



2021 Annual Drinking Water Quality Report

City of Bentonville Water Utilities Department

Preston Newbill
Water Utilities Deputy Director
Monday through Friday
7:30 to 4:00
www.bentonvillear.com

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Safe and Dependable

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 quality and protect our water resources.

OUR MISSION

The mission of Bentonville's Water Utilities dedicated staff is to serve as water and wastewater professionals, providing consistent, reliable and sustainable services for the citizens of Bentonville, AR.

OUR VISION

Bentonville's water utility staff remains steadfast in assuring the citizens, businesses and guests we serve that quality plans are developed, proper water and wastewater infrastructure is installed and that the future of the water utilities has a solid foundation for generations to come. We are committed to hold true to a high standard of conduct from our team, which will be reflected in the operation and maintenance of Bentonville's water utilities systems. We will pursue avenues and set standards that will ensure Bentonville's water and wastewater systems will function properly and provide quality service for today's population and projected growth. Bentonville's water utilities team is ready to assist you today, tomorrow and into the future.



From Your Utility

To Our Valued Customers,

It is my pleasure to share our yearly water quality testing report with you. In 2021, Bentonville Water Utilities took 897 water samples from our water system to make certain the drinking water provided to you and your family is safe and that we provide the highest quality possible. Similar to previous years, we met all federal and state drinking water standards without a single violation.

Once again in 2021, we all faced hardship and unsettlement during the on-going COVID-19 pandemic. We prioritized our customer service and availability to make sure that we were fully staffed and could respond in the manner that our customers expect. Thanks to our committed staff at BWU, we surmounted the adversity and were able to maintain, protect, and conduct strategic repairs or upgrades to ensure the safety and wellbeing of our water distribution system.

Throughout all of the challenges that we were presented with, Bentonville Water Utilities' highest day of distribution was 18 million gallons for 2021, up 1 million gallons from the previous year. We added 8.27 miles of water main during 2021, bringing the total public water main length to 356 miles with a total of 23,453 water meters and 3,729 fire hydrants throughout the entire city. Our staff works diligently 24 hours a day to safeguard our infrastructure in order to maintain water service for all of our customers. We also completed 11,555 locate requests and repaired 300 different leaks across the city this year.

Please take a moment to review this document and learn about our water system. This year we have dedicated an entire page of the report to provide information on the historic downtown water tower. We take pride in our service to the community and in the quality of the drinking water that we supply throughout the city. Our customers are always our top priority and we hope that this report helps to solidify that fact.

Please contact us if you have any questions about this year's report or any questions in general about your water quality and the water infrastructure in the City of Bentonville.

Sincerely,

Preston Newbill

Water Utilities Deputy Director



18M Gallons
Highest Day of
Distribution



23,453
Water Meters



356 Miles
Waterlines



3,729
Hydrants



What Contaminants Can Be in Our 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 Sometimes Found in Source Water

- **Microbial contaminants**, such as viruses and bacteria, may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- **Inorganic contaminants**, such as salts and metals, 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** 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, are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.
- **Radioactive contaminants** can be naturally occurring or be the result of oil and gas production and mining activities.

In order to assure tap water is safe to drink, the 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.

What measures are in place to ensure water is safe to drink: US EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. US FDA regulations establish limits for contaminants in bottle water that shall provide the same protection for public health.

Drinking water, including bottle 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 may be obtained by calling the Environmental Protection Agency's **Safe Drinking Water Hotline at 1-800-426-4791.**



Special notice from EPA for the elderly, infants, cancer patients and people with HIV/AIDS or other immune system problems: some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).



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**. BWU is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. If you have an older home with lead pipes and 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. Bentonville Water Utilities is required to collect 30 samples every 3 years. *Please refer to Lead and Copper result table.*

Water that remains stationary within your home plumbing for extended periods of time can leach lead out of pipes joined with lead-containing solder as well as brass fixtures or galvanized pipes. Flushing fixtures has been found to be an effective means of reducing lead levels. The flushing process could take from 30 seconds to 2 minutes or longer until it becomes cold or reaches a steady temperature. Faucets, fittings, and valves, including those advertised as “lead-free,” may contribute lead to drinking water. Consumers should be aware of this when choosing fixtures and take appropriate precautions. Visit the NSF website at www.nsf.org to learn more about lead-containing plumbing fixtures.

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 www.epa.gov/safewater/lead.

Test Results

We and Beaver Water District routinely monitor for 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, 2021. 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 (Beaver Water District)	N	Highest yearly sample result: 0.15	NTU	NA	Any measurement in excess of 1 NTU constitutes a violation	Soil runoff
		Lowest monthly % of samples meeting the turbidity limit: 100%			A value less than 95% of samples meeting the limit of 0.3 NTU, constitutes a violation	

Turbidity is a measurement of the cloudiness of water. Beaver Water District monitors it because it is a good indicator of the effectiveness of their filtration system.

RADIOACTIVE CONTAMINANTS

Contaminant	Violation Y/N	Level Detected	Unit	MCLG (Public Health Goal)	MCL (Allowable Level)	Major Sources in Drinking Water
Tritium (Beaver Water District)	N	Average: 193.3 Range: 0 – 386.6	pCi/L	NA	NA	Decay of natural deposits

INORGANIC CONTAMINANTS

Contaminant	Violation Y/N	Level Detected	Unit	MCLG (Public Health Goal)	MCL (Allowable Level)	Major Sources in Drinking Water
Fluoride (Beaver Water District)	N	Average: 0.73 Range: 0.61 – 0.81	ppm	4	4	Erosion of natural deposits; water additive which promotes strong teeth
Nitrate [as Nitrogen] (Beaver Water District)	N	Average: 0.96 Range: 0 – 1.19	ppm	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits

TOTAL ORGANIC CARBON

The percentage of Total Organic Carbon (TOC) removal was routinely monitored in 2021 by Beaver Water District, and all TOC removal requirements set by USEPA were met. 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).

LEAD AND COPPER TAP MONITORING

Contaminants	Number of Tap Samples	Number of Sites over Action Level	90th Percentile Result	Unit	Action Levels	Major Sources in Drinking Water
Lead (Bentonville Water Utilities)	30	1	0.001	ppm	0.015	Corrosion from household plumbing systems; erosion of natural deposits
Copper (Bentonville Water Utilities)	30	0	0.035	ppm	1.3	

We are currently 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 2020. Our next required monitoring period is in 2023.

REGULATED DISINFECTANTS

Disinfectant	Violation Y/N	Level Detected	Unit	MRDLG (Public Health Goal)	MRDL (Allowable Level)	Major Sources in Drinking Water
Chlorine (Bentonville Water Utilities)	N	Average: 1.12 Range: 0 – 1.39	ppm	4	4	Water additive used to control microbes

BY-PRODUCTS OF DRINKING WATER DISINFECTION

Contaminant	Violation Y/N	Level Detected			Unit	MCLG (Public Health Goal)	MCL (Allowable Level)
HAA5 [Haloacetic Acids] (Bentonville Water Utilities)	N	Highest Locational Average: 30 Range: 19.4 – 33.4			ppb	0	60
TTHM [Total Trihalomethanes] (Bentonville Water Utilities)	N	Highest Locational Average: 41 Range: 22.4 – 68.6			ppb	NA	80
Chlorite (Beaver Water District)	N	Highest Annual Quarterly Average: 229.8 Range: 170 - 357			ppb	800	1000

Our Local Landmark

The star-studded Bentonville water tower has been with us since our town claimed a tiny population of 3,000. Now at a population of 54,164 (and likely much more by the time you read this), our little water tower stays true and remains an iconic landmark of our town.



BORN IN 1954
(SOON AFTER THE OPENING OF
WALTON'S 5&10 STORE)



HOLDS 500,000 GALLONS



**EACH FOOT OF STORAGE IN THE
TANK EQUATES TO 16,666 GALLONS**



STANDS 144.75 FEET TALL



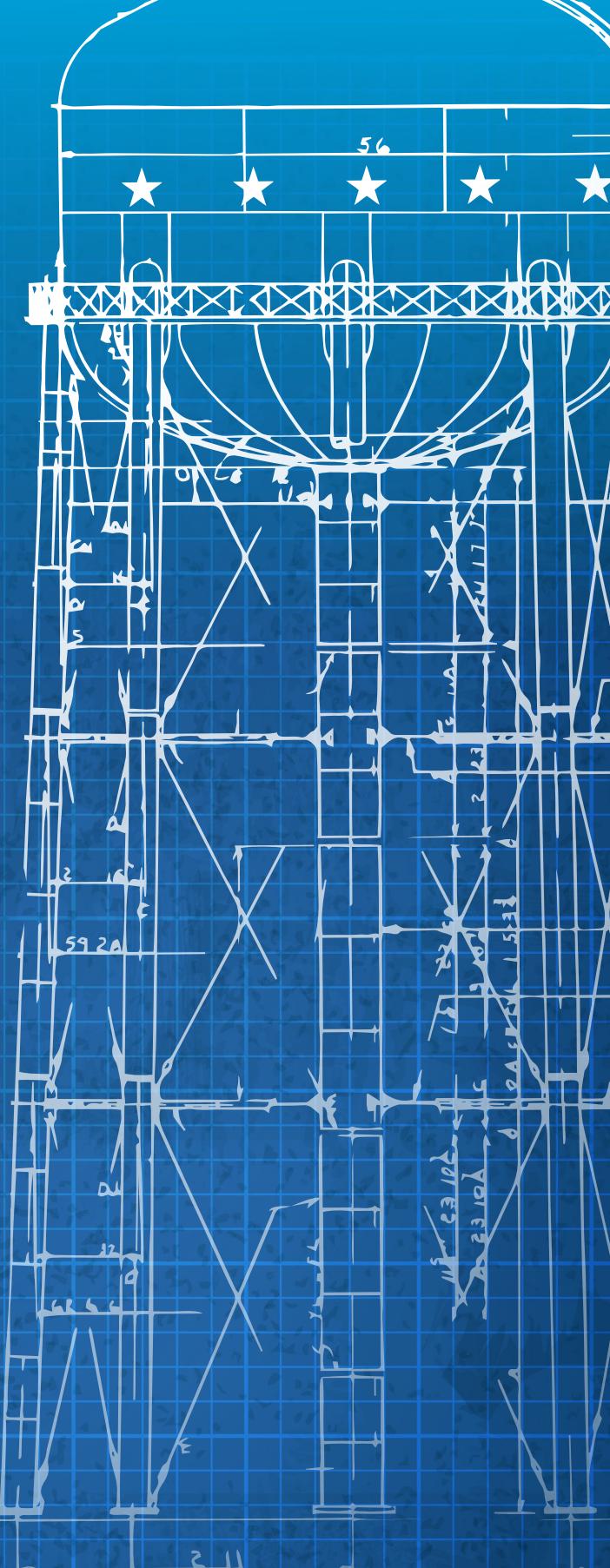
**CREATED BY CHICAGO
BRIDGE & IRON COMPANY**



**COST TO BUILD: \$80,250
(\$857,702 IN TODAY'S DOLLAR)**



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