

# Water Quality Monitoring ...

from the Source to the Tap

For Central Arkansas Water, the monitoring and testing of water quality

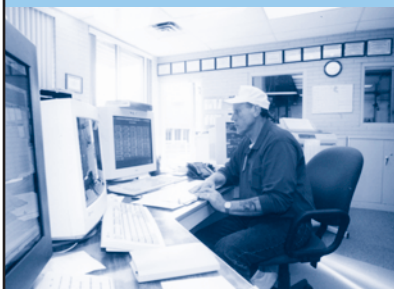
begins at our raw water sources, Lake Maumelle and Lake Winona, and continues for some substances, such as lead, to the customer's tap. We test and adjust for

quality at every step of the treatment and delivery process.

With 24-hour around-the-clock monitoring by our laboratory and operations staff, we conduct an average of 425 water quality control analyses a day to ensure that your water is safe to drink and meets all federal and state of Arkansas standards.

Our job of making sure that you get what you expect when you turn on the tap – safe and dependable water service – continues even after the refined water flows from the Jack H. Wilson Water Treatment Plant and Ozark Point Water Treatment Plant. Our annual program of rehabilitation and upgrades for water mains and

pumping facilities also translates into reliable water quality, as well as dependable domestic water service, fire protection service, and overall system operations.



# Depend on Us

For High-Quality and Dependable Drinking Water Today and Tomorrow!

At Central Arkansas Water (CAW), we want you to turn on your tap with confidence that your drinking water meets all federal and state of Arkansas standards for quality and safety.

The Consumer Confidence Rule of the federal Safe Drinking Water Act requires that we provide you with an annual water quality report. The report is our statement of accountability to you. You will see in this year's report, due at your home or business during the month of June, that we once, again, have provided you with a quality of drinking water that is better than required by federal and state standards. This year, as in prior years, we had **ZERO violations** during the 12-month reporting period of January through December 2002. Our goal is to continue this record of compliance with our high standards of monitoring, testing, and service.

Dependable water service begins with extraordinary commitment. At CAW, our job is to be here for you during rain, sleet, snow, and the hot temperatures of summer. We want you to know that we are on the job day-in and day-out 365 days a year to ensure reliable service for your home, business, or industry.

Security of the water system is critical from the source to the tap. We have made a considerable investment in protecting the major components of the water production and delivery system. In addition to prevention, our emergency response plan focuses on recovery.

When you receive your 2002 Annual Water Quality Report, we hope you will see our commitment to drinking water safety, dependability, and security for today and generations to come.

You can depend on us now and in the future.

**CENTRAL  
ARKANSAS  
WATER**  
Depend on us – today and tomorrow.

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