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Customer Message

Date: 03-08-2025

CRRUA Responds to Customer Outreach Regarding February Discolored Water Event

The Camino Real Regional Utility Authority (CRRUA) responded to customers who contacted CRRUA regarding a discolored water event that occurred on the weekend of Feb. 22-23, 2025. The area impacted was the southern section of Sunland Park, NM from Meadow Vista Boulevard to Futurity Drive.

During ongoing well repairs, CRRUA operational staff activated a backup well that disturbed naturally occurring sediment deposits in the water lines causing temporary discoloration.

According to CRRUA Executive Director Juan Crosby, “CRRUA operational staff responded to the areas where discoloration reports were received.”

CRRUA received eleven (11) customer calls. When operational staff responded to the calls, the water had already cleared.

Crosby, a Sunland Park resident and CRRUA customer, emphasized that while discolored water is neither aesthetically pleasing nor desirable for any utility, the safety of the drinking water was never compromised. “CRRUA took all the necessary precautionary measures and verified water quality through independent testing to ensure public safety,” Crosby said.

CRRUA operational staff conducted site visits and tested chlorine levels. Test results showed that chlorine levels were within the New Mexico Environment Department’s (NMED) maximum residual disinfectant level (MRDL) of 4 parts per million (ppm). Chlorine is used by water utilities to eliminate micro-organisms and make water safe to consume.

On Feb. 27, 2025 water samples from three Arsenic Treatment Facilities (ATF) were tested. Results from an NMED-certified independent lab for the Sunland Park ATF were 2.4 parts per billion (ppb,) Santa Teresa Industrial were 6.7 ppb and Santa Teresa Community were 6.2 ppb. All three were below the Environmental Protection Agency (EPA) maximum contaminate level (MCL) for arsenic of 10 ppb. *(Ten days earlier, Feb. 17, 2025, NMED confirmed that all four Arsenic Treatment Facilities (ATFs) CRRUA operates [are compliant](#) based on NMED’s Running Annual Average (RAA). To achieve NMED compliance based on the RAA, arsenic test results must average at or below the EPA MCL of 10 ppb for four straight quarters of a calendar year).*

In partnership with NMED, CRRUA operational staff and NMED compliance officers conducted a second round of chlorine tests on Feb. 28, 2025. Those test results also showed chlorine levels to be safe.

In addition to chlorine, CRRUA and NMED sent water samples to an independent laboratory for Bac-T , or bacteriological testing. Results came back negative for bacteria.

The team also checked pH levels. They collected water samples at three different sites using certified instruments. Tests results were within the American Water Works Association (AWWA) compliance range for pH of 6.5 to 8.5. pH testing determines the acidity/alkalinity of the water.

CRRUA met with two representatives from the EPA Feb. 4-5, 2025. The EPA's visit consisted of inspections of CRRUA's four arsenic treatment facilities (ATF), water wells and a review of CRRUA's operations and maintenance records to include the emergency response plan and cyber security.

"CRRUA underwent extensive review by both the EPA and NMED in February," Crosby said.

"These reviews are important, and welcomed, because they offer opportunities for CRRUA to collaborate with our federal and state partners to identify potential areas of improvement. They demonstrate to our customers that CRRUA takes the health and safety of the community seriously and we will do whatever we need to do to ensure that."

As of December 2024, CRRUA is 91.3% compliant in correcting deficiencies identified by NMED in its 2023 Sanitary Survey of CRRUA. Of the 58-deficiencies NMED identified, CRRUA has corrected 53. The [Progress Checklist](#) is updated as corrections are made and is available for viewing on the home page of the CRRUA website at crrua.org.

Customer updates and latest information is available online at crrua.org and facebook.com/crruainfo.

CRRUA provides water and wastewater services to Sunland Park and Santa Teresa, NM.