

2026

Drinking Water QUALITY REPORT

Covering Data for Calendar Year 2025



Director's Message

Providing safe, reliable, and great-tasting drinking water to Greeley homes and businesses is our top priority. This Drinking Water Quality Report is one way we keep our promise to you by sharing clear, honest information about your drinking water.

In this report, you'll find water test results from the 2025 calendar year that show Greeley's drinking water is safe and meets or surpasses all required standards. The report also explains how we protect water quality—from where the water comes from, through treatment, and all the way to your tap.

Along with the required testing information, we included short infographics and background details to show the work our Water Utilities team does every day. Our approach is straightforward: we closely monitor water quality, use data to make decisions, hire certified water operators, and plan ahead. We regularly test water at our treatment plants and at several locations across the water system so we can respond quickly if something changes.

That work is done by trained, certified professionals who care about doing the job the right way. Our operators work closely with our water quality, engineering, asset management, and maintenance teams to keep our facilities safe and running well. By the time you turn on the tap, a lot of careful teamwork

has already taken place. Families and businesses count on us every day, and we take that seriously.

Keeping drinking water safe also takes long-term planning. Greeley's elected leaders and community partners know that clean, reliable water is important for public health, public safety, and a strong local economy. That's why the City has worked hard to build a dependable water supply. We get water from four river basins on both sides of the Continental Divide, which helps protect Greeley's water supply for the future. In 2023, we completed the Integrated Water Resource Plan to guide how we protect our water sources, plan ahead, and adapt to changing conditions.

I'm proud of Greeley's drinking water, and I'm proud of the people who make it possible. We invest in our water system and in the trained professionals who run it, so we can keep delivering safe, reliable, great-tasting water for a strong community.

If you have questions after reading this report, please reach out. Our team is here to help.



SEAN P. CHAMBERS

Director of Greeley
Water & Sewer Utilities

Contents

| | | | | | |
|----------|----------------------------------|-----------|---------------------------------|-----------|--|
| 2 | Director's Message | 12 | Construction Crews | 20 | Important Information About Lead |
| 3 | Introduction | 13 | Maintenance Program | 22 | Advanced Metering Infrastructure (AMI) Meters |
| 4 | Water Sources | 16 | Hydra Stop | 23 | Greeley Utility Portal |
| 6 | Source Water Monitoring | 17 | Monitoring Water Quality | 24 | Connect to Your Water |
| 8 | Terms & Abbreviations | 18 | We Want You to Know... | | |
| 9 | Drinking Water Treatment | 19 | Sanitary Survey | | |



City of Greeley 2026
Drinking Water Quality Report
Covering data for calendar year 2025
Public Water System ID: CO0162321



For Spanish Speakers

Usa este código QR para ver el informe de calidad del agua potable 2026.

Greeley.qrd.by/2026SpanishReport

Introduction

We are pleased to present to you this year's drinking 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 or WaterQuality@greeleygov.com with any questions or for public participation opportunities that may affect water quality.

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.

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.



Radioactive contaminants: can be naturally occurring or be the result of oil and gas production and mining activities.



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.



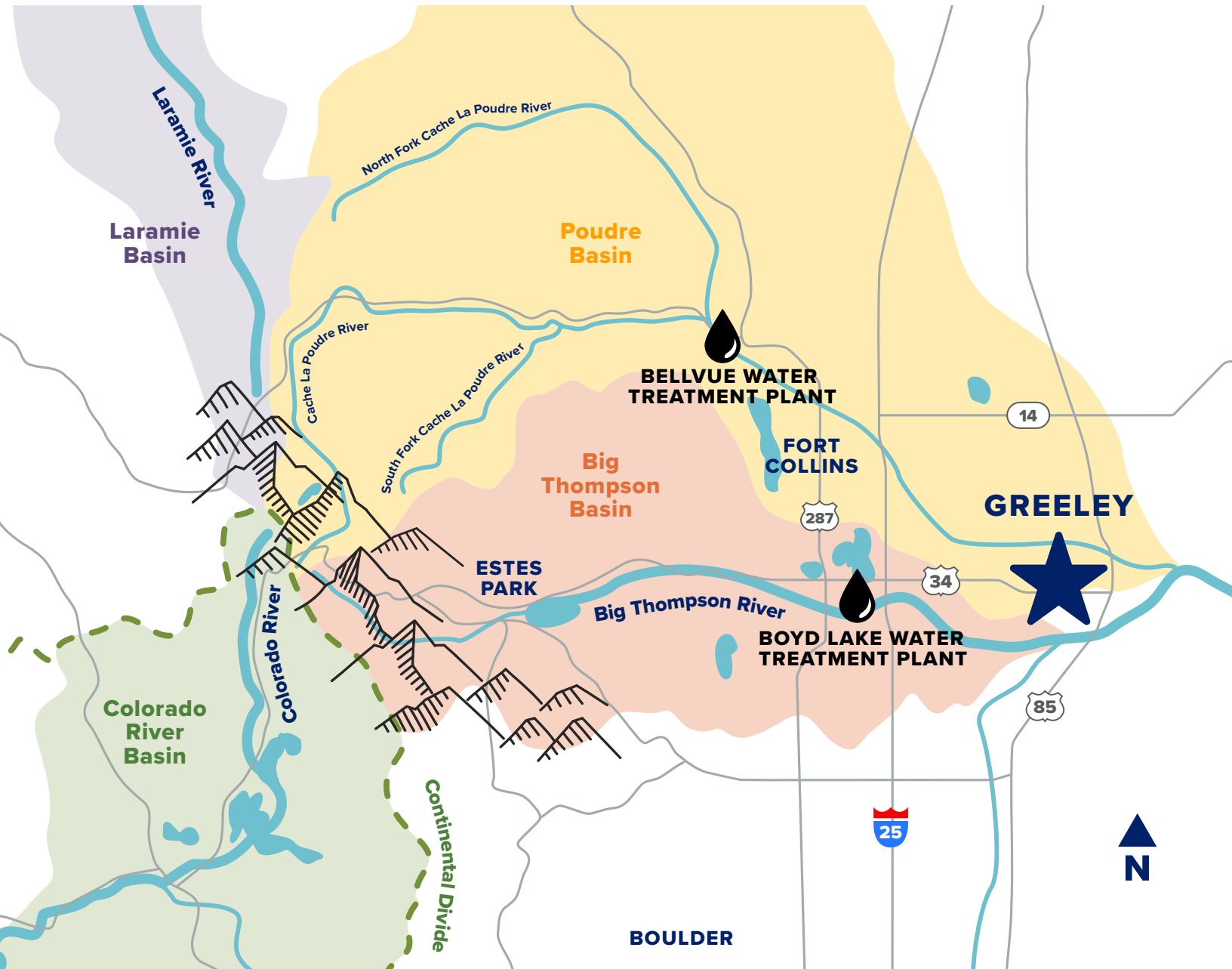
Organic chemical contaminants: including synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production, and also may come from gas stations, urban storm water runoff, and septic systems.



Pesticides and herbicides: may come from a variety of sources, such as agriculture, urban storm water runoff, and residential uses.

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.

Where Our Water Comes From



Our Water Sources

Surface Water Intakes

CACHE LA POUFRE RIVER

HORSETOOTH RESERVOIR

BOYD LAKE

LAKE LOVELAND

BIG THOMPSON GLIC PUMPSTATION

Greeley has intergovernmental agreements to purchase emergency water supplies from the following surface water consecutive connections.

City of Loveland CO0135485

East Larimer County CO0135233

North Weld CO0162553

West Fort Collins CO0135290

Source Water Assessment and Protection (SWAP)

The Colorado Department of Public Health and Environment 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. The report is located under “Guidance: Source Water Assessment Reports” Search the table using our system name (Town of Greeley) or ID (CO0162321) or by contacting Greeley’s Water Quality Team at 970-336-4097 or WaterQuality@greeleygov.com. 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 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 our 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.

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



Collaborative Source Protection

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 (SWPPP). 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.





Boyd Lake Source Water Monitoring

In 2025, Greeley’s Water Quality Team expanded and formalized the source water monitoring program for the Boyd Lake Water Treatment Plant. “Source water” is the untreated water found in creeks, ditches and lakes before it reaches the plant where it is treated to drinking water standards. The Water Quality Team collects and tests water samples from the Big Thompson River Watershed and the plant’s two main water sources: Lake Loveland and Boyd Lake.

Why and What We Measure

Tracking source water helps Greeley provide safe, reliable drinking water to the community by giving

treatment plant operators the information they need to stay ahead of changing conditions. Our water quality team regularly samples lakes and streams to monitor important key indicators that change over time and affect how water should be treated including:

- Oxygen levels
- Water temperature
- Nutrients such as nitrogen and phosphorus
- Some samples are tested for up to 31 different water quality measures, providing a detailed picture of conditions across the watershed

Where and How Often We Sample

Samples are collected at nine locations upstream of the plant's intake points:

- Five sites on flowing waters (like creeks and ditches) that supply the lakes
- One site on Lake Loveland
- One site on Horseshoe Lake
- Two sites on Boyd Lake

Sampling schedule:

- Flowing water sites: twice per month (April-August)
- Lake sites: once per month (April – October)

Informed Treatment Decisions

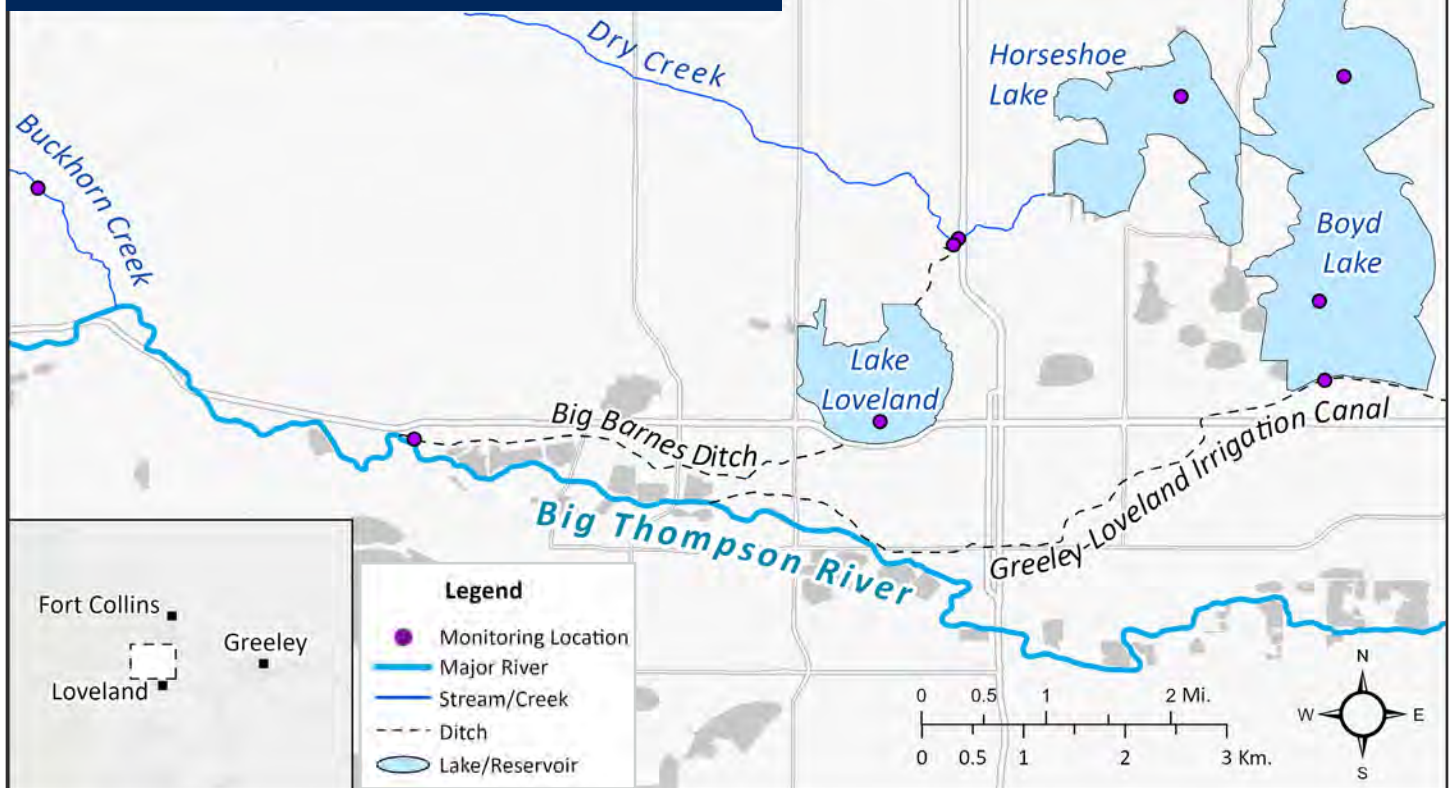
This work helps plant operators fine-tune treatment. For example, monitoring oxygen levels helps confirm whether systems like the liquid oxygen system at Boyd Lake are working as intended. Tracking oxygen and nutrients can also provide early warning signs of conditions that may lead to algae growth or cause taste and odor concerns.



LOOKING AHEAD

This monitoring program will continue to track long-term trends. Greeley will use this information to respond early to changes in source water quality, plan for future drinking water regulations, and support a safe, reliable, and resilient drinking water system for the future of our community.

Source Water Quality Monitoring Sites

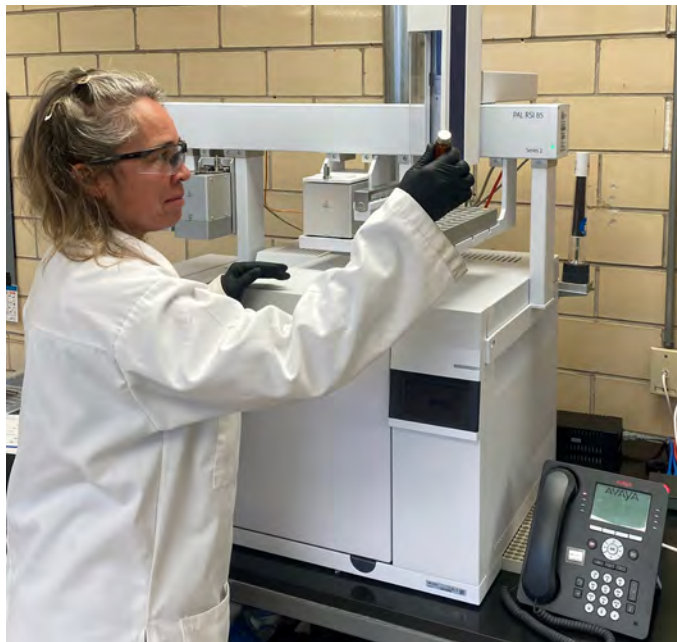


Terms and Abbreviations

- **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.



Drinking Water Treatment



Detected Contaminants

The City of Greeley follows Federal and State laws by routinely monitoring for contaminants in your drinking water. The following Tables show all detections found in the period of January 1 to December 31, 2025, 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, may be more than one year old.

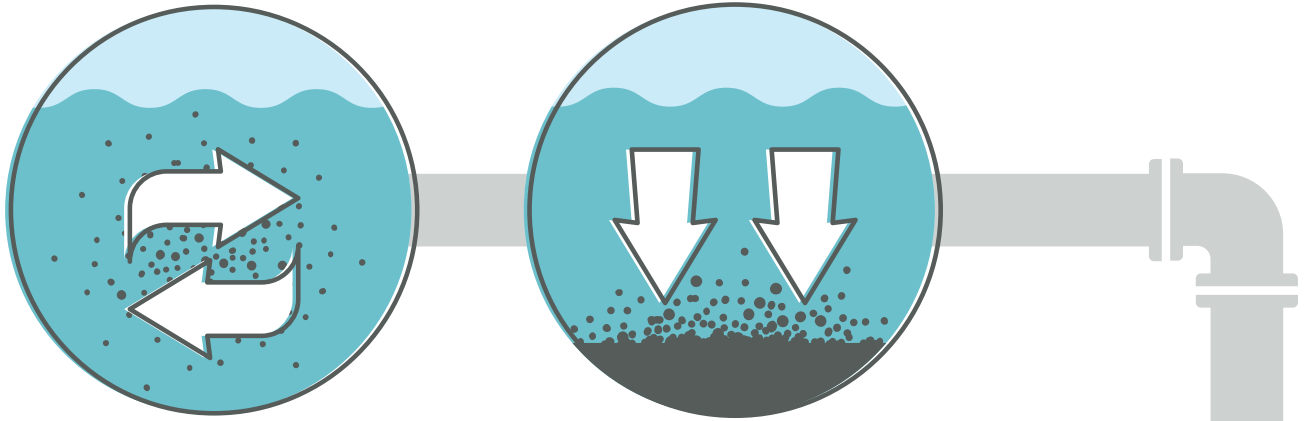
Note: Only detected contaminants sampled within the last five years appear in this report. If no tables appear in this section, then no contaminants were detected in the last round of monitoring.

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 | 2025 | 1.28 | 1.02 to 1.97 | 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.

The Water Treatment Process

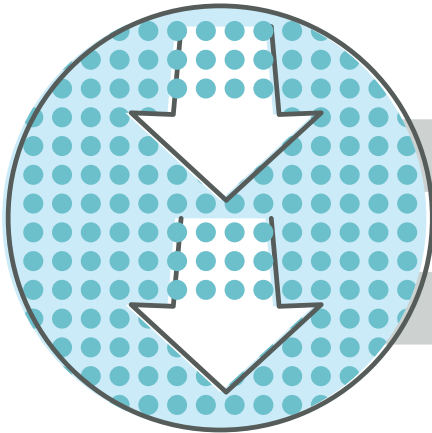


STEP 1 Coagulation, Flocculation and Sedimentation

Water enters the drinking water treatment facility and is channeled into a mixing chamber where chemicals called coagulants cause small particles such as dirt and debris to stick together, forming larger particles. As the particles continue to coagulate, they get heavier. Over time, the heavy, larger particles settle to the bottom of the settling tanks where they are removed through a bottom drain.

STEP 2 Filtration

The cleaner, clearer water that remains flows through a series of fine media filters.



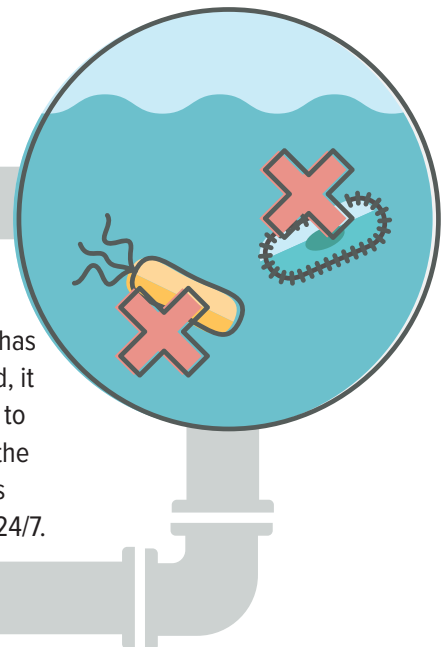
STEP 3 Disinfection

After the water has been filtered to remove fine particles, a small amount of chlorine is added to eliminate bacteria or viruses.



STEP 4 Water Distribution

Once our drinking water has been cleaned and filtered, it travels through pipelines to Greeley, where it enters the distribution system and is delivered to your home, 24/7.



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: June | Highest single measurement: 0.65 NTU | Maximum 1 NTU for any single measurement | No | Soil Runoff |
| Turbidity | Month: June | Lowest monthly percentage of samples meeting TT requirement for our technology: 98% | In any month, at least 95% of samples must be less than 0.3 NTU | No | Soil Runoff |

RADIONUCLIDES 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 |
|------------------|------|---------|------------------|-------------|-----------------|-----|------|---------------|-----------------------------|
| Combined Radium | 2025 | 0.06 | 0.6 to 0.6 | 1 | pCi/L | 5 | 0 | No | Erosion of natural deposits |

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 | 2025 | 0.04 | 0.02 to 0.06 | 2 | ppm | 2 | 2 | No | Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits |
| Chromium | 2025 | 1 | 0 to 2 | 2 | ppb | 100 | 100 | No | Discharge from steel and pulp mills; erosion of natural deposits |
| Fluoride | 2025 | 0.33 | 0.14 to 0.51 | 2 | ppm | 4 | 4 | No | Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories |
| Selenium | 2025 | 1.5 | 0 to 3 | 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 | 2025 | 25.5 | 9.3 to 41.7 | 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



Construction Crews

Building a Stronger Water System with Our Own Construction Teams

In 2025, the City of Greeley Water and Sewer Department created two internal construction crews made up of certified Greeley water operators who specialize in repairing and upgrading our drinking water infrastructure. By relying on our own teams instead of outside contractors, we can efficiently execute Capital Improvement Program (CIP) projects and respond swiftly to emergency repairs. This allows us to control both the timeline and quality of our work, ensuring that projects are done right the first time to meet our standards.

What Have the Teams Accomplished So Far?

The internal construction teams have already completed several major projects, including:

- 27th Street water line upsizing
- 22nd Avenue water line upsizing
- C Street flow improvements
- 6th Street water line replacement

Crews abandoned a 4-inch waterline on the C Street project and transferred all services, including connecting the fire hydrant laterals to the 16-inch line in the road, which improves fire flow for the

whole area. For the 6th Street emergency water line replacement, crews worked in coordination with lead service line replacements to mitigate potential health hazards by abandoning a 1.5-inch galvanized pipe and installing a new 8-inch water main. By looping the system, this project improved flow and water quality in the neighborhood.

These projects improve the system's capacity and reliability for customers, all while minimizing costs!

How Does This Impact Customers?

- **Faster emergency repairs:** Greeley Water teams can respond quicker and utilize their technical expertise of the system to get repairs done fast.
- **Shorter service interruptions:** Because the city controls the timeline of the work, projects can be better scheduled to minimize disruption to neighborhoods.
- **Better water flow and quality:** These upgrades to the city's infrastructure help water move efficiently through our system, which improves water quality.
- **Reliable infrastructure:** High quality construction reduces the need for future repairs and extends the lifespan of our infrastructure.
- **Cost savings minimize rate impacts:** Reducing project delays and service disruptions saves everyone money!

LOOKING AHEAD

Planned internal construction team projects, such as eliminating backyard lines in the Farr Neighborhood, underscore our commitment to proactive infrastructure management. Our teams are prepared to tackle these tasks with the same dedication and quality assurance they have consistently demonstrated.

The City of Greeley's internal construction crews provide a practical, reliable way to address critical infrastructure needs. Most importantly, these teams help sustain and strengthen one of our community's most vital resources—clean, reliable drinking water—for years to come.



Greeley Water By-the-Numbers



3.6

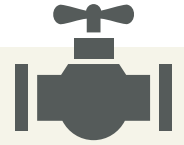
million feet
of water pipeline
monitored and repaired



120,000
water customers
served



30,766
water service
connections



1,385
valves
exercised



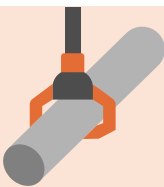
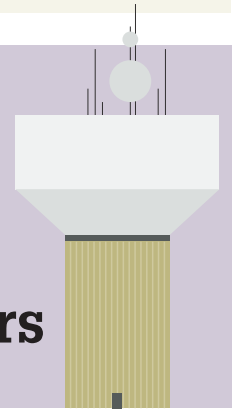
4
watersheds
that supply drinking water

8 billion
gallons of
water

treated and distributed per year



4
treated
water
reservoirs



4,731 feet
of water line replaced

58 water main
leaks repaired



2,242
hydrants flushed



Maintenance Program

City of Greeley T&D Maintenance Team Overview

In 2025, the City of Greeley's Transmission & Distribution Maintenance Team worked hard to keep our water system strong and reliable. As noted in last year's Drinking Water Quality Report, the team used smart tools and improved work methods to maintain and upgrade water pipes, valves and other key equipment. These efforts helped reduce disruptions and support safe, dependable water service for the community.

Fire Hydrant Preventative Maintenance

Our crews maintain fire hydrants all year to protect water quality and support emergency response across Greeley. Over the past two years, the City's Water team has expanded its touch, inspect, and flow program to check each of the nearly 4,000 hydrants at least once every two years.

Regular hydrant maintenance helps make sure firefighters have reliable water when they need it most. During one routine inspection, crews found a hydrant that needed repairs and restored it within two business days. A few months later, that same hydrant played an important role during the abandoned sugar mill fire in April 2025. It supplied water for 24 hours and stayed ready while fire crews watched for hot spots. This shows how preventive maintenance supports emergency response and helps protect the community.

To support **Keep Greeley Moving** pavement rehabilitation, hydrant maintenance crews focus on areas where road projects are planned. By repairing or replacing hydrants and valves before streets are resurfaced, we can help avoid cutting into newly improved roads later.

Hydrant Meter Rental – Before a contractor can use a hydrant meter for construction water, City crews inspect the hydrant to make sure it works properly. Contractors must also use a backflow prevention device to help protect Greeley's drinking water. When the project is done, crews inspect the hydrant again to confirm it is still in good condition.

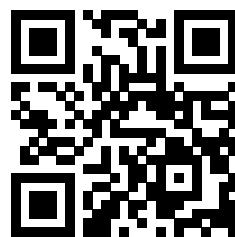


Water Quality Flushing – Water operators work with the Weld County Health Department and the City's Water Quality Team to help keep the system safe. Routine flushing is one of the tools used to maintain water quality and provide reliable service.

iHydrant Pressure Monitoring – Greeley uses 14 pressure monitors on hydrants across the city to track changes in water pressure. This helps crews spot problems early, protect infrastructure, and maintain reliable water service.



LANDSCAPING DO'S & DON'TS FOR HYDRANTS



Scan the QR code for landscaping tips to help you keep the fire hydrant in front of your home or business clear and accessible.

GreeleyCO.gov/water/system-maintenance



Operational Excellence

Greeley’s water team works year-round to care for the drinking water system and serve the community. Much of this work happens behind the scenes, but it helps keep water safe, reliable, and ready for daily use, fire protection, and future growth.

In 2026, the team will continue this work by focusing on preventive maintenance, better system monitoring, long-term planning, and workforce development. This proactive approach helps protect public health and keep Greeley’s water system strong for the future.

Pressure Control

Pressure Reducing Valves, or PRVs, help manage water pressure across the system and reduce sudden changes. To keep them working properly, Greeley’s water team performs regular inspections and uses SCADA to monitor and control key sites remotely.

In 2025, Greeley upgraded several PRV sites to improve valve performance and data reliability. Crews also rebuilt five PRVs to extend their service life. All PRV sites are now on a proactive rebuild schedule in the city’s asset management system, which supports better long-term planning and budgeting.

Water Valve Preventative Maintenance

In 2025, Greeley’s water team inspected and maintained more than 1,300 valves, or about 11% of the City’s 12,362 valves.

In 2026, water maintenance crews are using new technology and updated processes to improve data quality and help crews work more efficiently. The goal is to maintain 2,400 valves each year, putting the City on a five-year cycle to inspect every valve in the system. Priority is given to valves in planned **Keep Greeley Moving** pavement areas.

When only a worn valve nut needs to be replaced, Greeley uses Valve Nut RX technology to extend the valve’s life and delay full replacement.

Master Meter Upgrades

Greeley provides water to several neighboring water systems. In 2025, the City upgraded 19 master meters that measure water delivered to Evans and the University of Northern Colorado. These upgrades improve accuracy and support better water management and billing.

Utility Locating (811)

811 is the national call-before-you-dig service that helps prevent damage to underground utility lines.

In 2025, the team completed 25,525 utility locates. By marking line locations with paint or flags, crews help protect water and sewer lines from damage during digging and construction. Staff also handled 577 stand-by-and-watch requests to protect critical assets, enforce required separation, and support safe digging practices.



Hydra Stop

Keeping Your Water On: How Hydra Stop Reduces Service Interruptions

The City of Greeley is always looking for better ways to keep clean, safe water flowing to homes and businesses. One new tool we use is the Hydra Stop. This technology helps our crews make repairs while keeping water service on for more people.

What is a Hydra Stop?

Hydra Stop is a valve system that can be added to a water main without shutting off the water. In the past, when we needed to add a valve, fix a water main break, or do maintenance, we often had to shut off water to a large area. With Hydra Stop, our crews can install a new valve while the pipe is still in use. That means we can shut off water to a smaller section of the system instead of shutting off water to a whole neighborhood, business area or shopping center.

Why is Hydra Stop Valuable?

Hydra Stop gives the city more options when working on the water system.

Operational Efficiency

- **Proven Success:** Our team has deployed the Hydra Stop technology multiple times, demonstrating its reliability and effectiveness.

- **Faster repairs:** New valves help us isolate the exact area that needs work, which speeds up repairs.
- **Lower costs:** Less digging and fewer work hours can help reduce labor and excavation costs.
- **Works in more places:** It can be used on different pipe materials and sizes.
- **Better emergency response:** Helps us react quickly when there is a break or other problem.
- **Smarter planning:** We can install valves in areas that are hard to isolate before a problem happens.

Environmental Benefits

- **Saves Water:** Avoiding a full shutdown can reduce water loss.
- **Fewer disruptions:** Less digging can mean less impact to roads, landscaping and nearby properties.

How Does This Impact Customers?

For customers, Hydra Stop means fewer water interruptions and better service.

- **Water stays on more often:** This technology has already helped keep water service going for more than 300 customers during repairs that would normally require a shutoff.
- **Critical services stay open:** Hospitals, schools, daycare centers, and other essential facilities can keep operating during work on the water system.
- **Consistent quality and pressure:** Water quality and pressure is protected by not having to shut down the system and cut open pipes.
- **Clear communication:** When shutoffs are needed, they are often smaller and easier to explain.

What this means for the City of Greeley

Using Hydra Stop supports Greeley's goal to modernize our water system while focusing on customer service and responsible use of resources. It's one more way we are using proven technology to improve reliability and reduce the impact of water system repairs.

Monitoring Water Quality

SOURCE WATER

81,939 Tests
run on untreated
source water



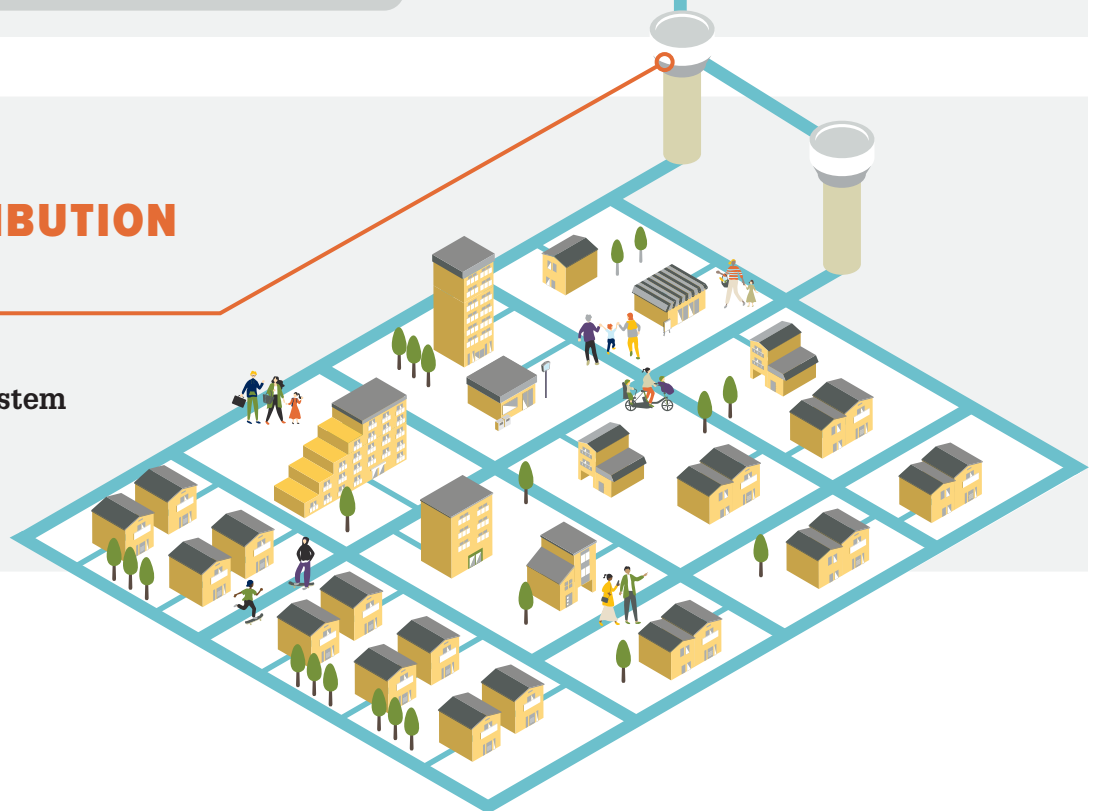
WATER TREATMENT FACILITIES

14,423 Tests
run during treatment process



WATER DISTRIBUTION SYSTEM

8,969 Tests
run in distribution system





We Want You to Know...

The City of Greeley received a Tier 3 violation in October 2025. The Code of Colorado Regulations requires customers to be notified within one year of occurrence.

Although this situation was not an emergency, our customers have a right to know what happened. We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether our drinking water meets health standards.

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.

What Happened?

We are required to monitor chlorite at three sites in the distribution system each quarter. Between the Fourth Quarter of 2023 through the Third Quarter of 2025, the drinking water was not properly monitored for chlorite. Of the three sites, one did not accurately



represent Greeley’s drinking water, resulting in missing data for chlorite. This issue was identified and self-reported to CDPHE in September 2025 and resolved on December 9, 2025, when an adequate site was selected and monitored. Site selection processes were evaluated and improved to ensure this does not happen again.

This situation did not require customers to use an alternative water source and did not compromise the high quality of the water we continue to supply. For questions, please reach out to Water Quality 970-336-4097 or WaterQuality@greeleygov.com.

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 | December, 2025 | Lowest period percentage of samples meeting TT requirement: 100% | 0 | 121 | No | 4.0 ppm |

Average chlorine residual for 2025: 0.81 mg/L

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) | 2025 | 22.99 | 14.46 to 31.3 | 32 | ppb | 60 | N/A | No | Byproduct of drinking water disinfection |
| Total Trihalomethanes (TTHM) | 2025 | 42.55 | 20.1 to 68.85 | 32 | ppb | 80 | N/A | No | Byproduct of drinking water disinfection |
| Chlorite | 2025 | 0.26 | 0 to 0.53 | 12 | ppm | 1.0 | .8 | No | Byproduct of drinking water disinfection |



Sanitary Survey

A sanitary survey is a detailed check of a city’s drinking water system to make sure the water is safe to drink. Every three years, the Colorado Department of Public Health and Environment (CDPHE) inspects Greeley’s drinking water system. This includes the review of system data, records, standard operating procedures, operator certifications, and other documentation to verify compliance with applicable regulations.

After the document review, CDPHE staff completes on-site inspections at our drinking water facilities. They check that equipment is working the way it should and that the system is well protected from possible contamination.



What CDPHE Inspects

During the sanitary survey, inspectors look at:

- Water treatment plants to confirm they are operating properly and meeting required standards.
- Drinking water storage tanks to make sure they are sealed, secure, and clean.
- The distribution system, which is made up of pipes, valves, bulk water stations, and related equipment.

Backflow prevention and cross-connection control, which helps prevent contaminated water from flowing backward into the drinking water system during the rare event of water pressure loss.

2025 Results: No Violations

In 2025, the City of Greeley completed its most recent sanitary survey with CDPHE. We are happy to share that no violations were found in any part of the city’s drinking water system!

State inspectors noted strong progress in Greeley’s Backflow Prevention and Cross Connection Control Program, including:

- New tracking software

- Updated city ordinances
- Backflow surveys kept current and complete

Because of this work, 4,769 of 4,887 backflow assemblies were tested in 2025. That is a 98% compliance rate, which is well above the required 90%.

Going Beyond the Requirements

Greeley’s goal is to not only to meet regulations, but to go above and beyond to protect water quality.

- Storage tank inspections: Colorado rules require inspections twice per year. Greeley inspects storage tanks every month (12 times per year).
- Turbidity (water clarity): Colorado rules require treated water to be below 0.2 NTU (a measure of turbidity, which helps indicate how clear the water is). In 2025, Greeley’s average turbidity leaving the treatment plants was:
 - » 0.024 NTU at the Bellvue Treatment Plant
 - » 0.074 NTU at the Boyd Lake Treatment Plant

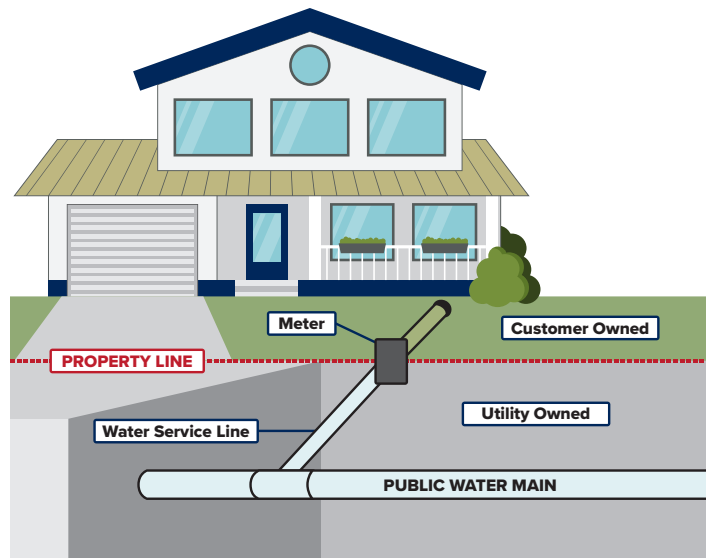
Both are much cleaner than what is required by the standard.

Important Information about Lead

Greeley’s drinking water is lead-free when it leaves the treatment plants. However, lead may still be present in older homes’ service lines. 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 or LeadProtection@greeleygov.com. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at epa.gov/safewater/lead.

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 |
|------------------|--------------------------|-----------------------------|-----------------|-------------|-----------------|--------------------|-----------------------|-------------------------------|--|
| Copper | 02/05/2025 to 03/18/2025 | 0.004 to 0.156 | 0.05 | 100 | ppm | 1.3 | 0 | No | Corrosion of household plumbing systems; Erosion of natural deposits |
| Lead | 02/05/2025 to 03/18/2025 | 0 to 8.0 | 3 | 100 | ppb | 15 | 0 | No | Corrosion of household plumbing systems; Erosion of natural deposits |
| Copper | 08/15/2025 to 10/08/2025 | 0 to 0.147 | 0.06 | 100 | ppm | 1.3 | 0 | No | Corrosion of household plumbing systems; Erosion of natural deposits |
| Lead | 08/15/2025 to 10/08/2025 | 0 to 19.0 | 4 | 100 | ppb | 15 | 2 | No | Corrosion of household plumbing systems; Erosion of natural deposits |

Greeley’s Lead Protection Program

The City of Greeley launched its Lead Protection Program in 2023 to safeguard public health by identifying and replacing water service lines that may contain lead. A service line is the underground pipe that carries water from the water main (typically in the street) into a home or building. Lead in drinking water is most often associated with lead service lines, plumbing materials that contain lead, and brass fixtures—especially when water has been sitting in pipes for several hours.

Greeley is proactively working to identify service line materials citywide and to replace lead service lines (and other service lines requiring replacement under applicable rules) as part of our commitment to providing safe, reliable drinking water.

Greeley’s Lead Protection Program focuses on:

- Service line material identification which includes records research, customer surveys, inspections, and field verification.
- Replacement of lead service lines and other service lines requiring replacement, as applicable – at no charge to the resident!
- Free filter support for potentially impacted properties: Greeley is providing free water pitcher filters to properties that may be at risk of having a service line that contains lead. Filters are provided until the service line is verified to be non-lead or until the service line is replaced with non-lead pipe material.
- Resident support including education, coordination for inspections and replacement, and guidance on filter use.
- Follow-up water sampling to ensure lead levels are reduced.

Progress to date (as of December 2025):

- **Customer surveys submitted:** 4,000
- **Field verifications:** 2,049
- **Service lines replaced:** 205

For more information about the program, visit [GreeleyCO.gov/LeadProtection](https://www.greeleyco.gov/LeadProtection).

Service Line Inventory

New state and federal laws require us to inventory all water service lines in our service area to classify the material.

View our service line inventory at: [GreeleyCO.gov/LeadProtection](https://www.greeleyco.gov/LeadProtection) and click “Service Line Status”.

If you need help viewing our service line inventory or have questions about the material of your service line, contact Lead Protection at 970-336-4273 or LeadProtection@greeleygov.com.

If the private or customer-owned portion of your service line is currently unknown, you can help us identify the material by completing a self-inspection of the service line where it enters your property. Greeley Water’s online Service Line Material Questionnaire will guide you through the process of identifying and uploading photos of your service line. The survey is available at [GreeleyCO.gov/LeadSurvey](https://www.greeleyco.gov/LeadSurvey).





Advanced Metering Infrastructure (AMI) Meters

The City of Greeley Water and Sewer Department has over 30,000 water meters. Water meters measure the volume of water used by a property, provide accurate billing, and can help detect leaks. However, over time, old meters can run into issues with accuracy, battery failure, and communication.

In 2020, the City of Greeley secured a \$1.5 million WaterSmart grant to start replacing water meters nearing the end of their useful lives. In October 2022, Greeley received another WaterSmart grant for \$2 million to continue these replacements. Between 2020 and 2025 this project replaced 26,917 meters throughout the city!

Aside from being new, these updated meters can tell customers a lot more about their water usage than the old meters did. The new water meters can track usage down to the hour, providing the customer with real-time water use information as well as allowing for faster leak detection. This saves both the customer and the city time, money and water!

Customers can view their water usage, set leak alerts and view billing data after they set up their Utility Portal account. Learn more at [GreeleyCO.gov/my-utilities](https://www.greeleyco.gov/my-utilities).

FUN FACT

Greeley's AMI project has been nationally recognized by the Water Research Foundation and WaterNow Alliance!

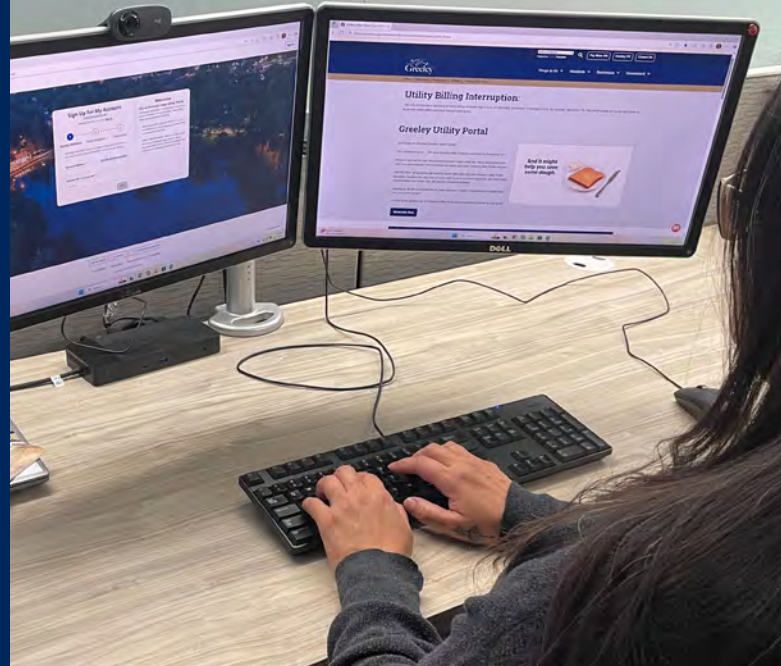




Greeley Utility Portal

Greeley’s new water utility billing system is live—and customers are taking advantage of the features that help them avoid late fees, provide leak alerts to help prevent costly water damage and better manage water use.

Greeley Water customers can go to GreeleyCO.gov/my-utilities to get step-by-step sign-up instructions, frequently asked questions and instructional videos.



Avoid late payments

Enrolling in autopay is one of the simplest ways to prevent missed payments and late fees—especially during a system change.

Because old account numbers and previous autopay settings did not transfer into the new system, customers who used autopay before need to re-enroll to keep automatic payments going. Customers will continue to receive paper bills each month until they sign up.

Sign up for water leak notifications

The portal also gives customers access to alerts and notifications that can flag unusual water usage patterns—helping residents catch leaks early and potentially avoid high bills and expensive repairs.

Manage water usage

Once customers log into the portal, they can monitor their water use over time and use Water Budget information to improve efficiency and better predict costs.

The Water Budget is based on individualized indoor and outdoor water needs. When water is used efficiently and residents stay within the budget, they pay the lowest rate.

Find rebates and water-saving resources

The portal and the City’s utilities resources make it easier for customers to find water-saving information

and available rebates that can reduce long-term costs—especially for customers planning irrigation upgrades or efficiency improvements.

Don’t miss out!

For customers who haven’t registered yet: use your new account number printed at the top of your paper bill, then go to Utility-Portal.GreeleyCO.gov to create your portal account and finish setup (including autopay and notifications). The portal also includes expanded payment options through “My Wallet.” (PayPal, Venmo, Google Pay, Apple Pay).





Connect to Your Water

Water & Sewer Department

970-350-9811

water@greeleygov.com

GreeleyCO.gov/water

Lead Protection

970-336-4273

leadprotection@greeleygov.com

GreeleyCO.gov/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 Quality

970-336-4097

waterquality@greeleygov.com

GreeleyCO.gov/Water-Quality

Water Pressure

970-350-9320

Water Efficiency

970-350-9811, option 6

efficiency@greeleygov.com

GreeleyCO.gov/water/efficiency

Water Restrictions & Violations

970-350-9811, option 6

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