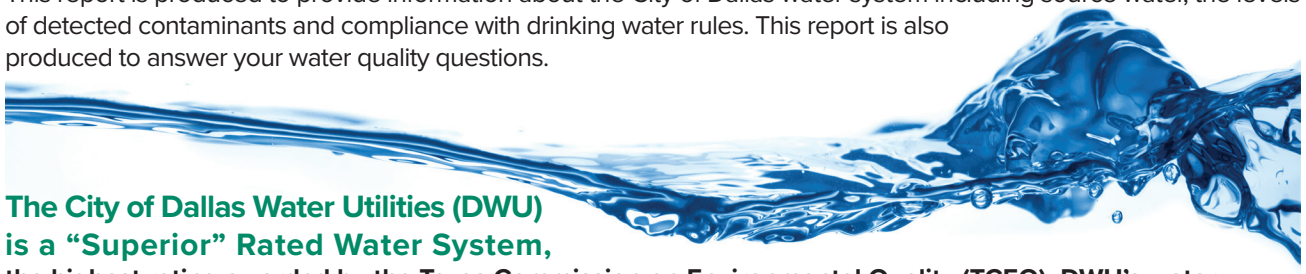
City of Dallas Water Quality Report 2024

Why you've received this report

This report is produced to provide information about the City of Dallas water system including source water, the levels of detected contaminants and compliance with drinking water rules. This report is also produced to answer your water quality questions.



The City of Dallas Water Utilities (DWU) is a "Superior" Rated Water System,
the highest rating awarded by the Texas Commission on Environmental Quality (TCEQ). DWU's water meets or exceeds all state and federal requirements for water quality and is safe to drink.
If you need more information, please call 3-1-1, the City of Dallas information line.

Source water assessment and protection

TCEQ completed an assessment of Dallas' source water and results indicate that some of our sources are susceptible to certain contaminants. The sampling requirements for the City of Dallas water system are based on this susceptibility and previous sample data. Any detections of these contaminants will be found in this Water Quality Report (also known as Consumer Confidence Report). For more information on source water assessments and protection efforts call 3-1-1, the City of Dallas information line.

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. It can also pick up substances resulting from the presence of animals or from human activity.

All drinking water may contain contaminants

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of 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 (EPA) Safe Drinking Water Hotline at 1-800-426-4791 or visiting **bit.ly/EPAsafedrinkingwater** *(case sensitive)*.

In order to ensure that tap water is safe to drink, the U.S. EPA regulates the amount of certain contaminants in water provided by public water systems. The U.S. Food and Drug Administration regulations establish limits for contaminants in bottled water that must provide the same protection for public health.

Where your water comes from

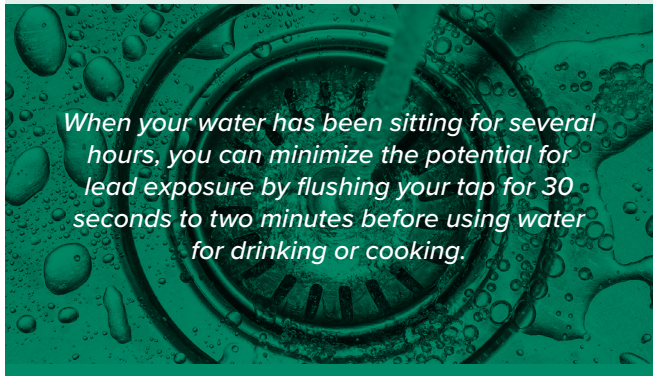
The City of Dallas uses surface water from seven sources including the Elm Fork of the Trinity River and lakes Ray Roberts, Lewisville, Grapevine, Ray Hubbard, Tawakoni and Fork.

To protect your drinking water, the City of Dallas works to protect the watershed from contamination and optimizes treatment processes. Although DWU's water treatment process removes cryptosporidium, immunocompromised persons should consult their doctors regarding appropriate precautions to take to avoid infection. To request more information on cryptosporidium, please call the U.S. EPA Safe Drinking Water Hotline at 1-800-426-4791 or visit **bit.ly/EPAsafedrinkingwater** *(case sensitive)*.

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 might have 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 can also come from gas stations, urban stormwater runoff and septic systems; and
- Radioactive contaminants, which can be naturally occurring or the result of oil and gas production and mining activities.

Contaminants may be found in drinking water that may cause taste, color or odor problems. These types of findings are not necessarily cause for health concerns. For more information on taste, odor or color of drinking water, please contact DWU at 214-670-0915.



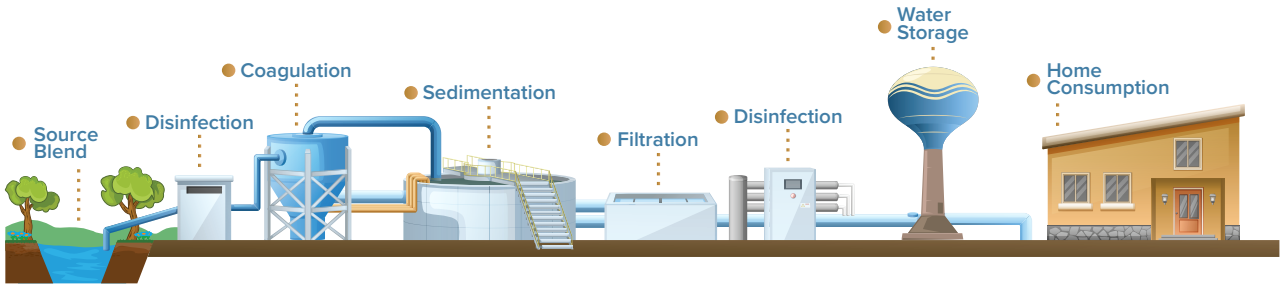
Cryptosporidium

Cryptosporidium is a tiny intestinal parasite found naturally in the environment. It is spread by human and animal waste. If ingested, cryptosporidium may cause cryptosporidiosis, an intestinal infection with symptoms that include nausea, diarrhea and abdominal cramps.

Some of the ways cryptosporidium can be spread include drinking contaminated water, eating contaminated food that is raw or undercooked, exposure to the feces of animals or infected individuals (e.g. changing diapers without washing hands afterward) or exposure to contaminated surfaces. Not everyone exposed to the organism becomes ill.

During 2024, DWU continued to monitor for cryptosporidium in treated and untreated water. DWU began monitoring for cryptosporidium in 1993. Since then, the contaminant has only been found in the untreated water supply. Cryptosporidium has not been found in the City of Dallas treated drinking water.

WATER TREATMENT PROCESS



Special notice for the elderly, infants, cancer patients and people with HIV/AIDS or other immune problems

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 healthcare provider. Additional guidelines on appropriate means to lessen the risk of infection by cryptosporidium are available from the U.S. EPA Safe Drinking Water Hotline at 1-800-426-4791 or by visiting **bit.ly/EPAsafedrinkingwater** *(case sensitive)*.

Water loss

The Dallas water system consists of 5,078 miles of water mains. DWU has made significant investments in leak detection, condition assessments and main replacement programs to reduce water loss. The leak detection program utilizes multiple types of non-invasive technologies to detect not-surfacing and hard-to-find leaks. The entire water system is inspected every two years. DWU typically replaces over 45 miles of water pipelines each year and has replaced more than 450 miles over the last 10 years.

The American Water Works Association (AWWA) and Texas Water Development Board establish industry standards for water loss, known as the Infrastructure Leak Index (ILI). Water loss is a function of leakage from the mains and fixtures. A utility's ILI is scaled to consider the number of connections and miles of mains in the distribution system. ILI is not affected by water use or population, which varies from city to city. The ILI for Dallas' system in 2024 was 5.07. According to the AWWA Infrastructure Leakage Index Guideline, water utilities with an ILI range between 5 and 8 have "superior reliability, capacity and integrity of the water supply infrastructure."

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 lead ban was issued in 1986 by the EPA and fully implemented by 1988. Information on lead in drinking water, testing methods and steps you can take to minimize exposure is available from the National Lead Information Center at 1-800-424-LEAD(5323) or at **bit.ly/EPAleadInfo** *(case sensitive)*.

In accordance with regulatory requirements, DWU submitted its initial inventory of water service lines to TCEQ on October 15, 2024, and made it available to the public through an online platform at **bit.ly/DWULeadInfo** *(case sensitive)*. The list is being updated continuously as new information becomes available. Currently, DWU's service line inventory contains no known lead service lines.

Property owners are responsible for maintaining the private portion of the water service line, including replacing any lead plumbing inside their premises. Residents are strongly encouraged to help DWU by taking the Customer Service Line Survey. More information and access to the Service Line Inventory Map and the Customer Service Line Survey can be found at **bit.ly/DWULeadInfo** *(case sensitive)* or by **scanning the QR code below**. If the service line material at your address is listed as unknown, please follow the instructions and take the quick and easy survey! Customers with inquiries may send an email to **DWUWaterQuality@dallas.gov** for assistance.

Water Quality Data Report for 2024

This is a summary of water quality data for Dallas Water Utilities. The list includes parameters which DWU currently tests for, in accordance with federal and state water quality regulations. The frequency of testing varies depending on the parameters and are in compliance with established standards. DWU is a “Superior” Rated Water System by the TCEQ. All three water treatment plants are optimized and certified by meeting the Texas Optimization Program and Partnership for Safe Drinking Water criteria. Dallas water meets or exceeds federal, state and local water requirements.

CONTAMINANT	YEAR OF RANGE	LEVEL			MCL	MCLG	Unit of Measure	Source of Contaminants
		Average	Minimum	Maximum				
Inorganic Contaminants								
Fluoride	2024	0.629	0.598	0.664	4	4	ppm	Erosion of natural deposits; water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Nitrate (as N)	2024	0.834	0.638	1.09	10	10	ppm	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Nitrite (as N)	2022	0.006	<0.010	0.017	1	1	ppm	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Barium	2024	0.040	0.033	0.045	2	2	ppm	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Cyanide	2024	54	<20	118	200	200	ppb	Discharge from steel/metal factories; discharge from plastic and fertilizer factories
Mercury	2024	0.08	<0.2	0.252	2	2	ppb	Erosion of natural deposits; discharge from refineries and factories; runoff from landfills; runoff from cropland
Aluminum	2024	0.006	<0.005	0.011	0.05 - 0.2	N/A	ppm	Secondary MCL
Manganese	2024	2.7	<1	4.9	50	N/A	ppb	Secondary MCL
Radioactive Contaminants								
Gross beta particle activity	2023	5.7	5.3	6.2	50	0	pCi/L****	Decay of natural and man-made deposits
Organic Contaminants								
Atrazine	2024	0.08	<0.1	0.15	3	3	ppb	Runoff from herbicide used on row crops
Simazine	2024	0.06	<0.06	0.11	4	4	ppb	Herbicide runoff
Disinfection Byproducts		Highest LRAA						
Total Haloacetic Acids***	2024	17.0	3.4	25.8	60	N/A	ppb	Byproduct of drinking water disinfection
Total Trihalomethanes	2024	19.1	9.0	25.5	80	N/A	ppb	Byproduct of drinking water disinfection
Bromate	2024	1.12	0	0	10^	0	ppb	Byproduct of drinking water disinfection
Total Organic Carbon					TT (no MCL) *****			
Total Organic Carbon	2024	3.27	2.35	4.23	35% removal/SUVA ≤2		ppm	Naturally present in the environment
Disinfectant					MRDL*	MRDLG*		
Total Chlorine Residual	2024	2.97	2.77	3.10	4	4	ppm	In distribution system - Water additive used to control microbes
Lead and Copper		90 th Percentile**	# of sites exceeding action level					
Lead	2024	1.1	0		AL=15	0	ppb	Corrosion of household plumbing systems; erosion of natural deposits
Copper	2024	0.39	0		AL=1.3	1.3	ppm	Corrosion of household plumbing systems; erosion of natural deposits
Turbidity		Level Detected	Limit (TT)		Violation			
Highest single measurement	2024	0.51	1 NTU		N			Soil runoff
Lowest monthly % meeting limit	2024	100%	95% of reading ≤ 0.3NTU		N			Soil runoff
Total Coliform		Highest Monthly % of Positive Samples			5 % or more of monthly samples		Unit of Measure	
Total Coliform Bacteria	2024	1.3%					Found/Not Found	Naturally present in the environment

* as annual average
** 90 percentile value in the distribution system
^The MCL for Bromate is the running annual average of monthly averages, computed quarterly (30 TAC §290.114(b)(5)(C).
*** Haloacetic Acids - five species
**** 50 pCi/L - 4 mrem/yr
***** Treatment technique requires 35% 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.

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 1-800-426-4791.

CONTAMINANT	YEAR OF RANGE	LEVEL						Source of Contaminants
		Average	Minimum	Maximum	MCL	MCLG	Unit of Measure	
Chloroform	2024	10.22	2.82	23.60	N/A	70	ppb	Byproduct of drinking water disinfection
Bromoform	2024	0.80	0.01	1.29	N/A	0	ppb	Byproduct of drinking water disinfection
Bromodichloromethane	2024	8.00	4.67	13.50	N/A	0	ppb	Byproduct of drinking water disinfection
Dibromochloromethane	2024	4.90	4.76	5.02	N/A	60	ppb	Byproduct of drinking water disinfection

UCMR 5: 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 detected. For additional information, visit **bit.ly/UCMR5** *(case sensitive)* or call DWU at 214-670-0915.

CONTAMINANT	YEAR OF RANGE	LEVEL						Source of Contaminants
		Average	Minimum	Maximum	MCL	MCLG	Unit of Measure	
11-Chloroelcosafluoro-3-oxaundecane-1-sulfonic acid	2023	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 (8:2 FTS)	2023	ND	ND	ND	N/A	N/A	ppt	
1H, 1H, 2H, 2H,-Perfluorooctane sulfonic acid (6:2 FTS)	2023	ND	ND	ND	N/A	N/A	ppt	
1H, 1H, 2H, 2H-Perfluorohexane sulfonic acid (4:2 FTS)	2023	ND	ND	ND	N/A	N/A	ppt	
4,8-Dioxa-3H-perfluorononanoic acid (ADONA)	2023	ND	ND	ND	N/A	N/A	ppt	
9-Chlorohexadecafluoro-3-oxanonane-1-sulfonic acid	2023	ND	ND	ND	N/A	N/A	ppt	
Hexafluoropropylene Oxide Dimer Acid (HFPO-DA) (GenX)	2023	ND	ND	ND	N/A	N/A	ppt	
N-ethylperfluorooctanesulfonamidoacetic acid (NEtFOSAA)	2023	ND	ND	ND	N/A	N/A	ppt	
N-methylperfluorooctanesulfonamidoacetic acid (NMeFOSAA)	2023	ND	ND	ND	N/A	N/A	ppt	
Nonafluoro-3,6-dioxaheptanoic acid (NFDHA)	2023	ND	ND	ND	N/A	N/A	ppt	
Perfluoro (2-ethoxyethane) sulfonic acid (PFEESA)	2023	ND	ND	ND	N/A	N/A	ppt	
Perfluoro-3-methoxypropanoic acid (PFMPA)	2023	ND	ND	ND	N/A	N/A	ppt	
Perfluoro-4-methoxybutanoic acid (PFMBA)	2023	ND	ND	ND	N/A	N/A	ppt	
Perfluorobutanesulfonic acid (PFBS)	2023	4.7	3.0	7.6	N/A	N/A	ppt	
Perfluorobutanoic acid (PFBA)	2023	9.8	7.7	13.2	N/A	N/A	ppt	
Perfluorodecanoic acid (PFDA)	2023	ND	ND	ND	N/A	N/A	ppt	
Perfluorododecanoic acid (PFDoA)	2023	ND	ND	ND	N/A	N/A	ppt	
Perfluoroheptanesulfonic acid (PFHpS)	2023	ND	ND	ND	N/A	N/A	ppt	
Perfluoroheptanoic acid (PFHpA)	2023	1.3	ND	6.0	N/A	N/A	ppt	
Perfluorohexanesulfonic acid (PFHxS)	2023	0.9	ND	3.8	N/A	N/A	ppt	
Perfluorohexanoic acid (PFHxA)	2023	8.8	5.0	17.9	N/A	N/A	ppt	
Perfluorononanoic acid (PFNA)	2023	ND	ND	ND	N/A	N/A	ppt	
Perfluorooctanesulfonic acid (PFOS)	2023	0.8	ND	5.1	N/A	N/A	ppt	
Perfluorooctanoic acid (PFOA)	2023	1.6	ND	6.3	N/A	N/A	ppt	
Perfluoropentanesulfonic acid (PFPeS)	2023	ND	ND	ND	N/A	N/A	ppt	
Perfluoropentanoic acid (PFPeA)	2023	9.2	4.9	18.2	N/A	N/A	ppt	
Perfluorotetradecanoic acid (PFTA)	2023	ND	ND	ND	N/A	N/A	ppt	
Perfluorotridecanoic acid (PFTrDA)	2023	ND	ND	ND	N/A	N/A	ppt	
Perfluoroundecanoic acid (PFUnA)	2023	ND	ND	ND	N/A	N/A	ppt	
Lithium	2023	ND	ND	ND	N/A	N/A	ppt	

ND- Not Dectected

Definitions

AL: Action Level is the concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

Level 1: This assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria were found.

Level 2: This 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.

LRAA: Locational Running Annual Average is the average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters.

MCL: Maximum Contaminant Level is the highest level of a contaminant that is allowed in drinking water. MCLs are set as close to MCLGs as feasible using the best available treatment technology.

MCLG: Maximum Contaminant Level Goal is 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.

mrem/year: millirems per year is a measure of radiation absorbed by the body.

MRDLG: Maximum Residual Disinfectant Level Goal is 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.

MRDL: Maximum Residual Disinfectant Level is 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.

ND: Not detected

NTU: Nephelometric Turbidity Units is a measure of turbidity.

pCi/L: picocuries per liter is a measure of radioactivity.

ppb: parts per billion, or micrograms per liter (ug/L)

ppm: parts per million, or milligrams per liter (mg/L)

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

TT: Treatment Technique is a required process intended to reduce the level of a contaminant in drinking water.

Turbidity: A measure of the clarity of drinking water. The lower the turbidity, the better.

U.S. EPA Safe Drinking Water Hotline

1-800-426-4791

or visit

bit.ly/EPAsafedrinkingwater

(case sensitive)

Other helpful phone numbers:

For questions or concerns about water quality:
3-1-1 City of Dallas information line

For questions about your water bill:
214-651-1441 DWU Customer Service

For water conservation information:
214-670-3155

City of Dallas Water Quality Reports from previous years may be found here:
bit.ly/WQreports
(case sensitive)

Your participation is welcome

bit.ly/SpeakerRegistrationCSO *(case sensitive)*

DWU is a not-for-profit department of the City of Dallas and is governed by the Dallas City Council. The City Council meets weekly on Wednesdays. For information about meetings and how to register as a speaker, visit **bit.ly/SpeakerRegistrationCSO** *(case sensitive)* or contact the City Secretary's office at 214-670-3738.

dallas water utilities
city of dallas

Este reporte incluye información importante sobre el agua potable. Para solicitar una copia en español o para asistencia, puede llamar al 3-1-1.