.1 micron. For reference, the diameter of human hair varies from 17 to 180 microns. These MBR pores filter out cloudiness (turbidity), particles, and microorganisms. The Cabezon Water Reclamation Facility produces reclaimed water that

meets the Class 1A category requirements as described by the New Mexico Environment Department (NMED). Per the state's regulations, Class 1A reclaimed water may be used for any purpose except direct consumption, food handling and processing, and spray irrigation of food crops.

The clean water from this plant will be used for the city's Aquifer Injection Project. This clean water will be pumped to the injection site near Northern Boulevard, and there it will undergo additional Advanced Water Treatment. This advanced treatment includes an Advanced Oxidation Process and Adsorbent Media Process.

### Advanced Oxidation Process and Adsorbent Media Process

Advanced oxidant combines a chemical oxidant with ultra-violet (UV) radiation or other oxidants, like hydrogen peroxide or ozone, to achieve contaminant removal through chemical oxidation. Ozone is effective for pathogen inactivation, destruction of organic compounds, and aesthetic water quality improvement.

Adsorbent media, such as granular activated carbon, removes constituents from water when they are attached to the porous surface through chemical bonds or physical attraction. This process is commonly used to remove synthetic organic compounds, disinfection by-products, and taste-and odor-causing compounds.



## So you received a "leak letter"

# Home Water Use Audits

One of the nice features of the new water meters being installed is the "leak" function. If during the month there is at least one 24-hour period of time that water is flowing through the meter, the city receives a "flag" when the meter is read. When this happens, the city's Utility Services Division sends a "leak letter" to the water customer as a preemptive measure to let them know of a potential leak. If you get one of these letters:

1. Don't panic. Look at the date of the letter and think back to anytime that you may have left the water running on purpose over a 24-hour period of time for the following reasons:
  - a. Letting water drip from a faucet during a cold snap
  - b. Filling a pool overnight
  - c. Leaving a hose on or the irrigation on overnight
2. If you are able, read your meter and check the flow indicator to see if water is flowing through it when all water is shut off in the house.
3. If the meter shows that water is flowing through it when it should not be then check these items:
  - a. TOILETS are the number one cause of leaks found during water use audits. You can use a dye tablet, food coloring, Kool-Aid or other powdered, colored drink beverage to check if your toilet is leaking. Put the dye in the tank, wait about 5 to 10 minutes and then check the bowl. If there is color in the bowl, then your toilet is leaking, usually through the flapper, or the water level is too high and the toilet is siphoning the water into the bowl.
  - b. FAUCETS are much easier to check for leaks—because you can see them. A leaking faucet can easily waste three gallons of water a day...a total of 1,095 gallons of water a year.

### FINDING AND FIXING LEAKS

For information on how to read meters, how to replace flappers and other toilet repairs, repairing leaking faucets and more, visit the **Finding & Fixing Leaks** page of the city website:  
<http://ci.Rio-rancho.nm.us/index.aspx?Nid=1883>

Please contact the Water Conservation Office at **(505) 896-8715** with any questions or to request a brochure.

