

City of Conway

2025 Annual Drinking Water Quality Report

We're pleased to present to you this year's Annual Drinking Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. Our goal is to provide you with a safe and dependable supply of drinking water, and we want you to understand, and be involved in, the efforts we make to continually improve the water treatment process and protect our water resources.

Where Does Our Drinking Water Come From?

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. Our source is surface water from Brewer Lake. We also purchased water from Community Water System, whose source is surface water from Greer's Ferry Lake.

How Safe Is the Source of Our Drinking Water?

The Arkansas Department of Health has completed a Source Water Vulnerability Assessment for Conway Water System. The assessment summarizes the potential for contamination of our sources of drinking water and can be used as a basis for developing a source water protection plan. Based on the various criteria of the assessment, our water sources have been determined to have a low to medium susceptibility to contamination. You may request a summary of the Source Water Vulnerability Assessment from our office.

What Contaminants Might Be in Drinking Water?

As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, 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 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 tap water is safe to drink, EPA has regulations which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

Am I at Risk?

All 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 the water poses a health risk. However, 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 small amounts of contamination. These people should seek advice about drinking water from their health care providers. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791. In addition, EPA/CDC guidelines on appropriate means to lessen the risk of infection by microbiological contaminants are also available from the Safe Drinking Water Hotline.

Lead and Drinking Water

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. We are responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

How Can I Learn More About Drinking Water?

If you have any questions about this report or concerning your water utility, please contact Lee Tedford, Manager, at 501-548-3041. We want our valued customers to be informed about their water utility. Our water system does not hold any meetings currently. If you want to learn more, please call Lee Tedford at the number above.

TEST RESULTS

We and Community Water System routinely monitor constituents in your drinking water according to Federal and State laws. The test results table shows the results of our monitoring for the period of January 1st to December 31st, 2025. In the table, you might find terms and abbreviations you are not familiar with. To help you better understand these terms, we've provided the following definitions:

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

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) - unenforceable public health goal; 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.

Nephelometric Turbidity Unit (NTU) - a unit of measurement for the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

Parts per billion (ppb) - a unit of measurement for detected levels of contaminants in drinking water. One part per billion corresponds to one minute in 2,000 years, or a single penny in \$10,000,000.

Parts per million (ppm) - a unit of measurement for detected levels of contaminants in drinking water. One part per million corresponds to one minute in two years or a single penny in \$10,000.

TURBIDITY						
Contaminant	Violation Y/N	Level Detected	Unit	MCLG (Public Health Goal)	MCL (Allowable Level)	Major Sources in Drinking Water
Turbidity (Conway Corp)	N	Highest yearly sample result: 0.38	NTU	NA	Any measurement in excess of 1 NTU constitutes a violation	Soil runoff
		Lowest monthly % of samples meeting the turbidity limit: 99.95%				
Turbidity (Community Water)	Y	Highest yearly sample result: 2.49				
		Lowest monthly % of samples meeting the turbidity limit: 99.4%				

- Turbidity is a measurement of the cloudiness of water. We monitor it because it is a good indicator of the effectiveness of our filtration system.
- Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.
- Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites, which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

INORGANIC CONTAMINANTS						
Contaminant	Violation Y/N	Level Detected	Unit	MCLG (Public Health Goal)	MCL (Allowable Level)	Major Sources in Drinking Water
Fluoride	N	Highest Running Annual Average: 0.76 Range: 0.65 - 0.84	ppm	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate [as Nitrogen]	N	Average: 0.46 Range: 0.23 - 0.59	ppm	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits

LEAD AND COPPER TAP MONITORING						
Contaminant	Number of Sites Sampled	Number of Sites over Action Level	90 th Percentile Result	Unit	Action Level	Major Sources in Drinking Water
Lead	30	0	Not Detected	ppm	0.015	Corrosion from household plumbing systems; erosion of natural deposits
Copper	30	0	0.064	ppm	1.3	

- We are on a reduced monitoring schedule and required to sample once every three years for lead and copper at the customers' taps. The results above are from our last monitoring period in 2025. Our next required monitoring period is in 2028.
- As part of our ongoing efforts to comply with federal regulations, we have developed a service line inventory to identify potential lead service lines within our system. You may view the inventory at: https://www.conwaysc.gov/departments/public_utilities_new/lead_service_lines.php

TOTAL ORGANIC CARBON						
<ul style="list-style-type: none"> • The percentage of Total Organic Carbon (TOC) removal was routinely monitored in 2025, and all TOC removal requirements set by USEPA were met. Total organic carbon (TOC) has no health effects. However, total organic carbon provides a medium for the formation of disinfection by-products. These by-products include trihalomethanes (THMs) and haloacetic acids (HAAs). 						

REGULATED DISINFECTANTS						
Disinfectant	Violation Y/N	Level Detected	Unit	MRDLG (Public Health Goal)	MRDL (Allowable Level)	Major Sources in Drinking Water
Chlorine	N	Highest Running Annual Average: 1.35 Range: 0.02 – 2.2	ppm	4	4	Water additive used to control microbes
BY-PRODUCTS OF DRINKING WATER DISINFECTION						
Contaminant	Violation Y/N	Levels Detected	Unit	MCLG (Public Health Goal)	MCL (Allowable Level)	
HAA5 [Haloacetic Acids]	N	Highest Running Annual Average: 31 Range: 17.6 – 31.8	ppb	0	60	
TTHM [Total Trihalomethanes]	N	Highest Running Annual Average: 66 Range: 0 - 93	ppb	NA	80	
Chlorite	N	Highest Monthly Average: 500 Range: 46 - 474	ppb	800	1000	
<ul style="list-style-type: none"> While only the upper end of the TTHM range exceeded the MCL, it should be noted that some people who drink water containing Trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer. 						

VIOLATIONS – Community Water System

TYPE:	FROM:	TO:	CORRECTIVE ACTION:
Turbidity exceeded 1 NTU	3/1/2025	3/31/2025	Procedures for redundant operations and staffing have been put in place to ensure turbidity compliance.

SIGNIFICANT DEFICIENCIES – Community Water System

Under the federal Safe Drinking Water Act, each Water Treatment System must be surveyed (audited) by the Arkansas Department of Health, and all uncorrected Significant Deficiencies must be identified, corrected, and reported to the public. The following was reported on 11/14/2024, upon inspection.

Nature of Deficiencies	Progress to Date
Incomplete documentation: additional records are needed to corroborate clearwell and tank inspection reports. Required tank repairs and maintenance include correcting an open-construction float level indicator, repairing a broken float level indicator, repairing a roof vent, installing appropriate vent screens, and addressing excessive sediment accumulation.	We are working to provide the required documentation and have scheduled the needed repairs and maintenance.