

CRRUA Customer Message

Date: 07/08/2024

Discolored Water Calls Drop to Zero: 100% Decrease Since February *Arsenic Levels Still Below EPA Limit*

The Camino Real Regional Utility Authority (CRRUA) reports that the number of calls it receives from customers for discolored water are down 100% since February 2024, when CRRUA began tracking the calls. CRRUA Executive Director Juan Crosby initiated the monthly recording of discolored water calls in February after taking over as interim executive director in January 2024.

“This is factual evidence of the progress CRRUA is making in its systematic efforts to continue providing safe water and reliable service to the residents of Sunland Park and Santa Teresa,” Crosby said.

Crosby said the number of discolored water calls went from 28 in February when tracking began to zero in June, a decline of 100% in just five months.

CRRUA Discolored Water Calls
Month Over Month Percent Reduction

Month	Number of Calls	Percent Change from February 2024
February 2024	28	N/A
March 2024	20	28.57%
April 2024	07	75%
May 2024	01	96.42%
June 2024	0	100%

Discolored water calls include brown and yellow water. Causes of water discoloration include water line breaks, hydrant flushes, and low water levels in water storage tanks that disturb naturally occurring sediments that accumulate over time.

The documented improvement in discolored water calls comes after CRRUA passed its most recent arsenic water sample test conducted by the New Mexico Environment Department (NMED.) The Environmental Protection Agency (EPA) maximum contaminant limit for arsenic in drinking water is 10 parts per billion (ppb.)

NMED 2 nd QUARTER TEST		
Sample Location	Sample Result (ppb)	Arsenic MCL 10 (ppb)
Arsenic Treatment Facility (ATF)		
Storage Tank #1 (Border Entry)	3.0	Below MCL
Industrial Park Arsenic (ATF)	7.0	Below MCL
Sunland Park Arsenic (ATF)	5.0	Below MCL
Santa Teresa Community (ATF)	6.0	Below MCL

CRRUA is also at [70% compliance](#) in correcting deficiencies identified by NMED in its 2023 Sanitary Survey of CRRUA.

CRRUA's notable improvements since January 2024 include:

- All four CRRUA arsenic treatment facilities are operational and functioning properly with additional technology upgrades coming.
- Arsenic water samples from all four of CRRUA's treatment facilities are below the EPA limit of 10 parts per billion (ppb.)
- Initiated crucial repairs to four water wells to improve water capacity to the distribution system.
- Retained the professional services of a New Mexico Level 4 Certified Operator in Water and Wastewater. Level 4 is the state's highest certification.
- Secured \$5 million of state legislative funding for Sunland Park Wastewater Treatment Plant rehabilitation.
- Assisting federal efforts to secure \$2.5 million in congressional funding.
- Implemented utility rates corrective action approved by previous board of directors in 2019.
- Instituted security enhancements.

"We are definitely on the right track in our efforts to continue providing safe water and reliable service to our customers," Crosby said. "I thank our customers for their patience and support during this positive transition."