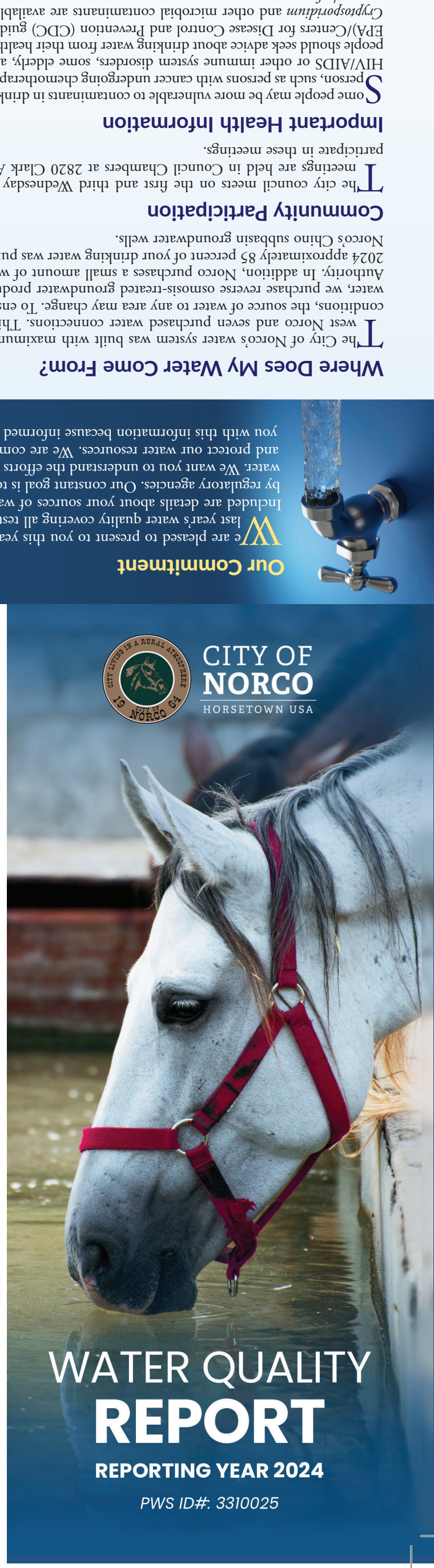

PR SRT STD
U.S. Postage
PAID
Gemini Group
22901

City of Norco
2870 Clark Ave.
Norco, CA 92960

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

Substances That Could Be in 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 stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

Pesticides and Herbicides that may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

Organic Chemical Contaminants, including synthetic and volatile organic chemicals, that are by-products of industrial processes and petroleum production and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.

Radioactive Contaminants that can be naturally occurring or the result of oil and gas production and mining activities.

To ensure that tap water is safe to drink, the U.S. 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. 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.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the U.S. EPA's Safe Drinking Water Hotline (800) 426-4791.

Lead in Home Plumbing

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. The City of Norco is responsible for providing high-quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter certified by an American National Standards Institute-accredited certifier to reduce lead is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure it is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling does not remove lead from water.

Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, or doing laundry or a load of dishes. If you have a lead or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead and wish to have your water tested, contact the City of Norco Public Works Department at (951) 270-5607. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at epa.gov/safewater/lead.

To address lead in drinking water, public water systems were required to develop and maintain an inventory of service line materials by October 16, 2024. Developing an inventory and identifying the location of lead service lines (LSL) is the first step for beginning LSL replacement and protecting public health. The City of Norco completed the required lead service line inspections and was found to have zero (0) lead services within its service area.

QUESTIONS?

For information about this report or your water quality in general, please contact Derek Lacombe, Public Works Superintendent, at (951) 270-5605 or Utility Billing at (951) 270-5654.

Community Participation

The city council meets on the first and third Wednesday of the month at 7:00 p.m. The meetings are held in Council Chambers at 2820 Clark Avenue, Norco. Please feel free to participate in these meetings.

Important Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised person, such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants, can be particularly at risk from infections. These people should seek advice about drinking water from their health-care providers. U.S. Environmental Protection Agency (U.S. EPA)/Centers for Disease Control and 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 (800) 426-4791 or epa.gov/safewater.

Arsenic

While your drinking water meets the federal and state standard of 0.010 ppm for arsenic, the city's groundwater wells contain arsenic above the MCL. The U.S. EPA 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 linked to other health effects such as skin damage and circulatory problems. The arsenic standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water.

The city operates a treatment facility designed to remove arsenic from local groundwater as part of the treatment process. Our goal is to provide water to Norco residents with no arsenic above laboratory detection levels.

Nitrates

Nitrate in drinking water at levels above 10 ppm is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in a serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate levels above 10 ppm may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. If you are caring for an infant, or you are pregnant, you should ask advice from your health-care provider. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. Large fluctuations of nitrate levels are not common in Norco; the city is consistently below the MCL.

Where Does My Water Come From?

The City of Norco's water system was built with maximum flexibility. The city has two active wells located in southwest Norco and seven purchased water connections. This means that under emergency, drought, or other unusual conditions, the source of water to any area may change. To ensure that the city continues to provide high-quality drinking water, we purchase reverse osmosis-treated groundwater produced by the Arlington Desalter Facility and Chino Desalter Authority. In addition, Norco purchases a small amount of water from the City of Corona and the City of Riverside. In 2024 approximately 85 percent of your drinking water was purchased treated water, and 15 percent was groundwater from Norco's Chino subbasin groundwater wells.

Our Commitment

We are pleased to present to you this year's annual water quality report. This report is a snapshot of last year's water quality covering all testing performed between January 1 and December 31, 2024. Included are details about your sources of water, what it contains, and how it compares to standards set by regulatory agencies. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water and providing you with this information because informed customers are our best allies.

Test Results

Our water is monitored for many different kinds of substances on a very strict sampling schedule, and the water we deliver must meet specific health standards. Here, we only show those substances that were detected in our water (a complete list of all our analytical results is available upon request). Remember that detecting a substance does not mean the water is unsafe to drink; our goal is to keep all detects below their respective maximum allowed levels.

The state recommends monitoring for certain substances less than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data is included, along with the year in which the sample was taken.

We participated in the fifth stage of the U.S. EPA's Unregulated Contaminant Monitoring Rule (UCMR5) program by performing additional tests on our drinking water. UCMR5 sampling benefits the environment and public health by providing the U.S. EPA with data on the occurrence of contaminants suspected to be in drinking water to determine if it needs to introduce new regulatory standards to improve drinking water quality. Unregulated contaminant monitoring data is available to the public, so please feel free to contact us if you are interested in obtaining that information. If you would like more information on the U.S. EPA's Unregulated Contaminant Monitoring Rule, please call the Safe Drinking Water Hotline at (800) 426-4791.

PRIMARY STANDARDS: MANDATORY HEALTH RELATED STANDARDS

				NORCO WATER SOURCES (% COMPOSITION)				NORCO SYSTEMWIDE 100%		
	UNIT OF MEASURE	MCL [MRDL] (AL)	PHG [MRDLG] (MCLG)	Well Water 15.0% RANGE	Riverside 12.0% RANGE	Arlington Desalter 57.0% RANGE	Chino Desalter 16.0% RANGE	RANGE	AVERAGE	SOURCES OF CONTAMINATION
Arsenic	Ug/l	10	0.004	ND - 5.4	ND - 6.5	ND - 5.2	NA	ND - 6.5	0.72	
Chlorine (CL2)	Mg/l	[4.0 as Cl2]	[4 as Cl2]	0.91 - 2.19	0.24 - 0.88	0.5 - 2.26	1.13 - 1.59	.24 - 2.26	1.2	Drinking water disinfectant
Chromium, Hexavalent	Ug/l	10.0	0.02	ND - .54	NA	ND - 1.2	ND - 1.2	ND - 1.2	0.8	Erosion of natural deposits
Fluoride	Mg/l	2.0	1	0.16 - 3.1	0.41 - 0.51	ND - 0.9	NA	ND - 3.1	0.5	Naturally occurring
Gross Alpha Particle Activity	pCi/l	15	(0)	ND - 10.0	ND - 4.7	ND - 3.3	NA	ND - 10.0	0.2	Erosion of natural deposits
Haloacetic Acids (HAA5)	Ug/l	60	NS	ND - 14.6	NA	NA	NA	ND - 14.6	9.5	Byproduct of disinfection treatment
Nitrate (as N)*	Mg/l	10	10	ND - 6.0	4.6 - 6.8	0.6 - 6.1	2.8 - 6.1	ND - 6.8	3.9	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Total Coliform	Highest # of positives in one Month	No more than one (1) per Month	(0)	NA	0	0	0	0	Highest = 0	Naturally occurring
Total Trihalomethanes (TTHMs)	Ug/l	80	NS	ND - 120.0	0.8 - 7.6	1.3 - 9.9	NA	ND - 120.0	61.4	Byproduct of disinfection treatment
Uranium	pCi/l	20	0.43	1.0 - 11.0	5.1 - 11.7	ND - 3.4	NA	ND - 11.7	2.0	Erosion of natural deposits

LEAD AND COPPER DISTRIBUTION SYSTEM MONITORING (2024 RESULTS)

	UNIT OF MEASURE	AL	PHG	NUMBER OF SAMPLES COLLECTED	90TH PERCENTILE LEVEL	NUMBER OF SITES EXCEEDING AL	
Lead	Ug/l	15	0.2	30	ND	0	Internal corrosion of household water plumbing system; Erosion of natural deposits
Copper	Mg/l	1.3	0.3	30	0.11	0	

SECONDARY STANDARDS: AESTHETIC STANDARDS

				Well Water	Riverside	Arlington Desalter	Chino Desalter	NORCO SYSTEMWIDE		
	UNIT OF MEASURE	SECONDARY MCL	PHG	RANGE	RANGE	RANGE	RANGE	RANGE	AVERAGE	SOURCES OF CONTAMINATION
Turbidity	NTU	5	NS	0.19 - 0.5	ND - 0.28	ND - 0.5	NA	ND - 0.5	0.07	Soil runoff
Alkalinity	Mg/l	NS	NS	94 - 190	150 - 180	40 - 130	40 - 130	40 - 190	101.9	Naturally occurring
Bicarbonate	Mg/l	NS	NS	78 - 230	NA	NA	NA	78 - 230	14.4	Naturally occurring
Specific Conductance	Umho/cm	1600	NS	900 - 1100*	530 - 580	200 - 520	200 - 520	200 - 1100	509.9	Naturally occurring
Aluminum	Ug/l	200	600	ND	NA	ND - 110	ND - 0.052	ND -110	0	Naturally occurring
Odor Threshold Units	TON	3	NS	1	NA	ND - 1	NA	ND - 1	0.1	Naturally occurring
Chloride	Mg/l	500	NS	190*	31 - 36	20 - 81	20 - 81	20 - 190	73.3	Naturally occurring
Sulfate	Mg/l	500	NS	41 - 73*	55 - 72	4 - 52	4 - 11	4 - 73	32.3	Naturally occurring
Total Dissolved Solids "TDS"	Mg/l	1000	NS	550 - 660*	320 - 380	120 - 350	120 - 350	120 - 660	269.5	Naturally occurring
pH Units	UNITS	NS	NS	7.2 - 8.65	7.5 - 8.2	7.5 - 8.8	NA	7.2 - 8.8	8.1	Naturally occurring
Hardness as (CaCO3)	Mg/l	NS	NS	50 - 220	180 - 210	54 - 190	54 - 190	50 - 220	130.6	Naturally occurring
Sodium	Mg/l	NS	NS	130 - 160	38 - 44	16 - 54	16 - 28	16 - 160	51.0	Naturally occurring
Calcium	Mg/l	NS	NS	17 - 68*	59 - 67	15 - 59	17 - 59	15 - 68	37.6	Naturally occurring
Potassium	Mg/l	NS	NS	1 - 3.2	3.1 - 3.4	1.1 - 3.1	ND - 1.5	ND - 3.4	1.6	Naturally occurring
Iron	Mg/l	0.3	NS	ND	NA	NA	NA	ND	0	Naturally occurring
Magnesium	Mg/l	NS	NS	1.9 - 13	8.3 - 9.8	2.5 - 13	2.5 - 11	1.9 - 13	8.6	Naturally occurring
Manganese	Ug/l	50	NS	ND	NA	NA	NA	ND	0	Naturally occurring

*The state allows for The City of Norco to sample on a less than annual schedule due to the infrequent changes in contaminant concentrations. Some data provided, though representative, is older than one year. Results reflect most current samples from 2021-2024.

UNREGULATED CONTAMINANTS WITH NO MCLS

								NORCO SYSTEMWIDE		
	UNIT OF MEASURE	REGULATORY ACTION LEVELS	PHG	Well Water	Riverside	Arlington Desalter	Chino Desalter	RANGE	AVERAGE	SOURCES OF CONTAMINATION
Perfluorooctanesulfonate Acid (PFOS)	ng/L	NL=6.5	NA	8.275 - 21.5	ND - 3.8	NA	NA	ND - 21.5	1.5	Perfluorooctanesulfonic acid exposures resulted in immune suppression, specifically, a decrease in antibody response to an exogenous antigen challenge.
Perfluorooctanoic acid (PFOA)	ng/L	NL=5.1	NA	3.975 - 10.95	NA	NA	NA	3.975 - 10.95	0.8	Perfluorooctanoic acid exposures resulted in increased liver weight in laboratory animals.
Perfluorobutanesulfonic Acid (PFBS)	ng/L	NL= 500 RL= 5000	NA	2.35 - 8.15	NA	ND - 3.0	NA	ND - 8.15	0.46	Perfluorobutane sulfonic acid exposures resulted in decreased thyroid hormone in pregnant female mice.
Perfluorohexane Sulfonic Acid (PFHxS)	ng/L	NL= 3 RL= 20	NA	4.425- 9.15	NA	ND - 3.1	NA	ND - 9.15	0.7	Perfluorohexane sulfonic acid exposures resulted in decreased thyroid hormone levels and changes in liver weight and function
Perfluorohexanoic Acid (PFHxA)	ng/L	NA	NA	1.6 - 5.4	ND - 4.4	NA	NA	ND - 5.4	0.7	Perfluorohexanoic acid exposure reslutled in reduced red blood cell count and effects kidneys
Boron	Ug/l	NL = 1000	NL = 1000	1600 - 4000	NA	ND - 210	NA	ND - 4000	597.7	Petroleum By-product
Vanadium	Ug/l	NL = 50	NL = 50	ND - 7.0	NA	ND - 6.3	ND - 4.6	ND - 7.0	0.2	

Definitions

90th %ile: The levels reported for lead and copper represent the 90th percentile of the total number of sites tested. The 90th percentile is equal to or greater than 90% of our lead and copper detections • **AL (Regulatory Action Level):** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow • **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 (SMCLs) 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. MCLGs are set by the U.S. EPA • **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 • **NA:** Not applicable • **ND (Not detected):** Indicates that the substance was not found by laboratory analysis • **NS:** No standard • **PDWS (Primary Drinking Water Standard):** MCLs and MRDLs 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. PHGs are set by the California EPA • **TT (Treatment Technique):** A required process intended to reduce the level of a contaminant in drinking water

Source Water Assessment

An assessment of the City of Norco's drinking water sources was completed in December 2001 to evaluate which local activities may cause potential contamination to our water supply. The report identified the following potential sources: animal feeding operations, agricultural drainage, grazing, high-density septic systems, and sewer collection systems. A copy of the complete assessment summary is available at Norco City Hall or by calling (951) 735-3900. The assessments for well water and purchased water are available by calling or visiting their respective locations: City of Riverside (951- 351-6370), Chino Desalter Authority (951-685-7434, Ext. 104), Western Municipal Water District/Arlington Desalter (951-571-7104).

[1] Unregulated contaminant monitoring helps the U.S. EPA and SWRCB determine where certain contaminants occur and whether the contaminants need to be regulated.

[2] Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous system and may have an increased risk of getting cancer.

CA020358-1

Consumer Confidence Report Certification Form

Please see the attached copy of CCR.
Please see the attached copy of the mailing distribution list.

Water System Name:	City of Norco
Water System Number:	CA3310025

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 6/24/2025 (*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: Jeremiah Mckeehan	Title: Water Quality Control Tech
Signature: Signed by: 58AA2E8DCEC74CF...	Date: 9/9/2025
Phone number: 951-532-6208	Email: jmckeehan@ci.norco.ca.us

The following CCR delivery methods were used and good-faith efforts taken:

☒ 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: Www.norco.ca.us
- ☐ 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: www._____

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

Consumer Confidence Report Electronic Delivery Certification

☐ 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: www._____

☐ 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.

The following electronic delivery procedures were taken, including good-faith efforts to ensure delivery to customers unable to receive electronic delivery.

This form is intended to meet the certification requirement of section 64483(c) of the California Code of Regulations.

Gemini Group Consulting, LLC
Water and Compliance Services

CCR Mailing Certification
For
City of Norco

Official Mailing Date: 06/24/2025

This is an official notice that your annual Consumer Confidence Report/notification was delivered to your water customers on the date listed above. This is the date provided by the U.S. Postal Service indicating that your reports/notifications were mailed to the addresses on your mailing list. You may use this date while completing your state certification form indicating the completion of this year's project. If you require any additional information, please let us know at your convenience.

Thank you again for allowing us this opportunity to assist you in managing your Consumer Confidence Report project.