

Valley Utilities Water Company, Inc.
Customer Notice Regarding United States Air Force PFOS/PFOA Issue
March 29, 2021

Valley Utilities Water Co., Inc. (“Valley”) last updated you regarding the United States Air Force PFOS/PFOA issue on March 8, 2021. You may download a copy of that customer notice or the February letter from the Air Force at www.VUWCO.com or call Valley’s office to request copies. Valley is providing this notice to update you on certain developments since March 8, 2021.

As a reminder, the Environmental Protection Agency (“EPA”) has developed a lifetime Health Advisory (“HA”) for PFOS/PFOA in drinking water. Health advisories provide information on contaminants that can cause human health effects and are known or anticipated to occur in drinking water. A health advisory is a non-enforceable advisory that serves to provide information for federal, state, and local officials and drinking water providers on the potential health risks of these chemicals if consumed above specified concentrations throughout one’s lifetime. The EPA’s current HA regarding PFOS/PFOA is 70 parts per trillion (“ppt”). According to the EPA, the HA for PFOS/PFOA is based on estimated exposure from drinking water ingestion, not from skin contact or breathing.

Valley has six wells. Test results for the three wells at the Bethany Hills West (“Bethany”) site showed PFOS/PFOA levels over the HA of 70 ppt. The test results for Valley’s other three wells (both wells at the Glendale site and the Lux well) showed non-detectible levels of PFOS/PFOA. Valley has made adjustments to the Valley system to maximize production from the Glendale site and is also purchasing water from Liberty Utilities through an interconnection pursuant to which Liberty has agreed to provide up to 300 gallons per minute until June 1, 2021. As a result, none of the three Valley wells that showed PFOS/PFOA levels above 70 ppt are currently pumping water. Valley therefore believes that the PFOS/PFOA levels of all water in its distribution system are currently below 70 ppt. Valley will keep the Bethany Hills West wells offline as long as Valley can meet customer demand with water supplied from its remaining three wells and water purchased from Liberty Utilities. However, Valley can offer no assurance that it will be able to keep all of the Bethany wells out of production. As system demand increases moving into the warmer months or if an active well suffers an outage, Valley may be required to rely upon one or more of its Bethany wells. The Air Force also remains committed to providing bottled water to Valley customers free of charge until the treatment equipment is fully operational. The bottled water provided by the Air Force remains the best option for Valley customers who want to be certain that PFOS/PFOA levels in their drinking water are below the HA of 70 ppt. To receive bottled water from the Air Force, please call 844-610-8899.

As you know, the Air Force has taken responsibility for the contamination and has pledged to install treatment facilities at the Bethany site to reduce PFOS/PFOA below 70 ppt before water from that site enters the water distribution system. The Air Force expects the treatment equipment to be installed and operational within the next two to three months. Valley also is cooperating with the Arizona Department of Environmental Quality, which took samples from the Valley system last week.

The Air Force or Valley will provide updates periodically when important additional information becomes available. You can also learn more by watching Arizona Corporation Commissioner Anna Tovar’s virtual town hall on PFOS/PFOA issues at the following website address: <https://www.youtube.com/watch?v=QUwiiAPyMb8>. Customers with questions or concerns may contact Valley by email at valleyutilities@vuwco.com or by telephone at 623-935-1100.