Albuquerque Bernalillo County
Water Utility Authority

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Design and graphics by Jan Underwood, Information Illustrated

Information about your drinking water

2007 Water Quality Report

Drinking water news . . .

We know the quality of your drinking water is important to you and we take drinking water regulations very seriously. Every year, thousands of water samples are collected to monitor the quality of water delivered to your tap. The Albuquerque Bernalillo County Water Utility Authority is proud that our drinking water continues to meet all federal and state drinking water quality standards – without exception – since the U.S. Environmental Protection Agency (USEPA) Safe Drinking Water Act was passed in 1974.

Inside this report you'll find:

- accurate information about your drinking water from source to tap
- a progress report on the San Juan-Chama Drinking Water Project
- information on the world's largest arsenic microfiltration treatment facility
- lower arsenic concentrations throughout the water system
- pilot drinking water plant monitoring results

Large diameter pipeline installation parallel to Albuquerque Metropolitan Arroyo Flood Control Authority's North Diversion Channel.

This report can be downloaded in English or Spanish from our web page at www.abcwua.org. There you'll find additional information about the quality of water delivered to your home. For assistance in interpreting this report, please call the Water Quality Information Line at 857-8260 or use the links on our web page to send us e-mail at waterquality@abcwua.org.

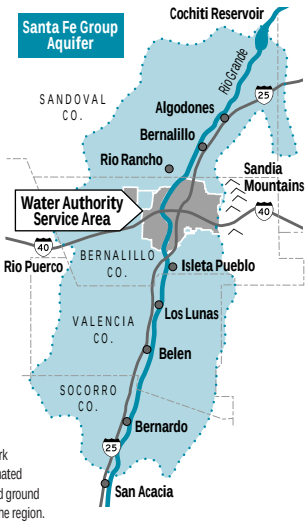
Our Drinking Water Sources: The Sustainable Solution

The Ground Water Legacy

For many years, ground water pumped from the Santa Fe Group Aquifer has been our only water supply source. In 2007, 90 wells pumped 32.5 billion gallons of water.

The Water Authority monitors both the water level and the water quality in each well. Water level measurements have shown significant decline in some parts of the aquifer. Continued pumping at current rates could damage the aquifer itself and cause subsidence in some areas. Studies have shown that only about half of the water pumped from the aquifer is being replenished; the rest is "mined" – lost forever.

Water Quality Specialists collect samples each year from every well to monitor the chemical and biological characteristics of the wells. While water quality in a single well does not vary much from year to year, water quality in wells in different parts of the aquifer can vary significantly. Water quality in wells near known or suspected soil or ground water contamination is monitored more frequently.



The Santa Fe Group aquifer stretches from Cochiti Reservoir on the north to San Acacia on the south and from the Sandia Mountains on the east to (and beyond) the Rio Puerco on the west.

Water Quality Protection

The Water Authority, the City of Albuquerque and Bernalillo County work together to find and clean up contaminated ground water and promote coordinated ground water protection and use throughout the region.

To protect both the ground water and the surface water supplies, the expanded Water Quality Protection Board is formulating a new protection plan. Call 768-3633 for meeting schedules and educational materials.

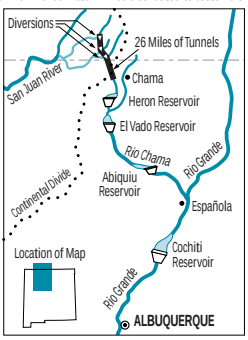
NMED Source Water Assessment

In 2002, the New Mexico Environment Department (NMED) conducted a Source Water Assessment to determine each well's susceptibility to contamination. NMED reported that the wells are generally protected from potential sources of contamination. To request a copy of the Source Water Assessment, contact NMED Drinking Water Bureau in Santa Fe toll free at 1-(877)-654-8720. Reference the Albuquerque Water System, number 10701.

San Juan-Chama and the Drinking Water Project

In the fall of 2008, the Drinking Water Project will begin diverting San Juan-Chama river water to a new, state-of-the-art water treatment plant. The finished water will be distributed to customers for drinking water and will be blended with ground water supplies during the summer or in times of drought. Customers will continue to receive high quality drinking water, while we transition to a sustainable water supply – one that we can count on in perpetuity. But, more importantly, reducing dependence on the aquifer will allow it to recover, enabling us to draw from it as a drought reserve in times of minimal precipitation.

Find more information on the Drinking Water Project at **www.abcwua.org**



WHAT THE USEPA SAYS ABOUT DRINKING WATER CONTAMINANTS

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 U.S. Environmental Protection Agency's (USEPA) Safe Drinking Water Hotline (800-426-4791).

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 human activity.

Contaminants in drinking water sources may 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 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 by-products of industrial processes and petroleum production, and can also 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 and mining activities.*

In order to ensure that tap water is safe to drink, USEPA 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.

The Drinking Water Treatment Plant

We're nearing completion of the San Juan-Chama Drinking Water Project. The project includes:

- A state-of-the-art **Water Treatment Plant** now under construction near Montaño and Chappell roads. The water will be treated with a combination of gravity settling, chemical treatment, ozonation, and activated carbon filtration technologies. As a final step, the water will be disinfected with sodium hypochlorite, and fluoride will be added for dental health.
- A **Diversion Dam** on the Rio Grande just south of the Alameda Bridge.
- A **Pump Station** to move the diverted water from the river to the water treatment plant.
- A large diameter **Pipeline** to carry water from the pump station to the water treatment plant.
- A **Pump Station** to move the finished drinking water from the treatment plant to the distribution system.
- 38 miles of **Pipeline** to carry the finished water to storage tanks in the distribution system.

For more information on the Drinking Water Project, visit www.abcwua.org

Above is an aerial photo of the drinking water treatment plant at 75% completion.

Large diameter pipeline installation.

The raw water pump station.

The new diversion dam on the Rio Grande.

The Pilot Drinking Water Plant

As part of the San Juan-Chama Drinking Water Project, the Water Authority has operated a Pilot Drinking Water Plant since early in 2007. Located near the Alameda Bridge on the banks of the Rio Grande, the Pilot Plant is housed in a trailer and contains all of the equipment and water treatment processes that will be found in the full-sized plant.

Operators are using the Pilot Plant to gain experience in preparation for operating the full-sized plant. The quality of raw water taken from the river and the quality of the finished water produced by the Pilot Plant are routinely monitored. Testing of more than 500 samples confirms that the finished water meets all federal and state drinking water quality standards.

USEPA sets regulations that limit the amount of certain substances in drinking water. For surface water, USEPA also requires that specific treatment techniques are used and that they are shown to be effective. The tables below show substances found in compliance monitoring for the finished water at the Pilot Plant. A list of regulated substances that we test for and have not detected is also included.

In early 2008, the Water Authority conducted additional tests for fungal contamination of the finished water, testing which is not required under federal and state regulations. No fungal contamination was found. Meanwhile, an analysis of the treatment process by a water treatment expert from the University of New Mexico concluded that the treatment process in use at the Pilot Plant is, indeed, state-of-the-art. Further, it was reported that the plant's disinfection systems: 1) exceed regulatory requirements; 2) produce microbiologically safe water; and 3) are effective in removing fungi, bacteria, viruses, and protozoa.

The Water Authority is committed to continued microbiological and fungal testing, as well as testing for other water quality substances.

2007 Results of Finished Water Monitoring at the

Pilot Plant

USEPA sets regulations that limit the amount of certain substances in drinking water. USEPA defines where and how often samples for each substance must be collected. **The table below shows the substances found in compliance monitoring for the finished water at the Pilot Plant. For surface water, USEPA also requires that specific treatment techniques are used and that the treatment techniques are effective.**

Substance	Maximum Contaminant Level (MCL)	Maximum Contaminant Level Goal (MCLG)	Minimum Detected	Average Detected	Maximum Detected	Source
Microbiological						
Turbidity *A measure of cloudiness of the water. It is a good indicator of water quality. High turbidity can hinder the effectiveness of the filtration system.*	1 Nephelometric Turbidity Unit (NTU)	Zero NTU	Zero NTU	0.06 NTU	0.1 NTU	Soil runoff
	95% of the finished water samples must be less than 0.3 NTU	Zero NTU	100% of the finished water samples were less than 0.3 NTU			
Disinfectants						
Bromate	10 Parts Per Billion	Zero	Not Detected	2.0 Parts Per Billion	9.6 Parts Per Billion	By-product of drinking water ozonation
Chlorine	4 Parts Per Million	4 Parts Per Million	0.3 Parts Per Million	0.6 Parts Per Million	1.6 Parts Per Million	Disinfectant (sodium hypochlorite)
Minerals						
Fluoride	4 Parts Per Million	4 Parts Per Million	0.3 Parts Per Million	0.4 Parts Per Million	0.5 Parts Per Million	Erosion of natural deposits.

Regulated substances we test for and have not detected at the Pilot Plant

Metals/Minerals/Nutrients	Cadmium	Mercury
Arsenic	Chromium	Nitrate
Antimony	Copper	Nitrite
Barium	Cyanide	Selenium
Beryllium	Lead	Thallium
Organic Chemicals	cis-1,2-Dichloroethylene	Methoxychlor
Alachlor	trans-1,2-Dichloroethylene	Oxamyl (Vydate)
Atrazine	Dichloromethane	Polychlorinated biphenyls (PCBs)
Benzene	1-2-Dichloropropane	Pentachlorophenol
Benzo(a)pyrene	Di(2-ethylhexyl)phthalate	Picloram
Carbofuran	Dinoseb	Simazine
Carbon tetrachloride	Diquat	Styrene
Chlordane	Endothall	Tetrachloroethylene
Chlorobenzene	Endrin	Toluene
2,4-D	Ethylbenzene	Toxaphene
Dalapon	Ethelyne dibromide	2,4,5-TP (Silvex)
1,2-Dibromoethane (EDB)	Glyphosate	1,2,4-Trichlorobenzene
1,2-Dibromo-3-chloropropane (DBCP)	Heptachlor	1,1,1-Trichloroethane
Di(2-ethylhexyl) adipate	Heptachlor epoxide	1,1,2-Trichloroethane
o-Dichlorobenzene	Hexachlorobenzene	Trichloroethylene
p-Dichlorobenzene	Hexachlorocyclopentadiene	Vinyl chloride
1,2-Dichloroethane	Lindane	Total Xylenes
1-1-Dichloroethylene		
Microbiological Contaminants	Total Coliform/Fecal Coliform	Total Organic Carbon
Radiological Chemicals	Gross Alpha Particle Activity	Radium 228
	Radium 226	Uranium

For more information on Pilot Plant water quality, visit our web page at www.abcwua.org

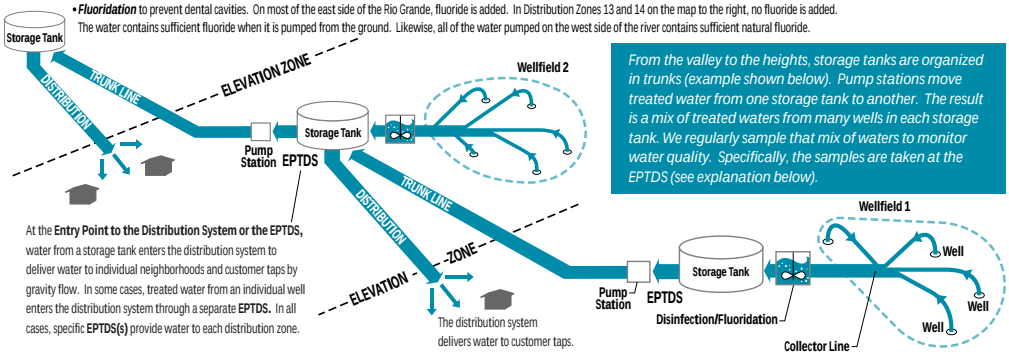
Inside the Pilot Plant.

Monitoring Water Quality - How it Works

Albuquerque Bernalillo County Water Utility Authority

Water is moved from the wells to storage tanks in large diameter pipelines. The water is treated along the way. Treatment includes:

- ***Disinfection*** with sodium hypochlorite. Generated on-site from table salt and water, the product is like weak household bleach.
- ***Fluoridation*** to prevent dental cavities. On most of the east side of the Rio Grande, fluoride is added. In Distribution Zones 13 and 14 on the map to the right, no fluoride is added. The water contains sufficient fluoride when it is pumped from the ground. Likewise, all of the water pumped on the west side of the river contains sufficient natural fluoride.



From the valley to the heights, storage tanks are organized in trunks (example shown below). Pump stations move treated water from one storage tank to another. The result is a mix of treated waters from many wells in each storage tank. We regularly sample that mix of waters to monitor water quality. Specifically, the samples are taken at the EPTDS (see explanation below).

At the **Entry Point to the Distribution System or the EPTDS,** water from a storage tank enters the distribution system to deliver water to individual neighborhoods and customer taps by gravity flow. In some cases, treated water from an individual well enters the distribution system through a separate **EPTDS.** In all cases, specific **EPTDS(s)** provide water to each distribution zone.

The distribution system delivers water to customer taps.

Results of Monitoring at

Entry Points to the Distribution System

USEPA sets regulations that limit the amount of certain substances in drinking water. USEPA defines where and how often samples for each substance must be collected. **The table below shows the substances found in the most recent water quality testing done at Entry Points to the Distribution System (EPTDS) to comply with USEPA.**

Substance	Sample Collection Year	Minimum Detected	Average Detected	Maximum Detected	Maximum Contaminant Level (MCL)	Maximum Contaminant Level Goal (MCLG)	Source
Metals							
Arsenic	2007	1 Part Per Billion	7 Parts Per Billion	15 Parts Per Billion	10 Parts Per Billion	Zero Parts Per Billion	Erosion of natural volcanic deposits.
				Note: These arsenic values are effective December 31, 2008. Until then, the MCL is 50 Parts Per Billion. See map on next page.			
Barium	2007	Not Detected	0.1 Parts Per Million	0.2 Parts Per Million	2 Parts Per Million	2 Parts Per Million	Erosion of natural deposits.
Chromium	2007	Not Detected	2 Parts Per Billion	12 Parts Per Billion	100 Parts Per Billion	100 Parts Per Billion	Erosion of natural deposits.
Minerals							
Fluoride	2005	0.3 Parts Per Million	0.7 Parts Per Million	1.1 Parts Per Million	4 Parts Per Million	4 Parts Per Million	Erosion of natural deposits. On the east side of the river, fluoride is added to water to promote strong teeth.
Nutrients							
Nitrate	2007	Not Detected	0.6 Parts Per Million	2.5 Parts Per Million	10 Parts Per Million	10 Parts Per Million	Erosion of natural deposits.
Organics							
Di(2-ethylhexyl)phthalate	2005	Not Detected	Not Detected	5.3 Parts Per Billion	6 Parts Per Billion	Zero Parts Per Billion	A widely used plasticizer. Gloves used in sample collection and laboratory analysis are the suspected source.
Radionuclides							
Gross Alpha Particle Activity	2004	Not Detected	Not Detected	5.7 picoCuries Per Liter	15 picoCuries Per Liter	Zero picoCuries Per Liter	Erosion of natural deposits.
Uranium	2004	1.8 Parts Per Billion	4.1 Parts Per Billion	9.3 Parts Per Billion	30 Parts Per Billion	Zero Parts Per Billion	Erosion of natural deposits.

Important Definitions for Reviewing the Tables

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 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 (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.

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow. The Action Level is compared to the concentration detected in the 90th percentile sample.

picoCuries per liter: A measure of radioactivity.

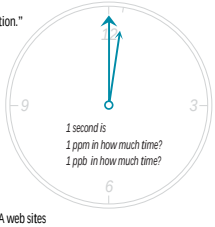
Parts Per Million/Parts Per Billion or PPM/PPB:

Just how small is a part per million? A part per billion?

Answer the following questions based on your "gut reaction."

1. One part per million is equivalent to 1 minute in
   a. 1 day
   b. 2 years
   c. 6 weeks
2. One part per billion is equivalent to 1 second in
   a. 3 weeks
   b. 17 months
   c. 32 years

Find the answers at the bottom of the page.



For more educational materials like these, visit the USEPA web sites epa.gov/superfund/students/clas_act and epa.gov/safewater/kids

FAQ: How Much Sodium is in the Water?

Average sodium levels for all distribution zones range from 20 to 99 PPM. The system-wide average is 47 PPM. For more information on variation of sodium and other parameters, visit abcwua.org.

Regulated Substances we test for and have not detected:

Inorganic Chemicals	Cadmium	Nitrite
Antimony	Cyanide	Selenium
Asbestos	Mercury	Thallium
Beryllium		
Organic Chemicals	cis-1,2-Dichloroethylene	Methoxychlor
Alachlor	trans-1,2-Dichloroethylene	Oxamyl (Vydate)
Atrazine	Dichloromethane	Polychlorinated biphenyls (PCBs)
Benzene	1-2-Dichloropropane	Pentachlorophenol
Benzo(a)pyrene	Dinoseb	Picloram
Carbofuran	Dioxin (2,3,7,8-TCDD) (waived)	Simazine
Carbon tetrachloride	Diquat	Styrene
Chlordane	Endothall	Tetrachloroethylene
Chlorobenzene	Endrin	Toluene
2,4-D	Ethylbenzene	Toxaphene
Dalapon	Ethelyne dibromide	2,4,5-TP (Silvex)
1,2-Dibromoethane (EDB)	Glyphosate	1,2,4-Trichlorobenzene
1,2-Dibromo-3-chloropropane (DBCP)	Heptachlor	1,1,1-Trichloroethane
Di(2-ethylhexyl) adipate	Heptachlor epoxide	1,1,2-Trichloroethane
o-Dichlorobenzene	Hexachlorobenzene	Trichloroethylene
p-Dichlorobenzene	Hexachlorocyclopentadiene	Vinyl chloride
1,2-Dichloroethane	Lindane	Total Xylenes
1-1-Dichloroethylene		
Microbiological Contaminants	Fecal Coliform	
Radiological Chemicals	Radium 226	Radium 228

Unregulated Substances we must test for and have not detected:

2,4-dinitrotoluene	DCPA di-acid degradate	MTBE
2,6-dinitrotoluene	4,4'-DDE	Nitrobenzene
Acetochlor	EPTC	Perchlorate
DCPA mono-acid degradate	Molinate	Terbacil

Distribution System Monitoring at Customer Taps

USEPA sets regulations that limit the amount of certain substances in drinking water. USEPA defines where and how often samples for each substance must be collected. **The table below shows the substances found in samples collected at customer taps throughout the distribution system in 2007.**

Substance Detected	Acceptable Level?	DETAILED INFORMATION						
		Source	Year of Samples	Minimum Detected	Average Detected	Maximum Detected	Maximum Contaminant Level *(or equivalent)*	Maximum Contaminant Level Goal *(or equivalent)*
Microbiological								
Total Coliform	Yes	Coliforms are bacteria that are normally present in the environment.	2007	-	-	2 of 217 samples or 0.9% of samples taken in a month had detectable total coliform bacteria. No total coliform bacteria was detected in any repeat sample at any location.	Presence of coliform bacteria in 5.0% or more of samples in any month.	0% of samples with detectable coliform bacteria.
Disinfectants								
Chlorine	Yes	Disinfectant (sodium hypochlorite).	2007	0.2 PPM	0.8 PPM	2.0 PPM	4 PPM	4 PPM
Disinfection By-Products								
Total Trihalomethanes	Yes	By-product of chlorination.	2007	1 PPB	11 PPB	32 PPB	80 PPB	Not Applicable
Haloacetic Acid	Yes	By-product of chlorination.	2007	0 PPB	2 PPB	5 PPB	60 PPB	Not Applicable
Lead & Copper				*90th Percentile*	*No. of Samples that Exceed Action Level*		*Action Level*	
Copper	Yes	Corrosion of household plumbing.	2007	0.2 PPM	Zero	0.2 PPM	1.3 PPM	1.3 PPM
Lead	Yes	Corrosion of household plumbing.	2007	0 PPB	Zero	12 PPB	15 PPB	0 PPB

The Arsenic Exemption

The New Mexico Environment Department (NMED) has granted the Water Authority an exemption to the new arsenic standard. As a result, the MCL will remain at 50 PPB until December 31, 2008. This will allow time to complete the Arsenic Compliance Strategy requirements described below.

Requirement 1: Continued protection of public health during the time of the exemption by blending ground water to keep quarterly arsenic concentrations at all EPTDS below the 35 PPB excess exposure level allowed by law.

What is being done to meet the requirement? Some wells are no longer used. Other wells are used only when wells with lower arsenic concentrations are pumping. By selectively pumping wells, arsenic concentrations in storage tanks at EPTDS are lowered.

To lower the arsenic concentration even more, water with low arsenic concentrations is pumped between storage tanks. Some water lines have been reconfigured and construction of new pump stations is nearly complete to create more blending opportunities. Arsenic concentrations at EPTDS have changed as a result, as shown in the map below. Samples are analyzed for arsenic every three months to monitor arsenic concentrations at the EPTDS.

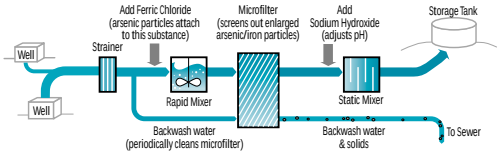
Requirement 2. Construction of an Arsenic Removal Demonstration Plant on the West Side.

The plant was completed and in operation in July 2007. The plant removes arsenic from water pumped from two West Side wells. The plant will be used in combination with the Drinking Water Project Transmission lines to carry the low arsenic water to other storage tanks across the West Side. The plant, which can treat 5.2 million gallons per day, is the largest facility of its kind in the world. The $6.3 million plant was built with financial assistance from the Federal government.

Requirement 3. Completion of the Drinking Water Treatment Plant.

What's the schedule? Construction will be completed and drinking water will be produced by the new plant in the fall of 2008. More information on progress at the drinking water treatment plant is included in this report.

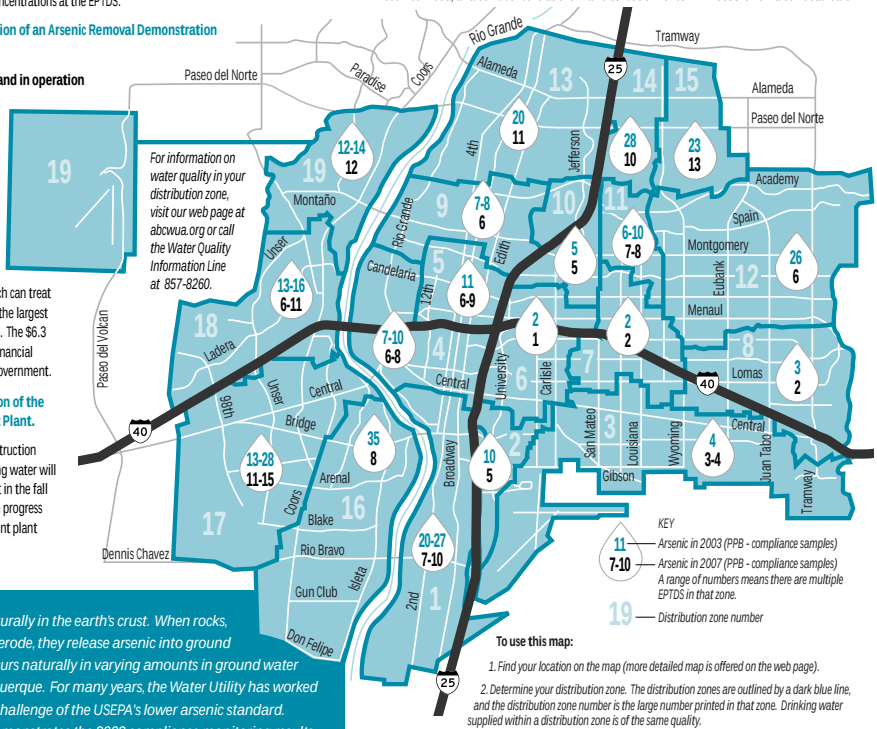
The Arsenic Removal Demonstration Plant Process



A schematic drawing of the arsenic removal process

Arsenic Monitoring Results: Falling Concentrations

The water system is made up of 19 distinct distribution zones. Water within each zone is of the same quality. Operational changes, the arsenic removal plant on the West Side and the use of the San Juan-Chama pipelines to move water allow blending of water that results in falling arsenic concentrations. To illustrate, the map below shows 2003 and 2007 results of compliance monitoring. Before the end of December 2008, all arsenic concentrations in all distribution zones will meet the new arsenic standard.



Arsenic occurs naturally in the earth's crust. When rocks, minerals, and soil erode, they release arsenic into ground water. Arsenic occurs naturally in varying amounts in ground water throughout Albuquerque. For many years, the Water Utility has worked hard to meet the challenge of the USEPA's lower arsenic standard. The map above demonstrates the 2003 compliance monitoring results and the effects of efforts to lower arsenic concentrations in 2007.

To use this map:

1. Find your location on the map (more detailed map is offered on the web page).

2. Determine your distribution zone. The distribution zones are outlined by a dark blue line, and the distribution zone number is the large number printed in that zone. Drinking water supplied within a distribution zone is of the same quality.

3. The top (dark blue) number in the water drop is the amount of arsenic in the compliance sample(s) collected at the EPTDS for your distribution zone in 2003. The bottom (black) number is the compliance value for 2007.

4. A single number for arsenic in a water drop indicates there is a single EPTDS for that distribution zone. If a range of numbers is given for a distribution zone, there are multiple EPTDS to that distribution zone.

Below - inside the arsenic microfiltration plant. At right - repairing a steel water line.

Arsenic Health Effects

USEPA has revised the Maximum Contaminant Level from 50 PPB to 10 PPB. For the ABCWUA, the new standard will become effective December 31, 2008. Because water in some locations did not meet the new 10 PPB standard, consumers need to be aware of USEPA's health effects language for arsenic.

USEPA arsenic health effects language applies as follows:

For water containing greater than 5 PPB of arsenic and up to and including 10 PPB of arsenic: *While your drinking water meets EPA's standard for arsenic, it does contain low levels of arsenic. EPA's standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. EPA continues to research the health effects of low levels of arsenic, which is a metal known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.*

For water containing greater than 10 PPB of arsenic, but not greater than 50 PPB of arsenic: *Some people who drink water containing arsenic in excess of the new MCL over many years could experience skin damage or problems with their circulatory system, and may have an increased risk of getting cancer.*

Special Notice for Immuno-compromised Persons

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/Centers for Disease Control guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (800)-426-4791.

DRINKING WATER INFORMATION RESOURCES

Visit abcwua.org, or call:

	FOR INFORMATION ON	CONTACTS
Local Issues	Water Quality Complaints & Inquiries	Water Quality Information Line: 857-8260 e-mail: waterquality@abcwua.org TTY 857-8206
	Water System Emergency Repair: 24 Hr Response	Water Utility Dispatch: 857-8250
	Unusual Activity at Water Utility Facilities: 24 Hr Response	Water Utility Control Center: 342-3001
	Water Bills & Service	Customer Services: 768-2800
	On-line water bill payments	abcwua.org
	Water Conservation Rebate Programs, Xeriscaping, Audits, Ways to Conserve	Water Conservation Line: 768-3655
	To Report Water Waste	Water Waste Hotline: 768-3640
	Albuquerque Bernalillo County Water Utility Authority	768-3650
	Arsenic Removal Demonstration Project	768-2562
	Water Quality Protection Policy & Action Plan	768-3633
	San Juan-Chama Drinking Water Project Information	sjcdrinkingwater.org For related road construction, call 242-ROAD
	Cross Connection Control	857-8210 e-mail: backflow@abcwua.org
Statewide	Water Regulations Source Water Assessments Lead Testing: Certified Labs	New Mexico Environment Department Drinking Water Bureau, Albuquerque: 222-9500 Santa Fe: 1-877-654-8720 www.nmenv.state.nm.us/dwb/dwbtop.html
Federal	Water Quality Precautions Required for Immuno-Compromised Individuals (e.g. HIV/AIDS Patients, Patients in Chemotherapy)	USEPA Safe Drinking Water Hotline: 1-800-426-4791 www.epa.gov/safewater USEPA Questions & Answers http://safewater.custhelp.com