Consumer Confidence Report
Certification Form

(To be submitted with a copy of the CCR)

Water System Name: Placer County Water Agency – Bianchi

Water System Number: CA 3110040

The water system named above hereby certifies that its Consumer Confidence Report was distributed on April 15, 2020 – June 15, 2020 (*date*) 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: Matt Young

Title: Director of Customer Services

Phone Number: (530) 823-4850 Date: 06/08/20

To summarize report delivery used and good-faith efforts taken, please complete this page by checking all items that apply and fill-in where appropriate:

☐ CCR was distributed by mail or other direct delivery methods (attach description of other direct delivery methods used).

☒ CCR was distributed using electronic delivery methods described in the Guidance for Electronic Delivery of the Consumer Confidence Report (water systems utilizing electronic delivery methods must complete the second page).

☒ "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:

- ☒ Posting the CCR at the following URL: http://www.pcwa.net/ccr/bianchi.pdf
- ☐ Mailing the CCR to postal patrons within the service area (attach zip codes used)
- ☐ Advertising the availability of the CCR in news media (attach copy of press release)
- ☐ Publication of the CCR in a local newspaper of general circulation (attach a copy of the published notice, including name of newspaper and date published)
- ☐ Posted the CCR in public places (attach a list of locations)
- ☐ Delivery of multiple copies of CCR to single-billed addresses serving several persons, such as apartments, businesses, and schools
- ☐ Delivery to community organizations (attach a list of organizations)
- ☐ Publication of the CCR in the electronic city newsletter or electronic community newsletter or listserv (attach a copy of the article or notice)
- ☐ Electronic announcement of CCR availability via social media outlets (attach list of social media outlets utilized)
- ☒ Other (attach a list of other methods used)

☒ *For systems serving at least 100,000 persons*: Posted CCR on a publicly-accessible internet site at the following URL: http://www.pcwa.net/ccr/bianchi.pdf

☐ *For privately-owned utilities*: Delivered the CCR to the California Public Utilities Commission

Consumer Confidence Report
Electronic Delivery Certification

Water systems utilizing electronic distribution methods for CCR delivery must complete this page by checking all items that apply and fill-in where appropriate.

☒ Water system mailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available website where it can be viewed (attach a copy of the mailed CCR notification). URL: http://www.pcwa.net/ccr/bianchi.pdf

☐ Water system emailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available site on the Internet where it can be viewed (attach a copy of the emailed CCR notification). URL: www._____

☐ Water system emailed the CCR as an electronic file email attachment.

☐ Water system emailed the CCR text and tables inserted or embedded into the body of an email, not as an attachment (attach a copy of the emailed CCR).

☐ *Requires prior DDW review and approval.* Water system utilized other electronic delivery method that meets the direct delivery requirement.

Provide a brief description of the water system's electronic delivery procedures and include how the water system ensures delivery to customers unable to receive electronic delivery.

A direct link to the CCR for the Bianchi system was provided as a bill message on the customer's bill (1), received in April/May/June (http://www.pcwa.net/ccr/bianchi.pdf). Example is attached.

This form is provided as a convenience and may be used to meet the certification requirement of section 64483(c) of the California Code of Regulations.

PCWA

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

AUTOALL FOR AADC 956 5 AADC 118793RA12-A-1
1185 1 AB 0.416

ACCOUNT INFORMATION	
Account Number	
Cycle-Route	31-31
Customer Class	RESIDENTIAL
Service Address	
Bill Date	05/12/2020
DUE DATE FOR CURRENT CHARGES	**06/04/2020**

ACCOUNT BALANCE	
Last Bill Amount	97.78
Payments	-97.78
Adjustments	0.00
Past Due Amount	0.00
Current Charges	146.43
TOTAL AMOUNT DUE	**$146.43**

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	04/02/2020 - 05/04/2020	5/8 INCH	42128B	32	2629.00	2570.00	59.00

ANNUAL CCR IMPORTANT INFORMATION

The graph has temporarily been moved to the back of the bill.

Please visit the link below to view your 2019 WATER QUALITY REPORT. To speak with someone about the report or if you would like a paper copy of the 2019 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 2019 INFORME SOBRE LA CALIDAD DEL AGUA. Para hablar con alguien sobre el informe o si desea una copia en papel del Informe del Consumidor 2019 Confianza por correo a su casa, por favor llame al (530) 823-4850 o (800) 464-0030.

http://www.pcwa.net/ccr/bianchi.pdf

CURRENT CHARGES		
FIXED CHARGE		20.36
WATER USE 1ST TIER	9.60 units @ 1.56	14.98
WATER USE 2ND TIER	20.27 units @ 1.77	35.88
WATER USE 3RD TIER	29.13 units @ 1.89	55.06
RENEWAL/REPLACE CHG		20.15
CURRENT CHARGES		**$146.43**

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	05/12/2020

AMOUNT DUE	
DUE DATE FOR CURRENT CHARGES	**06/04/2020**
TOTAL AMOUNT DUE	**$146.43**

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

00015097200001351400000014643 1

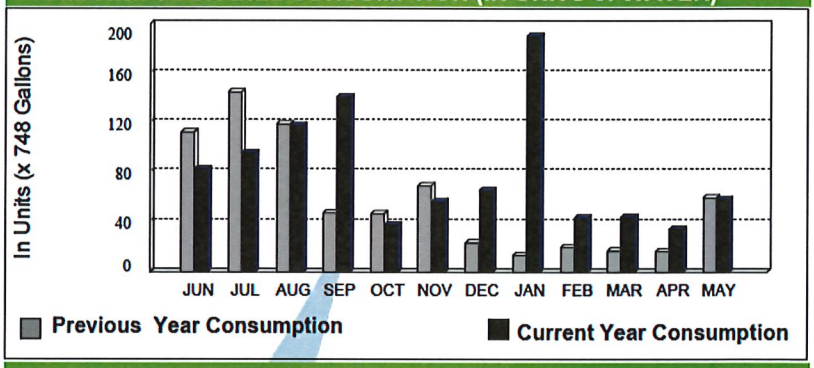
PCWA
Customer Services
PO Box 6570
Auburn, CA 95604-6570

PCWA
water • energy • stewardship

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

IMPORTANT MESSAGES AND INFORMATION

COMPARE YOUR BILL CONSUMPTION (IN UNITS of WATER)



A Unit of Water is 748 Gallons

Bill Period	Days	Units	Gallons	Gallons/Day
Current Year	32	59	44,132	1379
Previous Year	29	60	44,880	1548

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 http://www.pcwa.net/water-use-efficiency/

FREQUENTLY ASKED QUESTIONS

MOVING OR SELLING - Please notify Customer Service at least three (3) days in advance. Tenants are respons ble 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 $30 charge assessed 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 9:00 a.m. until 5:00 p.m., Monday through 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 fifteen 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 only. Allow a minimum of three (3) business days for processing and posting to the account. Payments can be made on the Agency's website by credit/debit card.

Electronic Bill Payment: Electronic bill payment authorizes your bank to pay your water bill. The Agency also accepts other electronic forms of payment, such as online banking and electronic checks from other bank processing services.

In person: 144 Ferguson Road Auburn, CA
Office hours: 9:00 a.m. to 5:00 p.m. Monday through Friday, excluding holidays.

Night drop: 144 Ferguson Road Auburn, CA
Available for after hours payments (checks or money orders only) Payments received after 9:00 a.m. are processed the next business day.

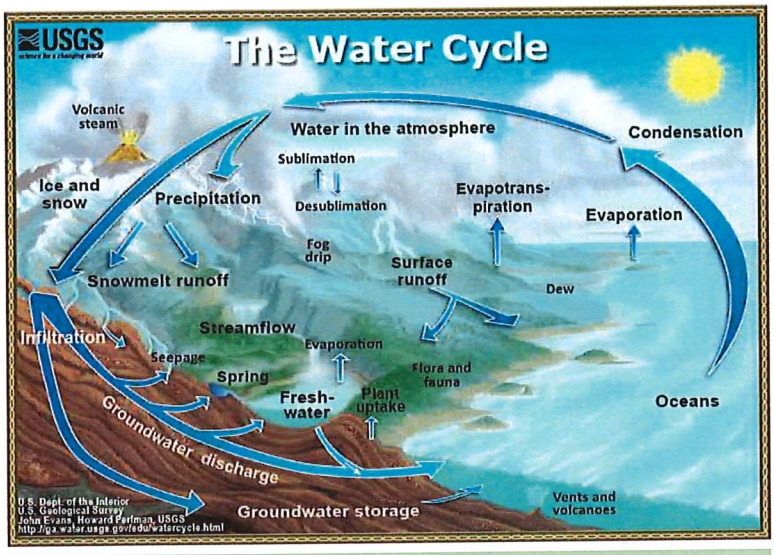
SCAN & PAY

PCWA
water • energy • stewardship

Water Quality Consumer Confidence Report

For samples collected during 2019 in the Bianchi Water System

Placer County Water Agency is pleased to report this year - as we have each and every year since 1991 - that the drinking water supplied to you meets or exceeds 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 2019 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

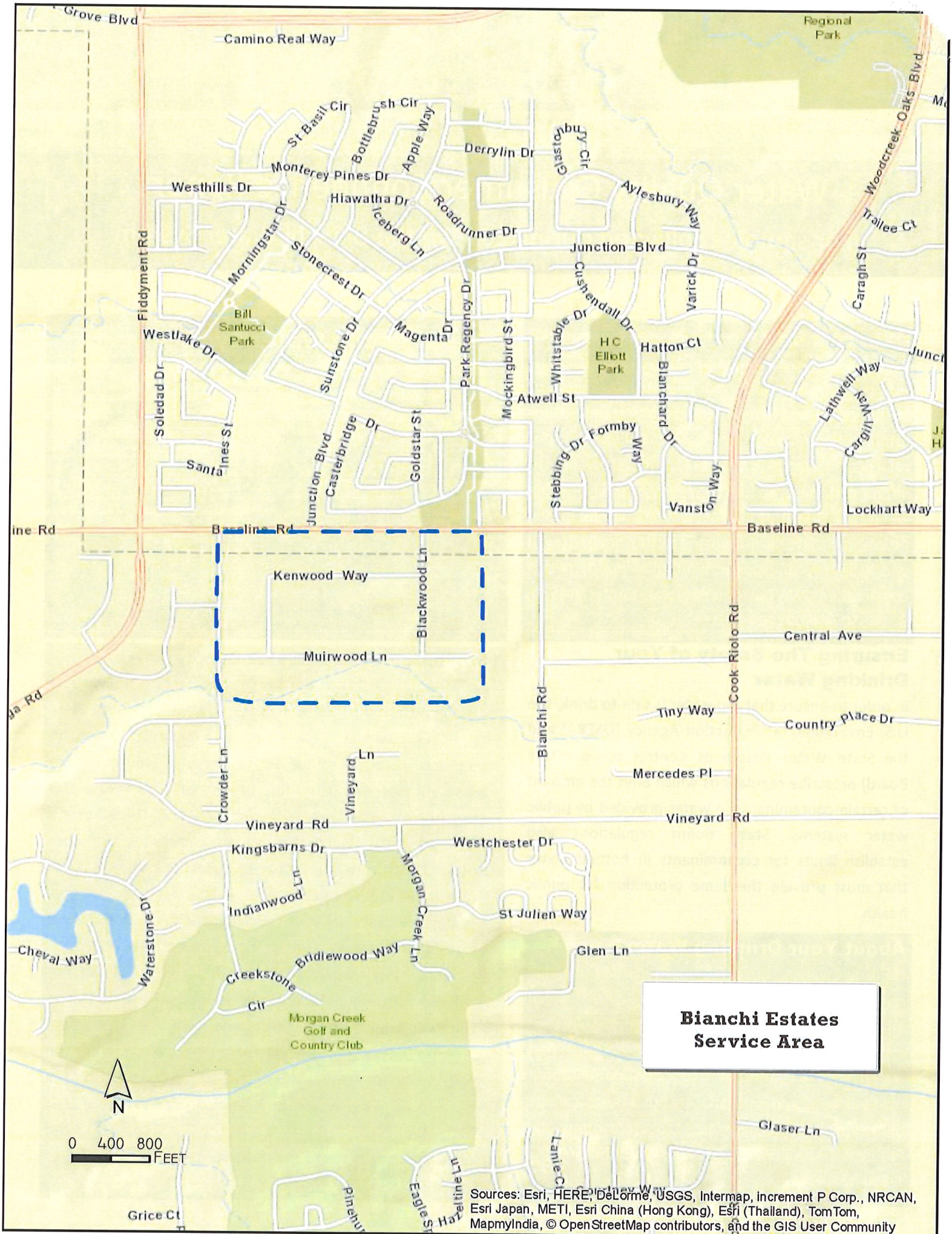
In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (USEPA) and the State Water Resources Control Board (State Board) prescribe regulations which limit the amount of certain contaminants in water provided by public water systems. State Board regulations also establish 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 American River watershed flows into Folsom Lake. The PCWA Bianchi Service Area is supplied through agreement with the City of Roseville. A source water assessment was conducted for the City of Roseville's water supply from Folsom Lake in December 2018. The source is considered most vulnerable to the following activities associated with contaminants detected in the water supply: Folsom Lake State Recreation Area facilities (marina, restrooms, recreational areas, parking lots, and storm drains) and residential sewer and septic systems. The source is considered most vulnerable to the following activities not associated with any detected contaminants: illegal activities and dumping, fertilizer, pesticide, and herbicide application, and high density housing developments. A copy of the complete source water assessment may be viewed at the Division of Drinking Water, 364 Knollcrest Drive, Suite 101, Redding, CA 96002. You may request that a summary of the assessment be sent to you by contacting the Roseville Water Department at (916) 774-5750.


Grove Blvd
Camino Real Way
Regional Park
Woodcreek Oaks Blvd
St Basil Cir
Bottlebrush Cir
Apple Way
Derrylin Dr
Glastonbury Cir
Aylesbury Way
Monterey Pines Dr
Westhills Dr
Hiawatha Dr
Iceberg Ln
Roadrunner Dr
Traillee Ct
Fiddyment Rd
Morningstar Dr
Stonecrest Dr
Junction Blvd
Caragh St
Bill Santucci Park
Westlake Dr
Sunstone Dr
Magenta Dr
Park Regency Dr
Cushendall Dr
Varick Dr
H C Elliott Park
Hatton Ct
Soledad Dr
Santa Ines St
Junction Blvd
Casterbridge Dr
Goldstar St
Mockingbird St
Whitstable Dr
Atwell St
Blanchard Dr
Lathwell Way
Cargill Way
Stebbing Dr
Formby Way
Vanston Way
Lockhart Way
Baseline Rd
Kenwood Way
Blackwood Ln
Central Ave
Muirwood Ln
Cook Riolo Rd
Bianchi Rd
Tiny Way
Country Place Dr
Crowder Ln
Vineyard Ln
Mercedes Pl
Vineyard Rd
Kingsbarns Dr
Westchester Dr
Morgan Creek Ln
Indianwood Ln
St Julien Way
Waterstone Dr
Cheval Way
Bridlewood Way
Glen Ln
Creekstone Cir
Morgan Creek Golf and Country Club
Glaser Ln
Grice Ct
Eagle Strike Ln
Hazeltine Ln
Bianchi Estates Service Area
N
0 400 800
FEET
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

Bianchi Water Quality Results

Primary Drinking Water Standards

The Bianchi neighborhood is served solely by City of Roseville water. PCWA does some water quality monitoring in the neighborhood and that data is reflected below. All other water quality data can be found on Roseville's Water Quality Report. Roseville's Water Quality Report can be found at the following link. Roseville is required to add 2019 water quality data by July 1, 2020.
https://roseville.ca.us/government/departments/environmental_utilities/at_your_service/water_supply/water_quality

CONSTITUENT	No. of Samples Collected	90th Percentile Level Detected	No. of Sites Exceeding AL	AL	PHG	Typical Source of Contaminant
Copper (mg/L) - collected in 2017	5	0.341	0	1.3	0.3	Internal corrosion of household plumbing systems

CONSTITUENT	UNITS	MCL or [MRDL]	PHG, (MCLG) or [MRDLG]	Range and Average or (HRAA)		Typical Source of Contaminant
Total Trihalomethane	ug/L	80	None	26-52	(45.5)	Byproduct of drinking water disinfection
Total Haloacetic Acids	ug/L	60	None	18-26	(23)	Byproduct of drinking water disinfection
Chlorine	mg/L	[4]	[4]	0.35-0.89	(0.66)	Drinking water disinfectant added for treatment

DEFINITIONS: Understanding Your Water Quality Report

MCL: Maximum Contaminant Level. The highest level of a contaminant that is allowed in drinking water. Primary MCL's are set as close to the PHG's (or MCLG's) as is economically and technologically feasible. Secondary MCL's 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.

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. MRDLG's do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Primary Drinking Water Standard. MCL's and MRDL's for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

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

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

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.

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

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

mg/L: milligrams per liter or parts per million (ppm)

ug/L: micrograms per liter or parts per billion (ppb)

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

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

(none found in this system)

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.

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

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. Although filtration removes Cryptosporidium, the most commonly used filtration methods cannot guarantee 100 percent removal. The City of Roseville tests for Cryptosporidium in the untreated water from Folsom Lake. During 2015-2017, Cryptosporidium was detected once at a level of 0.1 Cryptosporidium/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.

2019 Testing Results

Measurements reported here were collected in 2019 (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.

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 30 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.

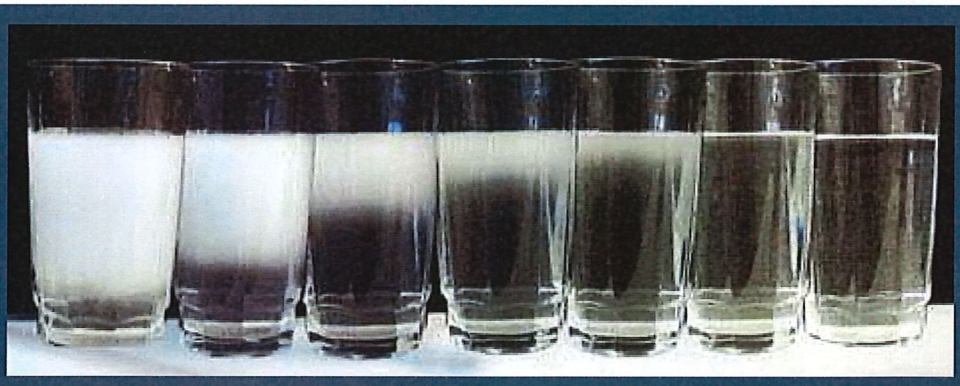
Is there Fluoride in my water?

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: http://www.pcwa.net/water-resources/water-quality.html

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 residual level for Chlorine is 4 mg/L (milligrams per liter), and a common level for our systems is between 0.5 and 1.5 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 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

Continued...

My water is dirty!

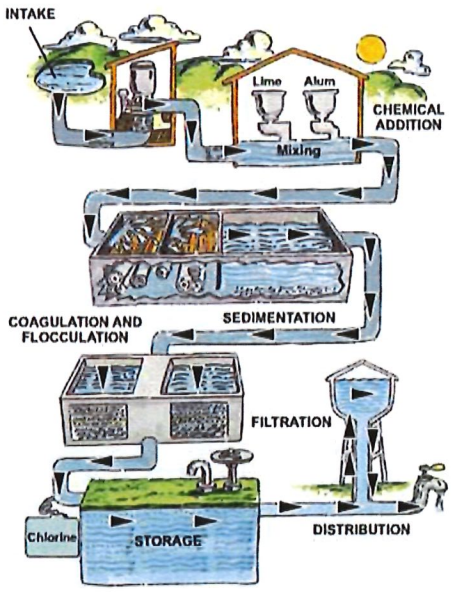
It is actually very common for people to experience discolored or "dirty" water at their tap. In most cases, we can trace this condition to a particular aspect of the household plumbing. It is very common for a water heater to corrode or rust and cause discolored water in the hot water. You can test 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.

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

Airborne organisms are usually the cause. You will see grey, black, or sometimes pink filmy stains on surfaces that are regularly moist, including toilet bowls, shower heads, shower drains, sink drains, dishwashers, shower and bath floors and walls. These organisms are not in the drinking water, but they find moist areas of your house to thrive. The only way to control these organisms is to disinfect the surfaces regularly, and ventilate the area well.

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 something within the facility is not operating correctly. The operators receive alarms for immediate intervention so they can correct the problem and begin treating water again.



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.