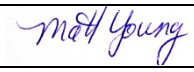
Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name: Placer County Water Agency – Auburn/Bowman
Water System Number: CA 3110005

The water system named above hereby certifies that its Consumer Confidence Report was distributed between May 2, 2024 – May 29, 2024, to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the State Water Resources Control Board, Division of Drinking Water (DDW).

Certified by:

Name: Matt Young
Signature: 
Phone number: (530) 823-4850
Title: Director of Customer Services
Date: May 30, 2024

To summarize report delivery, completed all items below:

- CCR was distributed by mail or other direct delivery methods. Specify other direct delivery methods used:
  - "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:
    - Posting the CCR on the Internet at https://docs.pcwa.net/ccr/auburn-bowman
    - A direct link to the CCR for the Auburn/Bowman system was provided as a bill message on the customer's bill, received in May 2024: https://docs.pcwa.net/ccr/auburn-bowman.
      - Multi-user accounts: provided a letter to post or distribute to the multi-user customers who do not receive individual bills with the corresponding link to the CCR.
      - Newcastle customers: provided a letter with corresponding links to Foothill/Sunset plant (at https://docs.pcwa.net/ccr/foothill-sunset) explaining their ability to receive water from either plant.
  - Posted CCR on a publicly accessible internet site at the following address: https://docs.pcwa.net/ccr/auburn-bowman

PCWA

PLACER COUNTY WATER AGENCY
PO BOX 6570
AUBURN CA 95604-6570
www.pcwa.net

144876RA16-Y-1
2897 Y SP 0.547000

R

ACCOUNT INFORMATION

Account Number	
Cycle-Route	01-05
Customer Class	RESIDENTIAL
Service Address	
Bill Date	05/16/2024
DUE DATE FOR CURRENT CHARGES	**06/10/2024**

ACCOUNT BALANCE

Last Bill Amount	54.63
Payments	-54.63
Adjustments	0.00
Past Due Amount	0.00
Current Charges	53.08
TOTAL AMOUNT DUE	**$53.08**

PLEASE SEE REVERSE SIDE FOR IMPORTANT INFORMATION

Payments not received within 30 days of bill date incur a 6% late fee

SERVICE	SERVICE PERIOD	METER SIZE	METER NUMBER	# DAYS	CURRENT READ	PREVIOUS READ	CONSUMPTION
WT	04/10/2024 - 05/09/2024	5/8 INCH	50148	29	2519.00	2515.00	4.00

ANNUAL CCR IMPORTANT INFORMATION

Please see back of bill for consumption graph. Graph to return to front of bill on your next statement.

Please visit the link below to view your 2023 WATER QUALITY REPORT. To speak with someone about the report or if you would like a paper copy of the 2023 Consumer Confidence Report mailed to your home, please call (530) 823-4850 or (800) 464-0030.

Por favor visite el siguiente enlace para ver sus 2023 INFORME SOBRE LA CALIDAD DEL AGUA. Para hablar con alguien sobre el informe o si desea una copia en papel del Informe del Consumidor 2023 Confianza por correo a su casa, por favor llame al (530) 823-4850 o (800) 464-0030.

http://www.pcwa.net/ccr/auburn-bowman.pdf

CURRENT CHARGES

FIXED CHARGE		23.88
WATER USE 1ST TIER	4.00 units @ 1.97	7.88
RENEWAL/REPLACE CHG		21.32
CURRENT CHARGES		**$53.08**

KEEP THE ABOVE PORTION FOR YOUR RECORDS AND RETURN THIS STUB WITH YOUR PAYMENT

MAKE CHECK PAYABLE TO : PCWA

ACCOUNT INFORMATION

Account Number	
Customer Class	RESIDENTIAL
Service Address	
Bill Date	**05/16/2024**

AMOUNT DUE

DUE DATE FOR CURRENT CHARGES	**06/10/2024**
TOTAL AMOUNT DUE	**$53.08**

THANK YOU FOR YOUR PROMPT PAYMENT

IMPORTANT: For change of address or correspondence, please mail separately to Placer County Water Agency, PO Box 6570, Auburn CA, 95604-6570.

REMIT PAYMENT TO

PLACER COUNTY WATER AGENCY
PO BOX 511377
LOS ANGELES, CA 90051-7932

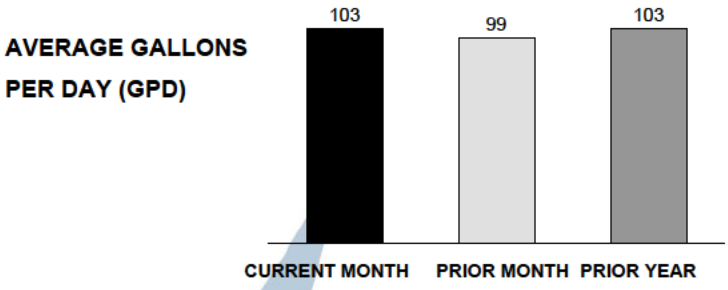
0000267870000009650000000053086

PCWA
Customer Services
PO Box 6570
Auburn, CA 95604-6570

customerservices@pcwa.net
www.pcwa.net
(530) 823-4850
(800) 464-0030

IMPORTANT MESSAGES AND INFORMATION

WATER USE GALLONS PER DAY (GPD)



COMPONENTS ON A WATER BILL

The monthly Fixed Charge and the Renewal and Replacement Charge are payable whether or not any water is used. These charges are prorated based on number of days in the billing period.

Fixed Charge and Water Tier Rates - These charges fund Agency operations including personnel, operating supplies and services, state and federal mandates, purchased water, insurance, legal services, utilities, consulting, routine capital and other operation expenses.

Renewal and Replacement Charge - This charge funds construction projects to improve aging water infrastructure including water treatment plants, pipelines, canals or other water system facilities.

Water Efficiency - For more useful water use efficiency suggestions, please visit our site at https://www.pcwa.net/smart-water-use

GO PAPERLESS!

Sign up today to receive text or email notifications when your bill is ready and pay online.

Follow these 3 easy steps to sign up for paperless billing:
1. Scan the QR code below, OR visit pcwa.net and click on "Pay My Bill"
2. Log into your account or click "Register Now"
3. Toggle the "Paperless Billing" option to "Yes"

FREQUENTLY ASKED QUESTIONS

MOVING OR SELLING - Please notify Customer Service at least three (3) days in advance. Tenants are responsible for all services provided and charges until date of termination/moving out. Property owners are responsible for all services provided and charges owed once a Tenant's termination notice is effective, and until close of escrow or recording of deed when the Property is sold.

DOOR TAG CHARGE - If, during the course of collection of past due charges, the Agency makes a trip to place a notice at the service location, there will be a charge applied to the billing account.

BILLING QUESTIONS - If you have any questions or to dispute your current bill, please call our Customer Services Center at (530) 823-4850 or (800) 464-0030 within ten (10) days from receipt of your bill statement. Our Customer Services Center hours are from 8:00 a.m. - 5:00 p.m., Monday - Friday, excluding holidays.

DELINQUENT BILLS - If you cannot pay the charges in full by the due date and need to make payment arrangements, please call the Customer Services Center prior to the due date. Our representatives may consider payment arrangements depending on individual circumstances. Multiple late payments may require an additional deposit.

WATER QUALITY REPORTS - To view your water quality report, please visit http://www.pcwa.net/customer-services/water-quality.html or contact customer service at (530) 823-4850 or (800) 464-0030.

PAYMENT INFORMATION

Bills are due and payable a minimum of twenty-one days after the bill date. The following payment options are available for your convenience:

Mail with a payment stub: PO BOX 511377 LOS ANGELES, CA 90051-7932 Make checks payable to PCWA

Mail without a payment stub: PO BOX 6570 AUBURN, CA 95604-6570 **Credit card payments cannot be accepted by mail**

Automated Phone Payment: (530) 823-4850 or (800) 464-0030 Credit/Debit Card

Online: Credit/Debit card or electronic check payments can be made on the Agency payment portal. Visit PCWA.net and follow the "PAY MY BILL" link at the top. The portal will allow you to sign up for automatic payments as well as paperless billing.

In person: 144 Ferguson Road Auburn, CA
Office hours: 8:00 a.m. to 5:00 p.m. Monday through Thursday, excluding holidays. The lobby is closed on Fridays.

Night drop: 144 Ferguson Road Auburn, CA
Available for after hours payments (checks or money orders only). Payments received after 8:00 a.m. are processed the next business day.

SCAN & PAY

PCWA
water • energy • stewardship

PLACER COUNTY WATER AGENCY
SINCE 1957

BUSINESS CENTER
144 Ferguson Road

MAIL
P.O. Box 6570
Auburn, CA 95604

PHONE
530.823.4850
800.464.0030
WWW.PCWA.NET

April 24, 2024

Dear Customer,

This is to inform you that Placer County Water Agency has provided the annual Water Quality Report through a link, located below or in your May 2024 bill, taking you directly to our website. You are receiving this message because we have determined your service to be a multi-unit or multi-user service in the Auburn area. It is very important that all users of this service have access to and knowledge of this information.

Please make this information available to all users of this service by posting it in a common area, distributing copies of this message, or both.

https://docs.pcwa.net/ccr/auburn-bowman

If you have questions regarding this information please call our Customer Services Center at 530.823.4850.

Thank you.

Placer County Water Agency

PCWA
water • energy • stewardship

PLACER COUNTY WATER AGENCY
SINCE 1957

BUSINESS CENTER
144 Ferguson Road

MAIL
P.O. Box 6570
Auburn, CA 95604

PHONE
530.823.4850
800.464.0030
WWW.PCWA.NET

April 24, 2024

RE: Consumer Confidence Report

Dear Customer,

In the links provided below you will find the annual water quality reports for Placer County Water Agency's testing and monitoring programs for 2023, also located in your May 2024 bill. As Newcastle residents, it is possible for you to receive water from our Foothill-Sunset water system as well as our Auburn-Bowman water system, therefore both water quality reports are provided.

We have determined your service to be a multi-unit or multi-user service. It is very important that all users of this service have access to and knowledge of this information. Please make this information available to all users of this service by posting this message in a common area, distributing copies of this message, or both.

https://docs.pcwa.net/ccr/auburn-bowman
https://docs.pcwa.net/ccr/foothill-sunset

If you have questions regarding this information please call our Customer Services Center at 530.823.4850.

Thank you.

Placer County Water Agency

PCWA
water • energy • stewardship

PLACER COUNTY WATER AGENCY
SINCE 1957

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April 24, 2024

Dear Customer,

In the links provided below you will find the annual water quality reports for Placer County Water Agency's testing and monitoring programs for 2023.

As a resident of Newcastle, it is possible for you to receive water from our Foothill-Sunset water system as well as our Auburn-Bowman water system, therefore both water quality reports are provided in the links below.

https://docs.pcwa.net/ccr/auburn-bowman
https://docs.pcwa.net/ccr/foothill-sunset

If you have questions regarding this information, please call our Customer Services Center at 530.823.4850.

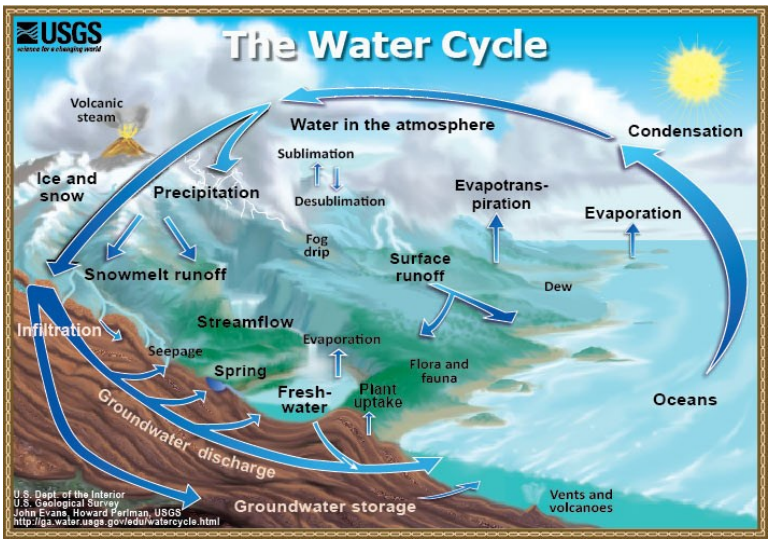
Thank you.

Placer County Water Agency

Water Quality Consumer Confidence Report

For samples collected during 2023 in the Auburn/Bowman Water System

Placer County Water Agency is pleased to report this year that the drinking water supplied to you meets or exceeds primary state and federal public health standards for drinking water quality and safety. California water retailers, including PCWA, are required by law to inform customers about the quality of their drinking water. The results of PCWA's testing and monitoring programs of 2023 are reported in this newsletter. If you have any questions about this report, please contact the PCWA Customer Services Center at (530) 823-4850 or (800) 464-0030.



Ensuring The Safety of Your Drinking Water

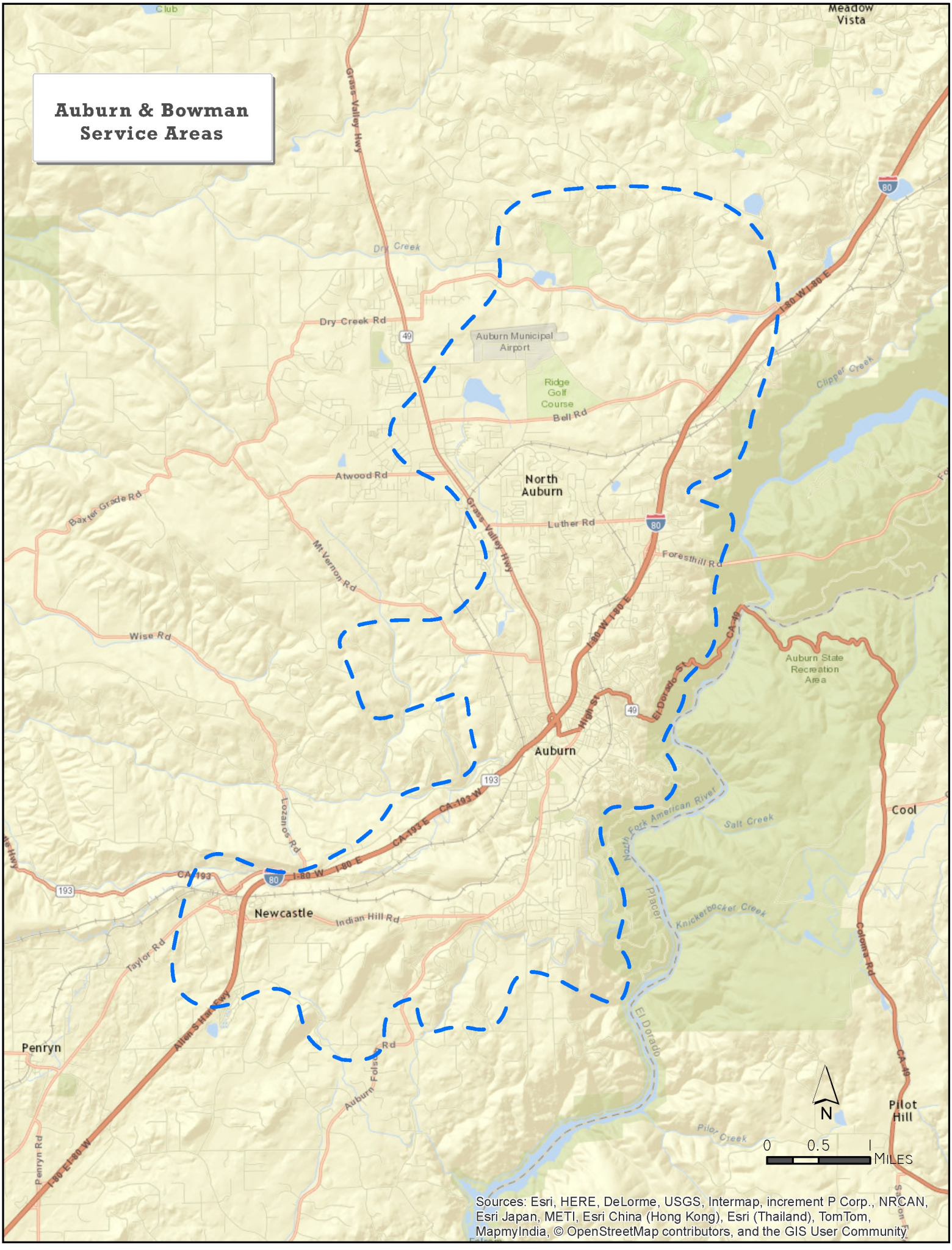
In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (USEPA) and the State Water Resources Control Board (State Board) prescribe regulations which limit the amount of certain contaminants in water provided by public water systems. State Board regulations also establish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

About Your 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. Environmental Protection Agency's **Safe Drinking Water Hotline: 1-800-426-4791**

The Source of Your Water Supply

Your water originates in the Sierra snowpack. Surface water from the Yuba and Bear River watersheds and Lake Spaulding flows into the PG&E and PCWA delivery systems. The water is treated at the water treatment plants listed in this report. PCWA has completed and updated a Sanitary Survey and Source Water Assessment of the Yuba-Bear River watershed (2021). It was found the watershed was vulnerable to contaminants from highways, roadways and railroads near rivers and canals, septic tanks, utility pipelines crossing canals, upstream recreation, historic and active mining operations, utility operations, and timber harvest. Contaminants associated with these activities that could pose a threat to source water include but are not limited to sediment, bacteria, viruses, parasites, pesticides, herbicides and trace metals. Historically, contaminant levels have been very low in the source water and watershed. If interested, a complete copy of the assessment can be obtained by calling the PCWA Customer Services Center at (530) 823-4850 or (800) 464-0030.


Auburn & Bowman
Service Areas
Meadow Vista
Grass Valley Hwy
Dry Creek
Dry Creek Rd
Auburn Municipal Airport
Ridge Golf Course
Bell Rd
Clipper Creek
I-80 W I-80 E
Atwood Rd
North Auburn
Baxter Grade Rd
Luther Rd
Mt Vernon Rd
Foresthill Rd
Wise Rd
CA-49
Auburn State Recreation Area
High St
El Dorado St
Auburn
CA-193 W
CA-193 E
Lozanos Rd
North Fork American River
Salt Creek
Cool
I-80 W I-80 E
CA-193
Newcastle
Indian Hill Rd
Taylor Rd
Placer
Knickerbocker Creek
Coloma Rd
Allen-S Hart Expy
Penryn
Auburn Folsom Rd
El Dorado
Pilot Creek
Pilot Hill
Penryn Rd
I-80 E I-80 W
N
0 0.5 1
MILES
Sources: Esri, HERE, DeLorme, USGS, Intermap, increment P Corp., NRCAN, Esri Japan, METI, Esri China (Hong Kong), Esri (Thailand), TomTom, MapmyIndia, © OpenStreetMap contributors, and the GIS User Community

DEFINITIONS AND TIPS: Understanding Your Water Quality Report

The table on the following page provides the results of water quality monitoring conducted during the previous calendar year. This page has been added to help ensure that this report is as clear to understand as possible, given the required content. We hope the following tips and definitions help to provide a clear understanding.

- Certain constituents are not required to be monitored annually because the levels are not expected to change from year to year. In those instances, the most recent results are provided.
- In accordance with the federal and state requirements, the table doesn't necessarily include results for **all** constituents tested during the previous calendar year by PCWA, only detected ones, and a few others which are commonly requested by customers.
- It is important to note that the table provides information about not only the results of monitoring we've performed, but also information about maximum allowable or recommended levels if they exist, so it is important to make sure the column you are reading is correct for the information you seek.
- If you are using the results in the table to compare to a set of standards you require (i.e. a new appliance, gardening, fish tanks, brewing beer or kombucha, etc.), it is very important to make sure you are using the correct unit of measure, which is also provided in the table. Those units of measure are also defined below.
- pH level is not included in the table because it varies based on time, temperature, and other factors. If you need to know the exact pH level, it should be collected at the point of use for an accurate measurement. The initial pH level is adjusted at the treatment facility. Based on scientific studies of our source water, PCWA aims for a pH range between 8.5-9 leaving the facility.
- The definitions below should be used to help you understand unfamiliar terms used in the table.
- If you come across any information that you'd like further explanation for, or are curious about please feel free to contact PCWA's customer service line at (530) 823-4850 or (800) 464-0030, and let them know you have questions for the Water Quality Supervisor.

MCL: Maximum Contaminant Level. 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.

MCLG: Maximum Contaminant Level Goal. The level of a contaminant in drinking water below which there is no known or expected risk to health. Set by the U.S. Environmental Protection Agency.

PHG: Public Health Goal. 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 Standard. MCLs, MRDLs and treatment techniques for contaminants that affect health, along with their monitoring and reporting requirements, and water treatment requirements.

MRDL: Maximum Residual Disinfectant Level. 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.

MRDLG: Maximum Residual Disinfectant Level Goal. 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.

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

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

NTU: Nephelometric Turbidity Units. A measure of the clarity of water. Turbidity is monitored because it is a good indicator of water quality. High turbidity can hinder the effectiveness of disinfectants.

pCi/L: picocuries per liter. A measure of radiation.

mg/L: milligrams per liter or parts per million (ppm), compare to 1 cup of water in a typical swimming pool

ug/L: micrograms per liter or parts per billion (ppb), compare to 1 drop of water in a typical swimming pool

uS/cm: MicroSiemens per centimeter

RAA: Running Annual Average

HRAA: Highest Running Annual Average

<: Less Than

ND: ND or Non-Detected: An analysis result below detectable levels.

NA: Non-Applicable

Auburn/Bowman Water Quality Results

Primary Drinking Water Standards

Turbidity Performance Standards (that must be met through the water treatment process)

Turbidity is a measurement of clarity or the level of suspended matter in the water. In reporting turbidity, the highest single measurement and the lowest monthly percentage of samples meeting the turbidity limits are specified.

Turbidity of the filtered water must:

1. Be less than or equal to 0.3 NTU in 95% of measurements in a month.
2. Not exceed 1 NTU at any time.

Lowest monthly percentage of samples that met Turbidity Performance Standard No. 1	**100%**
Highest single turbidity measurement during the year	**0.09**
Number of violations of any surface water treatment requirements	**0**

CONSTITUENT	# of Samples Collected	90th Percentile Level Detected	# of Sites Exceeding AL	# of Schools Tested	AL	PHG	Typical Source of Contaminant
Lead (ug/L) *Collected in 2022	32	0.8	1[1]	8	15	0.2	Internal corrosion of household plumbing systems
Copper (mg/L) *Collected in 2022	32	0	0	N/A	1.3	0.3	Internal corrosion of household plumbing systems

[1] Follow-up testing was performed at the house with the detection above the action level, and it was determined the exceedance was due to the sample being collected from an unused bathroom in this home, where water stagnated for long periods of time. Follow-up samples were non-detect.

CONSTITUENT	UNITS	MCL or [MRDL]	PHG, (MCLG) or [MRDLG]	PCWA Range and Average or (HRAA)	Typical Source of Contaminant
Total Organic Carbon	mg/L	TT=RAA<2	None	0-2 (1.5)	Various natural and manmade sources
Chlorine	mg/L	[4]	[4]	0.16-1.8 (0.76)	Drinking water disinfectant added for treatment
Total Trihalomethanes	ug/L	80	None	27-67 (60)	Byproduct of drinking water disinfection
Total Haloacetic Acids	ug/L	60	None	6.2-32.1 (35.1)	Byproduct of drinking water disinfection
Fluoride	mg/L	2	1	0	Runoff / leaching from natural deposits
Nitrate (as Nitrogen)	mg/L	10	10	0	Runoff / leaching from natural deposits and fertilizer
Nitrite (as Nitrogen)	mg/L	1	1	0	Runoff / leaching from natural deposits and fertilizer
Radium 228	pCi/L	5	0.019	0-1.21 0.83	Runoff / leaching from natural deposits

Secondary Drinking Water Standards

Chloride	mg/L	500	None	4.14-4.19 4.17	Runoff / leaching from natural deposits
Color	Units	15	None	5-10 7.5	Naturally-occurring organic materials
Manganese	mg/L	0.05	None	0	Runoff / leaching from natural deposits
Odor	Total Odor Number	3	None	1-3 2	Naturally-occurring organic materials
Specific Conductance	uS/cm	1,600	None	55.8-58.8 57.3	Substances that form ions when in water
Sulfate	mg/L	500	None	1.24-1.28 1.26	Runoff / leaching from natural deposits
Total Dissolved Solids	mg/L	1,000	None	20-21 20.5	Runoff / leaching from natural deposits
Zinc	mg/L	5	None	0	Runoff / leaching from natural deposits

Monitoring of Unregulated Substances

Carbonate Alkalinity	mg/L	None	None	0-3.98 1.99	Runoff / leaching from natural deposits
Bicarbonate Alkalinity	mg/L	None	None	14.4-17.1 15.8	Runoff / leaching from natural deposits
Total Alkalinity	mg/L	None	None	17.1-18.4 17.8	Runoff / leaching from natural deposits
Calcium	mg/L	None	None	2.81-3.52 3.17	Runoff / leaching from natural deposits
Hardness	mg/L	None	None	10.6-13.1 11.9	Runoff / leaching from natural deposits
Magnesium	mg/L	None	None	0.87-1.04 0.96	Runoff / leaching from natural deposits
Sodium	mg/L	None	None	6.25-7.33 6.79	Runoff / leaching from natural deposits

Environmental Influences on Drinking Water

The sources of drinking water (both tap 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, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- **Inorganic contaminants**, such as salt and metals, which 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, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water 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.

Statement on 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. PCWA is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. Infants, young children, and pregnant women are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of the materials used in your home's plumbing. If your water faucet has not been used for several hours, you can minimize the potential for lead exposure by flushing the faucet for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested. Additional information is available from the USEPA Safe Drinking Water Hotline (1-800-426-4791) or at http://www.epa.gov/safewater/lead.

A program of testing k-12 schools for lead began in 2017 where samples are collected at popular drinking fountains, bottled water filling stations, and kitchen sinks used for food prep. Eight schools have requested sampling under this program.

Note to At-Risk Water Users

Some people may be more vulnerable to contaminants in drinking water than the general population. Immune-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. USEPA/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 at (800) 426-4791.

What You Should Know About Cryptosporidium

Cryptosporidium is a microbial pathogen found in most surface waters throughout the U.S.. Although filtration removes Cryptosporidium, the most commonly used filtration methods cannot guarantee 100 percent removal. We conducted a two-year study on Cryptosporidium from 2015 to 2017, and our monitoring indicated the presence of these organisms in our source water in ranges from non-detect to 0.2 organisms per liter. Again, these results are from the untreated, raw water. The design of the EPA study conducted here did not call for treated water samples. Current test methods do not allow us to determine if the organisms are dead or if they are capable of causing disease. Ingestion of Cryptosporidium may cause an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks; however, immune-compromised people are at greater risk of developing life-threatening illness. We encourage immune-compromised individuals to consult their health care provider regarding appropriate precautions to take to avoid infection. Cryptosporidium must be ingested to cause disease, and it may be spread through means other than drinking water.

2023 Testing Results

Measurements reported here were collected in 2023 (unless otherwise noted). In accordance with federal regulations, data is from the most recent tests. We are allowed to monitor for some contaminants less than once per year because concentrations of these contaminants do not change frequently.

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

Frequently Asked Questions About Water Quality

It is important for you to know that we take our customers' concerns very seriously. We feel that you wouldn't be calling if there weren't cause for concern, so we investigate every claim fully and in a timely manner before closing a case. Below are some answers to the most common questions or concerns. FOR INFORMATION about this report or to report any concerns with the quality of water in your home or a perceived risk to the quality of our water source, PCWA customers are invited to contact the PCWA Customer Service Center at (530) 823-4850 or (800) 464-0030.

Do we have hard water?

No, at less than 60 mg/L (milligrams per liter) PCWA water is considered soft water. General guidelines for classification of waters are: 0 to 60 mg/L as calcium carbonate is classified as soft; 61 to 120 mg/L as moderately hard; 121 to 180 mg/L as hard; and more than 180 mg/L as very hard.

Is there Fluoride in my water?

PCWA does not fluoridate its water. There is a very small portion of the City of Rocklin, which receives water from the City of Roseville during high demand in warm months only. In addition, our Bianchi system receives Roseville water at all times. Roseville is required to fluoridate its water. To find maps of these areas, you can go to:

https://www.pcwa.net/services/water-quality

My water smells like Chlorine!

Chlorine is required in the distribution system to keep bacteria from making it to your tap. We regulate our Chlorine dosage very strictly so that we have just enough without having too much. The maximum level for Chlorine is 4 mg/L (milligrams per liter), and a common level for our systems is between 0.5 and 1 mg/L. Some people are more sensitive to the smell of Chlorine in water. It is common for people to think that the level of the Chlorine must be too high under these circumstances; however, we've found that the most common reason for smelling Chlorine at your tap is when the Chlorine is dissipating or the level is dropping. The reason for this is that the water sits in your plumbing before you use it. Most likely, if you flush your taps out, the smell will disappear.

Why is my tap water milky or cloudy?

This is caused by tiny air bubbles in the water. It is completely harmless. Cold water from snowmelt has the potential to hold lots of air. As the water warms a bit on its way to your tap, it has more potential to release that air. When you turn on your tap, the rapid reduction in pressure causes the air to come out of solution, and creates the milky look you see. If this is the case, it will clear before your eyes as in the picture.

How do I know my water is safe?

Distribution operators and treatment plant operators certified by the State Water Resources Control Board collect hundreds of bacteriological samples each year throughout the water distribution systems as well as performing thousands of individual tests in the treatment facilities and in the distribution system, of which the only the detected constituents are found in your annual Consumer Confidence Report. Field tests for things like temperature, turbidity, pH and chlorine residual help to let us know that our water is maintaining its quality throughout the distribution system.

Frequently Asked Questions About Water Quality

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My water is dirty!

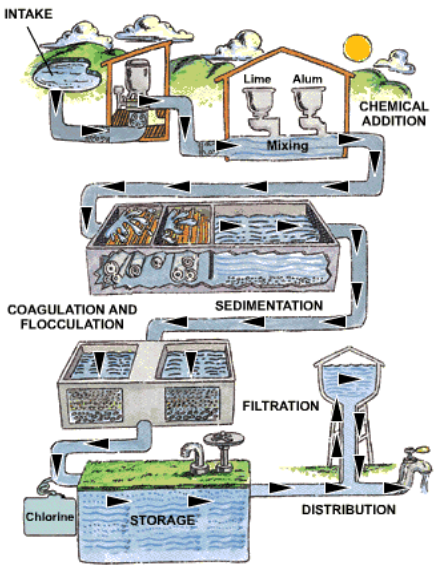
It is actually very common for people to experience discolored or "dirty" water at their tap. In most cases, we can trace this condition to a particular aspect of the household plumbing. It is very common for a water heater to corrode or rust and cause discolored water in the hot water. You can test this by turning your tap to the full hot position and observe whether the water is discolored. If the water is discolored in your hot water, but not cold, you can be reasonably certain the issue lies in your water heater. If the problem occurs in the cold water as well, and doesn't clear up after running for a few minutes, we may need to flush the main line. If you get discolored water out of your cold water tap and it clears up after running for several minutes, the main line is likely clean and you may have a plumbing fixture or an old galvanized line causing the problem.

My water tastes like chemicals!

Another common call we get is that the water has a strong chemically taste all of a sudden. Most times, this can be traced to the either the Chlorine topic covered earlier, or to a hose bib being left on. This is most common during warm times of year when the hot sun beats down on a pressurized hose and creates backpressure. When you open a tap inside the house, you can be sure that high pressure hose water feeds right into your house, and it doesn't taste good. The best way to avoid this is to always shut your hose off at the hose bib shut-off valve, and depressurize your hose. For this reason, it is not a good idea to have your hose bib set up as it is in the picture.

How is my water treated?

Your water is treated by conventional methods, utilizing coagulation, flocculation, sedimentation, filtration, and finally disinfection. The facility or facilities serving your area are operated by State Water Resources Control Board certified operators. It may also be comforting for you to know that our facilities have built-in fail-safes which will immediately shut the treatment process down and not allow any water to the system if some-thing within the facility is not ope-rating correctly. The operators receive alarms for immediate inter-vention so they can begin treating water again.



Why are there pink or dark stains in my toilet or around my drains?

There are numerous bacteria, fungi, and other organisms in the environment that find their way onto bathroom and kitch-en fixtures. Most are not pathogenic (disease causing). They are found in soil, food, and on animals, and they may become airborne because of construction or wind. Some thrive on moisture and need little else to grow. They may be noticed at the water line in toilet bowls or toilet tanks, on faucets, in sinks, or on shower tiles. They sometimes appear jelly-like and are grey, black, or even pink in color. The pink-colored one is interesting and often gets the attention of the customer. This is most likely from the bacteria *Serratia marcescens* and is from the environment, not the water supply. Room or whole-house humidifiers can be the source of airborne bacteria. Regular cleaning, periodic disin-fection with household bleach or cleaner, and adequate ventil-ation are necessary to control these organisms.

Frequently Asked Questions About Water Quality

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Contaminants of Emerging Concern

PCWA has been receiving more questions as of late regarding some contaminants which are currently moving through the regulatory process, but aren't yet regulated.

What are PFAS chemicals?

Per- and polyfluoroalkyl substances (PFAS) are a group of more than 12,000 human-made substances that are not naturally occurring and are resistant to heat, water, and oil. These chemicals have been used and produced extensively in the United States for both commercial and industrial purposes, as well as for emergency fire response. Due to their unique chemistry, PFAS have been widely used as surface coatings and protectant formulations in consumer goods such as carpet and home textiles; clothing; food packaging; and non-stick cookware. PFAS have also been used as a surfactant in chrome plating, firefighting foam, and other industrial applications. In typical conditions, PFAS are resistant to degradation and do not break down in the environment. These substances can accumulate within the human body and are toxic at relatively low concentrations.

Is PCWA monitoring for them?

Yes! The 5th Unregulated Contaminant Monitoring Rule (UCMR5) is currently underway. The Safe Drinking Water Act requires that the EPA establish requirements for public water systems (PWSs) to monitor for priority unregulated contaminants every five years. PCWA is required to test at 4 of our treatment facilities, representing the water in our area. PCWA has found no detections in samples collected thus far in our treated surface water. This latest round of testing for PFAS chemicals is not the first time we've tested for them, but it is much more comprehensive and detection levels are far more sensitive than previous testing. UCMR3 also required testing for some PFAS chemicals, and we found no detections during that testing either.

Contaminants of Emerging Concern

Continued…

What are Microplastics?

'Microplastics in Drinking Water' are defined as solid polymeric materials to which chemical additives or other substances may have been added, which are particles which have at least two dimensions that are greater than 1 and less than 5,000 micrometers (µm). Polymers that are derived in nature that have not been chemically modified (other than by hydrolysis) are excluded. Evidence concerning the toxicity and exposure of humans to microplastics is in early stages of understanding and rapidly evolving, and the proposed definition of 'Microplastics in Drinking Water' is subject to change in response to new information. The definition may also change in response to advances in analytical techniques and/or the standardization of analytical methods. Microplastics can come from a variety of sources including larger plastic pieces that have broken apart, resin pellets used for plastic manufacturing, or in the form of microbeads, which are small, manufactured plastic beads used in health and beauty products.

Is PCWA monitoring for them?

Not yet. Just as the understanding of the health effects of microplastics is still developing, the testing methods are still being developed and refined as well. We do expect further direction regarding the testing of microplastics in the not too distant future. Stay tuned!