



City of Hanford
Department of Public Works
900 S. 10th Avenue
Hanford, CA 93230-5234



IMPORTANT NOTIFICATION

2023 Consumer Confidence Report

Consumer Confidence Report (CCR)

2023

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

The City of Hanford Public Works Department is pleased to present to you this year's Consumer Confidence Report. This report is designed to inform you about the quality of water and services we deliver to you every day. Our constant goal is to provide you with a safe, high quality and dependable supply of drinking water. We want you to understand the efforts we make to continually improve water quality and protect our water resources. We are committed to ensuring the quality of your water.

If you have any questions about this report or your water utility, please contact the Public Works Department at (559) 585-2550. We want our valued customers to be informed about their water quality.

The City Council of the City of Hanford meets on the first and third Tuesdays of the month at 7:00 PM in the council chambers located in the Civic Auditorium, 400 N. Douty Street to discuss and/or take action on various matters that affect the community. At times issues regarding water system improvements or quality are on the agenda. Public input is also appreciated and is taken into consideration during the discussions and formal actions.

Our water source is strictly ground water taken from wells. The wells pump water into an intricate network of water mains and services from aquifers deep beneath the city. The City of Hanford system has 12 active well sources and 1 standby well source. A ground water protection assessment of our source water was completed May 2003. A copy of the complete assessment report is available for review at the State Water Resources Control Board, Division of Drinking Water, Field Operations Branch, 265 W. Bullard Avenue, Suite 101, Fresno, CA or the Public Works Department office, 900 S. 10th Avenue. You may request a copy of the assessment be sent to you by contacting the State Water Resources Control Board district engineer at (559) 447-3300 or the Public Works Department at (559) 585-2550. In general, the city's water supply sources were most vulnerable to the following activities "not associated with any detected contaminants": sewer collection/septic systems, agricultural/irrigation wells, and gas stations/auto repair processes. However the source may still be considered vulnerable to activities located near the drinking water sources. The City of Hanford Public Works Department will continue to monitor the quality and integrity of its source water and distribution system in accordance with current federal and state regulations, and continue to utilize the most stringent regulations in the construction of new water wells to protect the source aquifers from any possible contamination.

The City of Hanford routinely monitors your drinking water for over 120 drinking water contaminants in conformance with Federal and State laws. This report shows the results of our monitoring for the period of January 1, 2023 to December 31, 2023. Some past test results outside of the aforementioned time period have been included for your information. The contaminants that were detected are listed in Tables 1 through 7 in this report.

Special Health Information

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 United States Environmental Protection Agency's (EPA) Safe Drinking Water Hotline (1-800-426-4791) or find it on EPA's website (<http://water.epa.gov/drink/standards/hascience.cfm>).

California's notification levels are available on the Division of Drinking Water's website (http://www.waterboards.ca.gov/drinking_water/programs/index.shtml).

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. EPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbiological contaminants are available from the EPA's Safe Drinking Water Hotline (1-800-426-4791).

Additional General Information on 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 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**, that 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 that are byproducts of industrial processes and petroleum production and can also come from gas stations, urban storm water runoff, agricultural applications and septic systems.
- **Radioactive contaminants**, that can be naturally occurring or be the result of oil and gas production and mining activities.

To ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (USEPA) and the State Water Resource Control Board, Division of Drinking Water (SWRCB-DDW) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The U.S. Food and Drug Administration regulations and California law also establish limits for contaminants in bottled water that provide the same protection for public health.

The State allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old. All drinking water, including bottled drinking water, may be reasonably expected to contain at least small amounts of some contaminants. It's important to remember that the presence of these contaminants does not necessarily pose a health risk.

TABLE DEFINITIONS and ABBREVIATIONS

In this report you will find many terms and abbreviations you might not be familiar with. To help you better understand these terms we have provided the following definitions:

Non-Detects (ND) – Laboratory analysis indicates that the constituent is not present at testing limit.

Detection Limits for purposes of Reporting (DLR) – The minimum quantification or detection level of a constituent's presence.

Parts per million (ppm) or Milligrams per liter (mg/l) – One part per million corresponds to one minute in two years or a single penny in \$10,000.

Parts per billion (ppb) or Micrograms per liter (µg/l) – One part per billion corresponds to one minute in 2,000 years, or a single penny in \$10,000,000.

Parts per trillion (ppt) or Nanograms per liter (nanograms/l) – One part per trillion corresponds to one minute in 2,000,000 years, or a single penny in \$10,000,000,000.

Parts per quadrillion (ppq) or Picograms per liter (picograms/l) – One part per quadrillion corresponds to one minute in 2,000,000,000 years or one penny in \$10,000,000,000,000.

Picocuries per liter (pCi/L) – Picocuries per liter is a measure of the radioactivity in water.

Nephelometric Turbidity Unit (NTU) – Nephelometric turbidity unit is a measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

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

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

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 the U.S. Environmental Protection Agency.

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.

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

Primary Drinking Water Standards (PDWS) – MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

Secondary Drinking Water Standards (SDWS) – MCLs for contaminants that affect taste, odor, or appearance of the drinking water. Contaminants with SDWSs do not affect health at the MCL levels.

Variances and Exemptions – Department permission to exceed an MCL or not comply with a treatment technique under certain conditions.

In accordance with the “Primary Drinking Water Standards”, the following tables (tables 1 through 4) list contaminants that were detected during the most recent testing:

Table 1 - Lead and Copper								
Contaminant	Year Sampled	Action Level	PHG	No. of Samples Collected	90 th Percentile Level Detected	No. of Sites Exceeding Action Level	Violation	Typical Source of Contaminant
Lead (ppb)	2020	15	0.2	42	0	0	No	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Copper (ppm)	2020	1.3	0.3	42	0	0	No	Internal corrosion of household water plumbing systems; erosion of natural deposits; leaching from wood preservatives

VIOLATION: The City received a monitoring violation for failure to test Lead and Copper samples in the summer of 2023. To remedy this, the City will collect and analyze the required Lead and Copper samples in the summer of 2024. There is no immediate concern for the City of Hanford’s water quality; no alternative water sources are necessary.

- Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time may experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years may suffer liver or kidney damage. People with Wilson’s Disease should consult their personal doctor.
- Lead: Infants and children who drink water containing lead in excess of the action level may experience delays in their physical or mental development. Children may show slight deficits in attention span and learning abilities. Adults who drink this water over many years may develop kidney problems or high blood pressure.

NOTE: Action levels for copper and lead, which are to be met at customer tap, are used to determine the treatment requirements that a water system is required to complete. The “90th Percentile Level Detected” is based on the sample results for highest 10 percent of the tap water samples collected during any monitoring period.

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 EPA’s Safe Drinking Water Hotline (1-800-426-4791) or at <http://www.epa.gov/safewater/lead>

Table 2 - Radioactive Contaminants										
Contaminant	Year Sampled	Unit Measurement	MCL	PHG	MCLG	DLR	Average Level Detected	Range	Violation	Typical Source of Contaminant
Alpha Activity, Gross	2016-2023	pCi/L	15	None	0	3	1.59	ND – 7.11	No	Erosion of natural deposits

Table 3 - Arsenic										
Contaminant	Year Sampled	Unit Measurement	MCL	PHG	MCLG	DLR	Average Level Detected	Range	Violation	Typical Source of Contaminant
Arsenic	2021-2023	ppb	10	0.004	None	2	5.1	0 – 10	No	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes

City of Hanford is in Compliance with Federal and State Arsenic Drinking Water Standards.

While your drinking water meets the federal and state standard for arsenic, it does contain low levels of arsenic. The arsenic standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. The U.S. Environmental Protection Agency 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. The City of Hanford has detected arsenic above the MCL at 1 of our 12 active wells. The water from this well is actively being treated to reduce the level of arsenic to an acceptable level and is in operation.

Note: Compliance is based on a running annual average, hence the reporting range ND – 5.1.

Table 4 - Inorganic Contaminant

Contaminant	Year Sampled	Unit Measurement	MCL	PHG	MCLG	DLR	Average Level Detected	Range	Violation	Typical Source of Contaminant
Aluminum	2021-2023	ppb	1000	600	None	50	119.75	ND-360	No	Erosion of natural deposits; residue from some surface water treatment processes
Fluoride	2021-2023	ppb	2000	1000	None	100	1.16	0.94 - 1.60	No	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate	2021-2023	ppm	10	45	45	0.40	0	ND	No	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Selenium, Total	2021-2023	ppb	50	30	None	5	0.74	ND - 2.50	No	Discharge from petroleum, glass, and metal refineries; erosion of natural deposits; discharge from mines and chemical manufacturers; runoff from livestock lots (feed additive)

In accordance with the “Secondary Drinking Water Standards”, the following table (table 5) list contaminants that were detected during the most recent testing:

Contaminant	Year Sampled	Unit Measurement	Secondary MCL	PHG	MCLG	Average Level Detected	Range	Violation	Typical Source of Contaminant
Chloride	2021-2023	ppm	500	N/A	N/A	164.00	81 – 240	No	Runoff/leaching from natural deposits; seawater influence
Iron	2021-2023	ppb	300	N/A	N/A	10.50	ND – 83	No	Leaching from natural deposits; industrial wastes
Manganese	2021-2023	ppb	50	N/A	N/A	12.42	ND - 28	No	Leaching from natural deposits
Color	2021-2023	Units	15	N/A	N/A	6.67	ND – 20	No	Naturally-occurring organic materials
Odor--Threshold	2021-2023	Units	3	N/A	N/A	0.25	0 - 1	No	Naturally-occurring organic materials
Specific Conductance	2022-2023	micromhos	1600	N/A	N/A	831.67	600 - 1100	No	Substances that form ions when in water; seawater influence
Sulfate	2021-2023	ppm	500	N/A	N/A	0.19	ND – 0.68	No	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids (TDS)	2021-2023	ppm	1000	N/A	N/A	451.67	330 - 660	No	Runoff/leaching from natural deposits
Turbidity	2021-2023	NTU	5	N/A	N/A	1.46	0.12 – 4.30	No	Soil runoff

(a) There are no PHGs, MCLGs, or mandatory standard health effects language for these constituents because secondary MCLs are set on the basis of aesthetics.

Contaminant	Year Sampled	Unit Measurement	Secondary MCL	PHG	MCLG	Average Level Detected	Range	Violation	Typical Source of Contaminant
Alkalinity	2021-2023	ppm	None	N/A	N/A	ND	ND	No	Generally found in ground and surface water
Bicarbonate	2021-2023	ppm	None	N/A	N/A	127.50	80 – 160	No	Generally found in ground and surface water
Calcium	2021-2023	ppm	None	N/A	N/A	3.86	2.1 – 5.6	No	Generally found in ground and surface water
Carbonate	2021-2023	ppm	None	N/A	N/A	19.27	9.2 – 31	No	Generally found in ground and surface water
Hardness	2021-2023	ppm	None	N/A	N/A	11.04	5.6 – 18	No	Generally found in ground and surface water
Magnesium	2021-2023	ppb	None	N/A	N/A	.40	.11 – .89	No	Generally found in ground and surface water
pH	2021-2023	Units	None	N/A	N/A	8.65	8.4 – 8.9	No	Generally found in ground and surface water
Sodium	2021 - 2023	ppm	None	N/A	N/A	163.33	120 – 210	No	Generally found in ground and surface water

NOTE: There are no PHGs or MCLGs for constituents with secondary drinking water standards because these are not health-based levels, but set on the basis of aesthetics.

Table 7 – Disinfection Byproducts, Disinfectant Residuals, and Disinfection Byproduct Precursors

Contaminant	Year Sampled	Unit Measurement	MCL	PHG	MCLG	Average Level Detected	Range	Violation	Typical Source of Contaminant
TTHMs Total Trihalomethanes	2023	ppb	80	n/a	None	43.48	31.3 – 52.0	No	Byproduct of drinking water disinfection. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience liver, kidney, or central nervous system problems, and may have an increased risk of getting cancer.
Haloacetic Acids	2023	ppb	60	n/a	None	7.3	4.8 – 9.5	No	Byproduct of drinking water disinfection. Some people who drink water containing Haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.
Chlorine (as Cl₂)	2023	ppm	4.0	4.0 as Cl ₂	4 as Cl ₂	1.43	1.12 – 1.65	No	Drinking water disinfectant. Some people who use water containing chlorine well in excess of the MRDL could experience irritating effects to their eyes and nose. Some people who drink water containing chlorine well in excess of the MRDL could experience stomach discomfort.

ANSWERS TO FREQUENTLY ASKED QUESTIONS

WHAT ABOUT SAND, DEBRIS AND COLORED MATERIAL IN THE WATER?

Sand, debris and dark colored material which may appear in water, is most often caused by mineral deposits in the pipes within your household system, plumbing repairs or sand produced by water wells. While these deposits maybe a nuisance, there are no associated health impacts related to them. Flushing your household pipes periodically typically alleviates the problem. A persistent sand or debris problem should be reported to the Public Works Department.

IS OUR WATER CHLORINATED?

Yes. The City of Hanford chlorinates our water to prevent any bacterial growth and to provide the best possible water to our customers.

WHY IS MY WATER SOMETIMES CLOUDY?

Cloudy or milky appearance is usually caused by air bubbles in the water, which pose no health risk. If the water is allowed to sit for 10 to 20 seconds, the air will dissipate and the water will clear. If the cloudiness does not disappear, please call the Water Division so that we may investigate.

WHAT CAUSES LOW WATER PRESSURE?

Low water pressure can be caused by a home's gate valve not being fully opened, recent repairs to existing plumbing or too great a demand on the available water supply. The City's water pumping equipment is controlled through a computerized management system to operate between 40 and 55 PSI pressure.

WHY DO WATER EMPLOYEES OCCASIONALLY OPEN FIRE HYDRANTS?

This is a process known as "flushing", which is done periodically to remove sediment or sand from the water lines and ensure that water circulates adequately throughout the system. Fire hydrants may also be opened to conduct fire-flow capability tests.

Information On The Internet

The USEPA Office of Ground Water and Drinking Water (<http://www.epa.gov/safewater/>) and the Centers for Disease Control and Prevention (<http://www.cdc.gov>) Web sites provide a substantial amount of information on many issues relating to water resources, water conservation, and public health. Also, the State Water Resource Control Board, Division of Drinking Water (SWRCB-DDW) hosts a Web site (http://www.waterboards.ca.gov/drinking_water/programs/index.shtml) that provides complete and current information on water issues in our own state.

As the City and valley population continues to grow the need for water conservation awareness is always with us.

Outdoor water use shall be conducted using an alternate day schedule with **Monday, Thursday, and Friday being no outdoor watering days**. The watering days for addresses ending with 0, 2, 4, 6 or 8 are Tuesday and/or Saturday, watering days for addresses ending with 1, 3, 5, 7 or 9 are Wednesday and/or Sunday. There will be no watering on your allocated day between 10:00 A.M. and 6:00 P.M. As with any program, the cooperation and participation of everyone is the only way the water conservation program can be successful. The Utilities Division strictly enforces this program. See Municipal Code 13.04.150 for additional information.

As usual, the City of Hanford encourages water conservation both inside and outside the home.

Thank you for allowing us to continue providing your family with clean, quality water this year. In order to maintain a safe, high quality and dependable water supply we sometimes need to make improvements that will benefit all of our customers.

To ensure good, clean water in all areas of the system, Utilities Division personnel will be flushing water lines at various times. Employees will request that young children not play in the water for safety reasons. If you have a problem or complaint regarding water quality, please call the Public Works Department at 585-2550. All water delivered meets the primary drinking water standards established by the State Water Resources Control Board and the United States Environmental Protection Agency.

We at the City of Hanford work around the clock to provide top quality water to every residence and business. We ask that all our customers help us protect our water sources, which are the heart of our community, our way of life and our children's future. Additional information can be found at <https://www.cityofhanfordca.com/1255/Utility-Division>.

Sincerely,



Robert Williams
Utilities Manager

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Este informe contiene información muy importante sobre su agua potable.
Por favor hable con alguien que lo pueda traducir.

Lead and Copper Tap Sampling Monitoring Requirements Not Met for City of Hanford

Our water system failed to monitor as required for a drinking water monitoring standard during the 2023 calendar year and, therefore, was in violation of the regulations. Even though this failure was not an emergency, as our customers, you have a right to know what you should do, what happened and what we did to correct this situation.

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During the 2023 calendar year we did not complete all monitoring or testing for lead and copper tap sampling and therefore cannot be sure of the quality of our drinking water during that time.

What should I do?

- There is nothing you need to do at this time.
- The table below lists the contaminant we did not properly test for during the last month, how many samples we are required to take and how often, how many samples we took, when samples should have been taken, and the date on which follow-up samples were (or will be) taken.

Contaminant	Required sampling frequency	Number of samples taken	When all samples should have been taken	When samples will be taken
Lead and copper tap sampling	30 samples every 3 years	None	Summer of 2023	Summer of 2024

- If you have health issues concerning the consumption of this water, you may wish to consult your doctor.

What happened? What is being done?

Lead and Copper samples were not taken during the summer of 2023. Samples will be taken during the month of July 2024.

For more information, contact

Water System Contact: Robert Williams, at (559) 585-2560 or City of Hanford Public Works Department, 900 S. 10th Ave, Hanford CA 93230.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

Secondary Notification Requirements

Upon receipt of notification from a person operating a public water system, the following notification must be given within 10 days [Health and Safety Code Section 116450(g)]:

- **SCHOOLS:** Must notify school employees, students, and parents (if the students are minors).
- **RESIDENTIAL RENTAL PROPERTY OWNERS OR MANAGERS** (including nursing homes and care facilities): Must notify tenants.
- **BUSINESS PROPERTY OWNERS, MANAGERS, OR OPERATORS:** Must notify employees of businesses located on the property.

