General Drinking Water Information

All 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. Maximum Contaminant Levels (MCLs - defined in the List of Definitions in this report) are set at very stringent levels. To understand the possible health effects described for many regulated constituents, a person would have to drink 2 liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of having the described health effect. In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the levels of certain contaminants in water provided by public water systems. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water.

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 radioactive material, and it can pick up substances resulting from the presence of animals or from human activity. 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 run-off, 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, storm water run-off, 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.

Radon can move up through the ground into a home through cracks and holes in the foundation. It may also get into indoor air when released from tap water. Compared to radon entering the home through soil, radon entering the home through tap water will, in most cases, be a small source of radon in indoor air. Breathing air containing radon can lead to lung cancer. Drinking water containing radon may also cause increased risk of stomach cancer. If you are concerned about radon in your home consider having the home tested. Testing is easy and inexpensive. For more information call EPA's Radon Hotline at (800-SOS-RADON).

Your raw water sources are monitored for pathogens, such as *Cryptosporidium* and *Giardia*. These pathogens can enter the water from animal or human waste. All raw source water test results were well within State and Federal standards. *Cryptosporidium* and *Giardia have not been detected in our finished drinking water*. Some people may be more vulnerable to contaminants in drinking water than the general population. People who are immuno-compromised such as cancer patients undergoing chemotherapy, organ transplant recipients, HIV/AIDS positive or other immune system disorders, some elderly, and infants can be particularly at risk from infections. People at risk should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from *www.epa.gov/safewater/crypto.html* or the Safe Drinking Water Hotline (800-426-4791).

Information about Lead

As required by ADEM, we conducted a Lead Service Line Inventory during 2024: Lead service lines were not found in our distribution system nor are there any records of Lead service lines ever being in our system. The Lead Service Line Inventory report and results from our latest round of Lead/Copper sampling are available for review in our office upon request.

Lead is rarely found in source water but is primarily from corrosion of materials and components in home plumbing. Your water system 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. As required by federal and state agencies, we utilize an outside laboratory to analyze the samples we monitor for Lead. If present, elevated levels of Lead can cause serious health problems, especially for pregnant women and young children. The Environmental Protection Agency (EPA) and the Center for Disease Control (CDC) make the following recommendations:

- Before using any tap water for drinking or cooking, flush your water system by running the kitchen tap (or any other tap you use for drinking or cooking) on COLD for 1–2 minutes. Flushing can minimize the potential for lead exposure, especially if the water has been sitting undisturbed for several hours, as in overnight.
- In all situations, *especially for making baby formula*, drink or cook only with water that comes out of the cold tap. Warm or hot tap water is more likely to cause lead to leach from plumbing materials.
- Periodically remove the aerator on the tip of the faucet and wash out any debris such as metal particles.
- Remember - Boiling will NOT reduce the amount of lead in your water.

The actions recommended above are likely to be effective in reducing lead levels because most of the lead in household water usually comes from the plumbing in your house. 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 www.epa.gov/safewater or by calling the EPA Safe Drinking Water Hotline at 1-800-426-4791. Water systems are required to sample for lead in schools and licensed child care facilities as requested by the facility. Contact your school or child care facility for further information about potential sampling results.

Be Water-Wise

Due to recent increased precipitation and your cooperative efforts, we have been able to successfully avoid a critical water supply shortage; however, our long-term precipitation deficit continues and calls for ongoing vigilance in the protection of our water resources. We encourage you to continue to use water wisely and conscientiously in the common interest of all our citizens.

Citizens Water Service – Failure to Perform Required Monitoring

Citizens Water Service, Inc. is required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not your drinking water meets health standards. During November 2024, we did not complete all required monitoring for total coliform bacteria and therefore cannot be sure of the quality of your drinking water during that time

We are monitoring the correct number of samples each month, and all results have been in compliance. Please share this information with all the other people who drink this water, especially those who may have not received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public notice or distributing copies by hand or mail. If you have any questions about this non-compliance or your water quality, please contact please contact Heath Plowman, Manager, at 205-556-2224.

Plain Language Definitions

Action Level: the concentration of a contaminant that, if exceeded, triggers treatment or other requirements.
Coliform Absent (ca): laboratory analysis indicates that the contaminant is not present.
Disinfection byproducts (DBPs): formed when disinfectants react with bromide or natural organic matter present in the source water.
Hazard Index (HI): used to determine health concerns associated with mixtures of certain PFAS in finished drinking water. An HI greater than 1 requires a system to take action.
Locational Running Annual Average (LRAA) – yearly average of all the DPB results at each specific sampling site
Maximum Contaminant Level (MCL): highest level of a contaminant that is allowed in drinking water.
Maximum Contaminant Level Goal (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 (MRDL): highest level of a disinfectant allowed in drinking water. There is convincing evidence that disinfection 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.
Micrograms per liter (ug/L): equivalent to parts per billion (ppb) since one liter of water is equal in weight to one billion micrograms.
Microsiemens per centimeter (µs/cm): unit of measurement for Specific Conductance.
Milligrams per liter (mg/L): equivalent to parts per million
Millirems per year (mrem/yr): a measure of radiation absorbed by the body.
Nephelometric Turbidity Unit (NTU): a measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.
Parts per billion (ppb) or Micrograms per liter (µg/l): corresponds to one minute in 2,000 years, or a single penny in $10,000,000.
Parts per million (ppm) or Milligrams per liter (mg/l): corresponds to one minute in two years or a single penny in $10,000.
Parts per quadrillion (ppq) or Picograms per liter (picograms/l): corresponds to one minute in 2,000,000,000 years, or a single penny in $10,000,000,000,000.
Parts per trillion (ppt) or Nanograms per liter (nanograms/l): corresponds to one minute in 2,000,000 years, or a single penny in $10,000,000,000.
Picocuries per liter (pCi/L): a measure of the radioactivity in water.
Standard Units (S.U.): pH of water measures the water's balances of acids and bases.
Treatment Technique (TT): a required process intended to reduce the level of a contaminant in drinking water.
Turbidity: a measure of the cloudiness of the water, a good indicator of water quality. High turbidity can hinder the effectiveness of disinfectants.
Variances & Exemptions (V&E): State or EPA permission not to meet an MCL or a treatment technique under certain conditions.

CITIZENS' WATER SERVICE, INC.
(Keenes Mill)
P. O. Box 670
Vance, AL 35490

2025 Annual Water Quality Report
(Testing Performed January through December 2024)

CITIZENS' WATER SERVICE, INC.
P. O. Box 670
Vance, AL 35490
(16773 Highway 11 North)
Phone 205-556-2224
Fax 205-556-2264
Office hours: Monday – Thursday, 7:30 a.m. – 5:00 p.m.

Last year, as in years past, your tap water met all U.S. Environmental Protection Agency (EPA) and Alabama Department of Environmental Management (ADEM) drinking water health standards. We diligently safeguard your water supplies, and once again we are proud to report that our system has not violated any water quality standard. We are pleased to present to you this year's Annual Water Quality Report.

Water Sources	Two groundwater wells producing from the Fort Payne Chert and the Knox Formation (Purchased water from City of Tuscaloosa serves the Keenes Mill area)
Water Treatment	Chlorination for disinfection and zinc orthophosphate for corrosion control
Storage Capacity	Seven storage tanks with a total capacity of 2.1 million gallons
# of Customers	Approximately 4000
Board of Directors	Kenny Herring - President Steve McPherson – Vice President Jana Genery – Member Billy Hubbard – Member Mark Stanley - Member
General Manager	Heath Plowman

Source Water Assessment

In compliance with the Alabama Department of Environmental Management (ADEM), Citizens' Water Service, Inc. Citizens' Water Service, Inc. developed a Wellhead Protection Plan assists in protecting our water sources. The plan provides information such as potential sources of contamination and includes a susceptibility analysis, which classifies potential contaminants as high, moderate, or non-susceptible (low) to contaminating the water source. A copy of the report is available in our office for review during normal business hours with prior request.

Citizens' Water Service, Inc. routinely completes a water storage facility inspection plan and utilizes a Bacteriological Monitoring Plan. The required chlorine residual is maintained throughout our distribution system to protect your drinking water from possible outside contaminants. We have also established a Cross-Connection Policy to insure safe drinking water for our customers. Please help us make these efforts worthwhile by protecting our source water. Carefully follow instructions on pesticides and herbicides you use for your lawn and garden, and properly dispose of household chemicals, paints, and waste oil. We ask that all our customers help us protect our valuable water sources, which are the heart of our community, our way of life, and our children's futures.

Questions

If you have any questions about this report or concerning your water utility, please contact Heath Plowman, Manager, at 205-556-2224. We want our valued customers to be informed about their water utility. If you want to learn more, please attend any of our regularly scheduled meetings. They are held on the first Thursday of each month at 6:00 p.m. at the water office. More information about contaminants to drinking water and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at (1-800-426-4791).

Monitoring Schedule and Results

Citizens' Water Service, Inc. routinely monitors for contaminants in your drinking water according to Federal and State laws, using EPA approved methods and a State certified laboratory. ADEM allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. This report contains results from the most recent monitoring in accordance with the regulatory schedule.

Constituent Monitored	Date Monitored
Inorganic Contaminants	2024
Lead/Copper	2022
Microbiological Contaminants	monthly
Nitrates	2024
Radioactive Contaminants	2020
Synthetic Organic Contaminants	2023

Constituent Monitored	Date Monitored
Volatile Organic Contaminants	2024
Disinfection By-products	2024
PFAS Contaminants	2020
Cryptosporidium	Not Required
UCMR5 Contaminants	Not Required

TABLE OF DETECTED DRINKING WATER CONTAMINANTS

Contaminants	Violation Y/N	Level Detected	Unit Msmt	MCLG	MCL	Likely Source of Contamination
Barium	NO	0.017	ppm	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Copper	NO	0.100 * (0.0032-0.14)	ppm	1.3	AL=1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead	NO	ND *	ppm	0	AL=0.015	Corrosion of household plumbing systems, erosion of natural deposits
Nitrate (as Nitrogen)	NO	0.33-0.54	ppm	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
TTHM [Total trihalomethanes]	NO	LRAA 41.8 27.0-56.0	ppb	0	80	By-product of drinking water chlorination
HAA5 [Total haloacetic acids]	NO	LRAA 33.3 15.0-43.0	ppb	0	60	By-product of drinking water chlorination
Secondary Contaminants						
Hardness	NO	133	ppm	n/a	n/a	Naturally occurring; treatment with water additives
pH in lab	NO	7.6	S.U.	n/a	n/a	Naturally occurring; treatment with water additives
Sulfate	NO	ND	ppm	n/a	250	Naturally occurring; industrial discharge; agricultural runoff
Total Dissolved Solids	NO	145	ppm	n/a	500	Naturally occurring; industrial discharge; agricultural runoff
Zinc	NO	0.32	ppm	n/a	5	Erosion; refinery and factory discharge; landfill runoff
Hardness	NO	133	ppm	n/a	n/a	Naturally occurring; treatment with water additives

* Figure shown is 90th percentile of latest round of sampling, and number of sample sites exceeding the Action Level (AL) is 0.

Fourth Unregulated Contaminant Monitoring Rule (UCMR4) Contaminants

Contaminants	Unit Msmt	Level Detected	Contaminants	Unit Msmt	Level Detected	Contaminants	Unit Msmt	Level Detected
Entry Point Samples								
Germanium	ppb	ND	Oxyfluorfen	ppb	ND	2-methoxyethanol	ppb	ND
Manganese	ppb	ND-5.0	Profenofos	ppb	ND	2-propen-1-ol	ppb	ND
Alpha-hexachlorocyclohexane	ppb	ND	Tebuconazole	ppb	ND	Butylated hydroxyanisole	ppb	ND
Chlorpyrifos	ppb	ND	Total permethrin (cis- & trans-)	ppb	ND	O-toluidine	ppb	ND
Dimethipin	ppb	ND	Tribufos	ppb	ND	Quinoline	ppb	ND
Ethoprop	ppb	ND	1-butanol	ppb	ND			

Distribution Samples			Cyanotoxins		
HAA5	ppb	25.2-45.3	Anatoxin-A	ppb	ND
HAA6Br	ppb	4.1-6.5	Cylindrospermopsin	ppb	ND
HAA9	ppb	20.5-42.8	Total Microcystins	ppb	ND
Total organic carbon (TOC)	ppb	ND			
Bromide	ppb	ND			

PFAS: Below is a list of per- and polyfluoroalkyl substances (PFAS) for which our water sources were monitored as required in 2020 and the results of that monitoring. *PFAS was not detected in our drinking water.*

PFAS Contaminants

Contaminant	Level Detected (in ppb)	Contaminant	Level Detected (in ppb)
11-chloroeicosafluoro-3-oxaundecane-1-sulfonic acid	ND	Perfluoroheptanoic acid	ND
9-chlorohexadecafluoro-3-oxanone-1-sulfonic acid	ND	Perfluorohexanesulfonic acid	ND
4,8-dioxa-3H-perfluorononanoic acid	ND	Perfluorononanoic acid	ND
Hexafluoropropylene oxide dimer acidA	ND	Perfluorooctanesulfonic acid	ND
N-ethylperfluorooctanesulfonamidoacetic acid	ND	Perfluorooctanoic acid	ND
N-methylperfluorooctanesulfonamidoacetic acid	ND	Perfluorotetradecanoic acid	ND
Perfluorobutanesulfonic acid	ND	Perfluorotridecanoic acid	ND
Perfluorodecanoic acid	ND	Perfluoroundecanoic acid	ND
Perfluorohexanoic acid	ND	Total PFAS	ND
Perfluorododecanoic acid	ND		

Below is a table of contaminants for which we monitor as required on a schedule set by the Environmental Protection Agency and the Alabama Department of Environmental Management.

STANDARD LIST OF PRIMARY DRINKING WATER CONTAMINANTS

Contaminant	MCL	Unit of Msmt	Detections	Contaminant	MCL	Unit of Msmt	Detections
Bacteriological Contaminants				1,1-Dichloroethylene	7	ppb	ND
Total Coliform Bacteria	<5%	Present or absent	absent	cis-1,2-Dichloroethylene	70	ppb	ND
Fecal Coliform and E. coli	0	Present or absent	absent	trans-1,2-Dichloroethylene	100	ppb	ND
Radiological Contaminants				Dichloromethane	5	ppb	ND
Beta/photon emitters	4	mrem/yr	ND	1,2-Dichloropropane	5	ppb	ND
Alpha emitters	15	pCi/l	ND	Di (2-ethylhexyl) adipate	400	ppb	ND
Combined radium	5	pCi/l	ND	Di (2-ethylhexyl) phthalate	6	ppb	ND
Uranium	30	pCi/l	ND	Dinoseb	7	ppb	ND
Inorganic Chemicals				Dioxin [2,3,7,8-TCDD]	30	ppb	ND
Antimony	6	ppb	ND	Diquat	20	ppb	ND
Arsenic	10	ppb	ND	Endothall	100	ppb	ND
Asbestos	7	MFL	ND	Endrin	2	ppb	ND
Barium	2	ppm	0.017	Epichlorohydrin	TT	ppb	ND
Beryllium	4	ppb	ND	Ethylbenzene	700	ppb	ND
Cadmium	5	ppb	ND	Ethylene dibromide	50	ppb	ND
Chromium	100	ppb	ND	Glyphosate	700	ppb	ND
Copper	AL=1.3	ppm	0.0032-0.14	Heptachlor	400	ppb	ND
Cyanide	200	ppb	ND	Heptachlor epoxide	200	ppb	ND
Fluoride	4	ppm	ND	Hexachlorobenzene	1	ppb	ND
Lead	AL=15	ppb	ND	Hexachlorocyclopentadiene	50	ppb	ND
Mercury	2	ppb	ND	Lindane	200	ppb	ND
Nitrate	10	ppm	0.33-0.54	Methoxychlor	40	ppb	ND
Nitrite	1	ppm	ND	Oxamyl [Vydate]	200	ppb	ND
Selenium	.05	ppm	ND	Polychlorinated biphenyls	0.5	ppb	ND
Thallium	.002	ppm	ND	Pentachlorophenol	1	ppb	ND
Organic Contaminants				Picloram	500	ppb	ND
2,4-D	70	ppb	ND	Simazine	4	ppb	ND
Acrylamide	TT	TT	ND	Styrene	100	ppb	ND
Alachlor	2	ppb	ND	Tetrachloroethylene	5	ppb	ND
Benzene	5	ppb	ND	Toluene	1	ppb	ND
Benzo(a)pyrene [PAHs]	200	ppt	ND	Toxaphene	3	ppb	ND
Carbofuran	40	ppb	ND	2,4,5-TP(Silvex)	50	ppb	ND
Carbon tetrachloride	5	ppb	ND	1,2,4-Trichlorobenzene	.07	ppb	ND
Chlordane	2	ppb	ND	1,1,1-Trichloroethane	200	ppb	ND
Chlorobenzene	100	ppb	ND	1,1,2-Trichloroethane	5	ppb	ND
Dalapon	200	ppb	ND	Trichloroethylene	5	ppb	ND
Dibromochloropropane	200	ppt	ND	Vinyl Chloride	2	ppb	ND
1,2-Dichlorobenzene	1000	ppb	ND	Xylenes	10	ppb	ND
1,4-Dichlorobenzene (para)	75	ppb	ND	**Disinfection Byproducts**			
o-Dichlorobenzene	600	ppb	ND	TTHM [Total trihalomethanes]	80	ppb	36.0-41.8
1,2-Dichloroethane	5	ppb	ND	HAA5 [Total haloacetic acids]	60	ppb	25.0-33.3

LIST OF SECONDARY CONTAMINANTS

Alkalinity, Total (as CA, Co_3)	Copper	Manganese	Specific Conductance
Aluminum	Corrosivity	Odor	Sulfate
Calcium, as Ca	Foaming agents (MBAS)	Nickel	Total Dissolved Solids
Carbon Dioxide	Hardness	pH	Zinc
Chloride	Iron	Silver	
Color	Magnesium	Sodium	

LIST OF UNREGULATED CONTAMINANTS

Aldicarb	Chloroethane	Hexachlorobutadiene	Propachlor
Aldicarb Sulfone	Chloroform	3-Hydroxycarbofuran	N-Propylbenzene
Aldicarb Sulfoxide	Chloromethane	Isoprpylbenzene	Propachlor
Aldrin	O-Chlorotoluene	p-Isopropyltoluene	1,1,1,2-Tetrachloroethane
Bromoacetic Acid	P-Chlorotoluene	M-Dichlorobenzene	1,1,2,2-Tetrachloroethane
Bromobenzene	Dibromochloromethane	Methomyl	Tetrachloroethene
Bromochloromethane	Dibromomethane	Methomyl	Trichloroacetic Acid
Bromodichloromethane	1,1-Dichloroethane	Methylene chloride	1,2,3-Trichlorobenzene
Bromoform	1,3-Dichloropropane	Methyl tert-butyl ether	Trichloroethene
Bromomethane	2,2-Dichloropropane	Metolachlor	Trichlorofluoromethane
Butachlor	1,1-Dichloropropene	Metribuzin	1,2,3-Trichloropropane
N-Butylbenzene	1,3-Dichloropropene	MTBE	1,2,4-Trimethylbenzene
Sec-Butylbenzene	Dicamba	Naphthalene	1,3,5-Trimethylbenzene
Tert - Butylbenzene	Dichlorodifluoromethane	1-Naphthol	
Carbaryl	Dieldrin	Paraquat	

More information about contaminants to drinking water and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at (1-800-426-4791).

Asistencia en Español (Spanish Language Assistance)
Esta información sobre la calidad del agua es importante.
Para obtener ayuda con la traducción al español, llame al: 205-248-5500.