



CHANDLER
arizona



City of Chandler

2025 DRINKING WATER QUALITY

CONSUMER CONFIDENCE REPORT

Public Water System AZ04-07-090

*Este informe contiene información muy importante sobre su agua beber.
Tradúzcalo o hable con alguien que lo entienda bien.*

Public Works & Utilities
Water Quality
Mail Stop 803
P.O. Box 4008
Chandler, AZ 85244-4008



The City of Chandler Public Works & Utilities Department is committed to providing a safe and sustainable supply of drinking water for our valued customers. Due to our strong commitment, the City of Chandler employs a team of chemists, technicians, and analysts to collect and perform more tests on the water served than is required by law. This report provides you with information about where your water comes from, results of sampling that we have performed, and any issues or violations that happened over the previous year.

You may also find real-time information about our water system at the Arizona Department of Environmental Quality (ADEQ) Drinking Water Watch website at https://azsdwis.azdeq.gov/DWW_EXT/.

About your Water Supply

The drinking water supplied by the City of Chandler to its customers comes from three sources:

- The Pecos Water Treatment Plant (PWTP) treats and distributes water from the Salt River, Verde River, Central Arizona Project (Colorado River), and Salt River Project (SRP) wells whose water is transported to Chandler via the Consolidated Canal.
- 27 wells supplied groundwater from aquifers underlying Chandler during 2025. Groundwater is disinfected with chlorine prior to being introduced into the city's distribution system.
- The City of Chandler and the Town of Gilbert jointly own the Santan Vista Water Treatment Plant (SVWTP) located in the Town of Gilbert. This facility has the daily capacity, if needed, to treat and distribute 48 million gallons of Colorado River water from the Central Arizona Project providing up to 24 million gallons per day to each city. We have included compliance information supplied by the SVWTP. The Town of Gilbert's annual Water Quality Report can also be accessed at gilbertaz.gov/departments/public-works/water/reports.

Protecting Chandler's Water Supply

Source Water Assessment

Making the water safe to drink starts by protecting the place it comes from. We work with state scientists at the Arizona Department of Environmental Quality (ADEQ) to examine water at its source to look for possible pollutants. This is called a Source Water Assessment (SWA).

ADEQ completed a source water assessment for drinking water wells and surface water sources for Chandler's public water system in 2005. The assessment reviewed adjacent land uses that may pose a potential risk to water sources. These risks include, but are not limited to, gas stations, landfills, dry cleaners, agriculture fields, wastewater treatment plants, and mining activities. Once ADEQ identified the adjacent land uses, they were ranked on their potential to affect the water source.

All surface water sources are considered high risk due to their exposure to open air. The overall risk posed to surface water is addressed by EPA through its increased monitoring requirements for surface water sources.

Two of Chandler's drinking water wells were considered high risk based on adjacent land use criteria. The Chandler public water system conducts regular monitoring of drinking water entering the distribution system from all wells to ensure land uses have not impacted the source water.

Based on the information available at the time of the assessment on the hydrogeology and land uses around the drinking water source(s) of this public water system, ADEQ has given a high-risk vulnerability designation for the degree to which this public water system drinking water source(s) are protected. A designation of high vulnerability indicates there



may be additional source water protection measures which can be implemented on the local level. This does not imply that the source water is contaminated, nor does it mean that contamination is imminent. Rather, it simply states that land use activities or hydrogeological

conditions exist that make the source water susceptible to possible future contamination.

Further source water assessment information can be found on ADEQ's website: <https://azdeq.gov/source-water-protection> or email at sourcewaterprotection@azdeq.gov.

Backflow Prevention

The City of Chandler stops contamination of the public water supply by requiring the installation, maintenance, and inspection of thousands of backflow devices throughout the city. These devices ensure hazards originating on customer's property and from temporary connections do not impair or alter the water in the city's distribution system. Backflow prevention devices range from vacuum breakers on household hose bibs to large commercial reduced-pressure principal devices.

Storm Water Pollution Prevention Tips

"Be the solution to storm water pollution" – common storm water pollutants include sediment, motor oil and other vehicle fluids, pet waste, yard debris, metals, pesticides, fertilizers, and herbicides, to name a few. For more information on stormwater pollution prevention, please go to www.chandleraz.gov and search "storm-water".



Guidelines for Everyday Pollution Prevention – "Only Rain In the Storm Drain"

- Sweep yard debris and properly dispose of in the trash, rather than blowing or hosing into the street.
- Contain pool or spa water on private property or dispose of it in the sanitary sewer cleanout associated with your home. Draining pool water into the street or other city right-of-way is prohibited by City Code. For more information call the city's Environmental Management Department at 480-782-3503 or search "pool drainage" at www.chandleraz.gov.
- Use fertilizers and pesticides sparingly and as directed by the manufacturer.
- Pick up after your pet and properly dispose of the waste in the trash.
- Wash your car on a lawn or other unpaved surface or use a commercial car wash.
- Always use a nozzle on your garden hose around the home. Do not let the water free flow into the street.
- Maintain vehicles to be free of leaks and do not park leaking vehicles on the street.
- Do not over-water your lawn.
- Report illegal dumping into streets and storm drains by calling the city's Environmental Management Department at 480-782-3503 or at www.chandleraz.gov.
- Minimize your purchase and use of hazardous products. Dispose of unused quantities properly. Please contact the



city's Solid Waste Services at 480-782-3510 for proper disposal guidelines of hazardous waste materials such as used motor oil and other similar fluids.

Drinking Water and your Health

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.

Some people may be more vulnerable to contaminants in drinking water than the general population.

Immuno-compromised persons such as people with cancer undergoing chemotherapy, people who have undergone organ transplants, people with HIV-AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. More information about contaminants, their potential health effects, and the appropriate means to lessen the risk can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 800-426-4791 or visiting the website epa.gov/safe-water.

The sources of drinking water include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals, and in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.



Contaminants that may be present in source water include:

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

To ensure tap water is safe to drink, the EPA prescribes regulations limiting the amount of certain contaminants in water provided by public water systems. The United States Food and

Drug Administration (FDA) regulations establish limits for contaminants in bottled water providing the same level of protection for public health.

Taste, Odor and Hardness

The EPA's National Secondary Drinking Water Regulations are non-enforceable guidelines on contaminants that may cause cosmetic or aesthetic effects in drinking water. These effects include flavor, color, odor, and hardness, all of which are harmless, but some consumers may find disagreeable. The table below shows data on substances and characteristics that are frequently asked about by Chandler residents.

Substance	Guideline	Range of Results (low – high)
Alkalinity (ppm)	NA	111.0 – 168.0
Iron (ppm)	0.3 mg/L	0.04 – 0.19
pH	6.5 – 8.5	7.2 – 8.1
Total Hardness (ppm; grains/gallon)	NA	173 – 288 mg/L / 10.1 – 16.8 gpg

Seasonal Changes in Flavor

The flavor of Chandler's drinking water may change at certain times of the year, depending on the source. Chandler works with SRP to minimize algae in the canal system and to provide treatment at the SWTP to reduce off-flavors and odors.

Arizona State University and the City of Chandler have partnered to routinely monitor for taste and odor; and general water quality parameter precursors in the Consolidated Canal as well as in the water shed. This allows the treatment plant to have more precise control over taste and odor events and to better use resources and manage cost



Who do I contact with questions about Chandler's Drinking Water?

If you have any questions about your tap water or the information in this report, please call the city's Water Quality Department at 480-782-3654 during normal business hours (8:00 a.m. to 5:00 p.m., Monday through Friday). You can also visit our website at <https://www.chandleraz.gov/residents/water/water-quality>.

Citizens who wish to address the City Council about water issues may do so at regularly scheduled City Council meetings normally held the 2nd and 4th Thursday of each month. The meetings are held at Chandler City Hall Council Chambers, 88 E. Chicago Street. For information about specific meeting times and agenda items, please contact the City Clerk's office at 480-782-2181, or visit <https://www.chandleraz.gov/government/departments/city-clerks-office/city-council-meetings>

Definitions:

Action Level (AL): The concentration of a contaminant, which if exceeded, triggers treatment or other requirements.

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to MCLGs as feasible using the best available treatment technology and taking cost into consideration. MCLs are enforceable standards.

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 and are non-enforceable public health goals.

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Minimum Reporting Limit (MRL): The smallest measured concentration of a substance that can be reliably measured by a given analytical method.

Nephelometric Turbidity Units (NTU): A measure of water clarity.

Non-Applicable (N/A): Sampling was not completed by regulation or was not required

ppm: Parts per million or Milligrams per liter (mg/L). One ppm is equivalent to one gallon in one million gallons.

ppb: Parts per billion or Micrograms per liter (µg/L). One ppb is equivalent to one gallon in one billion gallons.

ppt: Parts per trillion or Nanograms per liter (ng/L). One ppt is equivalent to one gallon in one trillion gallons.

Picocuries per liter (pCi/L): Measure of the radioactivity in water.

RAA: Running Annual Average

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water .

Surface Water Monitoring 2025

Surface Water Treatment Rule	TT Violation Y or N	Lowest RAA	RAA Range (Low-High)	TT	Sample Month & Year	Likely Source of Contamination
Total Organic Carbon ¹ Removal Ratio	N	1.60	1.60 – 2.18	≥1 RAA	4/2025	Naturally present in the environment
Surface Water Treatment Rule	TT Violation Y or N	Highest Level Detected	% Range	TT	Sample Month & Year	Likely Source of Contamination
Turbidity ² (NTU)	N	0.18	100%	>95%	6/2025	Soil runoff

¹ Total organic carbon (TOC) has no health effects. However, total organic carbon provides a medium for the formation of disinfection byproducts. These byproducts include trihalomethanes (THM) and haloacetic acids (HAA). Drinking water containing these byproducts in excess of the MCL may lead to adverse health effects, liver, or kidney problems, or nervous system effects, and may lead to an increased risk of getting cancer.

² Turbidity is a measure of the cloudiness of water and is an indication of the effectiveness of our filtration system. We monitor it because it is a good indicator of the quality of water. High turbidity can hinder the effectiveness of disinfectants. Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

Distribution System Detections 2025:

Microbiological (RTCR)	TT Violation Y or N	Number of Positive Samples	Positive Sample(s) Month & Year	MCL	MCLG	Likely Source of Contamination	
E. Coli	N	0	NA	0	0	Human and animal fecal waste	
Disinfectants	MCL Violation Y or N	RAA	Range of All Samples (Low-High)	MRDL	MRDLG	Sample Month & Year	Likely Source of Contamination
Chlorine (ppm)	N	0.93	0.23 – 2.17	4	4	2/2025	Water additive used to control microbes
Disinfection By-Products	MCL Violation Y or N	RAA	Range of All Samples (Low-High)	MCL	MCLG	Sample Month & Year	Likely Source of Contamination
Haloacetic Acids (HAA5) ¹ (ppb)	N	12.28	<2.0 - 15	60	N/A	7/2025	Byproduct of drinking water disinfection
Total Trihalomethanes (TTHM) ² (ppb)	N	59.00	2.3 – 77.0	80	N/A	4/2025	Byproduct of drinking water disinfection

¹Haloacetic Acids (HAA5) Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.

²Total Trihalomethanes (TTHMs) Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.



Chandler Detected Regulated Contaminants 2025

Radionuclides	MCL Violation Y or N	Highest Level Detected	Range of All Samples (Low-High)	MCL	MCLG	Sample Month & Year	Likely Source of Contamination
Alpha Emitters (pCi/L)	N	2.6	< 1.0 – 2.6	15	0	4/2025	Erosion of natural deposits
Combined Radium-226 & -228 (pCi/L)	N	1.0	<0.7-1.0	5	0	1/2025	Erosion of natural deposits
Uranium (ug/L)	N	6.8	1.20 - 6.8	30	0	1/2025	Erosion of natural deposits
Inorganic Chemicals (IOC)	MCL Violation Y or N	RAA OR Highest Level Detected	Range of All Samples (Low-High)	MCL	MCLG	Sample Month & Year	Likely Source of Contamination
Arsenic ¹ (ppb)	N	9.50	1.40 – 9.50	10	0	5/2025	Erosion of natural deposits, runoff from orchards, runoff from glass and electronics production wastes
Barium (ppm)	N	0.20	0.016 – 0.20	2	2	4/2025	Discharge of drilling wastes; discharge from metal refineries; Erosion of natural deposits
Chromium (ppb)	N	21.0	< 0.9 – 21	100	100	1/2025	Discharge from steel and pulp mills; Erosion of natural deposits
Fluoride (ppm)	N	1.5	0.15 - 1.5	4	4	1/2025	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate ² (ppm)	N	6.8	0.26– 6.8	10	10	4/2025	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Selenium (ppb)	N	15.0	<2.0 – 15.0	50	50	1/2025	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines
Sodium (ppm)	N	280	100 – 280	N/A	N/A	1/2025	Erosion of natural deposits

¹ Arsenic is a mineral known to cause cancer in humans at high concentration and is linked to other health effects, such as skin damage and circulatory problems. While your drinking water meets EPA's standard for arsenic, it does contain low levels of arsenic. EPA's standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. EPA continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.

² Nitrate in drinking water at levels above 10 ppm is a health risk for infants of less than six months of age. High nitrate levels in drinking water can cause "blue baby syndrome." Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant, and detected nitrate levels are above 5 ppm, you should ask advice from your health care provider.

All contaminants listed below were tested for and were NOT found in our water. These contaminants are considered Non-Detect or not present:

Synthetic Organic Compounds (Last tested 10/2025): 2,4-D, 2,4,5-TP (a.k.a. Silvex), Alachlor, Atrazine, Benzo (a) pyrene (PAH), Carbofuran, Chlordane, Dalapon, Di (2-ethylhexyl) adipate, Di (2-ethylhexyl) phthalate, Dibromochloropropane, Dinoseb, Diquat, Dioxin [a.k.a. 2,3,7,8-TCDD], Endothall, Endrin, Ethylene dibromide, Glyphosate, Heptachlor, Heptachlor epoxide, Hexachlorobenzene, Hexachlorocyclopentadiene, Lindane, Methoxychlor, Oxamyl (a.k.a. Vydate), PCBs (Polychlorinated biphenyls), Pentachlorophenol, Picloram, Simazine, Toxaphene

Volatile Organic Compounds (Last tested 10/2025): Benzene, Carbon tetrachloride, Chlorobenzene, o-Dichlorobenzene, p-Dichlorobenzene, 1,2-Dichloroethane, 1,1-Dichloroethylene, cis-1,2 Dichloroethylene, trans-1,2-Dichloroethylene, Dichloromethane, 1,2-Dichloropropane, Ethylbenzene, Styrene, Tetrachloroethylene, 1,2,4-Trichlorobenzene, 1,1,1-Trichloroethane, 1,1,2-Trichloroethane, Trichloroethylene, Toluene, Vinyl Chloride, Xylenes

Inorganic Chemicals (Last tested 12/2025): Antimony, Asbestos, Beryllium, Cadmium, Cyanide, Mercury, Nitrite, Thallium
Some average values could be less than the low range due to substituting non-detect (<) values with zero, per the regulations governing compliance calculations.

Initial PFAS Monitoring 2025

Per- and Polyfluoroalkyl Substances (In parts per trillion)	MCL Violation Y or N	Average of Results (ppt)	Range of All Samples (Low-High)	MCL (ppt)	Analytical Methods
Hexafluoropropylene oxide dimer acid (HFPO-DA) (GenX)	N	<0.446	<0.416 - <0.451	10	EPA 537.1
Perfluorohexanesulfonic acid (PFHxS)	N	0.653	<0.279 – 3.08	10	EPA 537.1
Perfluorononanoic acid (PFNA)	N	0.447	<0.371 – 0.496.0	10	EPA 537.1
Perfluorooctanesulfonic acid (PFOS)	N	0.607	<0.292 – 1.14	4	EPA 537.1
Perfluorooctanoic acid (PFOA)	N	0.718	<0.287 – 1.31	4	EPA 537.1
Hazard Index Calculation (Mixtures containing two or more of PFHxS, PFNA, HFPO-DA, and PFBS)	N	0.035	0.00 – 0.308	1	Calculation

Lead and Copper Study Results 2025

Lead & Copper	MCL Violation Y or N	90th Percentile	Number of Samples Exceeds AL	AL	ALG	Sample Month & Year	Likely Source of Contamination
Copper (ppm)	N	0.15	0	1.3	1.3	7/2025	Corrosion of household plumbing systems; erosion of natural deposits
Lead (ppb)	N	1.9	0	15	0	7/2025	Corrosion of household plumbing systems; erosion of natural deposits

Lead and Copper Testing

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.

The City of Chandler is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk.

Before drinking tap water, taking a shower, doing laundry or a load of dishes flush your pipes for several minutes by running your tap. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water.

To address lead in drinking water, public water systems were required to develop and maintain an inventory of service line materials by Oct 16, 2024. Developing an inventory and identifying the location of lead service lines (LSL) is the first step for beginning LSL replacement and protecting public health. The lead service inventory may be viewed online at: <https://pws-ptd.120wateraudit.com/ChandlerServiceLineInventory>

Please contact us if you would like more information about the inventory or any lead sampling that has been done. If you are concerned about lead in your water and wish to have your water tested, contact **Water Quality at 480-782-3671 (leave a message for a return call) or email LCRR@chandleraz.gov.** Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <http://www.epa.gov/safewater/lead>.

Santan Vista System Compliance Data 2025 (Operated by the Town of Gilbert):

Inorganic Chemicals (IOC)	MCL Violation Y or N	Highest Level Detected	Range of All Samples (Low-High)	MCL	MCLG	Sample Month & Year	Likely Source of Contamination
Antimony (ppb)	N	0.50	0.50	6	6	2/2025	Discharge from petroleum refineries; fire retardants; ceramics, electronics and solder
Barium (ppm)	N	0.13	0.13	2	2	2/2025	Discharge of drilling wastes; discharge from metal refineries; Erosion of natural deposits
Fluoride (ppm)	N	0.64	0.64	4	4	2/2025	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate (ppm)	N	0.36	0.36	10	10	2/2025	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Disinfection By-Products	MCL Violation Y or N	RAA	Range of All Samples (Low-High)	MCL	MCLG	Sample Month & Year	Likely Source of Contamination
Bromate (ppb)	N	3.84	1.8 – 7.4	10	N/A	10/2025	Byproduct of drinking water disinfection
Surface Water Treatment Rule	TT Violation Y or N	Average	Range of All Samples (Low-High)	TT	MCLG	Sample Month & Year	Likely Source of Contamination
Total Organic Carbon Removal Ratio % Removal	N	17.16	12.88 – 20.00	15% - 25%	N/A	8/2025	Naturally Present in the Environment

