



RICHARDSON
T E X A S
2019 Water Quality Report

(Consumer Confidence Report)

City of Richardson Water Utilities
1260 Columbia Dr.
Richardson, Texas 75081

PWS #0570015
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SAFE-HIGH QUALITY-DRINKING WATER-RIGHT FROM YOUR TAP

Richardson Water Utility employees take pride in delivering safe and “superior” quality drinking water to our customers. “Superior,” is the rating of our water system by the Texas Commission on Environmental Quality (TCEQ). This rating reflects the hard work and efforts of our employees to protect your health by delivering and maintaining safe and reliable drinking water.

The Water Utilities department is a municipal water distribution and wastewater collection utility owned by the City of Richardson. Wholesale treated water is purchased from the North Texas Municipal Water District (NTMWD) who has surface water rights from Lake Lavon, Lake Chapman, Lake Texoma and Lake Tawakoni.

The pumping and storage system is comprised of five pump stations, seven ground storage tanks and seven elevated storage tanks. The storage capacity is 36.25 million gallons with a pumping capacity of 98.9 million gallons per day. The water distribution system is comprised of 544 miles of water mains with 4,644 fire hydrants and 34,638 metered service connections. Each day, the city tests the water in the distribution system at various points in the city to ensure water is reaching the residents in good condition.

As water travels over the land’s surface or through the ground, it dissolves naturally occurring minerals and picks up substances from animal or human activity. Contaminants that may be in untreated water include; organic chemicals from industrial or petroleum use and or radioactive materials. Good watershed management by each of us to keep contaminants out of our lakes and waterways is cheaper and easier than removing them later at the treatment plant. The NTMWD conducts daily tests on the raw water from their sources, water in process and the finished water.

ALL drinking water may contain contaminants. 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 water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA’s Safe Drinking Water Hotline (1-800-426-4791).

The Public Services Department is responsible for your water distribution and infrastructure system maintenance and is part of the City government. The City Council meets on the second and fourth Monday of each month at 7:30 p.m. in the City Hall Council Chambers.

Este reporte incluye informacion importante sobre el agua para tomar. Para asistencia en español, favor de llamar al telefono (972) 744-4111.

2018 Richardson Distribution Samples



Bacteriological Scheduled	1212
Bacteriological Construction	92
Bacteriological Other	42
Disinfectant Residual Scheduled	1614
Disinfectant Residual Construction	92
Disinfectant Residual Other	3636
Trihalomethanes Samples	32
Haloacetic Acids Samples	32
Nitrate/Nitrite	211
Quarterly Distribution Samples	112
Quarterly Entry Point Samples	12

Source Water Assessment Study

The TCEQ has completed an assessment of The North Texas Municipal Water Districts source water and results indicate that some of their sources are susceptible to certain constituents. The sampling requirements for our water system are based on this susceptibility and previous sample data. Any detection of these constituents will be found in the Consumer Confidence Report. For more information on source water assessments and protection efforts in their system, contact NTMWD's public information office for an appointment.

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, and 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 storm water 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 storm water runoff, and residential uses
- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production, can also come from gas stations, urban storm water runoff, and septic systems; and radioactive contaminants, which can be naturally occurring or the result of oil and gas production and mining activities

Chloramine Exception

The City of Richardson has been granted an exception for the use of chloramines by the Texas Commission on Environmental Quality (TCEQ). A requirement of the TCEQ's exception the City of Richardson notifies its customers regarding the use of chloramines. North Texas Municipal Water District, the City of Richardson's water supplier, uses the disinfectant chloramine instead of chlorine. The change was intended to benefit our customers by reducing the levels of disinfection byproducts (DBPs) in the system, while still providing protection from waterborne disease.

However, the change to chloramines can cause problems to persons dependent on dialysis machines. A condition known as hemolytic anemia can occur if the disinfectant is not completely removed from the water that is used for the dialysate. Consequently, the pretreatment scheme used for the dialysis units must include some means, such as charcoal filter, for removing the chloramine prior to this date. Medical facilities should also determine if additional precautions are required for other medical equipment.

In addition, chloraminated water may be toxic to fish. If you have a fish tank, please make sure that the chemicals or filters that you are using are designed for use in water that has been treated with chloramines. You may also need to change the type of filter that you use for fish tanks.

Water Loss

In the water loss audit submitted to the Texas Water Development Board for the period of Jan-Dec 2018, our system reported an estimated loss of 16.05% of total purchased water. If you have any questions about the water loss audit, please call (972) 744-4111.

Grassy, Earthy Taste and Odor

Contaminants may be found in drinking water that may cause taste, color, or odor problems. These types of problems are not necessarily the cause for health concerns. For more information on taste, odor, or color of drinking water, please contact (972) 744-4111.

The north Texas summer climate normally consists of high temperatures and trace amounts of rainfall. The high temperatures and lack of rainfall creates an ideal environment for algae to bloom in surface water supplies.

Each summer, throughout the months of July and August, lakes and other surface water supplies experience a natural event – an “algal bloom”. Algal blooms are common to surface water supplies in warm weather climate states like Texas.

As hot summer temperatures warm the reservoirs, the lack of rainfall lessens the turbidity and allows the sunlight to penetrate the water. With the increase in water temperature and the lack of turbidity, photosynthesis will occur providing the right environment for algae to reproduce or “bloom”.

When an algal bloom exists, there is the possibility for a grassy, earthy taste in the treated drinking water supply. This event, although aesthetically undesirable to the public, does not alter the high quality of water provided to the cities and communities for their use.

NTMWD laboratory personnel monitor the raw water quality from Lake Lavon prior to its treatment. One of the many analyses performed is an algal count. Laboratory personnel, through this daily activity, can determine the onset of an algal bloom.

The blue green algae species Nostoc and Anabaena, as it reproduces or “blooms”, produces an oily organic substance. It is this organic substance that is responsible for the change in taste and odor of the treated drinking water.

NTMWD uses several steps to control the taste and odor produced. To reduce the unpleasant taste levels, activated carbon is used as an absorption media. Potassium permanganate is added as an oxidizing agent to reduce the odor associated with an algal bloom. Both chemicals are removed during the treatment process prior to its delivery to the cities.

Chlorine is used throughout the treatment process as a strong disinfectant. Chlorine also aids in odor reduction during times of algal blooms.

The quality of water remains high as regulated by the Texas Commission on Environmental Quality (TCEQ) and Environmental Protection Agency (EPA) standards. The treated water remains safe for human consumption with no health risks created by the “algal blooms”.

Cryptosporidium

Cryptosporidium is a microscopic parasite affecting the digestive tracts of humans and animal. It is shed in feces and when ingested, may result in diarrhea, cramps, fever and other gastrointestinal symptoms. Outbreaks have been most commonly associated with person - to - person (day care center) and waterborne (drinking and recreational water) spread of the parasite. Foodborne and animal- (especially calves) to-person spread has also been documented.

No specific drug therapy has proven to be effective, but people with healthy immune systems will usually recover within two weeks. Individuals with weak immune systems, however, may be unable to clear the parasite and suffer chronic and debilitating illness.

The NTMWD tests for Cryptosporidium in both the raw lake water and the treated water.

Special information for people with weakened immune systems – 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 health care provider. Additional guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* are available from the Safe Drinking Water Hotline at (800) 426-4791.

Water Conservation

Every customer can help reduce water consumption in and around your home. Here are some easy ways to reduce the amount of water you use.

- Landscaping Conservation Tips
 - Water trees and shrubs, which have deep root systems, longer and less frequently than shallow-rooted plants which require smaller amounts of water more often.
 - Mow your lawn to an average of 3 inches in height. Longer grass promotes soil moisture retention reducing the need to irrigate.
 - Water the lawn or garden during the coolest part of the day (early morning before 10:00 am and after 6:00 pm or later is best). Do not water on windy days.
 - Spreading a layer of organic mulch around plants retains moisture and saves water, time and money.
- Irrigation System Conservation Tips
 - Install a rain or moisture shutoff device or another technology to prevent the system from operating in the rain or when soil moisture is adequate.
 - Avoid overspray — Ensure that your irrigation system only sprays water on landscaped areas, not on concrete, wood, stone, brick or other impervious surfaces such as sidewalks, streets, driveways, fences or walls, which causes water runoff.
 - Adjust your watering schedule to the season. Decrease or cease watering when grass should be dormant during cooler weather months.
 - If water runs off your lawn easily, split your watering time into shorter periods to allow for better absorption.
- In Home Water Conservation Tips
 - Run your clothes washer and dishwasher only when they are full. You can save up to 1,000 gallons a month.
 - Add food wastes to a compost pile instead of using the garbage disposal and save gallons every time.
 - Shorten your shower by a minute or two and you'll save up to 150 gallons per month.
 - Do not let the water run while shaving or brushing teeth.
 - A leaky toilet can waste 200 gallons per day. To detect leaks in the toilet, add food coloring to the tank water. If you see the same coloring in the bowl after 1 hour (without using the toilet) it is leaking.
 - Install faucet aerators. You'll never notice the difference, and you'll cut your sink water consumption in half!
 - Leaking faucets and toilets can waste thousands of gallons of water monthly, and they are inexpensive to fix. A few small changes in your water use habits can make a huge difference in water savings.

Definitions and Measurements

Maximum Contaminant Level (MCL) - The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to maximum contaminant level goals 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.
(ppm) - Parts per million, or milligrams per liter(mg/L).
(ppb) - Parts per billion, or micrograms per liter
(ppt) - Parts per trillion, or nanograms per liter (ng/L)
(ppq) - Parts per quadrillion, or pictograms per liter (pg/L)
(pCi/L) - Picocuries per liter is a measure of radioactivity in water.
Treatment Technique (TT) - A required process intended to reduce the level of a contaminant in drinking water.
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.
Action Level - The concentration of a contaminant which, if exceeded, triggers a treatment or other requirement a water system must follow.
Level 1 Assessment – A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria were found.
Level 2 Assessment – A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an <i>Escherichia coli</i> (<i>E. coli</i>) maximum contaminant level (MCL) violation has occurred and/or why total coliform bacteria were found on multiple occasions.
NTU - Nephelometric Turbidity Units (this is the unit used to measure water turbidity)
ND - Not Detected
2018 data analyses from most recent testing done in accordance with the regulations

Coliform Bacteria

Maximum Contaminant Level Goal	Total Coliform Maximum Contaminant Level	Number of E. coli Positive Results	Number of Assessments Required	Number of Assessments Performed	Violation	Likely Source of Contamination
0	1 positive monthly sample	0	0	0	NO	Naturally present in the environment.

NOTE: Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. If coliforms are found, this indicates the need to look for potential problems in water treatment or distribution. When this occurs, systems are required to conduct assessment(s) to identify problems and to correct any problems that were found during these assessments. A Level 1 assessment must be conducted when a PWS exceeds one or more of the Level 1 treatment technique triggers specified previously. Under the rule, this self-assessment consists of a basic examination of the source water, treatment, distribution system and relevant operational practices. The PWS should look at conditions that could have occurred prior to and caused the total coliform-positive sample. Example conditions include treatment process interruptions, loss of pressure, maintenance and operation activities, recent operational changes, etc. In addition, the PWS should check the conditions of the following elements: sample sites, distribution system, storage tanks, source water, etc. If the number of positive samples is below the required action level, then no assessment is performed. E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely compromised immune systems. When E. coli bacteria are found, this indicates the need to look for potential problems in water treatment or distribution. When this occurs, systems are required to conduct level 2 assessment(s) to identify problems and to correct any problems that were found during these assessments.

Disinfectants and Disinfection By-Products

Disinfectants and Disinfection By-Products	Collection Date	Highest Level Detected	Range of Levels Detected	MCLG	MCL	Units	Violation	Likely Source of Contamination
Total Haloacetic Acids (HAA5)	2018	31.8	13.8 - 31.8	No goal for the total	60	ppb	NO	By-product of drinking water disinfection.
Total Trihalomethanes (TTHM)	2018	42.6	14.7 - 42.60	No goal for the total	80	ppb	NO	By-product of drinking water disinfection.
Bromate	2018	Levels lower than detect level	0.0 - 0.0	5	10	ppb	NO	By-product of drinking water ozonation.

NOTE: Not all sample results may have been used for calculating the Highest Level Detected because some results may be part of an evaluation to determine where compliance sampling should occur in the future. TCEQ only requires one sample annually for compliance testing. TTHMs (Total Trihalomethanes). 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.

Maximum Residual Disinfectant Level

Disinfectant Type	Year	Average Level of Quarterly Data	Lowest Result of Single Sample	Highest Result of Single Sample	MRDL	MRDLG	Units	Source of Chemical
Chlorine Residual (Chloramines)	2018	2.96	1.00	3.90	4.0	<4.0	ppm	Disinfectant used to control microbes.
Chlorine Dioxide	2018	0	0	0	0.8	0.8	ppm	Disinfectant.
Chlorite	2018	0.012	0	0.48	1.0	N/A	ppm	Disinfectant.

Unregulated Contaminants

Contaminants	Collection Date	Highest Level Detected	Range of Levels Detected	Units	Likely Source of Contamination
Chloroform	2018	13.30	5.04 - 13.30	ppb	By-product of drinking water disinfection.
Bromoform	2018	4.22	1.00 - 4.22	ppb	By-product of drinking water disinfection.
Bromodichloromethane	2018	14.30	5.77 - 14.30	ppb	By-product of drinking water disinfection.
Dibromochloromethane	2018	12.50	3.82 - 12.50	ppb	By-product of drinking water disinfection.

NOTE: 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. Bromoform, chloroform, bromodichloromethane, and dibromochloromethane are disinfectant by-products. There are no maximum contaminant levels for these chemicals at the entry point to distribution. For additional information and data visit www.epa.gov/safewater/ucmr or call the Safe Drinking Water Hotline at (800) 426-4791.

Lead and Copper

Lead and Copper	Date Sampled	Action Level (AL)	90th Percentile	# Sites Over AL	Range	Units	Violation	Likely Source of Contamination
Copper	2017	1.3	0.6616	0	0.076 - 0.798	ppm	NO	Erosion of natural deposits; leaching from wood preservatives; corrosion of household plumbing systems.
Lead	2017	15	0.00265	0	<0.00100 - 0.04590	ppb	NO	Corrosion of household plumbing systems; erosion of natural deposits.

ADDITIONAL HEALTH INFORMATION FOR LEAD: Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at the homes in the community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested and flush your tap for 30 seconds to two minutes before using tap water. Additional information is available from the Safe Drinking Water Hotline at (800) 426-4791.

Regulated Contaminants at the Treatment Plant (NTMWD)

Inorganic Contaminants	Collection Date	Highest Level Detected	Range of Levels Detected	MCLG	MCL	Units	Violation	Possible Source
Antimony	2018	Levels lower than detect level	0 - 0	6	6	ppb	NO	Discharge from petroleum refineries; fire retardants; ceramics; electronics; solder; and test addition.
Arsenic	2018	Levels lower than detect level	0 - 0	0	10	ppb	NO	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes.
Barium	2018	0.068	0.058 - 0.068	2	2	ppm	NO	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits.
Beryllium	2018	Levels lower than detect level	0 - 0	4	4	ppb	NO	Discharge from metal refineries and coal-burning factories; discharge from electrical, aerospace, and defense industries.
Cadmium	2018	Levels lower than detect level	0 - 0	5	5	ppb	NO	Corrosion of galvanized pipes; erosion of natural deposits; discharge from metal refineries; runoff from waste batteries and paints.
Chromium	2018	Levels lower than detect level	0 - 0	100	100	ppb	NO	Discharge from steel and pulp mills; erosion of natural deposits.
Fluoride	2018	0.264	0 - 0.264	4	4	ppm	NO	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories.
Mercury	2018	Levels lower than detect level	0 - 0	2	2	ppb	NO	Erosion of natural deposits; discharge from refineries and factories; runoff from landfills; runoff from cropland.
Nitrate (measured as Nitrogen)	2018	0.503	0.022 - 0.503	10	10	ppm	NO	Runoff from fertilizer use; leaching from septic tanks; sewage; erosion of natural deposits.
Selenium	2018	Levels lower than detect level	0 - 0	50	50	ppb	NO	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines.
Thallium	2018	Levels lower than detect level	0 - 0	0.5	2	ppb	NO	Discharge from electronics, glass, and leaching from ore-processing sites; drug factories.

Nitrate Advisory: Nitrate in drinking water at levels above 10 ppm is a health risk for infants of less than six months of age. High nitrate levels in drinking water can cause blue baby syndrome.

Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant you should ask advice from your health care provider.

Secondary and Other Constituents Not Regulated

Contaminants	Collection Date	Highest Level Detected	Range of Levels Detected	Units	Likely Source of Contamination
Aluminum	2018	Levels lower than detect level	0 - 0	ppm	Erosion of natural deposits.
Calcium	2018	55.3	43.6 - 55.3	ppm	Abundant naturally occurring element.
Chloride	2018	93.7	30.8 - 93.7	ppm	Abundant naturally occurring element; used in water purification; by-product of oil field activity.
Iron	2018	Levels lower than detect level	0 - 0	ppm	Erosion of natural deposits; iron or steel water delivery equipment or facilities.
Magnesium	2018	9.61	9.18 - 9.61	ppm	Abundant naturally occurring element.
Manganese	2018	0.0064	0.0037 - 0.0064	ppm	Abundant naturally occurring element.
Nickel	2018	0.0055	0.0053 - 0.0055	ppm	Erosion of natural deposits.
pH	2018	8.51	7.83 - 8.51	units	Measure of corrosivity of water.
Silver	2018	0.001	0 - 0.001	ppm	Erosion of natural deposits.
Sodium	2018	88.6	86.8 - 88.6	ppm	Erosion of natural deposits; by-product of oil field activity.
Sulfate	2018	134	86 - 134	ppm	Naturally occurring; common industrial by-product; by-product of oil field activity.
Total Alkalinity as CaCO ₃	2018	101	65 - 101	ppm	Naturally occurring soluble mineral salts.
Total Dissolved Solids	2018	556	288 - 556	ppm	Total dissolved mineral constituents in water.
Total Hardness as CaCO ₃	2018	188	105 - 188	ppm	Naturally occurring calcium.
Zinc	2018	Levels lower than detect level	0 - 0	ppm	Moderately abundant naturally occurring element used in the metal industry.

Radioactive Contaminants

Radioactive Contaminants	Collection Date	Highest Level Detected	Range of Levels Detected	MCLG	MCL	Units	Violation	Likely Source of Contamination
Beta/photon emitters	2018	8.0	8.0 - 8.0	0	50	pCi/L	NO	Decay of natural and man-made deposits.
Gross alpha excluding radon and uranium	2018	Levels lower than detect level	0 - 0	0	15	pCi/L	NO	Erosion of natural deposits.
Radium	2018	Levels lower than detect level	0 - 0	0	5	pCi/L	NO	Erosion of natural deposits.

Cryptosporidium and Giardia

Contaminants	Collection Date	Highest Level Detected	Range of Levels Detected	Units	Likely Source of Contamination
Cryptosporidium	2018	0	0 - 0	(Oo) Cysts/L	Human and animal fecal waste.
Giardia	2018	0	0 - 0	(Oo) Cysts/L	Human and animal fecal waste.

NOTE: Taken on treated water samples.

Synthetic organic contaminants including pesticides and herbicides

Atrazine	2018	0.30	0.20 - 0.30	3	3	ppb	NO	Runoff from herbicide used on row crops.
Di (2-ethylhexyl) phthalate	2018	Levels lower than detect level	0 - 0	0	6	ppb	NO	Discharge from rubber and chemical factories.

Turbidity

	(Treatment Technique)	Level Detected	Violation	Likely Source of Contamination
Highest single measurement	1 NTU	0.45	NO	Soil runoff.
Lowest monthly percentage (%) meeting limit	0.3 NTU	99.10%	NO	Soil runoff.

NOTE: Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of diseasecausing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

Total Organic Carbon

	Collection Date	Highest Level Detected	Range of Levels Detected	Units	Likely Source of Contamination
Source Water	2018	4.70	3.68 - 4.70	ppm	Naturally present in the environment.
Drinking Water	2018	3.00	1.85 - 3.00	ppm	Naturally present in the environment.
Removal Ratio	2018	54.4%	26.5 - 54.4	% removal *	N/A

NOTE: Total organic carbon (TOC) has no health effects. The disinfectant can combine with TOC to form disinfection by-products. Disinfection is necessary to ensure that water does not have unacceptable levels of pathogens. By-products of disinfection include trihalomethanes (THMs) and haloacetic acids (HAA) which are reported elsewhere in this report.

* Removal ratio is the percent of TOC removed by the treatment process divided by the percent of TOC required by TCEQ to be removed.

Richardson City Council

Mayor	Paul Voelker
Place 1	Bob Dubey
Place 2	Mark Solomon (Mayor Pro Tem)
Place 3	Scott Dunn
Place 4	Mabel Simpson
Place 5	Marta Gomez Frey
Place 6	Steve Mitchell

The Public Services Department is responsible for your water distribution and infrastructure system maintenance and is part of the City government. The City Council meets on the second and fourth Monday of each month at 7:00 p.m. in the City Hall Council Chambers.

Important Communication Links

Maintenance/Emergency Service (24 hours/day, 7 days/week)	(972) 744-4111
Water Utilities Administration (8:00 am – 5:00 p.m., Mon.-Fri)	(972) 744-4228
Customer Service Billing Information	(972) 744-4120

Mailing addresses:

Richardson Water Utilities
P.O. Box 830309
Richardson, Texas 75083

Web Pages:

City of Richardson – <http://www.cor.net/>
American Water Works Association – <http://www.awwa.org/>
Texas Water Utilities Association – <http://www.twua.org/>
TCEQ – <http://www.tceq.state.texas.gov/>
Texas Water Development Board (TWDB) - <http://www.twdb.texas.gov/>
USEPA – <http://www.epa.gov/>

Este reporte incluye informacion importante sobre el agua para tomar. Para asistencia en español, favor de llamar al telefono (972) 744-4111