

Drinking water quality is important to everyone and that's why the U.S. Environmental Protection Agency (USEPA) requires that all public water systems, including Central Arkansas Water, provide customers each year with information about what's in their drinking water. Your *2001 Annual Water Quality Report* tells you about your drinking water sources, the treatment process from the raw water source to your tap, the substances that are found at detectable levels in your drinking water, and how your drinking water measures up to federal standards for quality and safety.

### Good News for Central Arkansas Water Customers

When it comes to water quality, the news is very good this year, as in past years! For the 12-month compliance reporting period of January 1, 2001, through December 31, 2001, the water that we delivered to your home, business, or industry was of a higher quality than required by State of Arkansas and federal standards. In addition, we had ZERO violations of the federal Safe Drinking Water Act (SDWA) and the state's Rules and Regulations Pertaining to Public Water Systems.

And, there's even more good news. The year 2001 was our latest testing period for lead and copper levels at the tap and in the distribution system. None of the 50 samples collected within our distribution system north and south of the Arkansas River were higher than the federal "safe" limits for the substances.

### Merger of Service and Operations

Central Arkansas Water is a relatively new name for us. The metropolitan utility came about with the July 1, 2001, merger of Little Rock Municipal Water Works and its largest "wholesale" customer, the North Little Rock Water Department. The water quality information in this report applies to the service of customers of both former municipal water systems. In addition to an update on the raw water supplies and treatment process, this report provides information on the program of laboratory tests that we use to ensure the safety of your water and indicates whether the detected levels of substances are safe, as determined by USEPA and the Arkansas Department of Health (ADH). The testing results are shown in informative and easy-to-read charts.

### How Do We Measure Quality?

The federal Safe Drinking Water Act, enacted by the U.S. Congress in 1974 and since amended, is the rule of standards for all public drinking water systems in the nation. It specifically requires monitoring and treatment from the raw water source to the tap to protect public health. Enforced by USEPA on the federal level and the ADH on the state level, the law requires us to test for 80-plus potential contaminants and to monitor for an additional two dozen or so substances that might be in drinking water. For each substance, there is a Maximum Contaminant Level (MCL), Action Level (AL), or Treatment Technique (TT).

Regulated substances range from lead and copper to pesticides and bacteria. Some potential contaminants are found naturally in the environment and others are introduced by industry, agriculture, or other man-made processes. The MCL is the highest concentration allowed in finished drinking water or the concentration at which the contaminant could be harmful. The AL is the concentration at which additional treatment or corrosion control measures must be undertaken to protect public health. The TT is a required process intended to reduce the level of a contaminant in drinking water.

Under the SDWA, USEPA and the Health Department routinely monitor our operations and treatment process to make sure that we're taking the necessary steps to produce and deliver water service that is safe for the 360,000 people who depend on us.

### When You Turn on the Tap, Count on Quality

As simple as rain falling down from the sky? The production and delivery of safe drinking water involves much more. Quality, supply, and continual monitoring are the three fundamental ingredients of safe and dependable drinking water service and are the priorities of our commitment to you and other customers.

For the reporting period of 2001, our laboratory and operations staff conducted more than 155,000 tests — that's an average of almost 425 every single day of the year — at the different stages of the water production, treatment, and delivery process. Also, the Health Department performed almost 600 analyses on samples collected from our raw water sources, Lake Maumelle and Lake Winona; our treatment facilities, the Jack H. Wilson and Ozark Point water treatment plants; and our 2,200 miles of pipeline that deliver the water to customers, such as you.

For more information about this report, call us at

(501) 377-1229 or (501) 223-1574



Photograph by Mark Mathews, Peerless Photography of Little Rock

Laboratory Technicians (left to right) Larry Polk, Andrew McLemore, Gwendolyn Osler, James Mitchener, and Elvin Bishop (inset) have an instrumental role in the daily monitoring and testing of water quality for Central Arkansas Water. Our laboratory and operations staff perform an average of almost 425 tests each day of the year to ensure that your water is safe to drink and meets all federal standards.

### Excellence in Water Quality

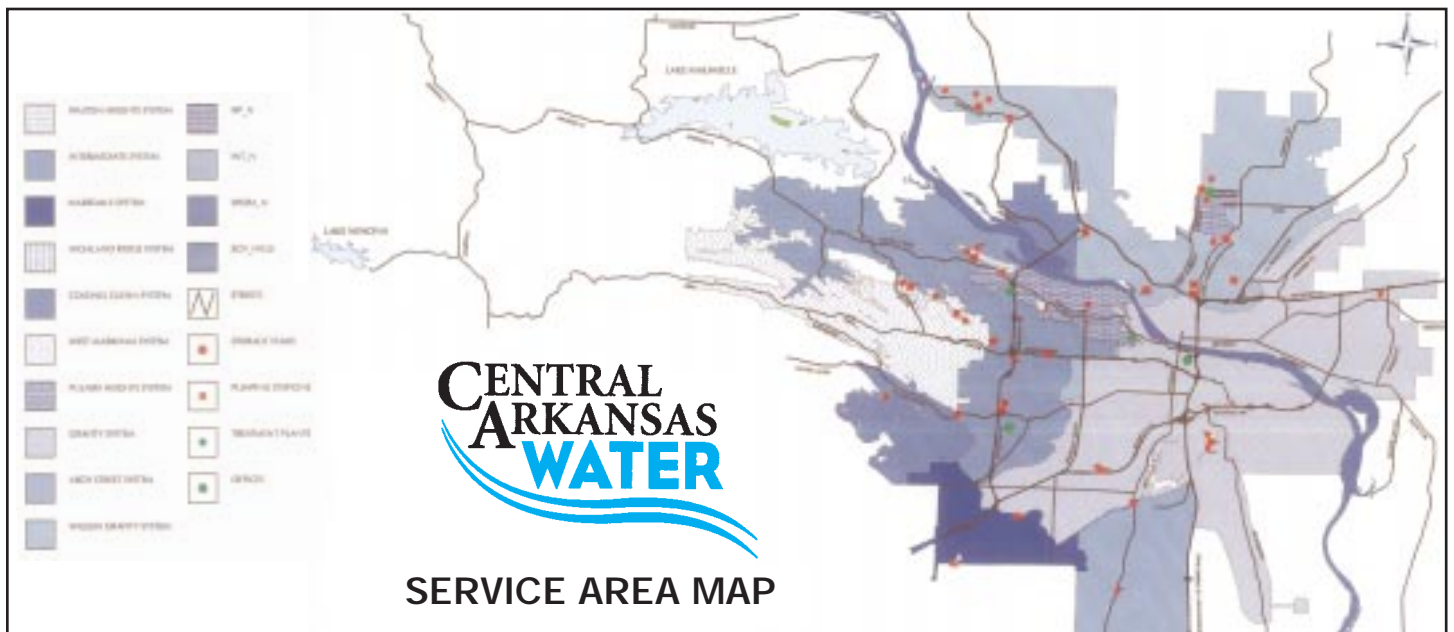
Our mission is to provide you with exceptional service and the best water quality possible at a fair price. Most indicative of our commitment are the multiple Public Water Supply Environmental Excellence Awards that we have received from the U.S. Environmental Protection Agency, Region 6. The awards recognize us for outstanding operations and maintenance practices, excellence in water quality, exemplary compliance with the federal Safe Drinking Water Act, exceptional customer service, and responsible use of ratepayer monies.



### 2001 System Highlights

- ◆ **Zero Violations** — Complete compliance with federal and state standards for drinking water quality.
- ◆ **Round-the-Clock Monitoring** — Performance of more than 155,000 laboratory tests — an average of almost 425 each day of the year — to assure water quality and your expectations for safe and uninterrupted water service.
- ◆ **Treatment Process Improvements** — Completion of more than \$20 million of capital improvements at the Jack H. Wilson and Ozark Point water treatment plants (to enhance the water treatment process and the physical operation of the plants and to increase our total treatment capacity from 124 million gallons per day to 174 million gallons per day, pending final approval from the Arkansas Department of Health).
- ◆ **Water for the Future** — July 1, 2001, consolidation of Little Rock Municipal Water Works and the North Little Rock Water Department into Central Arkansas Water, the appointment of a seven-member Board of Water Works Commissioners, and the initiation of efforts on the regional and federal levels to secure and finance a future water source for Central Arkansas.  
The merger brought together 292 employees; \$37 million in annual operations and maintenance; 117,000 customers within a 360-square-mile service area; a service population of 360,000; 2,200 miles of distribution water main; 23 storage tanks; and 20 booster pumping stations.
- ◆ **Best of Local Government** — Recognition as one of America's 2001 Crown Communities, which exemplify the best in local governmental operations.
- ◆ **Annual Water Usage** — Consumption of 22.3 billion gallons of water by customers systemwide during the year 2001.

**ATENCIÓN:** Por el año 2001, la calidad del agua proporcionado por los trabajos del agua municipal de Little Rock es seguro para beber y se conforma con las reglaciones del gobierno federal y estatal. Éste documento contiene información importante acerca del agua para beber y del suministro del agua pública. Si no lee inglés, favor de encontrar alguien para traducir ésta información.



### Source to the Tap

Central Arkansas Water receives its supply from two surface water sources, Lake Maumelle and Lake Winona. Lake Maumelle is located on Arkansas Highway 10 approximately 10 miles west of the Little Rock city limits in Pulaski County. Lake Winona is located approximately 5 miles west of the City of Paron in Saline County. Both lakes can supply water to Jackson Reservoir, a regulating reservoir located on Cantrell Road between Reservoir Park and Reservoir Road within the Little Rock city limits. Water is delivered by pipeline to the Jack H. Wilson and Ozark Point water treatment plants. Both treatment facilities are located within the city limits of Little Rock.

### Source Water Assessment Statement

The Arkansas Department of Health completed a Source Water Vulnerability Assessment for the water utility in June 2000. 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. Customers may obtain a report explaining the assessment process and results from Central Arkansas Water's administrative office located at 221 East Capitol Avenue in Little Rock, by calling (501) 377-1229, or by accessing the Arkansas Department of Health's Source Water Assessment Program website at

<http://health.state.ar.us/eng/swp.htm>

### About Drinking Water

Sources of drinking water (both tap water and bottled water) include lakes, rivers, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive materials and can pick up substances resulting from the presence of animals or human activity.

Substances that may be present in source water include:

- ◆ Microbial substances, such as viruses and bacteria, which may come from septic systems, agricultural livestock operations, and wildlife
- ◆ Inorganic substances, such as salts and metals, which can be naturally occurring or result from oil and gas production, domestic wastewater discharges, mining, or farming
- ◆ Pesticides and herbicides, which may come from a variety of sources, such as agriculture, silviculture (forestry activity), and residential uses
- ◆ Organic chemicals, which include synthetic and volatile organic chemicals that are by-products of petroleum production and which also can come from gas stations and septic systems
- ◆ Radioactive substances, 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, the U.S. Environmental Protection Agency prescribes regulations that limit the amount of certain substances in water provided by public drinking water systems. U.S. Food and Drug Administration (USFDA) regulations establish limits for substances in bottled water, which must provide the same protection for public health.

Drinking water, including bottled water, reasonably may be expected to contain at least small amounts of some contaminants. The presence of the contaminants does not necessarily mean that the water poses a health risk. More information about contaminants in drinking water and potential health effects may be obtained by calling the U.S. Environmental Protection Agency's Safe Drinking Water Hotline (1-800-426-4791).

### Information for Vulnerable Populations

Some people may be more vulnerable than the general population to contaminants in drinking water. Immuno-compromised persons, such as persons who have cancer and are undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly people, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. U.S. Environmental Protection Agency and Centers for Disease Control and Prevention guidelines on appropriate means to lessen the risk of infection from *Cryptosporidium parvum* and other microbial contaminants are available through the Safe Drinking Water Hotline (1-800-426-4791).

### About Cryptosporidium

*Cryptosporidium parvum* and *Giardia lamblia* are microbial contaminants that are linked to animal and human wastes. The contaminants are fairly common in the untreated water of surface sources (lakes). *Cryptosporidium parvum* has never been detected in the treated water supplied to your tap. In 2001, there was a single detection of *Giardia lamblia* at one treated water sampling location; however, immediate follow-up testing of new samples from the raw water sources and treated water supply returned negative results. The 2001 treated water detection was the first since we began monitoring for the microorganisms in 1994. From July 1997 through December 1998, we performed monthly monitoring of the source water, as part of USEPA's Information Collection Rule (ICR). Beginning in March 1999 and continuing throughout the year, we conducted twice-monthly monitoring of Lake Maumelle, as part of the ICR Supplemental Survey. The ICR involved a survey of the sampling, analytical, and compliance processes of all medium to large public drinking water systems in the United States. USEPA and the water utilities conducted the research specifically to determine and support future federal water quality standards.

### Lead and Copper Monitoring

In this report, we have provided the Lead and Copper Monitoring results for our latest round of sampling (year 2001). None of the 50 samples that we were required to collect from our service area north and south of the Arkansas River exceeded the federal limits for lead or copper. The federal limit (Action Level) for lead is 15 parts per billion and for copper is 1300 parts per billion. Our next required sampling period is 2004. Because of our exemplary compliance with the Lead and Copper Rule of the federal Safe Drinking Water Act, we remain on reduced monitoring status. We are required to collect only half of the number of samples mandated when the program initially became effective in 1992.

**Central Arkansas Water's 2001 Annual Water Quality Report is applicable only to homes, businesses, and industries served by our public drinking water system.**

## Glossary of Terms

**Action Level (AL)** – the concentration of a contaminant, which — if exceeded — triggers treatment or other requirements that a drinking water system must follow.

**Grain** – measurement of mass. One gram is equal to 15.4 grains. One Grain per gallon equals 17 parts per million.

**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.

**Micromhos per centimeter (umho/cm)** – measurement of conductivity.

**Nephelometric Turbidity Units (NTUs)** – a measure of the clarity of water. Turbidity in excess of 5 NTUs is barely noticeable to the average person.

**None Detected (ND)** – laboratory analyses indicate that the constituent is below detectable levels.

**Not Applicable (N/A)** – does not apply.

**Parts per billion (ppb)** – one part per billion corresponds to one minute in 2,000 years or a single penny in \$10,000,000.

**Parts per million (ppm)** – one part per million corresponds to one minute in two years or a single penny in \$10,000.

**Safe Drinking Water Act (SDWA)**

**Secondary Maximum Contaminant Level (SMCL)** – recommended guideline for enhancing aesthetic quality of water (odor and appearance). The Secondary Standards are not required for compliance with the federal Safe Drinking Water Act.

**Standard pH Unit (SU)** – measurement of acidity or alkalinity of water.

**Threshold Odor Number (TON)** – measurement designed to effectively monitor odor, regardless of origin.

**Treatment Technique (TT)** – a required process intended to reduce the level of a contaminant in drinking water.

## Regulated Substances

In the chart below are the substances that Central Arkansas Water detected in treated water. This chart contains testing results for 2001. **All test results are below allowable levels.** We have not listed the several hundreds of substances for which we monitored but did not have a detectable level. Central Arkansas Water operates two water treatment plants. The Jack H. Wilson Water Treatment Plant primarily serves customers north of the Arkansas River and the areas of Little Rock and Pulaski County west of University Avenue. The Ozark Point Water Treatment Plant primarily serves the areas of Little Rock and Pulaski County east of University Avenue. Some blending of water from the two treatment plants takes place within the pipelines of the distribution system.

In the chart, “W” indicates water quality monitoring results for our Jack H. Wilson Water Treatment Plant and “OP” indicates water quality monitoring results for our Ozark Point Water Treatment Plant. “D” indicates water quality monitoring results for our distribution system.

## Inorganic Substances

SUBSTANCE (Unit of Measure)	MCLG	MCL	Highest Level Detected	Range Detected	SDWA Violation	Likely Source of Substance
Turbidity (NTU)	N/A	5.0 NTU and	0.67 (W) 0.36 (OP)	0.03 - 0.67 (W) 0.03 - 0.36 (OP)	No (W and OP)	Turbidity is a measurement of the cloudiness of water. We monitor it because it is a good indicator of the effectiveness of our filtration process. It may be caused by soil runoff.
		95% of monthly samples equal to or less than 0.50 NTU	Lowest monthly % equal to or less than 0.50 NTU	100% - 99.4% (W) All 100% (OP)	No (W and OP)	
			99.4% (W) 100% (OP)			
SUBSTANCE (Unit of Measure)	MCLG	MCL	Average Level Detected	Range Detected	SDWA Violation	Likely Source of Substance
Fluoride (ppm)	4	4	0.58 (W) 0.73 (OP)	< 0.20 - 0.86 (W) 0.65 - 0.84 (OP)	No (W and OP)	Erosion of natural deposits; water additive that promotes strong teeth.
Nitrite/Nitrate (ppm)	10	10	0.12 (OP)	One Sample Only (OP)	No	Runoff from fertilizer use; leaching from septic tanks; sewage; erosion of natural deposits.
SUBSTANCE (Unit of Measure)	AL	90th Percentile Concentration	95th Percentile Concentration	Number of Samples Exceeding Action Level	SDWA Violation	Likely Source of Substance
*Lead (ppb)	15	1	4	0	No	Corrosion of household plumbing; erosion of natural deposits.
*Copper (ppb)	1300	50	50	0	No	Corrosion of household plumbing; erosion of natural deposits.

\*Lead and copper results are from the latest required round of sampling in 2001. The next required sampling is scheduled for the year 2004.

## Microbiological Substances

SUBSTANCE (Unit of Measure)	MCLG	MCL	Highest Level Detected	Range Detected	SDWA Violation	Likely Source of Substance
Coliform Bacteria (% positive)	0	5% of monthly samples total coliform positive	2% (D)	0% - 2% (D)	No	Naturally present in the environment.

## Volatile Organic Substances

SUBSTANCE (Unit of Measure)	MCLG	MCL	Highest Level Detected	Range Detected	SDWA Violation	Likely Source of Substance
Total Trihalomethanes (ppb)	0	Running Annual Average (RAA) of 100 ppb	55.3 (D)	27.8 - 113.2 (D) at individual sampling sites	No	Disinfection byproduct.

## Unregulated Substances for Which Monitoring is Required

Unregulated contaminants are the substances for which the U.S. Environmental Protection Agency (USEPA) has not established Drinking Water Standards. The purpose of unregulated contaminant monitoring is to assist USEPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted.

\*In the charts below, "W" represents the Jack H. Wilson Water Treatment Plant and "OP" represents the Ozark Point Water Treatment Plant. "D" indicates water quality monitoring results for our distribution system.

\*\*The U.S. Environmental Protection Agency does not regulate these contaminants individually but does so as a part of the Total Trihalomethane Group, which has a Maximum Contaminant Level (MCL) of 100 parts per billion (ppb).

### Volatile Organic Substances

SUBSTANCE (Unit of Measure)	MCLG	MCL	Average Level Detected	Range	Likely Source of Substance
Chloroform (ppb)**	N/A	Not Regulated	46.6 (W) 14.4 (OP)	One Sample Only at Each Plant	Component of Total Trihalomethanes.
Bromodichloromethane (ppb)**	N/A	Not Regulated	8.3 (W) 1.7 (OP)	One Sample Only at Each Plant	Component of Total Trihalomethanes.
Dibromochloromethane (ppb)**	N/A	Not Regulated	1.0 (W)	One Sample Only (W)	Component of Total Trihalomethanes.
Monochloroacetic acid (ppb)	N/A	Not Regulated	1.3 (D)	0 - 4.9 (D)	Disinfection byproduct.
Monobromoacetic acid (ppb)	N/A	Not Regulated	0.25 (D)	0 - 1.8 (D)	Disinfection byproduct.
Dichloroacetic acid (ppb)	N/A	Not Regulated	17.8 (D)	3.5 - 29.1 (D)	Disinfection byproduct.
Trichloroacetic acid (ppb)	N/A	Not Regulated	14.4 (D)	6.6 - 27.2 (D)	Disinfection byproduct.
Bromochloroacetic acid (ppb)	N/A	Not Regulated	1.9 (D)	0 - 3.2 (D)	Disinfection byproduct.
Chloral Hydrate (ppb)	N/A	Not Regulated	6.8 (D)	2.1 - 14 (D)	Disinfection byproduct.
Total Organic Halides (ppb)	N/A	Not Regulated	141 (D)	ND - 285 (D)	Disinfection byproduct.
Haloacetonitriles (ppb)	N/A	Not Regulated	2.7 (D)	ND - 12.5 (D)	Disinfection byproduct.
Haloketones (ppb)	N/A	Not Regulated	1.9 (D)	ND - 3.4 (D)	Disinfection byproduct.
Chloropicrin (ppb)	N/A	Not Regulated	< 0.5 (D)	ND - 0.5 (D)	Disinfection byproduct.

### Inorganic Substances

SUBSTANCE (Unit of Measure)	MCLG	MCL	Average Level Detected	Range	Likely Source of Substance
Chlorine Residual (ppm)	N/A	Not Regulated	0.9 (D)	0.2 - 1.6 (D)	Water additive used for disinfection.

### Investigative Monitoring for Organic Substances

SUBSTANCE (Unit of Measure)	MCLG Measured at:		MCL Measured at:		Average Level Detected Measured at:		Range Measured at:		Likely Source of Substance
	Source (Lakes)	Treatment Plants	Source (Lakes)	Treatment Plants	Source (Lakes)	Treatment Plants	Source (Lakes)	Treatment Plants	
Total Organic Carbon (ppm)	N/A	N/A	Not Regulated		2.67	1.79	1.72 - 3.27	1.45 - 3.28	Decay of organic matter.
SUBSTANCE (Unit of Measure)	MCLG		MCL	Highest Running Annual Average	Range at Individual Sites		Likely Source of Substance		
Haloacetic Acids 5* (ppb)	N/A		Not Regulated	33.0 (D)	13.3 - 76.9 (D)		Disinfection byproduct.		

\*Haloacetic Acids 5 is a group of five haloacetic acids that include monochloroacetic acid, dichloroacetic acid, trichloroacetic acid, monobromoacetic acid, and dibromoacetic acid.

The purpose of Investigative Monitoring is to develop a baseline of information on substances that USEPA has scheduled for regulation and monitoring in the future.

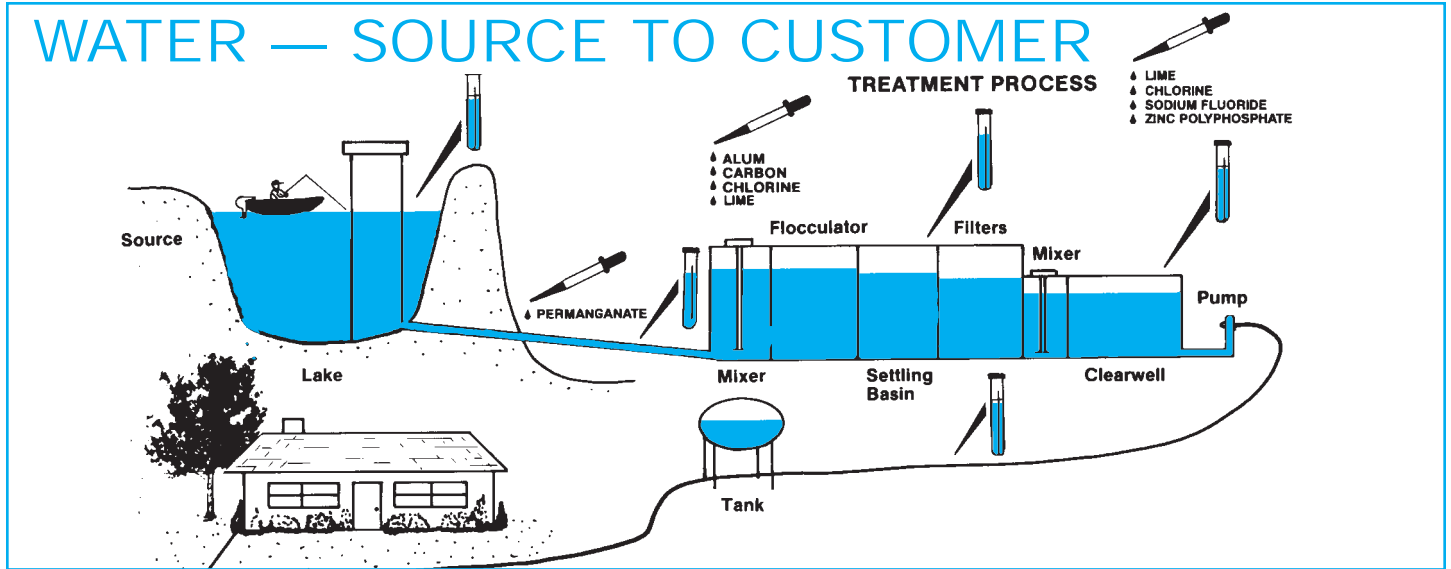
**For additional information about this report, please, write or call us:**

Central Arkansas Water  
221 East Capitol Avenue  
P.O. Box 1789  
Little Rock, AR 72203

U.S. Environmental Protection Agency  
Safe Drinking Water Hotline  
1-800-426-4791

Gary Hum, Director of Source & Treatment (501) 223-1577  
Marie A. Crawford, Director of Communications (501) 377-1229

# WATER — SOURCE TO CUSTOMER



## Water Treatment Process

Central Arkansas Water utilizes a conventional water treatment process at each of our two water treatment plants. These processes include flash mixing, coagulation/flocculation, sedimentation, filtration, and disinfection. Raw water from Lake Winona and Lake Maumelle flows to the Ozark Point Water Treatment Plant and the Jack H. Wilson Water Treatment Plant, with any raw water not being used by the plants diverted to Jackson Reservoir for future use. The water first enters the treatment plants at flash mixing chambers, where the coagulant, aluminum sulfate (alum), is added for particle removal and lime is added for pH adjustment. Activated carbon is added seasonally for taste and odor control. Water then flows to the flocculation basins where the water and chemicals are mixed gently to form “floc,” which consists of agglomerations of suspended particles, such as silt, bacteria, and algae. The water then proceeds to sedimentation basins to allow the “floc” particles to settle out. Water is drawn off the top of the sedimentation basins then

flows downward through filters (sand and anthracite) where remaining particles are removed. Before and after filtration, chlorine is added for disinfection. Finally, fluoride is added for the prevention of cavities in children’s teeth, phosphate for the minimization of corrosion in the distribution system piping, and lime for final adjustment of water pH. From here, the water enters one of several 5-million-gallon clearwells for temporary storage. (Clearwells store finished water at the treatment plants.) The water then enters into the 2,200-mile network of distribution system pipes leading to the customer’s tap. The distribution system also includes 23 remotely- and strategically-located storage tanks with a combined capacity of 64.9 million gallons and 20 booster pumping stations that provide water to higher elevations. We monitor and control the water production/treatment process — from beginning to end — from the two water treatment plants by a computerized Supervisory Control and Data Acquisition (SCADA) System.

## Additional Water Quality Information For Calendar Year 2001

(Not required in Consumer Confidence Report/Annual Water Quality Report)

### Secondary Standards

Physical Parameters	Unit of Measure	SMCL	Average Value	Range of Values
Apparent Color	Color Units	15	0	0 - 5
Threshold Odor	TON	3	0	0 - 4
Inorganic Chemicals	Unit of Measure	SMCL	Average Value	Range of Values
Aluminum	ppm	0.05 - 0.2	0.047	0.014 - 0.132
Chloride	ppm	250	2	0 - 8
Iron	ppm	0.3	0.014	0.004 - 0.030
Manganese	ppm	0.05	0.00	0.00 - 0.03
Silver	ppm	0.1	< 0.005	All < 0.005
Sulfate	ppm	250	8	5 - 12
Total Dissolved Solids	ppm	500	32	19 - 43
Zinc	ppm	5	0.026	0.010 - 0.043
Hydronium (pH)	SU	6.5 - 8.5	7.9	7.1 - 9.2

### Unregulated Physical and Chemical Parameters

Parameter	Unit of Measure	Average Value	Range of Values
Alkalinity (Phenolphthalein)	ppm	0	0 - 4
Alkalinity (Total)	ppm	9	6 - 15
Calcium	ppm	5	4 - 7
Conductivity	uohm/cm	59	48 - 89
Hardness	grains/gallon	1.3	0.7 - 2.2
Magnesium	ppm	1.1	0.9 - 1.5
Phosphate (Total)	ppm	0.23	0.10 - 0.30
Potassium	ppm	0.7	0.5 - 0.9
Silica	ppm	1.0	0.8 - 1.4
Sodium	ppm	1.6	1.3 - 2.0
Sediment	ppm	< 0.5	All < 0.5
Temperature	° F	66°	39° - 91°

**Definitions:** SMCL – Secondary Maximum Contaminant Level — aesthetic standard recommended; not required.

TON – Threshold Odor Number

SU – Standard pH Unit

Uohm/cm – microhm per centimeter

Grain – measurement of mass. One gram is equal to 15.4 Grains. One Grain per gallon equals 17 parts per million

# 2001 Annual Water Quality Report

Central Arkansas Water  
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## Message from the Chief Executive Officer

We know how important safe drinking water is to your quality of life — whether your primary uses are for your household, business, or industry. This *2001 Annual Water Quality Report* is our statement of accountability to you and is a requirement under the federal Safe Drinking Water Act's Consumer Confidence Rule. It is intended to provide you with information about the most important aspects of your drinking water and your drinking water supplier. We hope that we have met our commitment in this respect.

Indeed, the production and delivery of safe drinking water involves much more than rain falling down from the sky. Central Arkansas Water has personnel on duty 24 hours a day to monitor the drinking water process — all to ensure the safety of your drinking water and to ensure quality service and uninterrupted delivery. We have a record of complete and consistent compliance with federal and State of Arkansas standards for water quality and are extremely pleased to announce that for the year 2001 we, again, lived up to our past record of providing water service that is of a quality higher than required by federal and state standards.

Jim Harvey  
Chief Executive Officer



# 2001 ANNUAL WATER QUALITY REPORT

## Public Participation

If you are interested in learning more about your public waterworks, there are various opportunities to do so. The seven-member Board of Commissioners meets at 2 p.m. each second Thursday of the month at the Capitol Avenue Building, located at 221 East Capitol Avenue in Little Rock. The Board of Commissioners announces changes in meeting location and times, as well as special meetings, prior to the meeting dates. All sessions are open to the public and news media.

[www.carkw.com](http://www.carkw.com) is our website address.

## Our Commitment to You

Our goal is to provide customers with the very best water service possible at a fair price. Meeting this objective requires compliance with all national standards of quality and safety, customer service that meets both your needs and expectations, water rates that are reasonable and equitable to all customer classes, and revenue levels and controls that adequately ensure the operations and maintenance needs of a safe and reliable drinking water system.

**Central Arkansas Water's 2001 Annual Water Quality Report is applicable only to homes, businesses, and industries served by our public drinking water system.**



American Water Works Association Research Foundation



Arkansas Department of Health



Association of Metropolitan Water Agencies



Public Water Supply Environmental Excellence Award Recipient, Region 6



American Water Works Association Member Southwest Section



America's Crown Communities Award Recipient