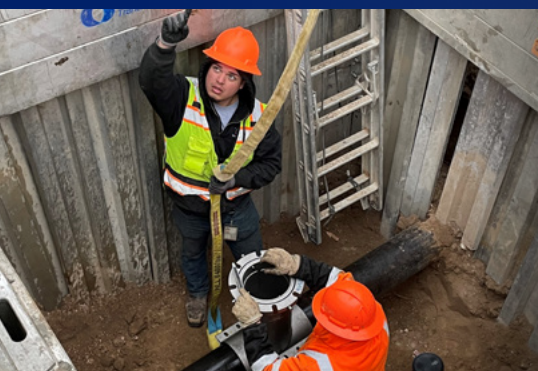




2025

# Drinking Water QUALITY REPORT

Covering Data for Calendar Year 2024



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City of Greeley  
2025 Drinking Water Quality Report  
Covering data for calendar year 2024  
Public Water System ID: CO0162321

Esta es información importante. Si no la pueden leer, necesitan que alguien se la traduzca.

## Director's Message

**A**t Greeley Water Utilities, our top priority is providing safe and reliable water to the community. Every day, our Water and Sewer Utilities team works hard to make sure homes and businesses in Greeley have clean, great-tasting water they can trust.

This Consumer Confidence Report (CCR) gives you the results of water testing and other important information about the city's water. This report is based on samples collected in 2024. Water is tested regularly at our treatment plants and throughout the system to make sure clean water always reaches your tap. The results in this report come from independent labs that test how pure and safe the water is.

Since the early 1900s, Greeley has worked to find clean, reliable sources of water using the best methods to treat it. Today, we get water from four different river basins and treat water at two conventional water treatment facilities to meet the needs of a growing community. To protect the quality of the city's water, we invest in treatment plants, treatment processes, pipelines and the health of the watersheds where our water originates.

We also invest in trained professionals who manage the treatment plants and make sure the water reaches your tap safely. At Greeley Water and Sewer Utilities, we're proud of the work we do to provide safe, clean and high-quality water to our customers every day.

This report is part of our efforts to be transparent with our customers and share important information about the city's water system. We hope it helps you and your family feel confident in the safety, reliability, and great taste of Greeley's water.



**Sean P. Chambers**

DIRECTOR OF GREELEY  
WATER & SEWER UTILITIES

# Introduction

We are pleased to present to you this year's water quality report. Our constant goal is to provide you with a safe and dependable supply of drinking water. Please contact WATER QUALITY at 970-336-4097 with any questions or for public participation opportunities that may affect water quality. **Please see the water quality data from our wholesale system(s) (either attached or included in this report) for additional information about your drinking water.**

## General Information

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. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline (1-800-426-4791) or by visiting [epa.gov/ground-water-and-drinking-water](https://www.epa.gov/ground-water-and-drinking-water).

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 of infections. These people should seek advice about drinking water from their health care providers. For more information about contaminants and potential health effects, or to receive a copy of the U.S. Environmental Protection Agency (EPA) and the U.S. Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and microbiological contaminants call the EPA Safe Drinking Water Hotline at (1-800-426-4791).

## Contaminant Information

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:** viruses and bacteria that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- **Inorganic contaminants:** 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:** may come from a variety of sources, such as agriculture, urban storm water runoff, and residential uses.
- **Radioactive contaminants:** can be naturally occurring or be the result of oil and gas production and mining activities.
- **Organic chemical contaminants:** including synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production, and also may come from gas stations, urban storm water runoff, and septic systems.

In order to ensure that tap water is safe to drink, the Colorado Department of Public Health and Environment prescribes regulations limiting the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration regulations establish limits for contaminants in bottled water that must provide the same protection for public health.

# Terms and Abbreviations

- **Maximum Contaminant Level (MCL):** The highest level of a contaminant allowed in drinking water.
- **Treatment Technique (TT):** A required process intended to reduce the level of a contaminant in drinking water.
- **Health-Based):** A violation of either a MCL or TT.
- **Non-Health-Based):** A violation that is not a MCL or TT.
- **Action Level (AL):** The concentration of a contaminant which, if exceeded, triggers treatment and other regulatory requirements.
- **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 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.
- **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.
- **Violation (No Abbreviation):** Failure to meet a Colorado Primary Drinking Water Regulation.
- **Formal Enforcement Action (No Abbreviation):** Escalated action taken by the State (due to the risk to public health, or number or severity of violations) to bring a non-compliant water system back into compliance.
- **Variance and Exemptions (V/E):** Department permission not to meet a MCL or treatment technique under certain conditions.
- **Gross Alpha (No Abbreviation):** Gross alpha particle activity compliance value. It includes radium-226, but excludes radon 222, and uranium.
- **Picocuries per liter (pCi/L):** Measure of the radioactivity in water.
- **Nephelometric Turbidity Unit (NTU):** Measure of the clarity or cloudiness of water. Turbidity in excess of 5 NTU is just noticeable to the typical person.
- **Compliance Value (No Abbreviation):** Single or calculated value used to determine if regulatory contaminant level (e.g. MCL) is met. Examples of calculated values are the 90th Percentile, Running Annual Average (RAA) and Locational Running Annual Average (LRAA).
- **Average (x-bar):** Typical value.
- **Range (R):** Lowest value to the highest value.
- **Sample Size (n):** Number or count of values (i.e. number of water samples collected).
- **Parts per million = Milligrams per liter (ppm = mg/L):** One part per million corresponds to one minute in two years or a single penny in \$10,000.
- **Parts per billion = Micrograms per liter (ppb = ug/L):** One part per billion corresponds to one minute in 2,000 years, or a single penny in \$10,000,000.
- **Not Applicable (N/A):** Does not apply or not available.
- **Level 1 Assessment):** A study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.
- **Level 2 Assessment):** A very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.





## Monitoring for Contaminants

The City of Greeley routinely monitors for contaminants in your drinking water according to Federal and State laws. The following table(s) show all detections found in the period of January 1 to December 31, 2024 unless otherwise noted. The State of Colorado requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year, or the system is not considered vulnerable to this type of contamination. Therefore, some of our data, though representative, maybe more than a year old. Violations and Formal Enforcement Actions, if any, are reported in the next section of this report.

**Note:** Only detected contaminants sampled within the last 5 years appear in this report. If no tables appear in this section, then no contaminants were detected in the last round of monitoring.

*To protect the quality of the city’s water, we invest in treatment plants, treatment processes, pipelines and the health of the watersheds where our water originates.*

# Lead Protection Program

Greeley started the Lead Protection Program in 2023 to safeguard public health by finding and replacing water service lines that may contain lead. A water service line is the buried pipe that transports water from the city's water mains in the street into homes or businesses. Because service lines that contain lead pose a risk to drinking water, the city is working to replace all affected service lines for free.

## Here's what we've accomplished so far:

- Over 1,600 basement inspections by city workers and contractors.
- 1,012 customer surveys filled out to identify pipe materials.
- 879 pothole digs to confirm service line materials.
- 180 service lines replaced.

In 2024, we launched an online Service Line Inventory Map that allows residents to see the material of the water service line that is connected to their home. You can check it out at: [greeleygov.com/LeadProtection](https://greeleygov.com/LeadProtection).

This program is a vital part of our commitment to delivering safe, reliable, drinking water to every Greeley resident. We remain focused on achieving our goal of identifying and replacing all lead-containing water service lines in the city by 2027!

## Lead in Drinking Water

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. We are responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time.

You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly.

Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, contact LEAD PROTECTION at 970-336-4273. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at [epa.gov/safewater/lead](https://epa.gov/safewater/lead).



# Service Line Inventory

New state and federal laws require us to inventory all water service lines in our service area to classify the material. A service line is the underground pipe that carries water from the water main, likely in the street, into your home or building. If you would like to view a copy of our service line inventory or have questions about the material of your service line, contact LEAD PROTECTION at 970-336-4273.

## LEAD AND COPPER SAMPLED IN THE DISTRIBUTION SYSTEM

Lead and Copper Individual Sample Results

CONTAMINANT NAME	TIME PERIOD	TAP SAMPLE RANGE LOW – HIGH	90TH PERCENTILE	SAMPLE SIZE	UNIT OF MEASURE	90TH PERCENTILE AL	SAMPLE SITES ABOVE AL	90TH PERCENTILE AL EXCEEDANCE	TYPICAL SOURCES
Lead	08/07/2024 to 09/30/2024	0 to 397	4.9	102	ppb	15	4	No	Corrosion of household plumbing systems; Erosion of natural deposits
Lead	03/07/2024 to 04/24/2024	0 to 25.6	5.9	102	ppb	15	2	No	Corrosion of household plumbing systems; Erosion of natural deposits



*We remain focused on achieving our goal of identifying and replacing all lead-containing water service lines in the city by 2027!*

# Protecting Our Source Water

Greeley is working with other local partners on a plan to protect the Cache La Poudre River, which is a main source of our drinking water. This plan is called the Collaborative Poudre Source Water Protection Plan (SWPP). The plan focuses on finding and reducing potential problems that could harm our water supply now or in the future.

Thanks to grants from the state and help from local partners, this work isn't paid for by just Greeley residents. By protecting our source water today, we can reduce the risk of contamination, lower water treatment costs, and ensure safe, clean drinking water for years to come.

## Source Water Assessment and Protection (SWAP)

The Colorado Department of Public Health and Environment has provided us with a Source Water Assessment Report for our water supply. For general information or to obtain a copy of the report please visit [wqcdcompliance.com/ccr](http://wqcdcompliance.com/ccr). The report is located under "Guidance: Source Water Assessment Reports". Search the table using our system name or ID, or by contacting WATER QUALITY at 970-336-4097. The Source Water Assessment Report provides a screening-level evaluation of potential contamination that *could* occur. It *does not* mean that the contamination *has or will* occur. We can use this information to evaluate the need to improve our current water treatment capabilities and prepare for future contamination threats. This can help us ensure that quality finished water is delivered to your homes. In addition, the source water assessment results provide a starting point for developing a source water protection plan. Potential sources of contamination in our source water area are listed below. Please contact us to learn more about what you can do to help protect your drinking water sources, any questions about the Drinking Water Quality Report, to learn more about our system, or to attend scheduled public meetings. We want you, our valued customers, to be informed about the services we provide and the quality water we deliver to you every day.

## Our Water Sources

### SOURCES (WATER TYPE – SOURCE TYPE)

#### **PURCHASED FROM CO0135290**

(Surface Water-Consecutive Connection)

#### **BIG THOMPSON GLIC PUMPSTATION**

(Surface Water-Intake)

#### **PURCHASED EAST LARIMER CNTYCO0135233**

(Surface Water-Consecutive Connection)

#### **PURCHASED CITY OF LOVELAND CO0135485**

(Surface Water-Consecutive Connection)

#### **PURCHASED FROM NORTH WELD CO0162553**

(Surface Water-Consecutive Connection)

#### **HORSETOOTH RESERVOIR** (Surface Water-Intake)

#### **BOYD LAKE** (Surface Water-Intake)

#### **CACHE LA POUDRE RIVER** (Surface Water-Intake)

#### **LAKE LOVELAND** (Surface Water-Intake)

### POTENTIAL SOURCE(S) OF CONTAMINATION

EPA Hazardous Waste Generators, EPA Chemical Inventory/Storage Sites, EPA Toxic Release Inventory Sites, Permitted Wastewater Discharge Sites, Aboveground, Underground and Leaking Storage Tank Sites, Solid Waste Sites, Existing/Abandoned Mine Sites, Concentrated Animal Feeding Operations, Other Facilities, Commercial/Industrial/Transportation, High Intensity Residential, Low Intensity Residential, Urban Recreational Grasses, Quarries / Strip Mines / Gravel Pits, Row Crops, Fallow, Small Grains, Pasture / Hay, Deciduous Forest, Evergreen Forest, Mixed Forest, Septic Systems, Oil / Gas Wells, Road Miles



# Hydrant Flushing Program

In 2024, Greeley made major improvements to our hydrant flushing and maintenance program. Flushing fire hydrants verifies that hydrants are working well, keeps pipes free of sediment, and ensures fresh, flowing water.

**In 2024, the program:**

- Inspected over 1,800 out of 3,900 hydrants.
- Replaced 39 old hydrants.
- Completed 56 hydrant repairs.

We also began testing water from the hydrants for chlorine and pH during flushing. This added testing helps us keep an eye on water quality and provides valuable insight into the overall health of the distribution system.

## DISINFECTANTS SAMPLED IN THE DISTRIBUTION SYSTEM

**TT Requirement:** At least 95% of samples per period (month or quarter) must be at least 0.2 ppm OR If sample size is less than 40 no more than 1 sample is below 0.2 ppm. **Typical Sources:** Water additive used to control microbes.

DISINFECTANT NAME	TIME PERIOD	RESULTS	NUMBER OF SAMPLES BELOW LEVEL	SAMPLE SIZE	TT VIOLATION	MRDL
Chlorine	January to December, 2024	Lowest period percentage of samples meeting TT requirement: 100%	0	121 each month	No	4.0 ppm

## DISINFECTION BYPRODUCTS SAMPLED IN THE DISTRIBUTION SYSTEM

NAME	YEAR	AVERAGE	RANGE LOW – HIGH	SAMPLE SIZE	UNIT OF MEASURE	90TH PERCENTILE AL	SAMPLE SITES ABOVE AL	90TH PERCENTILE AL EXCEEDANCE	TYPICAL SOURCES
Total Haloacetic Acids (HAA5)	2024	25.99	13.9 to 38.2	32	ppb	60	N/A	No	Byproduct of drinking water disinfection
Total Trihalomethanes (TTHM)	2024	40.07	17.6 to 65.1	32	ppb	80	N/A	No	Byproduct of drinking water disinfection
Chlorite	2024	0.29	0.18 to 0.48	12	ppb	1.0	0.8	No	Byproduct of drinking water disinfection



# Bulk Water Stations

Our bulk water stations offer contractors and landscapers a convenient way to purchase large volumes of water directly from the city’s water system to fill their tankers and water trucks. These stations have been strategically located to pull water from areas of the system with low water demand. This ensures a continuous flow of fresh water.

Previously, the city used automatic flushes to maintain good water quality in these areas. Bulk water stations allow that water to be put to a beneficial use while generating revenue for the city.

Providing bulk water also brings in money for the city. In 2024, our two stations dispensed over 21 million gallons of water. Because of the positive impact these stations have had on our community and the environment, we’re planning to build three more stations to improve user access and overall system health.



## TOTAL ORGANIC CARBON (DISINFECTION BYPRODUCTS PRECURSOR) REMOVAL RATIO OF RAW AND FINISHED WATER\*

CONTAMINANT NAME	YEAR	AVERAGE	RANGE LOW – HIGH	SAMPLE SIZE	UNIT OF MEASURE	TT MINIMUM RATIO	TT	TYPICAL SOURCES
Total Organic Carbon Ratio	2024	1.22	0.98 to 1.59	18	Ratio	1.00	No	Naturally present in the environment

\*If minimum ratio not met and no violation identified then the system achieved compliance using alternative criteria.

## SUMMARY OF TURBIDITY SAMPLED AT THE ENTRY POINT TO THE DISTRIBUTION SYSTEM

CONTAMINANT NAME	SAMPLE DATE	LEVEL FOUND	TT REQUIREMENT	TT VIOLATION	TYPICAL SOURCES
Turbidity	Date/Month: Aug	Highest single measurement: 0.54 NTU	Maximum 1 NTU for any single measurement	No	Soil Runoff
Turbidity	Month: Aug	Lowest monthly percentage of samples meeting TT requirement for our technology: 99%	In any month, at least 95% of samples must be less than 0.3 NTU	No	Soil Runoff

## INORGANIC CONTAMINANTS SAMPLED AT THE ENTRY POINT TO THE DISTRIBUTION SYSTEM

CONTAMINANT NAME	YEAR	AVERAGE	RANGE LOW – HIGH	SAMPLE SIZE	UNIT OF MEASURE	MCL	MCLG	MCL VIOLATION	TYPICAL SOURCES
Barium	2024	0.05	0.02 to 0.07	2	ppm	2	2	No	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Chromium	2024	1.5	0 to 3	2	ppb	100	100	No	Discharge from steel and pulp mills; erosion of natural deposits
Fluoride	2024	0.35	0.21 to 0.48	2	ppm	4	4	No	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Selenium	2024	1.5	1 to 2	2	ppb	50	50	No	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines

## SECONDARY CONTAMINANTS\*

CONTAMINANT NAME	YEAR	AVERAGE	RANGE LOW – HIGH	SAMPLE SIZE	UNIT OF MEASURE	SECONDARY STANDARD
Sodium	2024	29.3	8.5 to 50.1	2	ppm	N/A

\*Secondary standards are non-enforceable guidelines for contaminants that may cause cosmetic effects (such as skin, or tooth discoloration) or aesthetic effects (such as taste, odor, or color) in drinking water

*We're proud of the work we do to provide safe, clean and high-quality water to our customers every day.*





# PRVs and SCADA

In 2024, we improved how we manage the water system by expanding our **SCADA system (Supervisory Control and Data Acquisition)**. Real-time SCADA data allows water operations professionals to control and monitor water flow, pressure and quality all the time from anywhere.

We added SCADA integration to new and existing system control valves and **Pressure Reducing Valves (PRVs)**. Operators can now receive real-time data on flow, chlorine levels and pH to assess system issues and then control these system assets remotely.

This helps us catch problems fast and make sure the system runs safely and efficiently. These upgrades are a critical step in ensuring a resilient, responsive water distribution system.

## Violations, Significant Deficiencies, and Formal Enforcement Actions

### HEALTH-BASED VIOLATIONS

**Maximum contaminant level (MCL) violations:** Test results for this contaminant show that the level was too high for the time period shown. Please read the information shown below about potential health effects for vulnerable populations. This is likely the same violation that we told you about in a past notice. We are evaluating, or we already completed an evaluation, to find the best way to reduce or remove the contaminant. If the solution will take an extended period of time, we will keep you updated with quarterly notices.

**Treatment technique (TT) violations:** We failed to complete an action that could affect water quality. Please read the information shown below about potential health effects for vulnerable populations. This is likely the same violation that we told you about in a past notice. We were required to meet a minimum operation/treatment standard, we were required to make upgrades to our system, or we were required to evaluate our system for potential sanitary defects, and we failed to do so in the time period shown below. If the solution will take an extended period of time, we will keep you updated with quarterly notices

NAME	DESCRIPTION	TIME PERIOD	VIOLATION DESCRIPTION AND HEALTH EFFECTS	COMPLIANCE VALUE	TT LEVEL OR MCL
Cross Connection Rule	Failure to meet cross connection control and/or backflow prevention requirements - m619	06/07/2024 – 10/03/2024	Supplier has not achieved the backflow prevention annual compliance ratio. This is a BPCCC treatment technique violation of Regulation 11, Section 11.39(6)(a)(iii).  Uncontrolled cross connections can lead to a back pressure or siphonage event that may allow contaminants or disease-causing organisms to enter the drinking water, which can cause diarrhea, nausea, cramps, and associated headaches.	N/A	N/A
Cross Connection Rule	Failure to meet cross connection control and/or backflow prevention requirements - m611	06/07/2024 – 10/03/2024	Supplier has either permitted or installed a cross connection and was unable to control the cross connection within the 120 day deadline, or by a Department approved alternative schedule. This is a BPCCC treatment technique violation of Regulation 11 Section 11.39(6)(a)(ii).  Uncontrolled cross connections can lead to a back pressure or siphonage event that may allow contaminants or disease-causing organisms to enter the drinking water, which can cause diarrhea, nausea, cramps, and associated headaches.	N/A	N/A

**Additional Violation Information:** Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

## Describe the steps taken to resolve the violation(s), and the anticipated resolution date:

### Backflow and Cross Connection Control Violation Resolution:

In 2024 the City of Greeley discovered two violations of the Colorado Department of Public Health (CDPHE) Backflow Prevention and Cross-Connection Control (BPCCC) regulations. Although these violations have been successfully resolved, state and federal regulations require the city to include details of the violations in this water quality report.

### Required Health Effects Language:

*Greeley had an inadequate backflow prevention and cross-connection control program. We installed or permitted an uncontrolled cross connection. Uncontrolled cross connections can lead to inadvertent contamination of the drinking water. This situation was not an emergency and did not impact public health, but as our customers you have the right to know what happened and what the city did to correct the situation.*

### What happened and how was the issue resolved?

State and local regulations require owners of backflow prevention assemblies to inspect and test them annually to protect drinking water from potential backflow contamination. The city is required by state regulations to enforce this rule, ensure that at least 90% of assemblies are tested every year, and ensure that no assemblies go untested for two consecutive calendar years. The city fell short of the required 90% testing compliance ratio in 2023 and did not receive tests for some assemblies for two consecutive years. The city also found some privately owned devices that had failed tests had not been repaired or replaced by the property owners within the required 120-day time frame.

To correct these issues, the City of Greeley , issued notices to owners of non-compliant backflow assemblies, and exercised enforcement activities to ensure compliance with local and state backflow regulations. The city achieved 90% compliance testing ratio and received tests for all devices that exceeded two years. All devices with failed tests were repaired, replaced, or removed from service. The violation was fully resolved in September 2024.

### What is Greeley doing to protect the drinking water system and prevent future backflow violations?

Since this incident, the city hired additional staff to administer the BPCCC Program, updated the backflow ordinance, cleaned up backflow assembly and owner data issues, and transferred all program data to a new compliance tracking software that works seamlessly with the city's customer information system. We will continue to ensure backflow compliance from property owners to protect Greeley's drinking water. Since the two violations were resolved, the city has been in full compliance with state backflow regulations. For additional information, please contact the Backflow Prevention and Cross Connection Control Program at 970-336-4012 or [backflow@greeleygov.com](mailto:backflow@greeleygov.com).

For more information on the City's BPCCC Program, please visit [greeleygov.com/cross-connection](https://greeleygov.com/cross-connection).

## SpryBackflow Migration

Backflow prevention is a critical safeguard that protects Greeley's drinking water from contamination by stopping water from flowing backwards into water pipes that supply clean drinking water. Commercial, industrial, and multi-family residential property owners must install and maintain backflow prevention assemblies where cross-connections exist. Certified professionals must test them annually.

In 2024, we upgraded to a new software system called SpryBackflow. It helps us track backflow testing more easily. It's also simpler for testers to submit results—with no fees. The system helps us track testing data more accurately, improves response times, and stays

ahead of regulatory requirements. SpryBackflow works directly with our new Customer Information System (CIS) software, SpryPoint, to keep customer information updated and provide better communication through the new Greeley Utility Portal.

Alongside this upgrade in software, the Cross Connection Control Program has worked hard to clean up data, improve communication with property owners, and strengthen trust with the community. These efforts, combined with a user-friendly platform and improved processes, strengthen our ability to protect public health and ensure the continued delivery of safe, high-quality drinking water.

# NON-HEALTH-BASED VIOLATIONS

These violations do not usually mean that there was a problem with the water quality. If there had been, we would have notified you immediately. We missed collecting a sample (water quality is unknown), we reported the sample result after the due date, or we did not complete a report/notice by the required date.

NAME	DESCRIPTION	TIME PERIOD
Lead & Copper Rule	Failure to inform homeowner of lead results	10/01/2024 – 10/16/2024

**Additional Violation Information:** Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.



## Describe the steps taken to resolve the violation(s), and the anticipated resolution date:

### Lead and Copper Rule Reporting Violation Resolution

The City of Greeley is required to monitor drinking water twice a year for specific contaminants, including lead and copper. Within 30 days of receiving results, the city must notify the homeowners whose water was tested of their individual lead and copper results. We are also required to submit certifications that the notices were sent to the Colorado Department of Public Health and Environment (CDPHE) in less than 3 months after the end of the monitoring period.

For lead and copper samples collected from homes between **March and April 2024**, we sent the result notification to homeowners on **May 15, 2024**, which was within the required 30-day timeframe. However, **we failed to submit the required certification and an example copy of the notification** to CDPHE by the **September 30, 2024**, deadline. As stated, testing and homeowner notifications were completed in a timely manner. However, we did not meet our obligation to confirm this to the state as required. This was a reporting violation that was resolved as of **October 16, 2024**, when we submitted the required certification and an example copy of the notification.

### Required Health Effects Language for Lead:

*Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.*

We implemented a tracking system to ensure that all future certifications are completed and submitted to CDPHE before their deadlines.

**If you have any questions about this notice, please contact Michaela Jackson at (970) 350-9836.**



## UNREGULATED CONTAMINANTS\*

EPA has implemented the Unregulated Contaminant Monitoring Rule (UCMR) to collect data for contaminants that are suspected to be present in drinking water and do not have health-based standards set under the Safe Drinking Water Act. EPA uses the results of UCMR monitoring to learn about the occurrence of unregulated contaminants in drinking water and to decide whether or not these contaminants will be regulated in the future. We performed monitoring and reported the analytical results of the monitoring to EPA in accordance with its Unregulated Contaminant Monitoring Rule (UCMR). Once EPA reviews the submitted results, the results are made available in the EPA's National Contaminant Occurrence Database (NCOD) ([epa.gov/dwucmr/national-contaminant-occurrence-database-ncod](https://epa.gov/dwucmr/national-contaminant-occurrence-database-ncod)). Consumers can review UCMR results by accessing the NCOD. Contaminants that were detected during our UCMR sampling and the corresponding analytical results are provided below.

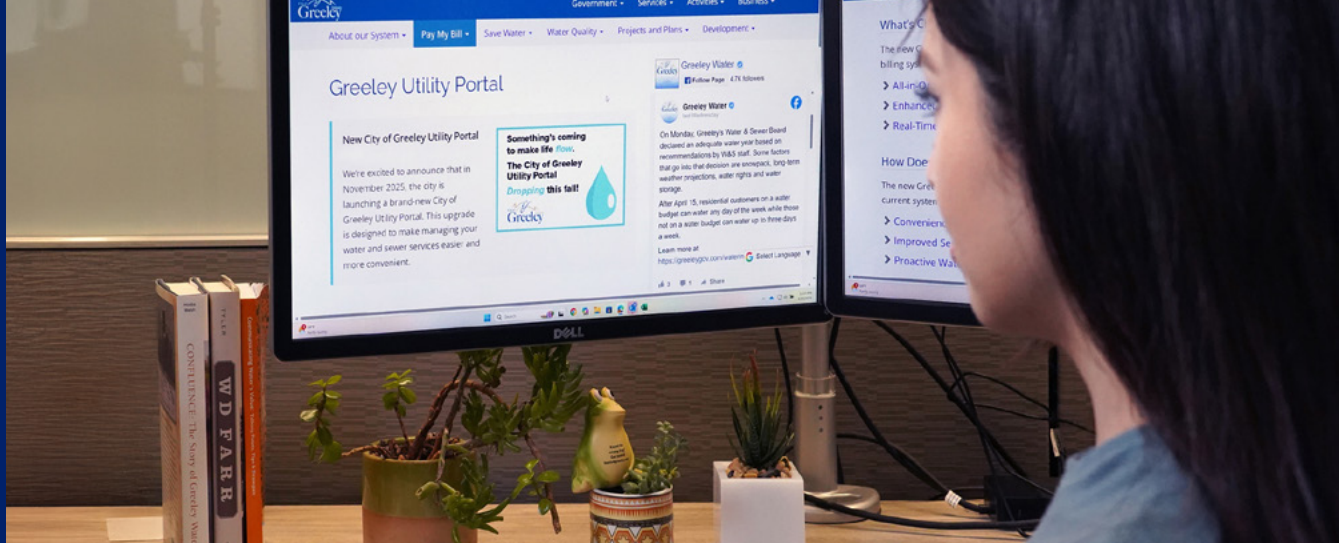
CONTAMINANT NAME	YEAR	AVERAGE	RANGE LOW – HIGH	SAMPLE SIZE	UNIT OF MEASURE
Lithium	2023-2024	9.8	Not Detected – 25.7	8	Ppb (ug/L)
Perfluorobutanoic acid (PFBA)	2023-2024	Not Detected	Not Detected	8	Ppb (ug/L)
Perfluoropentanoic acid (PFPeA)	2023-2024	Not Detected	Not Detected	8	Ppb (ug/L)
Perfluorohexanoic acid (PFHxA)	2023-2024	Not Detected	Not Detected	8	Ppb (ug/L)
Perfluoroheptanoic acid (PFHpA)	2023-2024	Not Detected	Not Detected	8	Ppb (ug/L)
Perfluorooctanoic acid (PFOA)	2023-2024	Not Detected	Not Detected	8	Ppb (ug/L)
Perfluorononanoic acid (PFNA)	2023-2024	Not Detected	Not Detected	8	Ppb (ug/L)
Perfluorodecanoic acid (PFDA)	2023-2024	Not Detected	Not Detected	8	Ppb (ug/L)
Perfluoroundecanoic acid (PFUnA)	2023-2024	Not Detected	Not Detected	8	Ppb (ug/L)
Perfluorododecanoic acid (PFDoA)	2023-2024	Not Detected	Not Detected	8	Ppb (ug/L)
4,8-Dioxa-3H-perfluorononanoic acid (ADONA)	2023-2024	Not Detected	Not Detected	8	Ppb (ug/L)
Perfluorobutanesulfonic acid (PFBS)	2023-2024	Not Detected	Not Detected	8	Ppb (ug/L)
Perfluorohexanesulfonic acid (PFHxS)	2023-2024	Not Detected	Not Detected	8	Ppb (ug/L)
Perfluoroheptanesulfonic acid (PFHpS)	2023-2024	Not Detected	Not Detected	8	Ppb (ug/L)
Perfluorooctanesulfonic acid (PFOS)	2023-2024	Not Detected	Not Detected	8	Ppb (ug/L)
Perfluoropentanesulfonic acid (PFPeS)	2023-2024	Not Detected	Not Detected	8	Ppb (ug/L)
Hexafluoropropylene Oxide Dimer Acid (HFPO-DA)	2023-2024	Not Detected	Not Detected	8	Ppb (ug/L)
9-Chlorohexadecafluoro-3-oxanonane-1-sulfonic acid	2023-2024	Not Detected	Not Detected	8	Ppb (ug/L)
11-Chlorohexadecafluoro-3-oxaundecane-1-sulfonic acid	2023-2024	Not Detected	Not Detected	8	Ppb (ug/L)
1H,1H,2H,2H-Perfluorohexane sulfonic acid (4:2 FTS)	2023-2024	Not Detected	Not Detected	8	Ppb (ug/L)
1H,1H,2H,2H-Perfluorooctane sulfonic acid (6:2 FTS)	2023-2024	Not Detected	Not Detected	8	Ppb (ug/L)
1H,1H,2H,2H-Perfluorodecane sulfonic acid (8:2 FTS)	2023-2024	Not Detected	Not Detected	8	Ppb (ug/L)
Nonafluoro-3,6-dioxaheptanoic acid (NFDHA)	2023-2024	Not Detected	Not Detected	8	Ppb (ug/L)
Perfluoro-3-methoxypropanoic acid (PFMPA)	2023-2024	Not Detected	Not Detected	8	Ppb (ug/L)
Perfluoro-4-methoxybutanoic acid (PFMBA)	2023-2024	Not Detected	Not Detected	8	Ppb (ug/L)
Perfluoro (2-ethoxyethane) sulfonic acid (PFEESA)	2023-2024	Not Detected	Not Detected	8	Ppb (ug/L)

\*More information about the contaminants that were included in UCMR monitoring can be found at: [drinktap.org/Water-Info/Whats-in-My-Water/Unregulated-Contaminant-Monitoring-Rule-UCMR](https://drinktap.org/Water-Info/Whats-in-My-Water/Unregulated-Contaminant-Monitoring-Rule-UCMR). Learn more about the EPA UCMR at: [epa.gov/dwucmr/learn-about-unregulated-contaminant-monitoring-rule](https://epa.gov/dwucmr/learn-about-unregulated-contaminant-monitoring-rule) or contact the Safe Drinking Water Hotline at (800) 426-4791 or [epa.gov/ground-water-and-drinking-water](https://epa.gov/ground-water-and-drinking-water).



*The City of Greeley routinely monitors for contaminants in your drinking water according to Federal and State laws.*





# Greeley Utility Portal

In November 2025, the city will launch the Greeley Utility Portal. This new platform will make it easier for you to manage your water utility services by putting all the information in one place.

## With the new portal, you can:

- Pay your water bill online.
- See how much water you're using in real time.
- Receive water leak alerts.

By using this new portal, you will be able to take control of your water use and spot problems early, helping you save money on your water bill! We encourage everyone to register online once the portal is live for hassle-free payments. Paper bills will still be available. However, if you sign up for paperless billing, you can save time and money and reduce paper waste.

## CONNECT TO YOUR WATER

### Water & Sewer Department

970-350-9811

[water@greeleygov.com](mailto:water@greeleygov.com)

[greeleygov.com/water](http://greeleygov.com/water)

### Lead Protection

970-336-4273

[leadprotection@greeleygov.com](mailto:leadprotection@greeleygov.com)

[greeleygov.com/leadprotection](http://greeleygov.com/leadprotection)

### Emergencies

**Water (7am–3pm)** 970-350-9320

**Sewer (7am–3pm)** 970-350-9320

**After Hours** 970-616-6260

### Utility Billing

970-350-9811

### Water Taste or Odor

970-336-4097

### Water Pressure

970-350-9320

### Water Conservation

970-336-4134

[conserve@greeleygov.com](mailto:conserve@greeleygov.com)

[greeleygov.com/conserve](http://greeleygov.com/conserve)

### Water Restrictions & Violations

970-336-4134



[@greeleywater](https://www.facebook.com/greeleywater)