

**2010
CONSUMER
CONFIDENCE
REPORT**



**CITY OF
RIO RANCHO**





From the Mayor of Rio Rancho

Please take time to read this important report about the quality of Rio Rancho's drinking water during the year 2010. As required by the U.S. Environmental Protection Agency (EPA), the city

provides this consumer confidence report each year to help citizens learn more about the city's role in supplying and maintaining safe and healthy drinking water supplies.

As additional information, this report also outlines how the city plans to provide and sustain our vital water supply, remove contaminants and recycle or reuse our water. Supplemental water conservation and education information are offered along with ways citizens can become more active in our water future.

As mayor, I encourage everyone to be informed and active participants in the water management initiatives that shape our water future. Together, we can Conserve Today - Preserve Tomorrow.

Thomas E. Swisstack
Mayor



Commissioners, left to right: Michael Walker (At-Large); Bill White (District 2); Anthony Anastasi (Chairman, District 4); Charles Wilkins (District 1); James Cleveland (Vice-Chairman, District 6) and Robert Bajak (District 5). Missing from photo is Thomas Wade (Secretary, District 3)

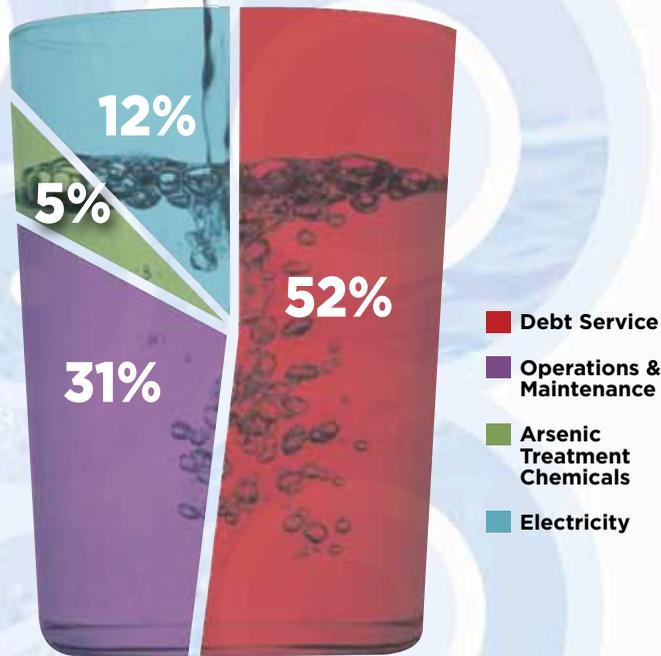


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Utilities Commission

Meetings take place on the third Tuesday of each month at 6 p.m. at the Council Chambers, Rio Rancho City Hall, 3200 Civic Center Circle.



■ ■ The Cost of Water

Customer water rates reflect the cost of producing and treating the groundwater to meet EPA drinking water standards. Electricity alone to pump and treat the groundwater costs over \$1.6 million per year. Arsenic treatment is expensive, and the cost of the chemicals used for arsenic removal has risen significantly over the past several years.

■ ■ Where We're Going

- Aquifer Storage and Recovery Project - \$10.5 Million**
 Advanced water treatment systems for aquifer recharge with high-quality reclaimed water sources. *Paid for by state/county grants and rate payers.*
- Wastewater Treatment Plant #6 Expansion - \$25 Million**
 Expansion will increase treatment capacity at the plant while a pump station and transmission line will deliver reuse water to provide irrigation water for various city parks and schools, the Cabezon subdivision, and the Chamisa Hills Country Club. Treated water will also be used for the direct injection with the aquifer recharge project. *Paid for by NM State Revolving Fund Program.*
- Reverse Osmosis at Well 12 - \$2 Million**
 Reduce the level of total dissolved solids from the drinking water produced by well 12. *Paid for by America Recovery and Reinvestment Act funds.*



■ ■ By The Numbers: The Smart Way to Water

The city of Rio Rancho supports and encourages its residents to follow the Albuquerque Bernalillo County Water Utility Authority's *Water by the Numbers* Campaign.

"With an established lawn, this water conservation method really works," says Ruben Archuleta, Water Conservation Specialist for the city of Rio Rancho. "Remember, water no more than three times per week for the months of June, July, and August."

Water by the Numbers



COURTESY OF THE
ALBUQUERQUE BERNALILLO COUNTY
WATER UTILITY AUTHORITY

■ ■ New Convenience Fee Imposed

Beginning July 1, 2011, a **\$1.75 convenience fee will be added to all credit card transactions that are received over Interactive Voice Response (IVR) phone payment system, paid online, or paid over the phone with a city representative** in order to cover bank fees charged to the city for these types of transactions.

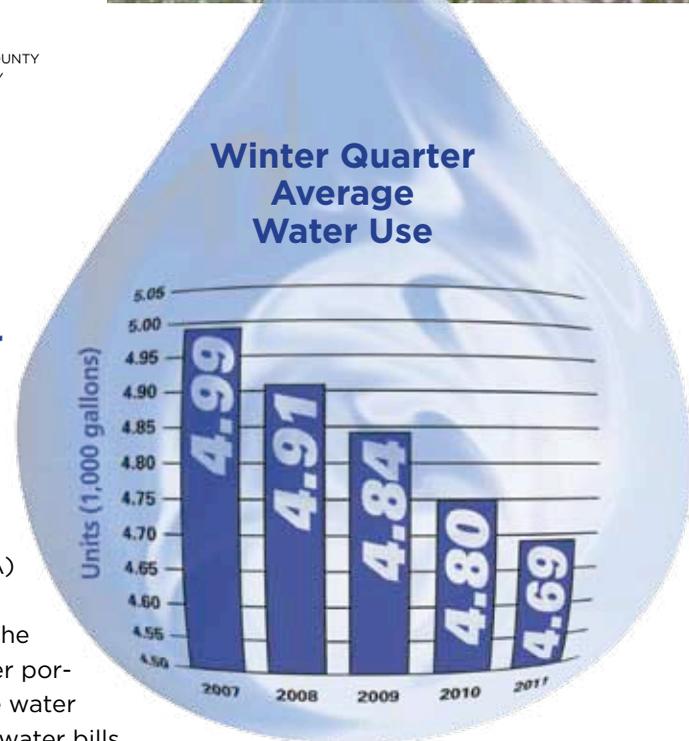
As an alternative to paying with credit cards, utility customers may be able to use their bank Bill Pay web site to make payments via Automated Clearing House (ACH) for a significantly lower amount, if not for free. The city of Rio Rancho offers a Bank Draft option from your Checking or Savings account at no extra charge.

Additionally, customers who come to City Hall to make payments by credit card will not be charged a convenience fee.

■ ■ Winter Quarter Water Use

The Winter Quarter Average (WQA) is used to calculate the wastewater portion of the water and wastewater bills each month throughout the entire year.

The 2011 single-family residential WQA has gone down for the past five years. The graph shows the current WQA at 4.69 units (1,000 gallons). The water conservation trend continues to improve over time through the Water Conservation Office education programs. Thank you for your efforts!



■ ■ What is a Consumer Confidence Report?

In 1996, Congress amended the Safe Drinking Water Act (SDWA). Among other things, this amendment added a provision requiring that all community water systems deliver to their customers a brief water quality report annually. This Consumer Confidence Report summarizes information that our water system already collects to comply with regulations.

The Consumer Confidence Report includes information on your source water, the levels of any detected contaminants, compliance with drinking water rules, (including monitoring requirements), and some educational language.



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. Call New Mexico Environment Dept. at 1-877-654-8720 for questions.

**For questions about
Rio Rancho's water testing
call 896-8813**

■ ■ Your Drinking Water

The city of Rio Rancho currently pumps and produces drinking water from seventeen deep groundwater wells located throughout the city. The groundwater comes from the Santa Fe Group Aquifer, which is used by many communities throughout the Middle Rio Grande river basin area as their primary drinking water source.

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 and through the ground, it dissolves and absorbs naturally occurring minerals and, in some cases, radioactive material. Water can also pick up substances resulting from the presence of animals or from human activity.

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.

DETECTED CONTAMINANTS

MICROBIOLOGICAL CONTAMINANTS

Substance	MCL	MCLG	Highest Monthly Percentage/ Number Our Water	Sample Date	Violation	Typical Source of Contamination
Total Coliform Bacteria	5% of monthly samples are positive	0	0	1/2010-12/2010	No	Naturally present in the environment

RADIOACTIVE CONTAMINANTS

Substance	MCL	MCLG	Our Water	Range of Detection	Sample Date	Violation	Typical Source of Contamination
Alpha emitters (pCi/L)	15	0	1.5	0.9 - 1.5	2009	No	Erosion of natural deposits
Beta emitters (pCi/L)	50	0	6.1	0.8 - 6.1	2009	No	Erosion of natural deposits
Combined Radium (pCi/L)	5	0	0.49	0.25 - 0.49	2009	No	Erosion of natural deposits
Uranium (ppb)	30	0	2.06	1.8 - 2.06	2009	No	Erosion of natural deposits

DISINFECTANTS AND DISINFECTION BY-PRODUCTS

Substance	MCL	MCLG	Annual Average	Range of Detection	Sample Date	Violation	Typical Source of Contamination
TTHMs [Total trihalomethanes] (ppb) (Stage 1 Rule)	80	N/A	10.59	0.3 - 75.7	2010	No	By-product of drinking water chlorination
HAA5 [Five Haloacetic Acids] (ppb) (Stage 1 Rule)	60	N/A	1.01	ND - 5.6	2010	No	By-product of drinking water chlorination
Substance	MRDL	MRDLG	Annual Average	Range of Detection	Sample Date	Violation	Typical Source of Contamination
Chlorine (ppm)	4	4	0.53	0.21 - 1.00	1/2010 - 12/2010	No	Disinfection of water

Definitions

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

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.

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.

Microbial Contaminants: Viruses and bacteria which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

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: Picouries per liter - a measure of radioactivity.

ppb: Parts per billion or micrograms per liter - same as 1 minute in 2,000 years.

ppm: Parts per million or milligrams per liter - same as 1 minute in 2 years.

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

DETECTED CONTAMINANTS

INORGANIC CONTAMINANTS

Substance	MCL	MCLG	Our Water	Range of Detection	Sample Date	Violation	Typical Source of Contamination
Arsenic (ppb)	10	0	7 average	5 - 14	2010	No	Erosion of natural deposits
Barium (ppm)	2	2	0.15	0.018 - 0.15	2009	No	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Chromium (ppm)	0.1	0.1	0.011	0.001 - 0.011	2009	No	Discharge from steel and pulp mills; erosion of natural deposits
Fluoride (ppm)	4	4	1.11	0.65 - 1.11	2010	No	Erosion of natural deposits; Discharge from fertilizer and aluminum factories
Nitrate + Nitrite (ppm)	10	10	4.0	0.1 - 4.0	2010	No	Runoff from fertilizer use; leaching from septic tanks, sewage, erosion of natural deposits

NON-REGULATED ORGANIC CONTAMINANTS

Substance	MCL	MCLG	Our Water	Range of Detection	Sample Date	Violation	Typical Source of Contamination
2-Butanone (MEK) (ppb)	N/A	N/A	1.8	ND - 1.8	2010	No	Discharge from solvents used for coatings, resins, and adhesives
Tetrahydrofuran (ppb)	N/A	N/A	5.2	ND - 5.2	2010	No	Discharge from manufacturing of protective coatings, adhesives, magnetic strips, and printing inks

Copper and Lead	Action Level	MCLG	Our Water	Number of Sites Exceeding AL	Sample Date	Violation	Typical Source of Contamination
Copper (ppm)	1.3 (AL)	1.3	0.15 90th percentile	0	2008	No	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Lead (ppb)	15 (AL)	0	0 90th percentile	0	2008	No	Corrosion of household plumbing systems; Erosion of natural deposits

Contaminants that may be present in source water include:

Inorganic Contaminants: Salts and metals which can be naturally occurring or result from urban storm water runoff, industrial or domestic waste-water 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: Which can be naturally occurring, or the result of oil and gas production and mining activities.

Safe Drinking Water Hotline:
EPA's Safe Drinking Water
Hotline -
1-800-426-4791

■ ■ Arsenic

The city is located in a geologic area where arsenic is a naturally occurring element in the environment. Since 2006, Rio Rancho has invested more than \$40 million in arsenic removal treatment facilities throughout the city to ensure arsenic measures below the 10 ppb (parts per billion) level mandated by the EPA.

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

■ ■ 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. The Rio Rancho Utility 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. 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.

Sensitive People

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 infections

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.



■ ■ New Recycling Facility Open For Business!

In a partnership between the city of Rio Rancho and Sandoval County, the Recycling Center has come to fruition. The center is open to city and county residents only and is located at 2700 Iris Road NE (corner of Iris and Idalia Roads). The facility is open on Saturdays from 8:00 A.M. to 1:00 P.M. For more information please call 891-5015.

Materials that are accepted are:

- Usable clean clothing
- Eyeglasses
- Mixed paper (including soft back books)
- Hearing aids
- Aluminum
- Plastics #1 - 7
- Tires (limit 4 passenger tires only)
- Electronics, including TVs
- Appliances, including Freon units
- Scrap metal
- Cardboard



■ ■ Curbside Recycling

Reduce, Reuse, Recycle.

Just as these three words are used in the water conservation world, so they are important for sustainable living in everyday life. As the City of Vision continues to grow, we are all “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 on your trash day by a separate truck. Almost 87 percent of Rio Rancho’s citizens participate in the curbside recycling program.

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

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



Household Hazardous Waste collections are held three times a year, in the Fall, Spring, and Summer. Call us for more information and specific dates at 891-5015.

Community Outreach and Education

From July 1 through May 31, 2010, the Water Conservation Office participated in over 55 different events to educate students and citizens about water-related issues such as conservation and watershed protection. Approximately 3,100 students and 8,100 adults attended these events, which included classroom presentations, tours, adult presentations, information booths, and of course the Rio Rancho Children's Water Festival.

The staff at the Water Conservation Office is available to attend meetings or visit classrooms and offer water-related information and education. Tours of the water treatment plant and the wastewater plant are also available. Call 896-8715 for more information or to schedule a tour or class visit.

CONSERVE Today
PRESERVE Tomorrow

CALL FOR A FREE AUDIT TODAY!
896-8715

FIX those LEAKS

Stop by our booth on Wed, March 16 from 10 am to 3 pm at:
True Value Hardware
2108 Southern Blvd. SE in Rio Rancho
Learn how to lower your water bill by finding and fixing leaks!

RR Rancho City of Vision

City of Rio Rancho

Water Conservation Office

To call attention to the importance of finding and repairing leaks, ads were placed in local media, including television and newspapers.

Fix a Leak Week Celebrated March 14-20 Throughout New Mexico

Rio Rancho was one of several New Mexico cities that participated in this year's Fix a Leak Week (FAL) Campaign, organized by the New Mexico Office of the State Engineer (NMOSE).

The booth at True Value hardware store on Southern Blvd. consisted of two hands-on displays featuring a running water meter and a leaky toilet flapper; videos about leak detection and water repairs; posters and educational materials about the EPA's WaterSense® program; and giveaways, including WaterSense® shower heads.



It's never too early to learn about water. The Water Conservation Office teaches 3- and 4-year-olds about water conservation. Older children and teens also learn about watershed preservation and water treatment methods. Girl Scouts can even earn an Eco-Badge while they study leak detection.

DID YOU KNOW...



You can refill an 8 oz. glass of water approximately 15,000 times for the same cost as a six-pack of soda.

An automatic dishwasher uses approximately 9 to 12 gallons of water while hand washing dishes can use up to 20 gallons.



If every household in America had a faucet that dripped once each second, 928 million gallons of water a day would leak away.

A dairy cow must drink four gallons of water to produce one gallon of milk. One gallon of water weighs approximately 8 1/2 pounds.



300 million gallons of water are needed to produce a single day's supply of U.S. newsprint.

It takes about 1 gallon of water to process a quarter pound of hamburger.



It takes 2,072 gallons of water to make four new tires.

If all the world's water fit into a gallon jug, the fresh water available for us to use would equal only about one tablespoon.



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

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

UTILITY PHONE NUMBERS

Administration 896-8715
Utilities Billing 891-5020
Report Leaks 891-5020
Emergency/
Leaks 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

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.



City of Rio Rancho
Environmental
Programs