

CITY OF RIO RANCHO

2024 CONSUMER CONFIDENCE REPORT



IS MY WATER SAFE?

WE ARE PLEASED to present this year's Annual Water Quality Report (Consumer Confidence Report) as required by the Safe Drinking Water Act (SDWA). This report is designed to provide details about where your water comes from, what it contains, and how it compares to standards set by regulatory agencies. This report is a snapshot of last year's water quality. We are committed to providing you with information because informed customers are our best allies.

Rio Rancho Water Production:
505.896.8715

U.S. Environmental
Protection Agency (EPA)
Safe Drinking Water Hotline:
800.426.4791



HOW IS MY WATER TREATED?

YOUR WATER IS TREATED by disinfection. Disinfection involves the addition of chlorine or other disinfectant to kill dangerous bacteria and microorganisms that may be in the water. Disinfection is considered to be one of the major public health advances of the 20th century.

WHERE DOES MY WATER COME FROM?

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 water sources are not limitless, so conservation of this natural resource is important. The aquifer in our 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.

The City's 14 wells provide public water to Rio Rancho. Each well consists of a pipeline inserted deep enough in the ground to reach the aquifer. Many of these wells are over 1,000 feet deep and utilize a motorized pump to draw the water from the aquifer.

Public water is then treated to make sure it is safe to drink. It is regularly tested by the City's Utilities Department, as detailed in this report, and is provided to homes and businesses through a series of distribution pipelines.

Recognizing the water supply in the Santa Fe Group Aquifer is not limitless, the City constantly looks for ways to replenish the aquifer. Since 2017, Rio Rancho has injected over 300 million gallons of treated wastewater back into the aquifer through Rio Rancho Pure, New Mexico's first water purification and aquifer storage project.

The City of Rio Rancho continually looks for new ways and technologies to conserve water now and for our future.

INVENTORY FINDS WATER SERVICE LINES DO NOT CONTAIN LEAD

IN COMPLIANCE WITH the EPA's Lead and Copper Rule Revisions (LCRR), the City of Rio Rancho has completed and submitted a service line inventory identifying the service line materials used in our distribution system. We are proud to announce that the inventory identified all 39,824 service lines as non-lead. The service line inventory information is available upon request through the City of Rio Rancho Utilities Department **505.896.8715** or by using the interactive map rrnm.gov/ServiceLine to search for service line materials by individual address.



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GET INVOLVED WITH CITY WATER MATTERS

THE CITY ENCOURAGES YOU to get involved in water matters. Call **505.896.8715** for more information, or visit rrnm.gov.



DEFINITIONS THAT 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.

LRAA: LOCATIONAL RUNNING ANNUAL AVERAGE

The average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters.

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.

MRL: MINIMUM REPORTING LEVELS

The smallest measured concentration of a substance that can be reliably measured by using a given analytical method.

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 adding ONE drop of water from an eyedropper to a 10,000-gallon swimming pool.

PPM: PARTS PER MILLION OR MILLIGRAMS PER LITER

Approximately equal to adding ONE drop of water from an eyedropper in 10 gallons of water (it takes one million individual drops to fill a 10-gallon aquarium using an eyedropper).

RAA: RUNNING ANNUAL AVERAGE

The level detected is the highest running annual average, computed quarterly, of monthly averages of all samples collected.

RANGE OF DETECTION

Highest and lowest levels of a substance found in treated drinking water.





DO I NEED TO TAKE SPECIAL PRECAUTIONS?

SOME PEOPLE may be more vulnerable to contaminants in drinking water than the general population.

Immuno-compromised 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 can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers.

EPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Water Drinking Hotline at **800.426.4791**.

SUSCEPTIBILITY ANALYSIS

THE FEBRUARY 2021 SUSCEPTIBILITY ANALYSIS of the water utility reveals that the utility is well maintained and operated, and the sources of the drinking water are generally protected from potential sources of contamination based on an evaluation of the available information. The susceptibility rank of the entire water system is moderately low. A copy of the source water assessment can be acquired at the City of Rio Rancho Utilities Department, 3200 Civic Center Circle NE, Rio Rancho, NM 87144.

Call New Mexico Environment Department at **877.654.8720** if you have questions, or visit <https://www.rnm.gov/3886/Source-Water-Protection-Program>.



WHY ARE THERE CONTAMINANTS IN MY DRINKING WATER?

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 (EPA) Safe Drinking Water Hotline **(800.426.4791)**.

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 before treatment include:

- Microbial contaminants, such as viruses and bacteria, that 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 stormwater 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 stormwater 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 stormwater 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, the Environmental Protection Agency (EPA) prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

LEAD CAN CAUSE serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. The City of Rio Rancho is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an

American National Standards Institute accredited certifier to reduce

lead, is effective in reducing lead exposures. Follow the

instructions provided with the filter to ensure the filter

is used properly. Use only cold water for drinking,

cooking, and making baby formula. Boiling water

does not remove lead from water. Before using

tap water for drinking, cooking, or making baby

formula, flush your pipes for several minutes.

You can do this by running your tap, taking a

shower, doing laundry or a load of dishes. If you

have a lead service line or galvanized requiring

replacement service line, you may need to flush

your pipes for a longer period. If you are concerned

about lead in your water and wish to have your water

tested, contact the City of Rio Rancho Utilities Department.

Information on lead in drinking water, testing methods, and steps

you can take to minimize exposure is available at <https://www.epa.gov/safewater/lead>.



LEAD/COPPER

THE CITY OF RIO RANCHO routinely monitors for lead and copper at pre-approved customer taps as required by Federal and State regulations. Results from our previous monitoring event are available upon request through the City of Rio Rancho Utilities Department **505.896.8715**.

ARSENIC

SOME PEOPLE WHO drink water containing arsenic in excess of the MCL over many years could experience skin damage or problems with their circulatory system, and may have an increased risk of getting cancer.

While your drinking water meets EPA standards for arsenic, it does contain low levels of arsenic. EPA's standard balances the current understanding of arsenic's possible health effects against the costs 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.

FLUORIDE

RIO RANCHO'S drinking water contains naturally occurring fluoride, which can be due to the erosion of natural deposits. Rio Rancho's naturally occurring fluoride levels fall well within EPA standards for safe drinking water.

INORGANIC CONTAMINANTS

Substance	Action Level (AL)	MCLG	Our Water	Number of Sites Exceeding AL	Sample Year	Violation	Typical Source of Contamination
Copper - AL at consumer taps (ppm)	1.3	1.3	0.29	0	2023	No	Corrosion of household plumbing systems; Erosion of natural deposits
Lead - AL at consumer taps (ppb)	15	0	2	1	2023	No	Corrosion of household plumbing systems; Erosion of natural deposits

INORGANIC CONTAMINANTS

Substance	MCLG	MCL	Our Water	Range of Detection	Sample Year	Violation	Typical Source of Contamination
Arsenic (ppb)	0	10	7 (RAA)	5-9	2024	No	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes
Barium (ppm)	2	2	0.087	0.041-0.087	2023	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Chromium (ppb)	100	100	10	ND-10	2023	No	Discharge from steel and pulp mills; Erosion of natural deposits
Fluoride (ppm)	4	4	1.12	0.44-1.12	2023	No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Nitrate [measured as Nitrogen] (ppm)	10	10	2.85	0.24-2.85	2024	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits

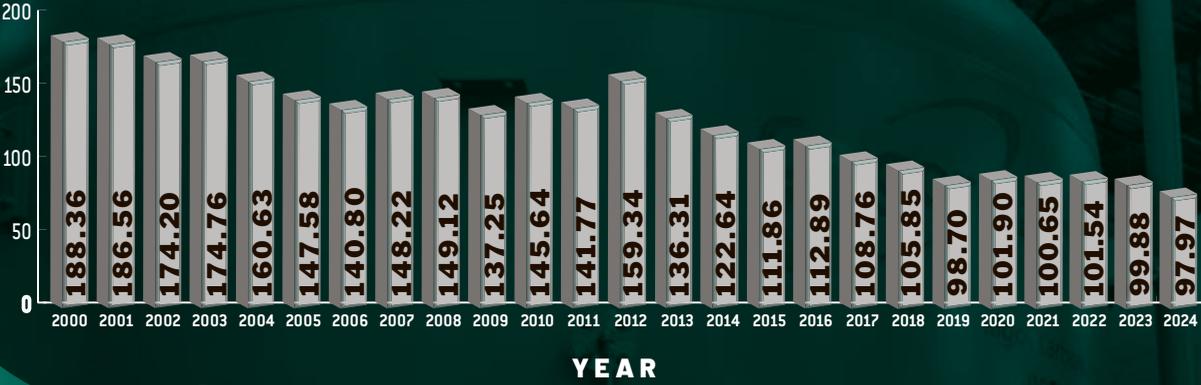
RADIOACTIVE CONTAMINANTS

Substance	MCLG	MCL	Our Water	Range of Detection	Sample Year	Violation	Typical Source of Contamination
Alpha emitters (pCi/L)	0	15	7.1	0-7.1	2023	No	Erosion of natural deposits
Beta/photon emitters (pCi/L)	0	50	10.3	3.6-10.3	2023	No	Decay of natural and man-made deposits. (The EPA considers 50 pCi/L to be the level of concern for Beta particles)
Radium (combined 226/228) (pCi/L)	0	5	0.32	0.03-32	2023	No	Erosion of natural deposits
Uranium (ug/L)	0	30	8	2-8	2023	No	Erosion of natural deposits

Substance	MCLG or MRDLG	MCL, TT or MRDL	Our Water	Range of Detection	Sample Year	Violation	Typical Source of Contamination
Chlorine (as Cl ₂) (ppm)	4	4	0.7	0.05-1.05	2024	No	Water additive used to control microbes
Haloacetic Acids (HAA5) (ppb)	N/A	60	1.4	1-1.4	2024	No	By-product of drinking water chlorination
Total Trihalomethanes (TTHMs) (ppb)	N/A	80	11	1.7-11	2024	No	By-product of drinking water disinfection

THE TABLES IN THIS REPORT list all the drinking water contaminants the City of Rio Rancho detected during the 2023/2024 calendar year. The presence of these contaminants in the water does not necessarily indicate that the water poses a health risk. Unless otherwise noted, the data presented in this table are from testing done January 1 through December 31, 2024. The state requires the City 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. As such, some of this data, though representative, may be more than one year old. In these tables you will find terms and abbreviations that might not be familiar to you. To help you better understand these terms, the City has provided the definitions on page 2.

2024 SYSTEM GPCD



GALLONS PER CAPITA PER DAY

2023



99.88

GPCD

1.91%

2024



97.97

GPCD

2025

WINTER QUARTER AVERAGE

THE WINTER QUARTERLY AVERAGE (WQA) is used to calculate monthly wastewater rates. For more information on the WQA visit rrnm.gov/rates.

This year, the class average usage per residential household is 3.90 tgal, up from 3.85 tgal in 2024. This shows that households are using slightly more water than they did in 2024. The class average usage per residential household will remain at 4,000 gallons.

Also, the Multi-family (MN) class average increased from 17 tgal to 18 tgal.

2024 REBATE NUMBERS

- **1,411** sq. ft. of **GRASS** removed
- **42** **SMART CONTROLLERS** confirmed installed
- **68** **SPRINKLER HEADS** replaced
- **65** **TOILETS** replaced with HE/WaterSense-compliant toilets
- **44** **CLOTHES WASHERS** replaced with HE washers
- **30** **REFRIGERATED AIR UNITS** installed

2024 AQUIFER STORAGE



- **35,198,419** **GALLONS** injected back into aquifer

TAKE ADVANTAGE OF RIO REBATE FOR BETTER WATER EFFICIENCY!

Install a New
SMART CONTROLLER



GET UP TO **\$300**
WATER BILL CREDIT

Replace Older Ones w/New Models
SPRINKLER HEADS



\$2 Per Sprinkler Head
WATER BILL CREDIT

Convert Turfgrass to
XERISCAPE*



\$1 Per Square Foot
WATER BILL CREDIT

** Minimum 250 SQ.FT.,
Must be PRE-APPROVED*

Convert Evaporative Coolers to
REFRIGERATED AIR**



GET UP TO
\$1,500
WATER BILL CREDIT

***Must be PRE-APPROVED and have a working evaporative cooler at the time of pre-inspection.*

FOR A LIST OF QUALIFYING PRODUCTS AS WELL AS ADDITIONAL REBATE OFFERS,
PLEASE VISIT RRNM.GOV/WATER-CONSERVATION

RIO REBATE

505.896.8715

rrnm.gov/Water-Conservation

SIMPLE WAYS TO SAVE WATER DURING A DROUGHT

AS OF THIS SPRING, Rio Rancho and Sandoval County were in an extreme drought, according to the U.S. Drought Monitor. Water is always precious and we all need to conserve water during a drought. Here are some simple things you can do indoors and outdoors to save water.

INDOORS

● In the Bathroom...

- Avoid flushing the toilet unnecessarily. Dispose of tissues, insects and other similar waste in the trash rather than the toilet.
- Take short showers instead of baths. Turn on the water only to get wet and lather and then again to rinse off.
- Avoid letting the water run while brushing your teeth, washing your face or shaving.



● In the Laundry...

- Operate clothes washers only when they are fully loaded or set the water level for the size of your load.



● In the Kitchen...

- Operate automatic dishwashers only when they are fully loaded. Use the “light wash” feature to use less water.
- Hand wash dishes by filling two containers—one with soapy water and the other with rinse water containing a small amount of chlorine bleach.

- Clean vegetables in a pan filled with water rather than running tap water.



- Avoid wasting water waiting for it to get hot. Capture it for other uses such as plant watering or heat it on the stove or in a microwave.
- Don't rinse dishes before placing them in the dishwasher, just remove large particles of food.
- Avoid using running water to thaw meat or other frozen foods. Defrost food overnight in the refrigerator or use the defrost setting on your microwave.

OUTDOORS

● Caring for your Lawn...

- A heavy rain eliminates the need for watering for up to two weeks. Most of the year, lawns only need one inch of water per week.
- Check soil moisture levels with a soil probe, spade or large screwdriver. You don't need to water if the soil is still moist. If your grass springs back when you step on it, it doesn't need water.



- If your lawn does require watering, do so early in the morning or later in the evening, when temperatures are cooler.
- Water in several short sessions – rather than one long one – for your lawn to better absorb moisture and avoid runoff.
- Use a broom or blower instead of a hose to clean leaves and other debris from your driveway or sidewalk.
- In extreme drought, allow lawns to die in favor of preserving trees and large shrubs.



● Washing your Car...

- Use a commercial car wash that recycles water.
- If you wash your own car, use a shut-off nozzle that can be adjusted down to a fine spray on your hose.

Source: www.ready.gov

IMPORTANT INFO

All phone numbers have a (505) area code.

Environmental Programs	896.8737
Line Spots, NM811.....	811
Report Leaks.....	891.5020
Non-emergency Online Reporting	rrnm.gov/report
Utilities Administration	896.8715
Utilities Billing.....	891.5020
Water Conservation.....	896-8737
Waste Management	892.1200
Water Waste.....	896-8737

www.rrnm.gov



Este informe contiene información muy importante sobre la calidad de su agua potable. Por favor lea este informe o comuníquese con alguien que pueda traducir la información.

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