



August 16, 2018

Dear Valued Residents, Neighbors and Customers:

RE: Information regarding the Cave Creek Water System

Cave Creek Water System Operations

The Cave Creek Water System is operated and maintained by ADEQ Certified staff members. The utilities department currently has 15 employees responsible for repairing leaks, reading water meters, collecting required regulatory samples, preparing and distributing monthly billings, coordinating paperwork with regulatory agencies, and ensuring a safe and dependable water supply to our customers. The staff is here to serve you and provide you with respect, courtesy, and a timely response to your concerns or problems.

Water Quality

The Town of Cave Creek Water System is tested monthly, semi-annually, and annually for a variety of water quality constituents based upon the requirements of the Safe Drinking Water Act. The Town of Cave Creek has had no significant violations of water quality standards in the past several years. The 2017 water quality reports can be found here:

<http://www.cavecreek.org/index.aspx?NID=369>

The Town has excess capacity to treat the water it receives from CAP. Currently underway is a project to recondition the treatment system. This will ensure that the treatment continues to be able to process water and do so as efficiently as possible.

Sources of Water - Surface Water vs. Well Water

Within the Cave Creek Water Service area all of the drinking water comes from the Central Arizona Project canal. Surface water contains significantly less arsenic and other detrimental contaminants and is less expensive to treat. Well water in this region typically contains high levels of arsenic and other contaminants that make it more expensive to treat. Because of the level of contaminants in the well water, well water typically has a stronger, less pleasant taste.

Reliability

Since the Town of Cave Creek purchased the Cave Creek Water System, the System infrastructure: supply, processing, storage, and distribution have been improved. As a result, since July 1, 2008 until June 30, 2018 the Cave Creek Water System had experienced approximately 9 hours of lost service compared to 87,639 hours of service provided. Drinking water from the Cave Creek Water System has been available 99.99% of the time.

In addition to the infrastructure improvements made in the past, the Cave Creek Water System has acquired replacement pumps and backup generators, and will be revitalizing all the pump stations used to take water from the canal and transport it to the Cave Creek Water System service area. This revitalization will also include changes to make repairs faster and safer in the case of a mechanical

failure in these critical components. The revitalization and redundant pumps will significantly decrease the risk of causing a stoppage in water service.

The excess treatment capacity stated previously means that the treatment process can continue even if a significant piece of the treatment process is impaired.

The Cave Creek Water System Storage was increased from 1.1 million gallons of storage 10 years ago to 3.3 million gallons of water storage today. Meaning the Cave Creek Water System can survive up to 3 times longer if the water supply is interrupted.

The Cave Creek Water System continues to: replace sections of piping in the distribution system that has a record of breaking/leaking; recondition lift stations and replace pumps. The pipe replacement saves water and increases the reliability of the system. Upgraded lift stations and pumps (including having on hand replacement pumps), means that the system is more reliable and reduces any downtime in the event of a pump failure.

Availability of Water

The Cave Creek Water System has a CAP dedication of 2,606 acre feet of water. That water is projected to be accessible for the foreseeable future with no reduction, although recent news may imply differently. Under current processes, Cities and Towns will be the last entities impacted if the CAP calls for reductions. The Cave Creek Water System uses approximately 1,700 acre feet of CAP water for their customers and sells approximately 400 acre feet of CAP water to the Desert Hills Water System. The Town has put into place conservation efforts and an aggressive rate structure to combat water waste. It has adopted a water policy to ensure that new development brings additional water supply. Plus, there are plans to increase the availability and the quantity of additional sources of water to Desert Hills Water System and the Cave Creek Water System, for the purposes of emergency water as well as developing permanent sources. This will mean that the Cave Creek Water System will retain a surplus of CAP allocation for many years and is not in danger of running out of water. Another benefit of using CAP water is that the Town is not reducing but adding to the availability of water accessible to residents who are in or near the service area who rely on well water.

Conclusion

Investment in the system has been made and continues to be made in order for it to continue to meet its ultimate goals. The Cave Creek Water System is important to the Town. The Town has purposely provided capital contributions to the system to ensure that those goals can be met. Meaning that the Town has used other sources of money, rather than coming only from rate payers paying higher water bills, to further the Cave Creek Water Systems attainment of its goals. **The Cave Creek Water System is managed with the ultimate goal to provide you with safe and reliable drinking water as efficiently as possible.**

Sincerely,


Carrie Dyrek
Town Manager


James Kaylor
Acting Utilities Director