

Elsinore Valley Municipal Water District
31315 Chaney St. Lake Elsinore, CA 92531
(951) 674-3146



Annual Water Quality Report

WWW.EVMWD.COM

Este informe contiene información muy importante sobre su agua potable. Nuestros clientes que hablan español pueden comunicarse con el Distrito al teléfono (951) 674-3146 para recibir una traducción del informe.



EVMWD is Here for You

We are facing undeniable challenges and uncertainty as a result of the COVID-19 pandemic. Through this difficult time, EVMWD's team continues to deliver water with the highest level of customer service.

Providing our customers with a clean, safe and reliable water supply is the hallmark of EVMWD. Our top priority is you – our valued customer – and our knowledgeable, helpful EVMWD team for years has been planning and preparing to ensure that we can continue to provide this service now and in the future.

Here is our promise to you:



Water Quality and Delivery – Our team works 24/7, performing more than 17,000 tests a year, to ensure our water systems function properly and meet all state and federal standards before reaching your tap.



Customer Service – From our operations staff out in the field to our customer service staff who answer the phone, we are here to provide you with the information you need on our water, projects and programs.



Water Reliability Projects – We continue to move forward with several water reliability projects – including replacing aging pipelines and improving treatment plants – to enhance our overall distribution system.

Access to clean water is vital to the public health of our community, and for our customers suffering financial hardship, we offer rate assistance and payment plans. For additional details on this program, see back page of this report.

I invite you to read our 2019 Water Quality Report to learn more about our programs and projects as well as learn more about the quality of EVMWD's water. We are thankful to serve our community, and we're here for you.



Greg Thomas

**General Manager
Elsinore Valley Municipal Water District**



EVMWD at a Glance

EVMWD is proud to provide our customers with high-quality water service. Maintaining underground pipelines, managing pump stations, and carefully testing our water are just a few of the many ways we ensure that water gets to your home 24/7.

FAST FACTS



17,000

Water Tests
per Year



144,000

Residential
Customers Served



44,500

Water
Connections



\$73.4 Mil.

in Grants and Low
Interest Loans Received

97

Square Miles of
Service Area

1,100

Commercial
Customers Served

2

Water Treatment
Plants

35,000

Sewer Service
Accounts

52

Active Potable
Booster Stations

70

Active Potable
Reservoirs

4

Recycled Water
Booster Stations

3

Recycled Water
Reservoirs

25,000

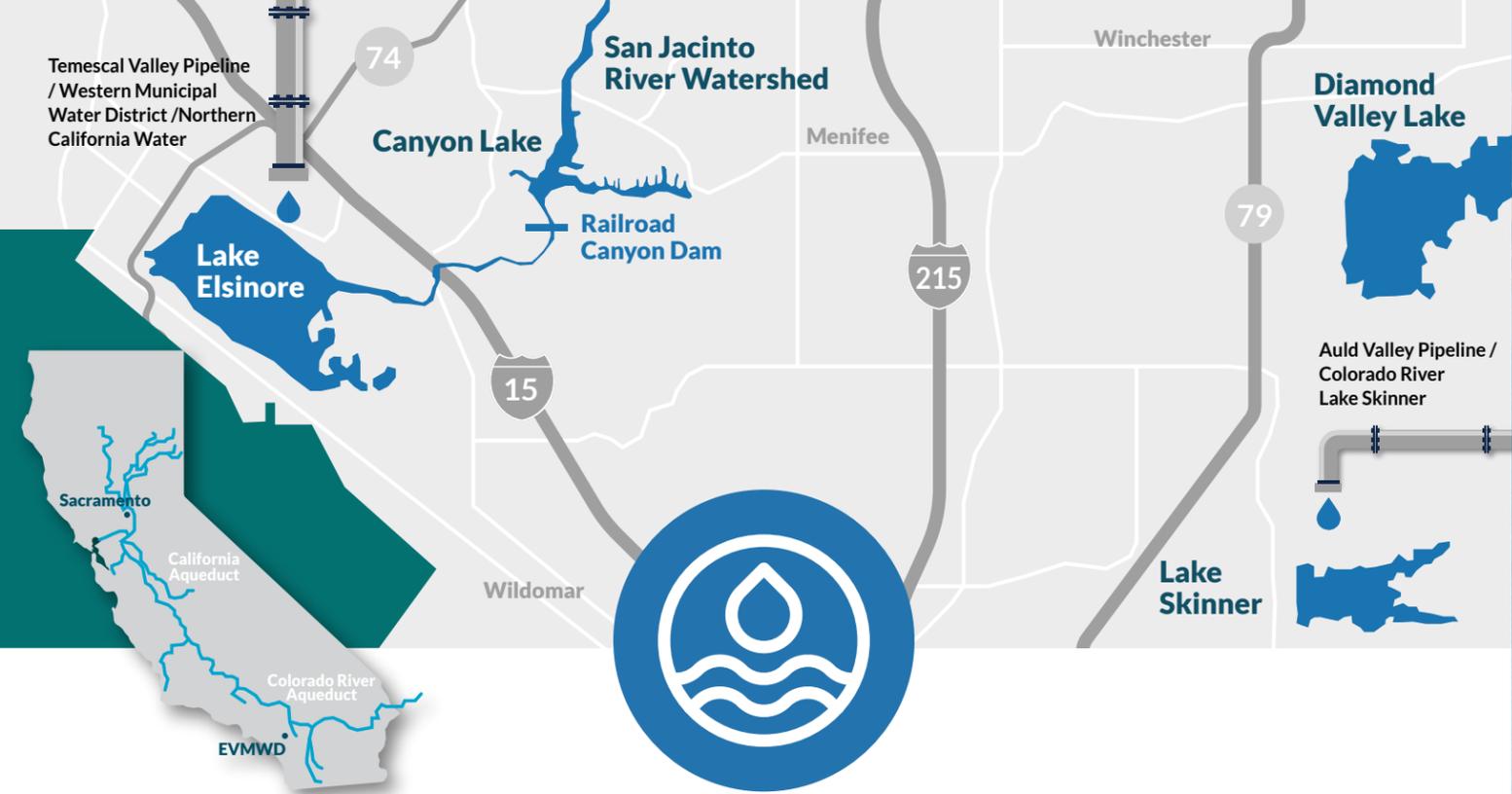
Acre Feet of
Water Annually

14

Active Potable
Wells

716

Miles of
Water Pipeline



Where Your Water Comes From

EVMWD is proud to provide our customers with high-quality water service. EVMWD works hard to secure water from a variety of sources – ensuring a reliable supply to your home. EVMWD’s supply is a mix of local groundwater and imported water.



EVMWD WATER BY SOURCE

IMPORTED WATER

Sixty-five percent of EVMWD’s water supply is imported. The Colorado River Aqueduct and State Water Project in Northern California provide almost half of Southern California’s water supply. Water is imported and treated/disinfected via Metropolitan Water District of Southern California.

LOCAL WATER

Our local water comes from precipitation that naturally seeps down through the soil and sits in underground basins called aquifers. EVMWD has 14 active groundwater wells that provide high-quality drinking and irrigation water.

WATER DISTRIBUTION PROCESS EXPLAINED



“My Team and I are dedicated to ensuring a safe and healthy drinking water supply for homes and businesses throughout our communities. We take water quality and its protection very seriously. I am extremely proud of our experts at EVMWD’s Water Quality Lab and Water Protection sections that make this possible every day.”

— Mike Ali, P.E. Water Quality Administrator



Make Water Conservation a California Way of Life

EVMWD has been a progressive pioneer when it comes to being water-wise—so much so that the District reached the state’s 20 percent by 2020 conservation mandate several years ago.

This mandate does not apply to individual homeowners or businesses but rather water providers, like EVMWD. The good news for our customers is that they are already allowed 55 gallons of water per person, per day as part of our existing tiered water rate structure.

Even though we have met the state’s 2020 goal thanks to proactive planning, we all need to continue to do our part to make sure that conserving water is a way of life in the Golden State.

Water-Wise Tips

- View your use and set up water usage alerts – EVMWD’s Aquahawk system allows customers to monitor their personal water use from their computer.
- Check out our water rebates and incentives – EVMWD offers indoor/outdoor residential and commercial rebates and incentive programs, including turf replacement, pool covers, rain barrels, clothes washers, toilets and more at www.evmwd.com/rebates
- Attend a workshop – Free workshops on water-wise landscape design, turf removal and more are offered throughout the year.
- Get water-wise tips and tools – Visit www.evmwd.com/conservation to learn more about our tips, tools and water conservation programs to keep you conserving all year long.

Transform Your Yard from Drab to Fab

Elsinore Eddie’s demonstration garden and online resources will help you transform your landscape. Our dry, arid climate makes California-friendly landscapes a perfect option for a yard redesign. Water-efficient landscaping can be a low-maintenance option and may even save you money. Learn more at www.evmwd.com/conservation

Free Landscape Designs

- Easy DIY ideas
- Locally available California-friendly plants
- Runoff reduction
- Rainwater capture

Turf Replacement Rebate Program

- Helps cover the costs of removing grass
- Replace turf with low-water plants
- Update to a water efficient irrigation system



Managing Contaminants in Our Drinking Water

Providing clean, reliable drinking water to our customers is our top priority, and EVMWD is closely monitoring PFAS (per- and polyfluoroalkyl substances) in our drinking water supply. Like many communities throughout the nation, very small amounts of PFAS have been found in our water.

Why is PFAS in drinking water?

EVMWD did not put PFAS in our water. Over time these chemicals enter our water supply through manufacturing, landfills and wastewater discharge – which are all potential sources for PFAS.

Are PFAS harmful?

Exposure at certain levels can cause health impacts, but the exact level is still unknown. Science is evolving and experts throughout the country continue to grapple with what levels are acceptable in drinking water.

How is EVMWD tackling PFAS in our drinking water?



Testing: EVMWD regularly and proactively monitors the quality of the water from all of our sources to ensure it meets the state’s regulations for PFAS, which are some of the most stringent in the nation. If PFAS are discovered at a reportable level, we take immediate and appropriate actions, including removing water sources from service, to ensure our water meets state and federal regulations.



Treating: Through a blend of cutting-edge strategies and proven treatment options, EVMWD is taking steps to address PFAS in our water sources.



Communicating: We transparently communicate the latest updates on PFAS to our customers through multiple channels, including our website, e-newsletter, social media, direct mail and community meetings.

Visit www.evmwd.com/pfas to learn more.

Did You Know

Spending more on bottled water doesn’t guarantee better quality.

Tap water is more heavily tested and regulated than bottled water.

Tap water providers in the United States are required to test and monitor tap water daily. Spending more on bottled water doesn’t guarantee better quality. Don’t be fooled by the cost of bottled water – tap water is a much better value.



Tap Water

- Tested daily
- Regulated by local, state and federal agencies
- Required to report findings
- 1 gallon of water comes out to \$0.006, less than a penny



Bottled Water

- Infrequent monitoring or regulation
- Inconsistent Inspections
- Water quality can be unreliable
- Costs an average of \$2.50 per gallon



“ My section and I are responsible for the production, treatment, and delivery of safe and reliable potable drinking water. I am proud to have this responsibility and strive daily to ensure our water meets all state and federal guidelines. Providing high quality water is one way I can serve members of my community, and the customers’ health and safety is always my primary concern. It’s important to me that families like mine have safe, reliable drinking water they trust. ”

– **Shawn Gray,**
Water Production Superintendent



“ To me water quality means the importance of delivering clean, sanitary water for the health and the wellbeing of our customers. Water quality is also important to me because I am an EVMWD customer and rely on our quality water for cooking, cleaning and bathing. ”

– **Ruben Murillo,**
Construction Maintenance Superintendent

Grant-funded Groundwater Sustainability Plan Strengthening Efforts to Sustainably Manage the Elsinore Valley Subbasin.

- Evaluates water supplies available to the District
- Manages groundwater supplies using data and modeling
- Produces current water budget estimates
- Prevents spread of groundwater contamination
- Preserves our drinking water supply and storage
- Potential to enhance local water supply reliability
- Maximizes opportunities to recharge high-use groundwater basins

About Your Water Quality Report

Enclosed for your review is our accumulation of 2019 water quality testing. Testing frequency and water quality levels are set by the State Water Quality Control Board, Division of Drinking Water. The Elsinore Valley Municipal Water District's goals are to provide safe drinking water to its customers and follow the policies and procedures of the State of California and U.S. Environmental Protection Agency (U.S. EPA). EVMWD maintains chlorine disinfectant residuals in the drinking water as mandated by the State and U.S. EPA.

Assessments of drinking water sources were completed as required by the State Water Control Board, Division of Drinking Water. The sources are most vulnerable to the following activities not associated with any detected contaminants: airports, gravel mining operations, machine shops, maintenance yards, septic systems, sewer collection systems, and transportation corridors. A copy of the complete assessment is available at EVMWD.

Request a Summary of the Assessment

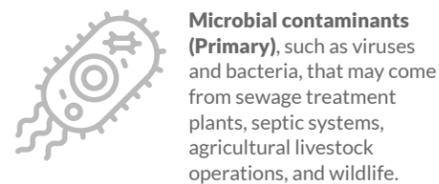
Contact Mike Ali, Water Quality Administrator, at (951) 674-3146 x8256 or hali@evmwd.net

Important Facts from the U.S. EPA About Drinking Water

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 untreated sources may include:

Primary Contaminants adversely affect public health. **Secondary Contaminants** may cause cosmetic effects (such as skin or tooth discoloration) or aesthetic effects (such as taste, odor, or color) in drinking water.



Microbial contaminants (Primary), such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.



Inorganic contaminants (Primary & Secondary), 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.



Radioactive contaminants (Primary), which can be naturally occurring or the result of oil and gas production, and mining activities.



Pesticides and herbicides (Primary), which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.



Organic chemical contaminants (Primary), 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 application, and septic systems.

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

Water Quality Terms

AVERAGE: The average reported in the data is the combined result of multiple collection samples.

MAXIMUM CONTAMINANT LEVEL (MCL): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the Public Health Goals (PHG) (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 (EPA).

MAXIMUM RESIDUAL DISINFECTANT LEVEL (MRDL): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that the 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.

NOTIFICATION LEVEL (NL): A health-based advisory level established by the state for chemicals in drinking water that lack maximum contaminant levels (MCLs).

PRIMARY DRINKING WATER STANDARD (PDWS): MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

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.

REGULATORY ACTION LEVEL (AL): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

TREATMENT TECHNIQUE (TT): A required process intended to reduce the level of a contaminant in drinking water.

TURBIDITY: Is a measure of the cloudiness of the water, and it is a good indicator of the effectiveness of our filtration system.

UNREGULATED CONTAMINANT MONITORING RULE (UCMR): Helps USEPA and the State Water Resources Control Board to determine where certain contaminants occur and whether the contaminants need to be regulated.

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, is more than one year old.

Important Info from the EPA on Drinking Water

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the U.S. EPA's Safe Drinking Water Hotline at 1-800-426-4791 or visiting the EPA's web site at www.epa.gov. Trace chemicals are measured in parts per million (ppm), which is the same as milligrams per liter (mg/L). Some constituents are measured in parts per billion (ppb).

Some people may be more vulnerable to contaminants in drinking water than the general population. Those who may be particularly at risk include cancer patients, organ transplant recipients, people with HIV-AIDS or other immune system disorders, as well as some elderly individuals and infants. These people should seek advice about drinking water from their health care providers. U.S. Centers for Disease Control & Prevention (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 1-800-426-4791 or visit water.epa.gov/drink/hotline.

► ARSENIC

Your drinking water contains low levels of arsenic that fall within state and federal health-based standards and are below thresholds that would require corrective action. To protect public health, the U.S. Environmental Protection Agency sets maximum levels for contaminants based on the best available treatment technology to remove them from drinking water. The EPA continues to research the health effects of low levels of arsenic, a mineral known to cause cancer in humans at high concentrations that is linked to other health effects such as skin damage and circulatory problems. In 2008, EVMWD completed construction on the \$8 million Back Basin Groundwater Treatment facility that removes arsenic and other naturally occurring contaminants that are often found in groundwater.

► LEAD

Since 2017, public schools have had the option of requesting local water agencies collect water samples to test for lead. New regulations now require local water agencies to test lead levels by July 1, 2019, at all K-12 schools constructed before 2010. During 2018-19, EVMWD completed drinking water lead testing at all K-12 public schools in the service area. None of the schools exceeded the Action Level for Lead in tap waters. 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. EVMWD is responsible for providing high-quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing

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 Safe Drinking Water Hotline, toll free at 1-800-426-4791 or at www.epa.gov/safewater/lead.

► SALT

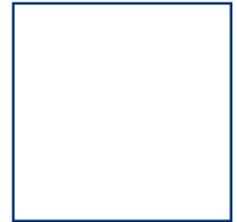
One of the most important issues facing water supplies throughout Southern California today is salinity. Total Dissolved Solids (TDS), also known as salinity, is the concentration of dissolved mineral salts such as calcium, magnesium, sodium sulfate, and chloride. Local water supplies and recycled water have continued to show an increase in salt content. Though these salts are viewed as an aesthetic standard by the State Water Resources Control Board, too much salt can negatively impact our local water sources, agriculture, and our environment. EVMWD is currently exploring options on how to meet state-mandated requirements to eliminate the overabundance of these salts. Learn more at www.evmwd.com/salt.

► RADON

Radon is a naturally occurring gas formed from the normal radioactive decay of uranium. Radon has been detected in our finished water supply. There are no regulatory limits prescribed for radon levels in drinking water – the pathway to radon exposure occurs primarily through its presence in the air. Exposure over a long period of time to air containing radon may cause adverse health effects. If you are concerned about radon in your home, testing is inexpensive and easy. For more information, call your state radon program (1-800-745-7236), the National Safe Council's Radon Hotline (1-800-SOS-RADON), or the EPA Safe Drinking Water Act Hotline (1-800-426-4791).



The Water Quality Report



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- ▶ Harvey R. Ryan, *Division 2*
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- ▶ Phil Williams, *Division 4*
- ▶ Andy Morris, *Division 5*

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Lake Elsinore, CA 92531

Spanish Water Quality Report Now Available

The Water Quality Report is now available in Spanish. Please contact us for a copy to be mailed to your home or view electronically at EVMWD.com

El Informe de Calidad del Agua está ahora disponible en español.

The Water Quality Report está ahora disponible en español. Por favor contáctenos para obtener una copia que te enviaremos por correo a tu domicilio o vela en forma electrónica en EVMWD.com

Rate Assistance for Residents of Elsinore Valley (RARE)

Qualifying customers can receive low-income rate assistance on their water bill at their primary residence. Customers must meet the income and water use criteria outlined in the application.

Stay connected with us at evmwd.com
and through social media.

