



QUALITY ON TAP

Quality Report

Summer months

As the temperature rises in the surrounding areas it is time to start thinking about watering our lawns and gardens. It is truly hard to predict what kind of weather patterns we will have this summer, and how they will affect our water supply. Since most areas are experiencing historic drought conditions it is important to conserve water during these high demand times. Here are a few helpful ways to conserve water and lower our water bill.

- Customer should water on suggested days

Tuesdays, Thursdays, and Saturdays for customers with a street address ending in an even number (0, 2, 4, 6 or 8)

Monday, Wednesday, and Fridays for water customers with a street address ending in an odd number (1, 3, 5, 7 or 9),

Irrigate landscapes only between the hours of midnight and 10:00 a.m. and 8:00 p.m. to midnight on designated watering days.

- Check home and yard for leaks

You can check for leaks by turning off all appliances and ease any water use, then check the water meter in the black box at the street. If the red triangle is spinning, there may be a possible leak, if it is not spinning, then there is not water flowing through the meter which means no leaks.

NEW Secure Payment Website

All customers need to register on the new site on their initial log in to create their new login and password.

To register you will need:

- your 8-digit account number (found on most recent bill) your zip code.
- We accept MC, Visa, Discover and eChecks at no extra charge to you. Payments can be made 24/7 and will post directly to the account without a delay or sign up for automatic payments. Just click the icon on our website.



Keep A Watchful Eye

Quadvest encourages our customers to report information to our office concerning suspicious or criminal activity around our facilities. Water and wastewater systems are critical to every community. Protection of these systems should be a high priority.

“TCEQ has determined that Quadvest’s water is safe to drink.”

Mission Statement

“Provide superior quality utility services for our customers.”

Contact Us

Monday - Friday

8 am to 5 pm

Phone: (281) 356-5347

Fax: (281) 356-5382

Email: suport@quadvest.com

Mailing Address:

PO Box 409

Tomball, Texas 77377

Check with your local Fire Department for burn ban notices



SPECIAL NOTICE Required language for ALL community public water supplies:

You may be more vulnerable than the general population to certain microbial contaminants, such as Cryptosporidium, in drinking water. Infants, some elderly or immunocompromised such as those undergoing chemotherapy for cancer; those who have undergone organ transplants; those who are undergoing treatment with steroids; and people with or other immune system disorders can be particularly at risk infections. You should seek advice about drinking water your physician or health care provider. Additional guidelines appropriate means to lessen the risk of infection by Cryptosporidium are available from the Safe Drinking Water Hotline at (800) 426-4791.

OUR DRINKING WATER IS REGULATED

This report is a summary of the quality of the water we provide our customers. The analysis was made by using the data from the most recent U.S. Environmental Protection Agency (EPA) required tests and is presented in the attached pages. We hope this information helps you become more knowledgeable about what's in your drinking water.

Source of Drinking Water

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 pickup substances resulting from the presence of animals or from human activity.

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

ALL drinking water may contain contaminants

When drinking water meets federal standards there may not be any health benefits to purchasing bottled water or point of use devices. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline (1-800-426-4791).

En Español

Este informe incluye información importante sobre el agua potable. Si tiene preguntas o comentarios sobre éste informe en español, favor de llamar al tel. 281-356-5347 -para hablar con una persona bilingüe en español.

Where do we get our drinking water?

The source of drinking water used by Quadvest/Ranch Utilities is ground water. A Source Water Susceptibility Assessment for your drinking water source(s) is currently being updated by the Texas Commission on Environmental Quality. This information describes the susceptibility and types of constituents that may come into contact with your drinking water source based on human activities and natural conditions. The information contained in the assessment allows us to focus source water protection strategies. Some of this source water assessment information is available on Texas Drinking Water Watch at <http://dww.tceq.state.tx.us/DWW/>. For more information on source water assessments and protection efforts at our system, please contact us.

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Secondary Constituents

Many constituents (such as calcium, sodium, or iron) which are often found in drinking water, can cause taste, color, and odor problems. The taste and odor constituents are called secondary constituents and are regulated by the State of Texas, not the EPA. These constituents are not causes for health concern. Therefore, secondaries are not required to be reported in this document but they may greatly affect the appearance and taste of your water.

Required Additional Health Information for Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. This water supply is responsible for providing high quality drinking water but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

Abbreviations

- NTU - Nephelometric Turbidity Units
- MFL - million fibers per liter (a measure of asbestos)
- pCi/L - picocuries per liter (a measure of radioactivity)
- ppm - parts per million, or milligrams per liter (mg/L)
- ppb - parts per billion, or micrograms per liter
- ppt - parts per trillion, or nanograms per liter
- ppq - parts per quadrillion, or picograms per liter

Definitions

Maximum Contaminant Level Goal or 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 Contaminant Level or MCL: The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

Maximum residual disinfectant level goal or 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.

Maximum residual disinfectant level or 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.

Avg: Regulatory compliance with some MCLs are based on running annual average of monthly samples.

ppm: milligrams per liter or parts per million - or one ounce in 7,350 gallons of water.

ppb: micrograms per liter or parts per billion - or one ounce in 7,350,000 gallons of water.

na: not applicable.

Definitions: The following tables contain scientific terms and measures, some of which may require explanation.

How To Read Your Bill

Account Number

ACCOUNT NUMBER	DATE BILL MAILED
	7/22/2010
PRESENT READING	SERVICE FROM
QSRV 636000	6/10/2010
PREVIOUS READING	SERVICE TO
QSRV 628000	7/10/2010
UNITS USED	DAYS USED
8000	30
DESCRIPTION	AMOUNT
Balance Forward	103.41
SERVICE/WATER	40.80
SERVICE/SEWER	55.50
SERVICE/TCEQ	0.97
SERVICE/MISC	1.14
CURRENT BILL DUE DATE	AMOUNT DUE BY DUE DATE
8/16/2010	201.82
AMOUNT DUE AFTER DUE DATE	206.82

RETURN THIS STUB WITH PAYMENT TO:
Quadvest
 P.O. Box 409
 Tomball, TX 77377
 (281) 356-5347

PRESORTED
 FIRST CLASS MAIL
 U.S. POSTAGE PAID
 TOMBALL, TX
 PERMIT #135

Account Number

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE AFTER DUE DATE	AMOUNT DUE BY DUE DATE
	8/16/2010	206.82	201.82

Updates and News Here


RETURN SERVICE REQUESTED

Base Rate for Sewer

Lonestar Ground Water

Conservation fees vary dependent upon your County

Service Location

AUTO 

KEEP THIS STUB FOR YOUR RECORDS

Current Read

Last Months Read

Gallons Used

Past Due Balance

Base Rate plus water usage

Texas Commission On Environmental Quality Fee



P.O. Box 409
 Tomball, TX 77377

Pre-sorted
 First-Class Mail
 US Postage Paid
 Tomball, TX
 Permit No. 135