

LILLY GROVE SPECIAL UTILITY DISTRICT

7435 FM 1638 NACOGDOCHES, TX 75964

OFFICE PHONE: 936-569-9292

EMAIL: LGWATER@GMAIL.COM

WEBSITE: www.lillygrovesud.com

ANNUAL NEWSLETTER & CONSUMER CONFIDENCE REPORT FOR 2024 (ISSUED ANNUALLY BY JULY 1ST)

Enclosed is our Consumer Confidence Report for 2024. This report is our opportunity to inform you about our operation and the quality of the water that we provide. If you have questions or need additional information about our water system please call or visit the office (address and telephone number provided at the top of this letter).

BUSINESS OFFICE OPERATIONS: Our office is open Tuesdays, Wednesdays, and Thursdays from 9am until 5pm and is closed for lunch from 1-2pm each of those days. For billing questions please call the office during business office hours or send an email to the email address listed at the top of this letter.

BILLING: Lilly Grove SUD offers a variety of convenient payment options for our customers. Simply choose the option that best suits your needs. Your bill is due by the 15th of each month. There will be a late charge applied if your bill is not paid by the 15th. Any past due bill is subject to disconnection on the last Tuesday of each month. If your service is disconnected due to non-payment then you will be charged a \$50 disconnection fee (effective June 2024).
****Please read the front and back of your bills each month for important information. ****

Payment Drop-off Location: You may pay your bill in person at our office, during office hours, or via the drop slot in the front door. We accept checks and money orders. **Please note that we do not accept cash.** Our office hours are Tuesday, Wednesday, & Thursday from 9-5 and we are closed for lunch from 1-2pm. Our office address is listed above.

Mail Your Payment to the Office: If paying by check or money order through the mail, please send all payments with your payment coupon. To avoid late fees, please mail your payment at least five-seven business days before the due date specified on your bill.

Automatic Bank Draft: The worry-free way to pay your water bill. With this service, the amount of your monthly bill is automatically deducted from your bank account on the 15th of each month and credited to your utility account. There is no set-up fee or charge associated with this method of payment. To set up Automated Bank Draft, simply download and fill out the ACH Recurring Debit Form located in the Forms & Reports Section of our website and drop it off or mail it to our office, along with a voided check. Or stop by the office with your checking account information and we can assist you.

Payment By Credit or Debit Card with Nexbill Pay: You can pay your bill by credit or debit card 24 hours a day by calling 1-888-611-9160. Customers wishing to have the convenience of paying and viewing billing information online will need to create an account by following the link on our website (website address listed at top)

Please note that NexbillPay charges \$2.50 per transaction for \$0.01-\$200.00 and 2.75% per transaction for \$200.01-\$5,000.00 for credit/debit card transactions on their system.

Payment Through Financial Institution Online Bill Pay: Many financial institutions such as major banks offer their customers the ability to pay their bills via an online bill payment service (through your bank's website). Normally, these services debit the customer's checking or savings account to pay the bill. Depending on the financial institution, they may or may not charge a fee for the service. Payments may take up to seven business days to post to the customer's account. Please consult with your bank for more information.

WATER EMERGENCIES: If you have a leak on your side- please do not call the operator or field technician - it is your responsibility. Your home should have a shut off valve installed on your side of the meter. If needed, we will come out to turn the water off at our side of the meter. Once the water goes thru the meter, it is your water and you must pay for the water. **If you have a water emergency please call our operator ZACHARIAH MOBLEY at 936-715-8191.**

REMEMBER TO CALL BEFORE YOU DIG: Call our office before you dig to ensure that you do not hit a water line, if you do not contact us and you hit a water line then you will be billed for the time, water, and equipment that are used to make the necessary repairs.

BOIL WATER ALERTS AND NOTIFICATIONS: If you would like to receive email and text notifications please go to our website and subscribe (website info listed at the top of this letter). Boil water notices are posted on our website, emailed, sent by text, posted on our facebook page, and submitted to our local news channel for TV notification.

ONE METER PER RESIDENCE IS REQUIRED: Each residence must have its own water meter. You must contact our office to see if there are meter connections available in that area before you build or add any additional dwelling.

LILLY GROVE SPECIAL UTILITY DISTRICT BOARD OF DIRECTORS: Lilly Grove SUD is managed by Nichol Daniel and governed by the LGSUD Board of Directors. The board of directors meet monthly on the second Tuesday of the month at the office (address listed above) at 6pm. Monthly agendas and meeting minutes are posted on the website. In 2026 three board members seats will expire and be up for election/re-election. If you would like information on that process please see our website.

TAMPERING WITH METERS IS ILLEGAL- If Lilly Grove SUD finds that your meter has been tampered with, you will be charged a \$100 tampering fee and/or may face criminal charges.

METER BOX/LID REPLACEMENT: If your meter box lid has to be replaced due to damage (from mowing, etc.) there will be a \$35 charge added to your bill.

2024 Consumer Confidence Report for Public Water System LILLY GROVE SUD

This is your water quality report for January 1 to December 31, 2024

LILLY GROVE SUD provides ground water from the Carrizo and Wilcox Aquifer located in Nacogdoches, Texas.

For more information regarding this report contact:

Name: NICHOL DANIEL

Phone: 936-569-9292

Este reporte incluye información importante sobre el agua para tomar. Para asistencia en español, favor de llamar al telefono (936) 569 _ _ 9292 _ _.

Definitions and Abbreviations

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The following tables contain scientific terms and measures, some of which may require explanation.

Action Level:

The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Avg:

Regulatory compliance with some MCLs are based on running annual average of monthly samples.

Level 1 Assessment:

A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

Level 2 Assessment:

A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

Maximum Contaminant Level or MCL:

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.

Maximum Contaminant Level Goal or 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 or MRDL:

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.

Maximum residual disinfectant level goal or 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.

MFL

million fibers per liter (a measure of asbestos)

mrem:

millirems per year (a measure of radiation absorbed by the body)

na:

not applicable.

NTU

nephelometric turbidity units (a measure of turbidity)

pCi/L

picocuries per liter (a measure of radioactivity)

ppb:

micrograms per liter or parts per billion

ppm:

milligrams per liter or parts per million

ppq

parts per quadrillion, or picograms per liter (pg/L)

ppt

parts per trillion, or nanograms per liter (ng/L)

Treatment Technique or TT:

A required process intended to reduce the level of a contaminant in drinking water.

Information about your Drinking 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, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

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 EPA's Safe Drinking Water Hotline at (800) 426-4791.

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 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 storm water 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 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.

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

Contaminants may be found in drinking water that may cause taste, color, or odor problems. These types of problems are not necessarily causes for health concerns. For more information on taste, odor, or color of drinking water, please contact the system's business office.

You may be more vulnerable than the general population to certain microbial contaminants, such as *Cryptosporidium*, in drinking water. Infants, some elderly, or immunocompromised persons such as those undergoing chemotherapy for cancer; persons who have undergone organ transplants; those who are undergoing treatment with steroids; and people with HIV/AIDS or other immune system disorders, can be particularly at risk from infections. You should seek advice about drinking water from your physician or health care providers. Additional guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* are available from the Safe Drinking Water Hotline (800-426-4791)

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. We are responsible for providing high quality drinking water, but we 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 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 <http://www.epa.gov/safewater/lead>.

Emergency/Supplemental Water Sources

We have an interconnect with the City of Nacogdoches and can receive water from them in an emergency situation. We purchased approximately 0 gallons of water from Nacogdoches in 2024. Most of the City of Nacogdoches water comes from Lake Nacogdoches, and some from wells in the Wilcox Aquifer. Water quality information may be obtained from them by calling The City of Nacogdoches Water Utilities Department at 936-564-5046.

Information about Source Water

TCEQ completed an assessment of your source water, and results indicate that some of our sources are susceptible to certain contaminants. The sampling requirements for your water system is based on this susceptibility and previous sample data. Any detections of these contaminants will be found in this Consumer Confidence Report. For more information on source water assessments and protection efforts at our system contact **NICHOL DANIEL (Manager of Lilly Grove SUD) at 936-569-9292**.

Lead and Copper	Date Sampled	MCLG	Action Level (AL)	90th Percentile	# Sites Over AL	Units	Violation	Likely Source of Contamination
Copper	2024	1.3	1.3	0.3	0	ppm	N	Erosion of natural deposits; Leaching from wood preservatives; Corrosion of household plumbing systems.

2024 Water Quality Test Results

Disinfection By-Products	Collection Date	Highest Level Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contamination
Haloacetic Acids (HAA5)	2024	18	17.5 - 17.5	No goal for the total	60	ppb	N	By-product of drinking water disinfection.
Total Trihalomethanes (TTHM)	2024	66	66.4 - 66.4	No goal for the total	80	ppb	N	By-product of drinking water disinfection.
Inorganic Contaminants	Collection Date	Highest Level Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contamination

Barium	2024	0.042	0.042 - 0.042	2	2	ppm	N	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits.
Chromium	2024	1.9	1.9 - 1.9	100	100	ppb	N	Discharge from steel and pulp mills; Erosion of natural deposits.
Fluoride	2024	0.089	0.0334 - 0.089	4	4.0	ppm	N	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories.
Nitrate [measured as Nitrogen]	2024	0.0212	0 - 0.0212	10	10	ppm	N	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.

*The value in the Highest Level or Average Detected column is the highest average of all HAA5 sample results collected at a location over a year

*The value in the Highest Level or Average Detected column is the highest average of all TTHM sample results collected at a location over a year

Radioactive Contaminants	Collection Date	Highest Level Detected	Range of Individual Samples	MCLG	MCL	Units	Violation	Likely Source of Contamination
Combined Radium 226/228	06/24/2021	1.5	1.5 - 1.5	0	5	pCi/L	N	Erosion of natural deposits.

Disinfectant Residual

Disinfectant Residual	Year	Average Level	Range of Levels Detected	MRDL	MRDLG	Unit of Measure	Violation (Y/N)	Source in Drinking Water
Chlorine	2024	1.27	1.1 - 1.4	4	4	Mg/L	ppm	Water additive used to control microbes.

Violation

Chlorine			
Some people who use water containing chlorine well in excess of the MRDL could experience irritating effects to their eyes and nose. Some people who drink water containing chlorine well in excess of the MRDL could experience stomach discomfort.			
Violation Type	Violation Begin	Violation End	Violation Explanation
Disinfectant Level Quarterly Operating Report (DLQOR).	04/01/2024	06/30/2024	We failed to test our drinking water for the contaminant and period indicated. Because of this failure, we cannot be sure of the quality of our drinking water during the period indicated.