

Produced by WCWH



# Water Quality Report

Discover the results of Whole Communities-Whole Health's latest water testing endeavors in your house and neighborhood. By prioritizing water quality, we foster a healthier environment and a more resilient community.



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# Test Results Overview

## Your water quality



### WCWH Spot Test Results

Date of water sample: 12/06/2024

## In acceptable range



In agreement with your Utility Company Report



View your water utility's annual report  
Aligns with the WCWH average measurements in your area



Meets the standards established by the Texas Commission on Environmental Quality

Since the tests we did were within the governmental standards



You don't need to take any action right now.



### Parameters' snapshots

WCWH test is based on 8 parameters:

- Disinfectant: Free chlorine OR Chloramine
  - Lead
  - Nitrate
  - Nitrite
  - Ammonia
  - Bacteria (E. Coli)
  - Turbidity
  - pH
- 
- In normal range
  - Out of normal range
  - No regulated standard

## Importance Note

### This report does not show the complete picture of your water quality

The EPA has legal limits for over 90 contaminants. Whole Communities-Whole Health tests for 9 contaminants in drinking water because of time and cost.

We encourage you to learn more information about the contaminants on: [Drinking Water Regulations by US EPA](#)

### Water quality is always changing

These results show the water quality at the time we took your samples. Your water quality may change over time.



# Detailed Test Results

## Glossary

**Acceptable range** is based on EPA and TCEQ regulations

**Outdoor water quality measures** are based on the samples that were collected outside your home reflect the quality of the water that the water utility company provides to your home at the time the sample was taken.

**Indoor water quality measures** are based on additional samples from inside your home to compare the water from your indoor tap to the water provided by the water utility.

By examining both samples, we can better understand how water usage in your home, as well as your plumbing and filtration system (if any), impact your household's water quality.

**Average community level measures** are based on all samples taken by WCWH from the community, including more than 100 samples from a total of 33 homes from Bastrop County, Hays County, and Travis County.

**Met governmental standards** refers to whether the measures meet the Texas Commission on Environmental Quality

# WCWH results of 9 measures



## Notice

Except for Lead, parameters are not tested in a certified lab

## Date of water sample

12/06/2024

## How to read your results

mg: milligram   L: liter    $\mu$ g: microgram  
Nephelometric: Turbidity Unit

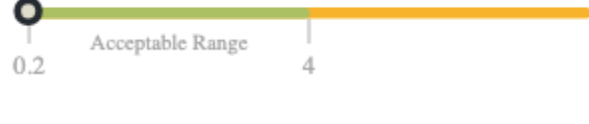


### Lead

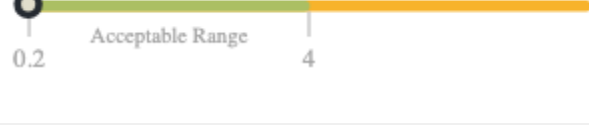
- Acceptable range
- Out of acceptable range
- Lead test was done in a certified lab

#### Outdoor

Your level (mg/L)



Average community level



#### Indoor

Your kitchen tap



Average community level for kitchen tap



Your filtered drinking water



#### Potential source and meaning

Some plumbing systems, like pipes and fixtures, are made of lead. When these corrode, they can increase the levels of lead in drinking water.

#### Why should you care

High lead levels can cause harmful health effects, especially for pregnant women and young children.



### Nitrate

- Acceptable range
- Out of acceptable range

#### Outdoor

Your level (mg/L)

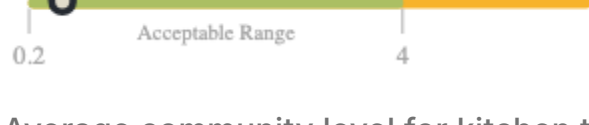


Average community level

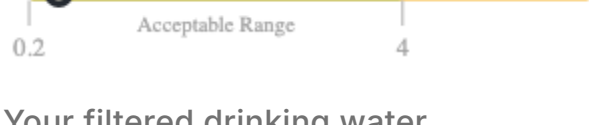


#### Indoor

Your kitchen tap



Average community level for kitchen tap



Your filtered drinking water



#### Potential source and meaning

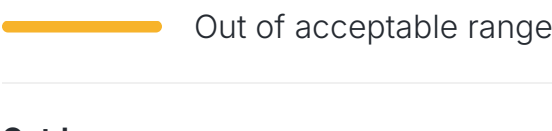
Runoff from fertilizer use; leaching from septic tanks, sewage.

#### Why should you care

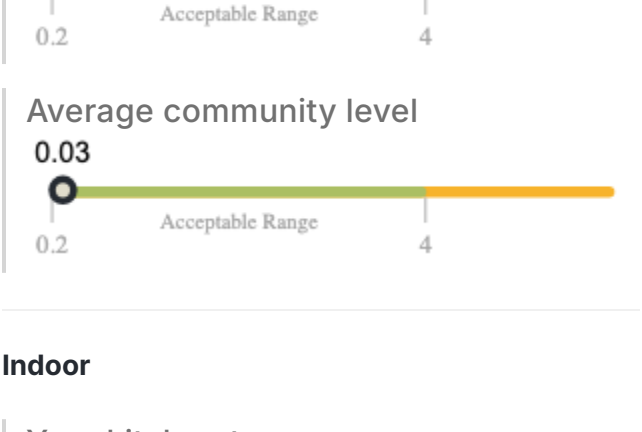
High levels of these substances can harm your health.



### Nitrite



#### Outdoor



#### Indoor



#### Potential source and meaning

Runoff from fertilizer use; leaching from septic tanks, sewage.

Why should you care

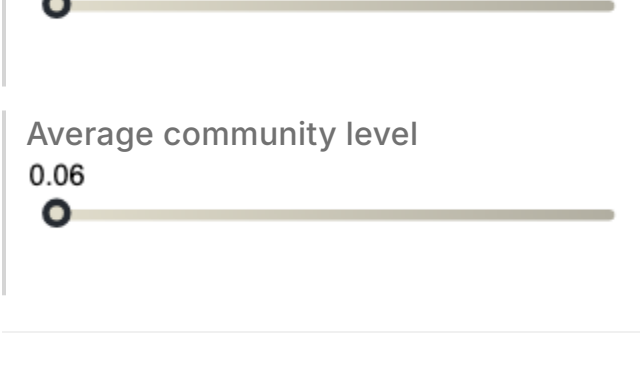
High levels of these substances can harm your health.



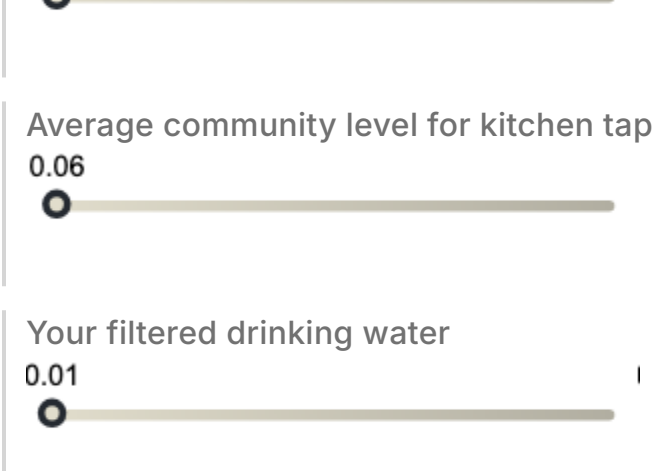
### Ammonia



#### Outdoor



#### Indoor



#### Potential source and meaning

Runoff from fertilizer use; leaching from septic tanks, sewage.

Why should you care

High levels of these substances can harm your health.



### Bacteria (E. Coli)

Acceptable range0

#### Outdoor

Your levelNot detected

Met governmental standards?Yes

Average community levelNot detected

#### Indoor

Your kitchen tapNot detected

Met governmental standards?Yes

Average community levels for kitchen tapNot detected

Filtered drinking waterNot detected

#### Potential source and meaning

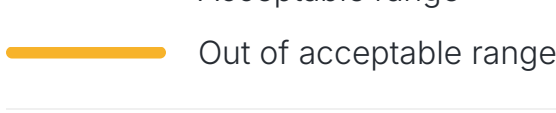
E. coli is a sign that there might be fecal contamination. This means there could be waste or sewage in the water, which can be dangerous for your health.

Why should you care

Presence of E. coli can cause sickness.



## Turbidity



### Outdoor

Your level (mg/L)



Average community level



### Indoor

Your kitchen tap



Average community level for kitchen tap



Your filtered drinking water



### Potential source and meaning

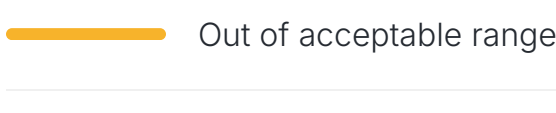
Turbidity refers to the clarity of water and the presence of particles in it. It measures how clear or cloudy the water appears.

### Why should you care

High turbidity will give water a cloudy appearance. This does not mean the water is unsafe necessarily, but could indicate the water has become contaminated.



## pH



### Outdoor

Your level (mg/L)



Average community level



### Indoor

Your kitchen tap



Average community level for kitchen tap



Your filtered drinking water



### Potential source and meaning

pH is a scale from 0 to 14 that shows how acidic or basic your water is. Water with a pH below 6.5 is acidic. In Travis County, the water is usually more basic.

### Why should you care

Water is safe to drink if its pH is between 6.5 and 9.5. Water close to this range can still be safe, but it might indicate water quality problems.



## Your Water Utility's

## Annual Report

Did you know your water utility company issues a yearly water quality report? You can click on the text in the orange button to get your water utility's water quality report. This report shows that your water utility has met the government's required water quality standards. The report is based on samples collected throughout the area in 2022.

[View your Annual Report here](#)



## Concerns and questions

### Stay aware of your water quality

It's important to stay aware of your water quality because it can change over time. Look out for these signs of potential problems:



Bad taste



Bad taste



Cloudy water or visible particles



Bad smell



Hardness

### Temporary solutions

If you are worried about the safety of your drinking water, there are some temporary actions you can take while your water is being checked.

#### Drink bottled water



Bottled water is usually regulated and must meet quality standards set by government agencies.

[Know more about commercially bottled water](#)

#### Use a water filter



You can install filters where water enters your home or where you use it. They can remove contaminants like iron, lead, and sulfur, and also improve the taste of your water.

[Choosing Home Water Filters & Other Water Treatment Systems | CDC](#)

### Report your concern

If you have concerns about water quality...



#### Contact Texas Commission on Environmental Quality (TCEQ)

TCEQ has set standards for drinking water quality

If you have concerns, you can report the problem anonymously or leave your name and contact information.



**TCEQ**



[Online Report Portal](#)



512-339-2929



Anonymous report available

Whole Communities-Whole Health can also make an anonymous report on your behalf if you would like



#### Contact your water utility

If you think your water has major problems, contact your water utility. They will collect a water sample from your house for testing.



**Austin Water**



[Official Website](#)



311



625 E. 10th St.  
Austin, TX 78701

Whole Communities-Whole Health can also make an anonymous report on your behalf if you would like





### Contact WCWH

As a participant in the WCWH study, our doors are always open for you. Don't hesitate to contact us with any questions or concerns about your water quality report.



512-284-3168



[wcwhcommunity@austin.utexas.edu](mailto:wcwhcommunity@austin.utexas.edu)



### Report any water quality issues in the WCWH app

We may not be able to respond right away, but these reports will be useful if we discuss results with water utility companies and the TCEQ (Texas Commission on Environmental Quality).



### Talk to your neighbors in the WCWH app

Talk to your neighbors to see if they have similar concerns.

## 4

# Learn About Your Report



## The test is a spot check

Samples were collected from:

- Hose tap immediately outside your home after flushing the line
- Kitchen faucet inside your home after flushing the line.



*Hose tap  
outside home*




*Indoor tap*

These sources:

- Represent your water supply
- Minimize contamination
- Avoid internal plumbing influence
- Meet regulatory guidelines



## WCWH sampling scope

Sampling within one month 



Outdoor

3 Times 



Compare



Indoor  
(kitchen faucet)

1 Time 

Water samples were collected from your home 3 times over a month. Outdoor samples were taken each visit, and an indoor sample from the kitchen faucet was taken once to compare with the outdoor samples.

Through this way, we provide a more complete picture than a single sample, which is important because contaminant levels can change due to various factors like:

- Seasonal variations in rain or runoff.
- Changes in water treatment plant operations.
- Random events like pipe repairs.

As of June 2024, we have collected:

more than

**150**

**Water samples**

total Bastrop

**38**

Hays

**Homes** Travis Counties



## Distribution of WCWH water samples by utility and water source

The figures below show the distribution of home samples by their water utility and where those utilities source their water.

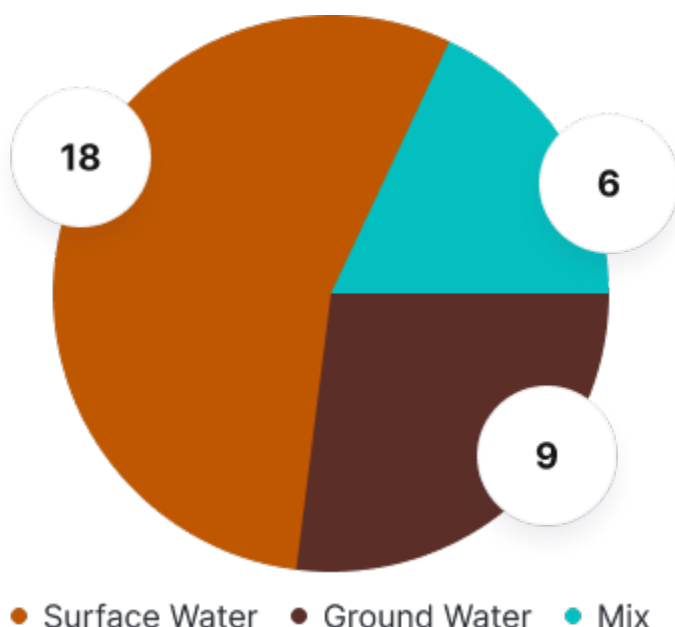
### Water Utilities



- Austin Water
- SouthWest Water Company
- Goforth
- Aqua Water Supply Corporation
- Manville
- Creedmoor

### Water Sources

**i** Sampled by utilities



- Surface Water
- Ground Water
- Mix



## What does "water quality" mean?

Water quality means the condition of the water based on its chemical, physical, and biological properties. It tells us if the water is good for a specific purpose.

For example, the quality of water that water utilities supply to households should be better than the quality of the water in lakes and streams.

The Texas Commission on Environmental Quality (TCEQ) and the Environmental Protection Agency (EPA) have set standards for drinking water quality. All water treatment plants in the country must meet these standards.

These standards ensure that the water provided to households is treated to remove bacteria and other pollutants. Water utilities must treat drinking water to make it safe for household use.



## What can affect the water quality in your home?

Several factors can influence the quality of the drinking water supplied to your home. These factors include:

### Source of water

The water in your home typically comes from a lake, river, or groundwater source.



### Treatment process

The way the water is treated at the treatment plant before it reaches your home can affect its quality.



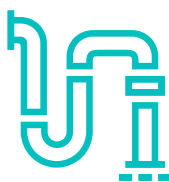
### Drinking water distribution system

The network of pipes that carry water to your home can have an impact on its quality.



### Home plumbing and filtration systems

The plumbing in your home and any installed water filtration systems can influence the water quality.



### Water usage

The quality of the water in your home can vary based on the amount of water you use and the timing of when you use it.



## Why is WCWH testing water quality?

In our study, WCWH participants expressed a desire to know more about the quality of the water in their homes.

We aim to gather information about the water quality in homes across the county and understand how it varies among different water utilities in the area.

