

**Willow Creek C.S.D.**

135 Willow Rd.  
Willow Creek, Ca 95573-0008  
Phone: 530-629-2136  
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willowcreekcsd@gmail.com



**June 2019**

**Bulk Rate  
U.S. Postage Paid  
Willow Creek Chamber  
Permit No. 31**

Return service requested

**District Staff**

Susan O’Gorman, General Manager  
Lynn White, Office Manager  
Mike Bell, Senior Operator  
Kevin Latham Jr., Operator II  
Ken Gallamore, Recreation Technician

**WCCSD Board of Directors**

Board Chair: Judy Gower  
Vice Chair: Tyler Holmes  
Director: Bruce Nelson  
Director: Joe O’Hara  
Director: Ed Duggan



**WCCSD Calendar**

**WCCSD Regular Board Meetings, 8 a.m.**

at the District Office, 135 Willow Rd.

(4th Thursday each month, except Nov. and Dec.  
where it is the 3rd Thursday)

July 25, Aug. 22, Sept. 26, Oct. 24, Nov. 21, Dec. 19

2020: Jan. 23, Feb. 27, Mar. 26, April 23, May 28, June 25

**Holidays (Office will be closed)**

4th July

Labor Day - Sep. 2nd

Veteran’s Day - Nov. 11th

Christmas Day

New Years Day

Martin Luther King Jr. - Jan. 20th, 2020

Lincoln’s Birthday - Feb. 12th, 2020

Washington's Birthday—Feb. 21st, 2020 (observed)

Memorial Day—May 25th, 2020



~12 inch main line repair in 2018 ~



**Willow Creek Community Services District**  
**2018 Water Quality Consumer Confidence Report**  
**Public Water System Number 12-10015**

For additional information concerning your drinking water, contact Susan O’Gorman, General Manager and Chief Operator, at 530-629-2136 or email [willowcreekcsd@gmail.com](mailto:willowcreekcsd@gmail.com). If you would like to tour of our facility, please contact us. Our operators would be more than happy to guide you through our treatment process.

The Willow Creek Community Services District (District or WCCSD) owns and operates a public water system that serves domestic water to approximately 940 service connections, with a population of 1,710 people.

The source of supply for your water is from Willow Creek, a tributary of the Trinity River. Your source water is drawn through naturally filtered sand and gravels in the creek streambed. The District also collects surface water during summer demand from a surface water collection system with a special protective intake.

Our water treatment facility was installed in the spring of 2007. This facility is a modern, inline, direct filtration plant. This facility consists of a control center with the latest in technology with controls and monitoring equipment. The three, multi-stage, pressure filters have 720 square feet of surface filter media that produce the highest quality of water. To assist in the filtration process, a synthetic organic polymer is added to the water, prior to the filters, which causes the very small particles to clump together and filter out.

With the installation of our water treatment facility, the District meets the Surface Water Treatment Rule. All public systems under the direct influence of surface water shall have a filtration system that will remove Cryptosporidium 99% of the time, Giardia lamblia cysts 99.9% of the time [ **See violation notice below**] and Viruses 99.99% of the time. The key item in this process is the addition of sodium hypochlorite (chlorine) to the water. We are required by the State to maintain a chlorine residual in the water distribution system at all times.

The facility can produce up to three million gallons of water a day at peak production if needed. Normal production in the summer averages 1.2 million gallons per day and in the winter the average is 325,000 gallons of water per day.

The District monitors disinfection and turbidity 24 hours per day. The treatment facility has alarms that will shut down the treatment facility in case of equipment and treatment failures. This alarm system is to protect our customers from potential pathogens that, if not treated properly, may cause humans to become ill.

Testing for bacteriological contaminants in the distribution system is required by State Regulations. Testing is done regularly to verify that the water system is free from coliform bacteria. The minimum number of tests required for our District is three per month. In our distribution system, we generally test once per week. We also take a sample once per month for source water bacteria. The District has met coliform standards within our distribution system.

**2018 Annual Water Usage (million gallons) - 222.7 million gallons total**

Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.
10.3	10.1	10.4	11.0	20.3	28.0	36.2	34.0	25.4	15.5	11.6	9.9

**Notice of Violation for Failure to Provide Adequate Disinfection**  
**in Multibarrier Treatment - May 2019**

The state has recently determined the process in which the WCCSD added chlorine was inadequate to meet the removal of Giardia lamblia cysts 99.9% of the time. As such, we have been changing our methods and increasing the chlorine levels. In May of 2019 we didn’t quite increase the chlorine enough and we were issued a violation notice. The level of chlorine was however as high, or higher, than it has been since the construction of the filtration plant in 2017. The chlorine levels have since been increased by approximately 30% and we are now meeting the states requirements.

If you would like further information about this violation and or water treatment processes, please contact Susan O’Gorman, General Manager and Chief Operator, at 530-629-2136 or email [willowcreekcsd@gmail.com](mailto:willowcreekcsd@gmail.com).

## 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. [NAME OF UTILITY] 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.

### Lead and Copper Testing Results

Lead and copper testing of water from individual taps in the distribution system is required by State regulations. Our water system is required to sample every 3 years. The table below summarizes the most recent sampling for lead and copper.

Test	Year tested	Number of Samples	Samples Required	90 <sup>th</sup> PPB	Action Level
Lead	2017	10	10	3.0	15
Copper	2017	10	10	380	1300

### Chemical sample results showing detected contaminants

The following tables list all detected chemicals in our water during the most recent sampling. Please note that not all sampling is required annually so in some cases our results are more than a year old. These values are expressed in PPM or PPB unless otherwise stated.

#### Contaminants with Primary MCLs

Chemical Detected	Source of Sample	Year Tested	Level	MCL	Source of Chemical
Trihalomethanes (TTHM's)	Distribution	2018	14	80 PPB	Organic / Chlorine
Haloacetic Acids (HAA5)	Distribution	2018	14	60 PPB	Organic / Chlorine
Nickel	Wells 2 & 4	2012	12	100 PPB	Natural Deposits
Radium 228	Wells 2 & 4	2013	0.424	2 pCi/L	Natural Deposits
Chromium hexavalent (Chromium 6)	Composite Well	2017	2.2	10 PPB	Natural Deposits / Chemical Plants

#### Contaminants with secondary MCLs

Chemical Detected	Source of Sample	Year Tested	Level	MCL	Source of Chemical
Aluminum	Composite	2012	53	1000 PPB	Natural Deposits
Arsenic	Wells 2 & 4	2012	2.5	7 MFL	Natural Deposits
Asbestos	Wells 2 & 4	2017	0.5	10 PPB	Natural Deposits
Chloride	Wells 2 & 4	2012	2.4	250 PPM	Natural Deposits
Foaming Agent (MBAS)	Composite	2018	0.05	0.5 PPM	Municipal and industrial waste discharges
Total Dissolved Solids (TDS)	Wells 2 & 4	2018	130	500 PPM	Natural Deposits
Specific Conductance	Composite	2018	160	1600 $\mu$ S/cm	Substances that form ions when in water; seawater influence
Sulfate	Wells 2 & 4	2012	12	250 PPM	Natural Deposits
Iron	Wells 2 & 4	2012	0.035	0.3 PPM	Natural Deposits

### Drinking Water Source Assessment & Watershed Study

Our most recent water source assessment was completed by the State Water Resource Control Board, Division of Drinking Water, in August 2002.

Our most recent watershed study was completed by Trinity Valley Consulting Engineers, Inc. May 2014

If you would like to view the complete assessment of our drinking water source, our address is 135 Willow Road in Willow Creek, CA or you may call our office at 530-629-2136 and ask for Susan O'Gorman, General Manager.



Este informe contiene información muy importante sobre su agua para beber.  
Favor de comunicarse Willow Creek Community Services District  
a 135 Willow Road, Willow Creek, 530-629-2136 para asistirlo en español.

## General Information on Drinking Water

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 U.S. EPA's Safe Drinking Water Hotline (1-800-426-4791).

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons 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. U.S. EPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

### Contaminants that may be present in source water include:

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 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 stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- Pesticides and herbicides, that may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.
- Radioactive contaminants, that can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (U.S. EPA) and the State Water Resources Control Board (State Board) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. State Board regulations also establish limits for contaminants in bottled water that provide the same protection for public health.



Your water utility is responsible for underground pipes from the street up to your water meter, but if your pipes leak after your water meter it is your responsibility to make repairs.



## **Payment Options**

Cash, Checks, Money Orders, Visa, MasterCard, and Auto Payment

### Definitions of terms used in this report:

**Public Health Goal (PHG):** The level of contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

**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 are set by Federal Environmental Protection Agency (USEPA).

**Maximum Contaminant Level (MCL)** The highest level of a contaminant that is allowed in drinking water.

**Primary MCLs** are set as close to the PHGs (or MCLGs) as is technologically, and economically feasible.

**Secondary MCLs** are set to protect the odor, taste and appearance of drinking water.

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

**MFL:** million fibers per liter

**PPB:** parts per billion or micrograms per liter

**PPM:** parts per million or milligrams per liter

**ND:** non detectable at testing limit

**TDS:** Total Dissolved Solids

**Lose something in the park?** Sometimes lost items are turned into our office. Please check with us if you have lost something at 530-629-2136

