

City of Irving

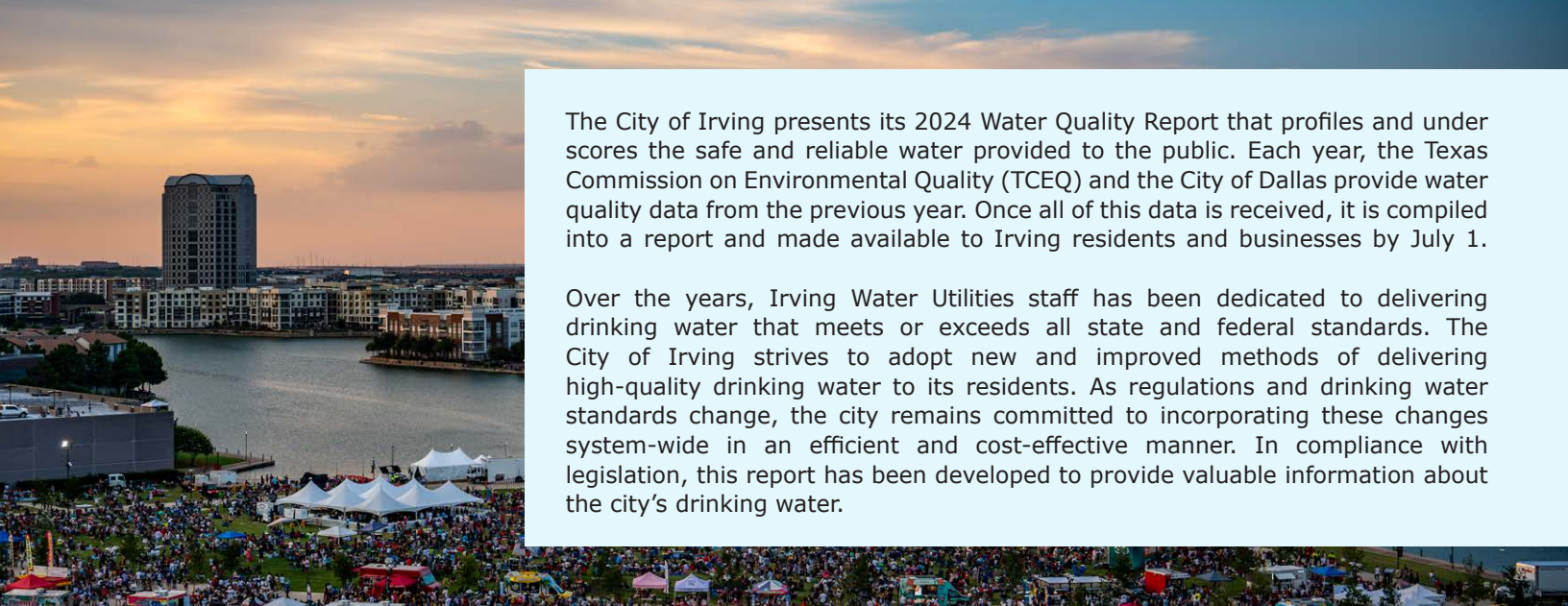
2024

WATER QUALITY Report



For information about drinking water, call the EPA's Safe Drinking Water Hotline at (800) 426-4791.

Este reporte incluye información importante sobre el agua para tomar.
Para asistencia en español, favor de llamar al teléfono (972) 721-2281.



The City of Irving presents its 2024 Water Quality Report that profiles and under scores the safe and reliable water provided to the public. Each year, the Texas Commission on Environmental Quality (TCEQ) and the City of Dallas provide water quality data from the previous year. Once all of this data is received, it is compiled into a report and made available to Irving residents and businesses by July 1.

Over the years, Irving Water Utilities staff has been dedicated to delivering drinking water that meets or exceeds all state and federal standards. The City of Irving strives to adopt new and improved methods of delivering high-quality drinking water to its residents. As regulations and drinking water standards change, the city remains committed to incorporating these changes system-wide in an efficient and cost-effective manner. In compliance with legislation, this report has been developed to provide valuable information about the city’s drinking water.

Delivering Clean, Safe Water

Providing safe drinking water to the community is a complex business. This report provides residents with information that is comprehensive and explained as simply as possible. Residents can contact Irving Water Utilities at anytime to ask questions or voice concerns about drinking water at (972) 721-2281.



Average Bill for Water in the Summer is \$45.85

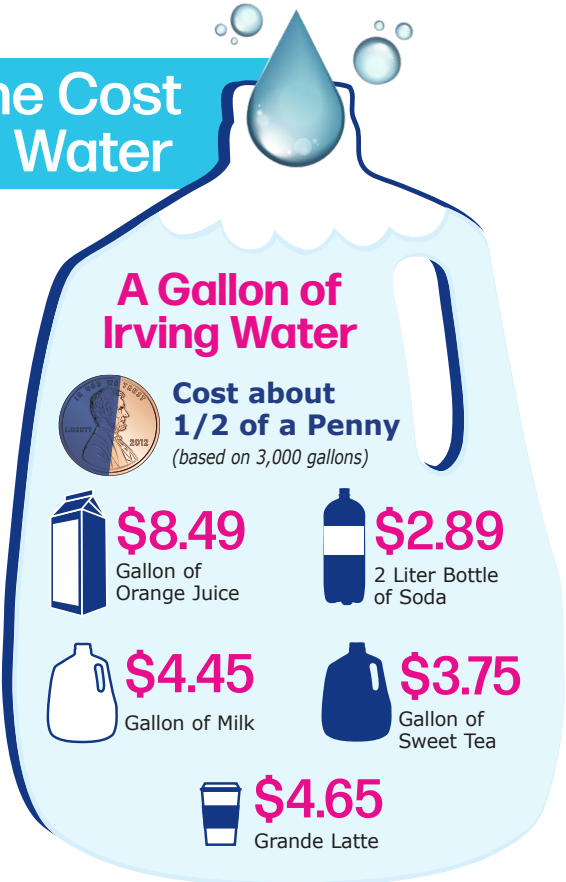
This amount does not include other municipal services for which the city bills, but customers sometimes use three or four times that amount of water when temperatures soar, irrigation is increased and pools are topped off.



Notice for High Health Risk Groups

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; those 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 provider. Additional guidelines on appropriate means to lessen the risk of infection by Cryptosporidium are available from the Safe Drinking Water Hotline at (800) 426-4791.

The Cost of Water



Each Dollar Spent on Irving Drinking Water Does 6 Things



- 1 4% Regulatory testing to verify water safety for public health
- 2 7% Meter reading, billing and customer service
- 3 8% Water Supply: ensuring availability with lakes and pumping systems
- 4 17% Treatment: cleaning and purifying water to ensure customer health/safety
- 5 21% Infrastructure: building and renewing water delivery system (pipes, hydrants, etc.)
- 6 43% O&M/Repair: daily maintenance and repair of water delivery system



Mark of Excellence

An abundant, reliable and safe water supply is vital to public health, public safety and maintaining a vibrant economy. In a community whose population and water needs are continuously expanding, Irving Water Utilities plays a critical role, ensuring the availability of this necessary resource. Irving Water Utilities provides some of the highest-quality, safest drinking water in the world to businesses and to more than 264,546 residents. And even more remarkable, Irving water rates are among the lowest of any major city in the area.

In 1996, Congress amended the Safe Drinking Water Act, requiring community water systems to provide customers with an annual report on the quality of their drinking water. The City of Irving strongly supported the legislation and is eager to provide detailed information about the city’s drinking water. Irving’s water meets

or exceeds all standards set by the Environmental Protection Agency (EPA). Water is processed by the City of Dallas and delivered to Irving ready to distribute to residents.

“Installing and maintaining the infrastructure to deliver water to each residence and business in Irving is a complex and important mission, especially considering that water is critical to public health and safety”, said Irving Water Utilities Director Todd Reck. “Irving Water Utilities employees tackle this work 24 hours a day, 365 days a year and are very committed to meeting our customer’s needs. Our Water Quality Report underscores the value of Irving water and how we ensure a high-quality product is delivered reliably, every single day.”

Furthermore, in 2024, the Texas Commission on Environmental

Quality (TCEQ) reconfirmed the City of Irving drinking water system as a Superior Public Water System.

For inquiries about public participation and policy decisions, call (972) 721-2493.





Safe Drinking Water Act

Under the Safe Drinking Water Act (SDWA), the EPA is responsible for setting national limits for hundreds of substances in drinking water and also specifies various treatments that water systems must use to remove these substances.

Similarly, the Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water, which must provide the same protection for public health. Each water system continually monitors for these substances and reports directly to the EPA if they are detected in the drinking water. The EPA uses this data to ensure that consumers are receiving clean water and verifies that states are enforcing the laws that regulate drinking water.

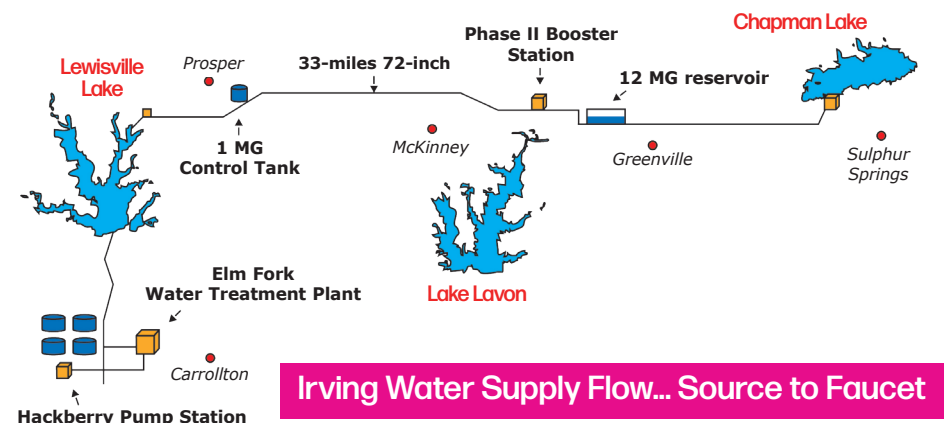
This publication conforms to the federal regulation under SDWA requiring Irving Water Utilities to provide detailed water quality information to each of its customers annually. For more information about this report, to request additional copies or for any questions or concerns relating to drinking water, contact Irving's Environmental Compliance division by email at environmentalcompliance@IrvingTX.gov or call (972) 721-2281.

Where Does Irving Get Its Drinking Water?

Most of Irving's water travels from Lake Chapman to Lewisville Lake and is then treated by the City of Dallas. Irving owns water rights for water in Lake Chapman, which was previously known as Cooper Reservoir. Some City of Irving water is purchased directly from the City of Dallas to supplement the Lake Chapman water.

The City of Dallas uses surface water from the following sources: Lake Grapevine, Lake Ray Hubbard, Lake Ray Roberts, Lake Tawakoni and Lewisville Lake. The TCEQ has completed a Source Water Susceptibility Report for all drinking water systems that own their sources. This report describes the susceptibility and types of contaminants that may come into contact with the drinking water source based on human activities and natural conditions.

For more information on source water assessments and protection efforts, call (972) 721-2281.



What is in the Water?

Irving Water Utilities reports that during the past year the water delivered to Irving homes and businesses complied with, or exceeded, all state and federal drinking water requirements. The table on pages 6 through 10 lists the substances that were detected in the city's drinking water during 2024. Although all of the substances listed are under the Maximum Contaminant Level (MCL) set by the EPA and therefore not expected to cause any health risks, it is important that residents know exactly what was detected and how much of the substance was present in the water.

What are coliforms?

Total coliform bacteria are used as indicators of microbial contamination of drinking water because testing for them is easy. While these organisms do not cause disease, they are often found in association with other microbes that are capable of causing disease. Coliform bacteria are more hardy than many disease-causing organisms; therefore, their absence from water is a good indication that the water is microbiologically safe for human consumption.

How does the city determine if there is a problem with drinking water?

If the amount of a contaminant exceeds a predetermined safe level in drinking water (MCL, Action Level, etc.), residents will be notified via news outlets, social media outlets, the city's website, the city's iALERT system and other means within 24 hours of receiving test results. With the notification, there will be instructions on the appropriate actions to take to prevent health risks.



Substances Expected In Drinking Water

The 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 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.

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 stormwater 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 stormwater runoff and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production, and also can come from gas stations, urban stormwater runoff and septic systems.
- Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production, as well as mining activities.

To ensure that tap water is safe to drink, the EPA prescribes regulations that 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. Many constituents (such as calcium, sodium or iron), which are often found in drinking water, can cause taste, color and odor problems. The taste and odor constituents are called secondary constituents and are regulated by the State of Texas, not the EPA. These constituents are not causes for health concern. Therefore, secondaries are not required to be reported in this document, but may greatly affect the appearance and taste of the water.

When drinking water meets federal standards, there may not be any health benefits to purchasing bottled water. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at (800) 426-4791.

History of Irving Raw Water Supply System Development

The goal is to create water independence for the City of Irving and reduce reliance on the City of Dallas for raw water requirements.

1953
Irving officials become interested in water supply independence and Cooper Lake

1955
Congress authorizes construction of Cooper Lake as Texas endures a significant, multi-year drought

1957
Drought of record concludes; 7-year drought event becomes recognized as the benchmark for water planning in Texas due to significant impact on agriculture and overall economy

1958
Funds appropriated by Congress and work is started

1964
Cooper Lake is recognized as the solution to Irving raw water needs

1966
NTMWD, SRMWD and Irving receive permit from the state granting 100% of the Cooper water supply rights

1968
Irving, NTMWD and SRMWD enter contract with U.S. Army Corps of Engineers for lake construction

1971
Beginning of almost 14 years of legal battles and delays

1984
Legal and environmental hurdles cleared for lake construction

Visionary Leadership in Irving

How the Pipedream of Water Security Became Reality & the Pipeline That Made it Happen

Visionary leadership is exceptional, a rare commodity few are privileged to witness from inception to fruition, but it has happened in Irving. That is what the Irving City Councils of the 1950s and 1960s accomplished. As drought conditions threatened and nearby cities began to run out of water, Irving city leaders recognized a significant issue before it became a crisis, heading it off at the pass, or in this case, at the lake.

Jim Chapman Lake, to be specific, is located just east of Commerce and north of Sulphur Springs. The lake spans Delta and Hopkins Counties, and water must travel almost 75 miles from there through Hunt, Collin, and Denton Counties before flowing into Lewisville Lake and ultimately being pulled for treatment at the City of Dallas Elm Fork Water Treatment Plant. The path that Irving water now follows to meet resident needs was carved out by leaders with foresight and an indomitable will to persevere.

While water supply needs became apparent in the 1950s, it was not until 1964 that Cooper Lake was identified as the solution, and construction was initiated. Water rights in this U.S. Army Corps of Engineers lake were secured in 1968. After almost 14 years of legal battles over environmental concerns, ground was broken for the dam in 1986. Lake construction was completed in 1991, followed by a dedication and gate closure for water impoundment. At this point, almost 40 years had passed from imagining a better future and launching a plan; Irving was firmly on its way to securing its water destiny.

Meanwhile, the financial obligations of building a raw water supply system created obstacles. Well in advance of

delivering the new supply, city leaders voted to raise water rates by ten cents per thousand gallons to help pay for the project, while navigating the legal, planning, contractual, and construction hurdles. Ultimately, the need to sell bonds for the largest public works project ever undertaken by Irving was significantly reduced by savvy financial planning. The overall pipeline system costs exceeded \$100 million, yet the project was completed on time, under budget, and with minimal debt. Even with these significant project costs, Irving has some of the lowest water rates in the DFW region. This achievement stands as a testament to what can be accomplished when synergistic vision, planning, commitment, and leadership combine with unwavering focus on a better future.

However, in 1991, the water was still in East Texas. Over the next 12 years, Irving and its partners oversaw multiple construction phases for the pumping and transmission infrastructure across four counties. The first stage was the joint pipeline from Chapman to Lake Lavon, with costs shared by the North Texas Municipal Water District (NTMWD). The 40 miles of 84-inch pipeline were completed in 1996, and phase two was launched by Irving in 1998 with pipeline construction starting in 2001. From Lavon to Lewisville Lake, 33 miles of 72-inch transfer lines were installed. Ultimately, the pipeline was composed of 50-foot pipe segments weighing in at 12.5 tons apiece,

delivered from Denver in more than 3,500 truckloads. To develop the pipeline route, more than 100 parcels of land were acquired at a cost of approximately \$8.5 million.

Additional infrastructure was also required to pump such large volumes of water, including a new pump station, meter vaults, storage reservoirs of 12 million and 1 million gallons, and critical upgrades to already existing systems. The pipeline had a delivery capacity of 75 million gallons per day with room for future expansion. In June 2003, water officially began flowing into Irving.

As growth continues across Texas and the DFW metroplex, water supply challenges will become more complex. But early foresight and leadership from both elected and

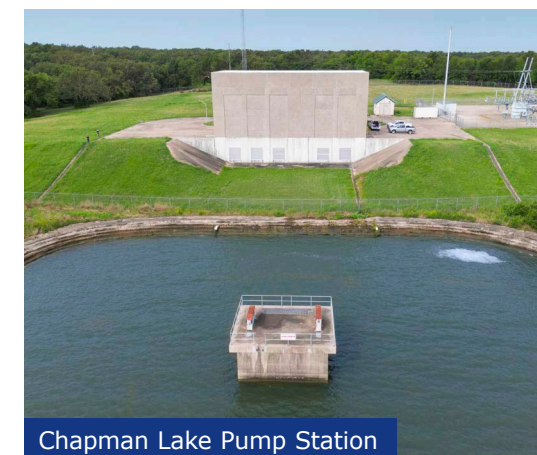
city management staff have ensured a proactive stance and positioned Irving for long-term water security. Furthermore, for water supply issues, Irving is now recognized as a key player among North Texas water authorities. Since Chapman water began flowing in 2003, the city has continued to expand its role in transferring this vital resource. Upper Trinity Regional Water District (UTRWD) became a water customer, which reduced the cost of water for Irving residents. Further expansion was achieved in February 2025 by linking the original transfer pipeline to the newly constructed 32-mile transmission line from Lake Ralph Hall, which will serve as a major supply for UTRWD by the end of 2026. The benefits of vision, leadership, and planning continue to pay dividends. *(Continued on Page 8)*



Chapman Lake Dam & Outfall



Pipe Delivery for Construction



Chapman Lake Pump Station

History of Irving Raw Water Supply System Development

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1986

Dam construction groundbreaking

1991

Cooper Lake completed (intake structure and pump station) and dedicated; gates closed; impoundment begins

1992

Phase 1: 84" pipeline, section III completed

1994

Phase 1: Pump station completed

1995

Phase 1: 84" pipeline section II completed

1996

Phase 1: 84" pipeline section I completed, bringing Lake Cooper water to Lake Lavon (joint project with NTMWD); Lake renamed for Congressman Jim Chapman

1997

State legislature creates 16 regions with each required to develop a 50-year water plan; focus is on water conservation as a source of water and identifies need for overall behavior change to meet growing demands

1998

Dallas/Irving contracts approved for water treatment services; O&M contract with NTMWD for phase 1 joint facilities approved



Pumping Facilities at Princeton

It is difficult to fully capture both the scale and impact of this raw water project, as well as the complexity involved in achieving true water independence. It involved decades of work and commitment of many dedicated staff along with a huge amount of effort, cooperation, and coordination to overcome all the hurdles to see this massive project to its conclusion.

Most people simply turn on a faucet to fill a glass without appreciating the journey that water took or the determination that made it possible. But those who envisioned a brighter future and committed to pursuing work that can meet public health and safety needs, as well as increased growth and economic development, dedicated themselves to making it happen for Irving. It was the realization of a generational dream and is further magnified by the increasingly difficult water supply landscape.

So next time you are thirsty, lift a glass of Irving water and toast the trailblazers who made it all possible.



72-inch Diameter Steel Pipe Installation

Raw Water Supply Facilities



Princeton Booster Pump Station



1 Million Gallon Control Tank | Prosper, TX



12 Million Gallon Balancing Reservoir | Merit, TX

History of Irving Raw Water Supply System Development

The goal is to create water independence for the City of Irving and reduce reliance on the City of Dallas for raw water requirements.

2000

Phase II: Work begins on new pump station, meter vaults, storage reservoirs and necessary facility upgrades

2001

Construction of the last half of the pipeline begins – 33-mile transfer line to deliver water to Irving (continuation to Lewisville Lake); final phase of a 45-year effort to secure water rights for the City of Irving

2003

Phase II facilities and pipeline completed and brought online in June; additional work completed on a transmission line from the north to the south side of Irving

2025

Irving transmission pipeline created a route to bring water to the metroplex that is growing still; in February, the transmission line was tied in as the connector that will deliver Lake Ralph Hall Water to UTRWD

Glossary of Terms

NTMWD

North Texas Municipal Water District

SRMWD

Sulphur River Municipal Water District

UTRWD

Upper Trinity Regional Water District

Drinking Water Test Data

Irving’s High-Quality Water is Thoroughly Tested and Meets All Drinking Water Standards

Regulated at the Dallas Treatment Plant

Source: City of Dallas

Inorganic Contaminants

| Year | Contaminant | Average Level | Minimum Level | Maximum Level | MCL | MCLG | Unit of Measure | Source of Contaminant |
|------|----------------|---------------|---------------|---------------|-----|------|-----------------|--|
| 2024 | Fluoride | 0.629 | 0.598 | 0.664 | 4 | 4 | ppm | Erosion of natural deposits; water additive that promotes strong teeth |
| 2024 | Nitrate (as N) | 0.834 | 0.638 | 1.09 | 10 | 10 | ppm | Runoff from fertilizer use; leaching from septic tanks, sewage, erosion of natural deposits |
| 2024 | Barium | 0.040 | 0.033 | 0.045 | 2 | 2 | ppm | Discharge of drilling wastes from metal refineries; erosion of natural deposits |
| 2024 | Cyanide | 54 | 0 | 118 | 200 | 200 | ppb | Discharge from steel/ metal factories; discharge from plastic and fertilizer factories |
| 2022 | Nitrite (as N) | 0.006 | 0 | 0.017 | 1 | 1 | ppm | Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines |
| 2023 | Chromium | 1.6 | <1 | 2.7 | 100 | 100 | ppb | Discharge from steel and pulp; erosion of natural deposits |

Unregulated Contaminants Unregulated contaminants are those for which EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted. Any unregulated contaminants detected are reported in the following table. For additional information, call the Safe Drinking Water Hotline at (800) 426-4791.

| Year | Contaminant | Average Level | Minimum Level | Maximum Level | MCL | Unit of Measure | Source of Contaminant |
|------|----------------------|---------------|---------------|---------------|-----|-----------------|--|
| 2024 | Chloroform | 10.22 | 2.82 | 23.60 | N/A | ppb | Byproduct of drinking water disinfection |
| 2024 | Bromodichloromethane | 8.00 | 4.67 | 13.50 | N/A | ppb | Byproduct of drinking water disinfection |
| 2024 | Dibromochloromethane | 4.90 | 4.76 | 5.02 | N/A | ppb | Byproduct of drinking water disinfection |
| 2024 | Bromoform | 0.80 | 0.00 | 1.29 | N/A | ppb | Byproduct of drinking water disinfection |

Organic Contaminants

| Year | Contaminant | Average Level | Minimum Level | Maximum Level | MCL | MCLG | Unit of Measure | Source of Contaminant |
|------|-------------|---------------|---------------|---------------|-----|------|-----------------|------------------------------------|
| 2024 | Atrazine | 0.08 | 0.00 | 0.15 | 3 | 3 | ppb | Runoff from herbicide on row crops |
| 2024 | Simazine | 0.06 | 0 | 0.11 | 4 | 4 | ppb | Runoff from herbicide on row crops |

Total Organic Carbon

| Year | Contaminant | Average Level | Minimum Level | Maximum Level | TT (no MCL) | Unit of Measure | Source of Contaminant | Source of Contaminant |
|------|----------------------|---------------|---------------|---------------|----------------------|-----------------|---|------------------------------------|
| 2024 | Total Organic Carbon | 3.27 | 2.35 | 4.23 | 35% removal/ SUVA <2 | ppm | Naturally present in environment; no health effects | Runoff from herbicide on row crops |

Treatment technique requires 35%-45%removal or SUVA <2. The percentage of Total Organic Carbon (TOC) removal was measured each month and the system met all TOC removal requirements set.

Turbidity

| Year | | Level Detected | Limits (TT) | Unit of Measure | Source of Contaminant |
|------|--------------------------------|----------------|--------------------------|-----------------|-----------------------|
| 2024 | Total Organic Carbon | 0.51 | 1.0 NTU | NTU | Soil runoff |
| 2024 | Lowest Monthly % Meeting Limit | 100% | 95% of readings <0.3 NTU | NTU | Soil runoff |

All samples met regulatory requirements.

Regulated at the Customer’s Tap

Source: City of Irving

Lead and Copper 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 water supplier is responsible for providing high-quality drinking water, but cannot control the variety of materials used in plumbing components. When water has been sitting for several hours, minimize the potential for lead exposure by flushing the tap for 30 seconds to two minutes before using water for drinking or cooking. If concerned about lead in the water, have the water tested. Information on lead in drinking water, testing methods and steps that can be taken to minimize exposure is available from the National Lead Information Center, (800) 424-5323 (LEAD) or at www.EPA.gov/safewater/lead.

| Year | Contaminant | 90th Percentile | No. of Sites Exceeding Action Level | MCLG | Action Level | Unit of Measure | Source of Contaminant |
|------|-------------|-----------------|-------------------------------------|------|--------------|-----------------|--|
| 2024 | Lead | 1 | 0 | 0 | 15 | ppb | Corrosion of household plumbing systems; erosion of natural deposits |
| 2024 | Copper | 0.272 | 0 | 1.3 | 1.3 | ppm | Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives |

Regulated in the Irving Distribution System

Source: City of Irving

Inorganic Contaminants

| Year | Contaminant | Minimum Level | Maximum Level | MCL | MCLG | Unit of Measure | Source of Contaminant |
|------|----------------|---------------|---------------|-----|------|-----------------|--|
| 2024 | Nitrate (as N) | 0.78 | 1.05 | 10 | 10 | ppm | Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits |
| 2024 | Nitrite | 0 | 0 | 1 | 1 | ppm | Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines |
| 2022 | Asbestos | 0 | 0.5911 | 7 | 7 | mfl | Decay of asbestos cement water main, erosion of natural deposits |

Maximum Residual Disinfectant Level

| Year | Disinfectant | Average Level | Minimum Level | Maximum Level | MRDL | MRDLG | Unit of Measure | Source of Disinfectant |
|------|---------------------|---------------|---------------|---------------|------|-------|-----------------|---------------------------------------|
| 2024 | Chloramine Residual | 2.75 | 0.81 | 3.96 | 4* | 4* | ppm | Disinfectant used to control microbes |

*As annual average.

Disinfection Byproducts

| Year | Contaminant | Average LRAA | Minimum Level | Maximum Level | MCL | Unit of Measure | Source of Contaminant |
|------|------------------------|--------------|---------------|---------------|-----|-----------------|--|
| 2024 | Total Haloacetic Acids | 22.4 | 12.5 | 35.5 | 60 | ppb | Byproduct of drinking water disinfection |
| 2024 | Total Trihalomethanes | 19.1 | 7.48 | 27 | 80 | ppb | Byproduct of drinking water disinfection |

Table Definitions

- **Action Level (AL)** – The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
 - **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 were found.
 - **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 Escherichia coli (E. coli) maximum contaminant level (MCL) violation has occurred and/or why total coliform bacteria were found on multiple occasions.
 - **Locational Running Annual Average (LRAA)** – The average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters.
- **Maximum Contaminant Level (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 (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)** – The highest level of 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 (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 contamination.
- **Millerems per year (mrem/year)** – Measure of radiation absorbed by the body.
 - **Nephelometric Turbidity Units (NTU)** – Measurement of turbidity in water.
 - **Picocuries per Liter (pCi/L)** – A measure of radioactivity.
 - **Treatment Technique (TT)** – A required process intended to reduce the level of a contaminant in drinking water.
 - **Turbidity** – A measure of clarity of drinking water. The lower the turbidity the better.
 - **mfl** – million fibers per liter (a measure of asbestos)
 - **ppb** – parts per billion
 - **ppm** – parts per million

Source: Texas Commission on Environmental Quality

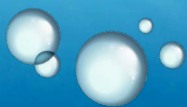
Unregulated Contaminants Monitoring Rule 5 The UCMR program was developed in coordination with the Contaminant Candidate List (CCL). The CCL is a list of contaminants that are not regulated by the National Primary Drinking Water Regulations, are known or anticipated to occur at public water systems and may warrant regulation under the Safe Drinking Water Act. Data collected through UCMR are stored in the National Contaminant Occurrence Database (NCOD) to support analysis and review of contaminant occurrence, to guide the CCL selection process and to support the Administrator’s determination of whether to regulate a contaminant in the interest of protecting public health. The table below contains the contaminants that were sampled. For additional information visit www.epa.gov/dwucmr/fifth-unregulated-contaminant-monitoring-rule, or call Irving Water Utilities at (972)721-2281.

| Contaminant | Year of Range | LEVEL | | | | | | Source of Contaminant |
|---|---------------|---------|---------|---------|-----|------|-----------------|--|
| | | Average | Minimum | Maximum | MCL | MCLG | Unit of Measure | |
| 11-Chloroelcosafluoro-3-oxaundecane-1-sulfonic acid | 2024 | ND | ND | ND | N/A | N/A | ppt | Disposal of waste and sewage sludge and as a result of fire-fighting activities and training; Industrial processes that manufacture or use fluorochemicals |
| 1H, 1H, 2H, 2H,-Perfluorodecane sulfonic acid | 2024 | ND | ND | ND | N/A | N/A | ppt | |
| 1H, 1H, 2H, 2H,-Perfluorooctane sulfonic acid | 2024 | ND | ND | ND | N/A | N/A | ppt | |
| 1H, 1H, 2H, 2H-Perfluorohexane sulfonic acid | 2024 | ND | ND | ND | N/A | N/A | ppt | |
| 4,8-Dioxa-3H-perfluorononanoic acid | 2024 | ND | ND | ND | N/A | N/A | ppt | |
| 9-Chlorohexadecafluoro-3-oxanonane-1-sulfonic acid | 2024 | ND | ND | ND | N/A | N/A | ppt | |
| Hexafluoropropylene Oxide Dimer Acid | 2024 | ND | ND | ND | N/A | N/A | ppt | |
| N-ethylperfluorooctanesulfonamidoacetic acid | 2024 | ND | ND | ND | N/A | N/A | ppt | |
| N-methylperfluorooctanesulfonamidoacetic acid | 2024 | ND | ND | ND | N/A | N/A | ppt | |
| Nonafluoro-3,6-dioxaheptanoic acid | 2024 | ND | ND | ND | N/A | N/A | ppt | |
| Perfluoro (2-ethoxyethane) sulfonic acid | 2024 | ND | ND | ND | N/A | N/A | ppt | |
| Perfluoro-3-methoxypropanoic acid | 2024 | ND | ND | ND | N/A | N/A | ppt | |
| Perfluoro-4-methoxybutanoic acid | 2024 | ND | ND | ND | N/A | N/A | ppt | |
| Perfluorobutanesulfonic acid | 2024 | 5** | 4 | 6 | N/A | N/A | ppt | |
| Perfluorobutanoic acid | 2024 | 10** | 9 | 12 | N/A | N/A | ppt | |
| Perfluorodecanoic acid | 2024 | ND | ND | ND | N/A | N/A | ppt | |
| Perfluorododecanoic acid | 2024 | ND | ND | ND | N/A | N/A | ppt | |
| Perfluoroheptanesulfonic acid | 2024 | ND | ND | ND | N/A | N/A | ppt | |
| Perfluoroheptanoic acid | 2024 | 3** | 3 | 3 | N/A | N/A | ppt | |
| Perfluorohexanesulfonic acid | 2024 | 3** | 3 | 3 | N/A | N/A | ppt | |
| Perfluorohexanoic acid | 2024 | 8** | 7 | 10 | N/A | N/A | ppt | |
| Perfluorononanoic acid | 2024 | ND | ND | ND | N/A | N/A | ppt | |
| Perfluorooctanesulfonic acid | 2024 | 4** | 4 | 4 | N/A | N/A | ppt | |
| Perfluorooctanoic acid | 2024 | 4** | 4 | 5 | N/A | N/A | ppt | |
| Perfluoropentanesulfonic acid | 2024 | ND | ND | ND | N/A | N/A | ppt | |

ND - Not Detected
**Over 98% of collected samples had no detectable levels of perfluoroalkyl and polyfluoroalkyl substances and were not included in the calculations. Only samples with detected levels were used in the average calculations.

Drinking Water Test Data

Irving’s High-Quality Water is Thoroughly Tested and Meets All Drinking Water Standards



Unregulated Contaminants Monitoring Rule 5 (cont.)

| Contaminant | Year of Range | LEVEL | | | | | | Source of Contaminant |
|-----------------------------|---------------|---------|---------|---------|-----|------|-----------------|---|
| | | Average | Minimum | Maximum | MCL | MCLG | Unit of Measure | |
| Perfluoropentanoic acid | 2024 | 8** | 7 | 10 | N/A | N/A | ppt | Disposal of waste and sewage sludge and as a result of fire-fighting activities and training; Industrial processes that manufacture or use luorochemicals |
| Perfluorotetradecanoic acid | 2024 | ND | ND | ND | N/A | N/A | ppt | |
| Perfluorotridecanoic acid | 2024 | ND | ND | ND | N/A | N/A | ppt | |
| Perfluoroundecanoic acid | 2024 | ND | ND | ND | N/A | N/A | ppt | |
| Lithium | 2024 | 7.92 | 9.05 | 9.99 | N/A | N/A | ppt | |

ND - Not Detected
**Over 98% of collected samples had no detectable levels of perfluoroalkyl and polyfluoroalkyl substances and were not included in the calculations. Only samples with detected levels were used in the average calculations.

Coliforms

| Year | Contaminant | Total Number of Positive E. coli Samples | MCL | Unit of Measure | Source of Contaminant |
|------|-------------|--|-----|------------------|----------------------------------|
| 2024 | E. coli | 0 | 0 | Absence/Presence | Naturally present in environment |

| Year | Contaminant | Highest Monthly % of Positive Samples | MCL | Unit of Measure | Source of Contaminant |
|------|-----------------|---------------------------------------|-----|-------------------|----------------------------------|
| 2024 | Total Coliforms | 1.2 | *** | Absence/ Presence | Naturally present in environment |

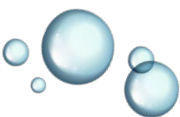
***Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. Under the Revised Total Coliform Rule of 2016, there is no MCL for indication of Total Coliform Bacteria. However, once water system sample results are coliform positive in greater than five percent of monthly samples, the water system is required to conduct an assessment of the treatment and distribution systems to ensure there are no sanitary defects.

Lead & Copper Rule Compliance Activity

As a recent AMWA Gold Award recipient for exceptional utility performance, the City of Irving strives to deliver the highest standard for water quality and customer service characterized by consistent compliance with all regulatory requirements. Irving Water Utilities will continue to ensure your safe drinking water by conducting lead and copper monitoring as required by the Texas

Commission on Environmental Quality (TCEQ) for compliance with the Lead and Copper Rule. Additionally, Irving Water Utilities completed and published an inventory of all service line material types in compliance with the Lead and Copper Rule Revisions. The service line identification results were published in an online inventory for review by the public at [IrvingTX.gov/ServiceLineInventory](https://www.irvingtx.gov/ServiceLineInventory).

For more information on lead and copper test data, check out the appropriate section, “Drinking Water Test Data,” in this report. Irving Water Utilities is proud to provide award-winning drinking water and service to the community.



Fire Hydrant Flushing

Irving Water Utilities collects water samples daily to evaluate water quality to ensure a minimal level of chlorine for disinfection and confirm that water is safe for public consumption across the entire city. Sampling also ensures Irving meets state and federal standards for safe drinking water. When water quality nears the minimum allowable standards, it is flushed from the distribution system, allowing fresh, higher-quality water to replace it. This must occur more often in areas of lower usage, at the end of water lines (dead-end mains) and during months with the warmest temperatures.

Flushing water from the distribution system is similar to restaurants and grocery stores disposing of food that is past its expiration date. It is easy to understand that health and safety are the reasons for doing so. However, when people pass by a fire hydrant where water is being flushed, many assume that the city is wasting “good” water. Unfortunately, water cannot be evaluated by appearance alone. It requires sampling and analysis to determine whether it meets the standards required by state and federal agencies. **So, flushing is critical to public health and safety.**

Flushing is also necessary during and after repairs, when new lines are installed, and when complaints are received regarding air, debris in lines, discoloration, or other issues. As water distribution lines age, flushing is required more frequently. It is important to know that improper hydrant operation can cause injury or damage to hydrant or water line, so only city workers should operate hydrants. While the Fire Department checks all hydrants once a year for operational and water pressure purposes, Irving Water Utilities staff monitor the entire distribution system on a daily basis. Hydrants are vital tool, not only for fire suppression, but also for flushing out water that has “expired” to ensure fresh, clean water reaches every home and business in Irving each day.



Value of Tap Water

Drinking water systems are critical to public health, fire protection, economic development and quality of life. Service disruptions can endanger the public and result in significant economic loss. To provide safe and reliable drinking water to customers, city staff operates and maintains over \$4 billion in assets including six pump stations, eight elevated tanks, 11 ground-storage tanks, and just over 735 miles of water mains. Irving has more than 100 miles of both cast iron and fiber cement pipe that is at, or near, the end of its expected life. Due to corrosion, multiple pipe breaks and associated maintenance, new pipes are needed to replace old cast iron pipes.



High-quality water is delivered to customers' homes and businesses at an economical rate of less than half a penny per gallon (based on a minimum usage of 3,000 gallons). Water rates help provide revenue to maintain high-quality water service, reduce service interruptions due to aging infrastructure and expand system capacity for future needs. Irving water customers, even with past adjustments, have some of the lowest water and sewer rates among Dallas' member cities. In addition, water rates address failing infrastructure, fixed expenses and regulatory obligations.

- **Failing Infrastructure** – Pipes need to be replaced each year to avoid water loss, unhealthy sewer leaks, loss of service and fines due to not meeting regulatory standards. Line replacements are critical to maintain water quality and to prevent outages and property damage due to line breaks and sewer backups. Replacements are expensive, and costs increase over time.
- **Fixed Expenses** – Regardless of the time of year or amount of rainfall, water utilities must have the infrastructure to deliver an ample, high-quality supply of water for its customers. Water Utilities fixed expenses make up a majority of the budget and must be paid no matter how much water is sold.
- **Regulatory Obligations** – The TCEQ requires water utilities to meet regulatory standards by completing water study projects and paying water quality fees. TCEQ fees increase over time. In addition, existing agreements with the TCEQ require the city to replace a designated amount of infrastructure each year. The city must pay for the regulatory costs of these studies, fees and line replacements.

To decrease the financial and operational impacts placed on customers, innovative approaches to water and wastewater system maintenance are being embraced by the city. Through increased coordination between the Capital Improvement Program and Irving Water Utilities, a closer look is being given to the existing condition of both the water and wastewater systems, which can result in their simultaneous replacement.

A list of completed, in-progress and upcoming projects is available at [IrvingTX.gov/CIP](https://www.IrvingTX.gov/CIP). For more information, contact Irving Water Utilities at (972) 721-2281.

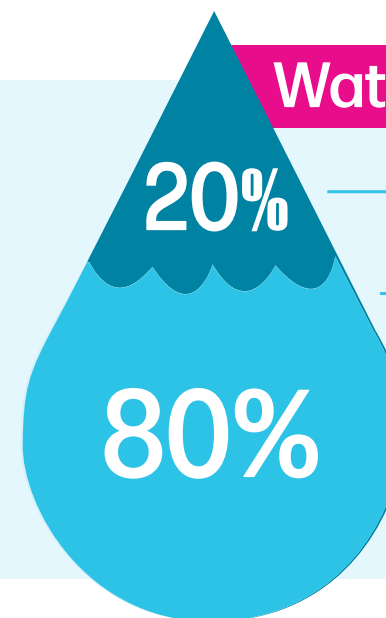


Water Loss

While the city works diligently to upgrade and maintain the water distribution system, line breaks and leaks result in a loss of water over time. In the water loss audit submitted to the Texas Water Development Board for the time period of January through December 2024, the City of Irving water distribution system lost an estimated 27.51 gallons per connection per day (13 gallons per person per day). This is 8.73 percent of the water pumped during the calendar year and meets the industry standard of 10 percent loss for effective water systems.

For any questions about the water loss audit, call (972) 721-2281.

Water Cost Breakdown



Actual Water Used

Chemicals and power for treatment and delivery, other variable costs

Fixed System Costs

Debt repayment, pipes, pumps, storage and treatment facilities are **items paid for no matter how much water is purchased**. That means every year, 80 percent of water system expenditures will occur in order to maintain the system regardless of how much water is purchased.

**These approximate percentages are for water costs only and do not include costs for wastewater collection and treatment.*

Water Conservation Tips

In 2024, Irving residents used just under 12.5 billion gallons of water, according to Irving Water Utilities. On average, one Irving resident uses about 80 gallons of water per day. It is critically important for residents to conserve water in any way they can, especially during the warmer, drier months.

To reduce water waste, residents are encouraged to:

- Water no more than twice per week from April through October and only once per month, if needed, from November through March.
- Check the irrigation system for leaks and malfunctions at least once each month.
- Request a "house call" from Irving's licensed irrigator by visiting [IrvingTX.gov/Irrigation-Checkup-Form](https://www.IrvingTX.gov/Irrigation-Checkup-Form).
- Repair private property water leaks.
- Attach positive shutoff nozzles when hoses are used for hand watering or car washing
- Install water-conserving landscaping including native and adaptive plants.
- Use water-conserving plumbing fixtures at residences and businesses.
- Purchase water conserving appliances.

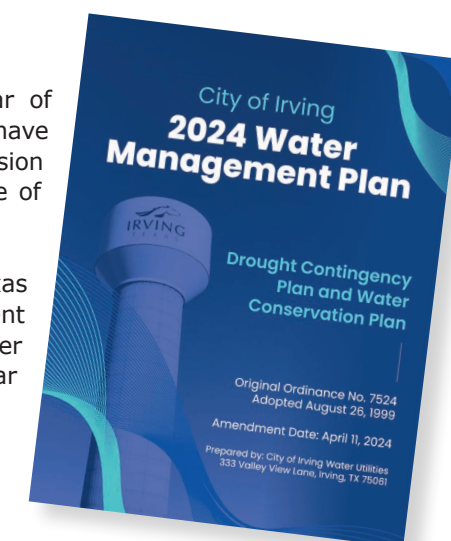
For more information and tips for conserving water, visit [IrvingTX.gov/SaveWater](https://www.IrvingTX.gov/SaveWater).

2024 Water Management Plan

The City of Irving 2024 Water Management Plan (WMP) marks the 25th year of conservation planning and reporting by Irving Water Utilities. The WMP updates have been required every 5 years since the first plan was created in 1999. Each revision documents growth of the city's water conservation efforts and an updated profile of water use in Irving, as well as a response plan for handling drought conditions.

Annually, water staff prepare water loss and conservation reports for the Texas Commission on Environmental Quality (TCEQ) and the Texas Water Development Board (TWDB). This regular reporting details conservation efforts, monitors water loss, and shows progress toward meeting goals that are revised with each 5-year WMP update.

To view the city's 2024 Water Management Plan, visit [IrvingTX.gov/WMP](https://www.IrvingTX.gov/WMP).





Irrigation Assistance Program

Responsible irrigation starts with understanding the irrigation system, landscape needs and Irving’s irrigation ordinance. Homeowners can do this on their own, but the City of Irving has a program that provides support for irrigation decision-making which can save money on repairs and potentially reduce water bills. Water Utilities has a licensed irrigator who focuses on residential irrigation in Irving by:

- Performing irrigation system check-ups on request.
- Teaching how to program irrigation controllers and hose timers.
- Providing information on complying with twice-weekly watering.
- Using demonstration models to show how simple repairs can be made.
- Conducting workshops to teach residents best irrigation practices.
- Granting variances to ensure additional irrigation for new plantings.
- Showing how to register for [WaterMyYard.org](https://www.IrvingTX.gov/WaterMyYard.org) to determine when to irrigate.

In addition to all the services available to residents, the city’s irrigator is responsible for patrolling Irving to enforce the irrigation ordinance which limits watering to no more than twice-per-week. Enforcement also includes ensuring there is no irrigation overflow from properties, no operation of broken or misdirected fixtures, and no irrigation during freezing temperatures or precipitation. Every irrigation system in Irving is required to have a properly operating rain/freeze sensor, and program personnel are responsible to check for installation of this device.

Irving’s ordinance also prohibits irrigation between 10 a.m. and 6 p.m. on any day from April 1 to Oct. 31. Avoiding the mid-day watering reduces potential for evaporation or loss due to windy conditions. In addition, Irving requires that any time a hose is used, it is attached to a positive shutoff nozzle or sprinkler device. Using a hand-operated nozzle, along with a bucket of soapy water and sponges, is especially important when washing vehicles because a constant flow of water from a hose can result in significant water waste.

For more information on scheduling a check-up or other irrigation system questions, call (972) 721-2281 or visit [IrvingTX.gov/Water-Utilities](https://www.IrvingTX.gov/Water-Utilities).

Maximize Irrigation Results & Save Money Using WaterMyYard.org

The city provides a great tool to determine the amount of irrigation needed to supplement rainfall. Two weather stations, one in the north and one in the south, have been installed to give Irving residents highly accurate information to use when setting irrigation controllers.

The best irrigation approach is to turn the sprinkler system controller off and monitor [WaterMyYard.org](https://www.IrvingTX.gov/WaterMyYard.org) instructions to determine when additional irrigation is needed. To register for weekly information regarding the amount of time to run sprinkler systems, simply go to the website and enter the property location. The recommendation for the address will be provided automatically. The

information may be customized to the property irrigation system, if desired, by using tools on the website.

Below the watering recommendation, there is a prompt to register for a weekly email that will provide irrigation run times based on the closest weather station. Completing this section will ensure that the most up-to-date information is readily available. [WaterMyYard.org](https://www.IrvingTX.gov/WaterMyYard.org) was designed to ensure that users are able to water appropriately and preserve landscaping while conserving water, with the added bonus of reducing the water bill. To get started, check out [WaterMyYard.org](https://www.IrvingTX.gov/WaterMyYard.org) today and consider loading the convenient app to your phone.



Irving Water Utilities QUICK GUIDE FOR RESIDENTS

Irving Utility Bill Payment Options

Available to Irving Residents at No Additional Cost

Pay by Phone



(972) 721-3774
Irving Water Utilities



MyIrvingBill.org

Go paperless with an E-bill or Set Up Automatic Monthly Payments

Pay in Person

City Hall, 825 W. Irving Blvd.
During Normal Business Hours

Authorized Payment Locations

- Fiesta Mart Locations in Irving
- ACE Cash Express
- Western Union Locations in Irving



Pay at the 24-Hour Drop Box



Located Between **City Hall** and the **Jack D. Huffman Community Building**

- Payments Accepted: Check or Money Order
- Payments Received After 8 a.m. are Posted to the Account the Next Business Day

For More Information on Payment Options, Visit [IrvingTX.gov/Water-Payment-Options](https://www.IrvingTX.gov/Water-Payment-Options)

Irrigation Guidelines The Water Conservation Plan allows watering up to twice-per-week. No irrigation on Monday, Thursday or Friday.

| Sunday | Tuesday | Wednesday | Saturday |
|-------------|--------------|-------------|--------------|
| Odd address | Even address | Odd address | Even address |

Odd-numbered addresses end in 1, 3, 5, 7 or 9 and even-numbered addresses end in 0, 2, 4, 6 or 8. No watering on any day between 10 a.m. and 6 p.m. from April 1 through Oct. 31. Hand watering is allowed any day for up to 2 hours only with a hose with an attached positive shutoff nozzle.



[IrvingTX.gov/Water-Utilities](https://www.IrvingTX.gov/Water-Utilities)



Irving Water Utilities

IrvingTX.gov/Water-Utilities