O CONFIDENCE REPORT





Este informe contiene información muy importante sobre su agua para beber. Favor de comunicarse con Rancho California Water District a 42135 Winchester Rd. Temecula, CA 92590, 951-296-6900 para asistirlo en español.



Rancho Water's Tap Water Supply Met all U.S. EPA and State Drinking Water Standards in 2019

Rancho California Water District (Rancho Water/District) is committed to providing you with a clean, safe, and reliable water supply. It's the priority of every employee of the District and those efforts matter. Based on the water quality monitoring data collected in 2019, the District's tap water met all state and federal drinking water standards.

The U.S. Environmental Protection Agency (EPA) and the State Water Resources Control Board's Division of Drinking Water mandate all water agencies to produce an annual document informing customers about their drinking water supply for the previous year. This annual Consumer Confidence Report contains information about Rancho Water's water supply and how it meets regulatory drinking water standards.

A Message from the General Manager

Rancho Water's primary purpose is to provide a reliable water supply while ensuring public health and safety. Through strategic water system investments, long-term planning and sound water resource management, we are able to meet stringent water quality requirements set by the California State Water Resources Control Board (State Board) and the United States Environmental Protection Agency (EPA). Within this Consumer Confidence Report, which provides a summary of water quality and monitoring data for 2019, we have provided data tables that show what constituents were detected in your drinking water and at what level.

As we present this report, the COVID-19 pandemic is providing unprecedented challenges to our community. At Rancho Water, we've had to make adjustments to the way we interact with each other and our customers but our commitment to providing high-quality, safe drinking water remains unchanged. We test our water over 2,000 times a year on samples gathered throughout our distribution system. Water samples are sent to an independent lab for processing to ensure that the District meets or surpasses all state and federal drinking water standards.

Ensuring water quality is a complex process and the information we provide may seem complicated. We want to make sure to answer any questions or concerns you may have. If you have any questions, please contact Rancho Water at 951-296-6900. The public is also welcome to attend the monthly meetings of Rancho Water's Board of Directors, regularly scheduled for the second Thursday of each month at 8:30 a.m. Meeting agendas can be found on our website at www.ranchowater.com.

Sincerely,

Jeffrey D. Armstrong, Rancho Water General Manager

CONTACT	

Rancho California Water District Customer Serv	vice951-296-6900
Water Quality Department	951-296-6965
Public Information	. publicinfo@ranchowater.com



Rancho California Water District	www.ranchowater.com
Metropolitan Water District	mwdh2o.com
CA Division of Drinking Water	waterboards.ca.gov
U.S. EPA	water.epa.gov/drink
Be Water Wise	bewaterwise.com



The US EPA Would Like You to Know



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 byproducts 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 be the result of oil and gas production and mining activities.





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

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 (1-800-426-4791).

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. U.S. EPA/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 (1-800-426-4791).

Source Water Assessment

Source Water Assessments are required by the U.S. EPA that contain information about potential contaminant sources and the potential for drinking water systems to be impacted by these sources. An assessment of Rancho Water's groundwater sources was completed in December 2002. Additional assessments have been completed as warranted as new sources of supply have been identified. The groundwater sources are considered most vulnerable to, but have not been impacted by, the following activities: crop irrigation, dry cleaners, electrical manufacturing, grazing, gas stations, mining, photo processing, septic systems, and sewer collection systems. You may request that a summary of the assessment be sent to you by contacting Rancho Water. Also in December 2002, MWD completed its source water assessment of its Colorado River and State Water Project supplies. Colorado River supplies are considered to be most vulnerable to recreation, urban/storm water runoff, increasing urbanization in the watershed, and wastewater. State Water Project supplies are considered to be most vulnerable to urban/storm water runoff, wildlife, agriculture, recreation, and wastewater. A copy of the assessment can be obtained by contacting MWD at (800) 225-5693.



Working for our Community

We are Rancho Water, your local water and wastewater service provider. Our team of more than 150 dedicated employees have been working hard for this community since 1965.

We realize you don't think of us every day—and that's the way it should be. We keep the water flowing behind the scenes so it's always there when you need it. But it takes a lot to make that happen without a hitch.

For starters, we're laser focused on providing top water quality and making sure our delivery systems are reliable. We have a team of water quality experts that test our water supply daily to ensure it meets or exceeds state standards. We also have a dedicated staff of professional engineers who study our complex delivery system and oversee improvements when needed.

And we're also thinking about the future—with an eye on securing supplies for the next generation and beyond. We're lucky at Rancho Water, since about one-third of our water comes from right here in our local groundwater. The rest is imported from outside the region, which means we have to stay on top of important legislation to ensure our rates remain stable.

Sure, you may not think of all this when you turn on your tap. But rest assured that your neighbors at Rancho Water are—and we're proud to serve you from behind the scenes each and every day.

YOUR WATER SUPPLY

Rancho Water provides both water and wastewater services to meet the diverse needs of those that live, work, and play in the Temecula and Murrieta Valleys. The District uses the following sources of water to supply its customers: groundwater, imported water, and recycled water.

Groundwater

Groundwater is precipitation that naturally seeps down through the soil and sits in underground basins called aquifers. Rancho Water has one of the largest natural underground water sources in Southern California. To help replenish this groundwater supply. surface water runoff into Vail Lake is captured during the winter and released to our underground aquifers when available. The District also purchases untreated water from the Metropolitan Water District of Southern California (MWD) for groundwater replenishment. The Temecula area aquifers supply the District with 35% of its water.

Imported Water

The Colorado River Aqueduct and State Water Project in Northern California provide almost half of Southern California's water supply and 65% of Rancho Water's supply. Rancho Water imports treated, disinfected water from these sources via MWD.

Recycled Water

Recycled water (highly treated, filtered, and disinfected wastewater) is used on some landscaping, parks, and golf courses within the District's service area.

2019 Water Quality Test Results...

Rancho Water's Tap Water Supply Met all U.S. EPA and State Drinking Water Standards

The state allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants change frequently. Some of our data, though representative, are more than one year old.

Primary Drinking Water Standards - Health-Related Standards



Witchbiological									
		State		Distribution					
		(Federal)	PHG	System-Wide					
Contaminants Detected	Unit	MCL	(MCLG)	Results	Major Sources in Drinking Water				
Total Coliform Bacteria	% Positive	5.0	0	0.7	Naturally present in the environment				
	Monthly	(TT)		0.7					
Hetertrophic Plate Count (HPC) Bacteria	CFU/mL	тт	NA	1.1 (average)	Naturally present in the environment				

Contaminants Detected	Unit	State (MCL) [MRDL]	PHG (MCLG) [MRDLG]	Imported Water Range	Imported Water Average	Well Water Range	Well Water Average	Sample Date	Major Sources in Drinking Water
Inorganic Chemicals									
Aluminum	ug/L	1000	600	ND - 94	51	ND	ND	2017 - 2019	Erosion of natural deposits; residual from some surface water treatment processes
Arsenic (2)	ug/L	10	0.004	ND	ND	ND - 20	3.4	2017 - 2019	Discharge from petroleum refineries; fire retardants; ceramics; electronics; solder
Barium	ug/L	1000	2000	ND	ND	ND - 280	69.1	2017 - 2019	Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits
Chromium	ug/L	50	(100)	ND	ND	ND - 4.2	0.8	2017 - 2019	Discharge from steel and pulp mills and chrome plating; erosion of natural deposits
Fluoride 3	mg/L	2	1	0.3 - 0.8	0.7	0.1 - 3.8	0.6	2017 - 2019	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate as N 4	mg/L	10	10	ND	ND	ND - 6.6	1.6	2017 - 2019	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Selenium	ug/L	50	30	ND	ND	ND - 6.9	0.3	2017 - 2019	Refineries, mines, and chemical waste discharge; erosion of natural deposits; runoff from livestock lots
Radionuclides									
Gross Alpha	pCi/L	15	(0)	ND - 4	ND	ND - 9.55	2.2	2011 - 2019	Erosion of natural deposits
Gross Beta	pCi/L	50 5	(0)	ND - 5	ND	NC	NA	2011 - 2019	Decay of natural and man-made deposits
Radium-226	pCi/L	NA	0.05	ND	ND	ND - 1.03	0.01	2011 - 2019	Erosion of natural deposits
Uranium	pCi/L	20	0.43	ND - 3	ND	ND - 7.4	2.25	2011 - 2019	Erosion of natural deposits
Disinfection Byproduct	s, Disi	nfectant	Residuals,	and Dis	infection E	Byproduc	t Precurs	ors	
Total Trihalomethanes	mg/L	80	NA	14 - 30	23	8.4 - 47	45.8 6	2019	Byproduct of drinking water disinfection
Haloacetic Acids	ug/L	60	NA	2.3 - 11	7.4	ND - 14	5.8 🧕	2019	Byproduct of drinking water disinfection
Bromate	ug/L	10	0.1	ND - 10	2.8	NC	NA	2019	Byproduct of drinking water ozonation
Total Chlorine Residual	mg/L	[4]	[4]	0.5 - 2.9	2.4	0.25 - 3.1	1.2	2019	Drinking water disinfectant added for treatment
Total Organic Carbon (TOC)	mg/L	TT	NA	2.0 - 2.7	2.4	NC	NA	2019	Various natural and manmade sources; TOC is a precursor for formation of disinfection byproducts

Footnotes

- 1 Total Coliform MCL: No more than 5.0% of the monthly samples may be total coliform-positive. Compliance is based on distribution system samples. This Consumer Confidence Report (CCR) reflects changes in drinking water regulatory requirements during 2016. All water systems are required to comply with the state Total Coliform Rule. Effective April 1, 2016, all water systems are also required to comply with the federal Revised Total Coliform Rule. The new federal rule maintains the purpose to protect public health by ensuring the integrity of the drinking water distribution system and monitoring for the presence of microbials (i.e., total coliform and E. coli bacteria). The U.S. EPA anticipates greater public health protection as the new rule requires water systems that exceed a specified frequency of total coliform occurrences are required to conduct an assessment to determine if any sanitary defects exist. If found, these must be corrected by the water system.
- 2 While your drinking water meets the federal and state standard for arsenic, it does contain low levels of arsenic. The arsenic standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. The U.S. Environmental Protection Agency continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems. Rancho Water has detected arsenic above the MCL in three (3) of its 42 active wells. The water from these wells is blended with water from other wells to reduce the level of arsenic to acceptable levels.
- 3 Rancho Water has detected fluoride above the MCL in two (2) of its 42 active wells. The water from these wells is blended with water from other wells to reduce the level of fluoride to acceptable levels.
- 4 Nitrate in drinking water at levels above 10 mg/L is a 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 mg/L 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.
- 5 The State Water Resources Control Board considers 50 pCi/L to be the level of concern for beta particles.
- 6 Compliance is determined based on a locational running annual average (LRAA). The average result displayed is of the highest individual LRAA collected from the distribution system. The range displayed is a result of all individual samples collected.



Clarity									
			PHG						
Turbidity	Unit	State MCL	(MCLG)		Result				
Effluent Turbidity of Imported Water	NTU	TT	NA	Highest Result	0.07				
Endent furbialty of imported water	%	95	NA	% < = 0.3	100				

Lead and Copper Survey										
				Number of Samples	90th	Sample	Number of Sites that Exceed			
Contaminants Detected	Unit	State AL	PHG	Taken	Percentile	Date	Acion Level	Major Sources in Drinking Water		
Lead 7	ug/L	15	0.2	51	ND	2019	0	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits		
Copper	ug/L	1300	0.3	51	120	2019	0	Internal corrosion of household water plumbing systems; erosion of natural deposits; leaching from wood preservatives		

*Rancho Water completed testing at our public schools in 2018 for the presence of lead. None of the samples exceeded the lead action level and there were not any requests for additional sampling in 2019.

Additional Monitoring

		State	PHG	Imported Water	Imported Water	Well Water	Well Water	Sample		
Contaminants Detected	Unit	MCL	(MCLG)	Range	Average	Range	Average	Date	Major Sources in Drinking Water	
Secondary Drinking water Standards - Aesthetic Standards										
Aluminum	ug/L	200	600	ND - 94	51	ND	ND	2017 - 2019	Erosion of natural deposits; residual from some surface water treatment processes	
Chloride	mg/L	500	NA	68 - 78	73	42 - 200	95	2017 - 2019	Runoff/leaching from natural deposits	
Color	Unit	15	NA	ND - 2	1	ND - 15	0.6	2017 - 2019	Naturally-occurring organic materials	
Foaming Agents (MBAS)	ug/L	500	NA	ND	ND	ND - 80	3.6	2017 - 2019	Municipal and industrial waste discharges	
Iron	ug/L	300	NA	ND	ND	ND - 800	22.9	2017 - 2019	Leaching from natural deposits; industrial wastes	
Manganese	ug/L	50	NL = 500	22	22	ND - 25	0.6	2017 - 2019	Leaching from natural deposits	
Odor	TON	3	NA	1	1	ND	ND	2017 - 2019	Naturally-occurring organic materials	
Specific Conductance	uS/cm	1,600	NA	576 - 644	610	380 - 1100	771	2017 - 2019	Substances that form ions when in water	
Sulfate	mg/L	500	NA	90 - 108	99	4.5 - 230	92.7	2017 - 2019	Runoff/leaching from natural deposits; industrial wastes	
Total Dissolved Solids	mg/L	1,000	NA	330 - 379	354	210 - 960	443	2017 - 2019	Runoff/leaching from natural deposits	
Turbidity 8	NTU	5	5	ND	ND	ND - 0.8	0.1	2017 - 2019	Soil runoff	
Unregulated Contamir	nants 🧃									
Boron	ug/L	NL = 1,000	NA	120	120	ND - 1600	304	2015 - 2019	Runoff/leaching of natural deposits; industrial wastes	
Chlorate	ug/L	NL = 800	NA	35	35	ND - 180	74	2015	Byproduct of drinking water chlorination; industrial processes	
Chromium VI	ug/L	NA	0.02	ND	ND	ND - 4.1	1.1	2015	Runoff/leaching from natural deposits; discharge from industrial wastes	
Germanium	ug/L	NA	NA	No Data	No Data	ND - 2	0.63	2019	Naturally-occuring element	
Manganese	ug/L	50	NA	No Data	No Data	ND - 16	3.7	2019	Leaching from natural deposits	
Molybdenum	ug/L	NA	NA	4.4	4.4	1.1 - 19	5.2	2015	Naturally-occuring element	
Perfluorohexanoic Acid (PFHxA)	ng/L	NA	NA	2.2 - 2.4	2.3	NC	NA	2019	Industrical chemical factory discharges; runoff/leaching from landfills; used in fire-retardant foams and various industrial processes	
Strontium	ug/L	NA	NA	1100	1100	26 - 910	453	2015	Naturally-occuring element	
Vanadium	ug/L	NA	NL = 50	ND	ND	0 - 84	29	2015	Naturally-occuring; industrial waste discharge	
Other Parameters										
Alkalinity	mg/L	NA	NA	84 - 87	86	65 - 250	142	2017 - 2019	Runoff/leaching of natural deposits	
Calcium	mg/L	NA	NA	33 - 39	36	1.3 - 110	41.8	2017 - 2019	Runoff/leaching of natural deposits	
Hardness	mg/L	NA	NA	139 - 164	152	3.6 - 350	149	2017 - 2019	Runoff/leaching of natural deposits; generally magnesium and calcium present in water	
Magnesium	mg/L	NA	NA	14 - 16	15	ND - 27	11	2017 - 2019	Runoff/leaching of natural deposits	
рН	Unit	NA	NA	8.1 - 8.2	8.2	7.6 - 9.2	8.2	2017 - 2019	pH is a physical measure of water acidity	
Potassium	mg/L	NA	NA	3.3 - 3.6	3.4	ND - 6.1	2.7	2017 - 2019	Salt present in the water; naturally-occurring	
Sodium	mg/L	NA	NA	62 - 69	66	58 - 170	99	2017 -2019	Salt present in the water; naturally-occurring	

Footnotes

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. Rancho Water 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 methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at http://www.epa.gov/lead.

8 Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of water quality. High turbidity can hinder the effectiveness of disinfectants.

9 Unregulated contaminant monitoring helps U.S. EPA and the State Water Resources Control Board to determine where certain contaminants occur and whether the contaminants need to be regulated.

Water Quality Terms...

- Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.
- Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency.
- 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 CA Environmental Protection Agency.
- Primary Drinking Water Standard (PDWS): MCLs and MRDLs for contaminants that affect health along with their monitoring, reporting, and water treatment requirements.
- Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
- Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
- Regulatory Action Level: 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.

List of Acronyms...

mg/L: Milligrams Per Liter or Parts Per Million (ppm) (Equivalent to 1 second in 11.5 days)

NA: Not Applicable

NC: Not Collected

ND: Not Detected

NL: Notification Level

NTU: Nephelometric Turbidity Units (Suspended Material)

pCi/L: Pico Curies Per Liter

uS/cm: Microseimen Per Centimeter

ppt: Parts Per Trillion (Equivalent to 1 second in nearly 32,000 years)

μg/L: Micrograms Per Liter or Parts Per Billion (ppb) (Equivalent to 1 second in nearly 32 years)

Monitoring/Sampling Frequency...

Groundwater

Bacteriological: Monthly to Quarterly Synthetic Organic Chemicals: Once Every 3 Years Volatile Organic Chemicals: Once Every 3 Years Turbidity: Once Every 3 Years Color: Once Every 3 Years Inorganic Chemicals: Once Every 3 Years Radionuclides: Once Every 3 to 9 Years

Distribution System

Color: Monthly Bacteriological: Weekly Trihalomethanes: Quarterly Odor: Monthly Turbidity: Monthly

Answers to Your Questions...

Our customer service department is available to answer your questions and provide you with additional information. Here are a few of the most common water quality questions for your review. If you have questions or water quality concerns, please visit our website at www.ranchowater.com or contact the Water Quality Department at 951-296-6965. For after-hour emergencies, our on-call staff will respond.

My water is brown, what should I do?

While your water meets all regulatory requirements, brown or colored water is usually caused when a disturbance, such as a hit fire hydrant, water main break, or other large incident, causes a rapid rise in water demand. These incidents stir up sediment that may have collected in the system over time and color the water that is delivered to your tap. When these types of incidents happen, water is drawn from a widespread area of our distribution system. If you experience colored water, please call us at 951-296-6900 so corrective action can be taken. We are happy to assist at no charge.

Why is the water cloudy or white in color?

Water that appears cloudy or white from the tap, but clears when it sits for a few minutes, may have additional air. When water pressure fluctuates in the pipes, air can accumulate and make the water appear cloudy or milky. If you notice your ice cubes are cloudy, this can be from calcium and magnesium being present. Although these may also leave spots on your glassware, their presence causes no ill health effects.

Does Rancho Water have hard water?

Hard water is when there is a high level of minerals present. Last year Rancho Water's water was considered "hard." Hard water is safe to drink. For the hard water calculation and technical data, please visit our website at www.ranchowater.com/wqfaq.

EMPLOYEE SPOTLIGHT



Blake Graham | Water Treatment Operator

Blake has worked for Rancho Water for seven years. He is a local resident in Temecula and enjoys spending time in Lake Havasu, traveling with his wife, and watching just about any sport. "What I enjoy most about my job is the ability to work in our community. Between working in Temecula wine country and the hills of La Cresta, I could not ask for a better district to work for."

Do you use chlorine to treat your water?

Yes, Rancho Water uses both chlorine and chloramines to treat our water and disinfect our distribution system. Last year, our chlorine residual (the amount of chlorine that is in the system) was well below the maximum allowed. For questions related to chlorine levels or types of disinfectants used, please contact the Water Quality Dept.

Is there PFOA or PFOS in my drinking water?

Customers can have confidence in knowing that Rancho Water has tested for PFOA and PFOS as required by the U.S. Environmental Protection Agency and none were detected in our drinking water supply. Additionally, the Metropolitan Water District, who supplies imported water to Rancho Water, has not detected PFOS or PFOA in their system. The District will continue to closely monitor the quality of the community's drinking water supplies and is tracking the latest information on PFAS.

What affects the taste of my water?

The taste of drinking water is affected by its mineral content as well as the presence of chlorine, which is used to protect against potential bacterial contamination. Sometimes, plumbing can cause a metallic flavor, especially if the water has been sitting in pipes for many hours. Taste, however, does not indicate a higher or lower degree of water quality.

Infrastructure Maintenance Continues

Water management infrastructure focuses on the parts, including pipes, storage reservoirs, pumps, valves, filtration and treatment equipment and meters, as well as the buildings to house process and treatment equipment. To help protect future reliability, maintaining the infrastructure in the Temecula Valley is important because it reduces the need to make emergency repairs in the future. By being proactive, any repairs or upgrades will protect against leaks, which waste water, avoid emergency outages or emergency construction, and ensures that the water infrastructure is reliable for the residents in our community.

We are continually evaluating which infrastructure projects need to be completed based off of many variables. The goal is to determine need, outcome, cost and continued reliable service. Rancho Water has more upcoming construction projects and an interactive map which displays all the projects in one place. Please visit **ranchowater.com/construction** to see what project is currently being worked on and what project is next.



2020 Water/Recycled Water Installation Projects

County Center Drive

Rancho Water will replace 2,200 linear feet of water pipeline on County Center Drive from the intersection of Ynez Road to Equity Drive.

Temecula Parkway

To ensure the availability of recycled water, Rancho Water is replacing 7,700 ft. of recycled water pipeline on Temecula Parkway between Bedford Court and Rancho Pueblo Ct.

Overland Drive and Margarita Road

The proposed replacement pipeline includes approximately 1,390 linear feet along Margarita Road, from its intersection with Overland Drive south to Solana Way.

Conservation and Water Use Efficiency

Rancho Water depends on both local groundwater and imported water supplies. As these supplies become more scarce due to rising temperatures and recurring droughts, it becomes more and more challenging to meet the water needs of a growing population. Therefore, careful water management is essential, not only in times of drought, but at all times, to ensure a reliable water supply for today and into the future.

Due to prevailing local water conditions, Rancho Water encourages all of its customers to do everything they can to conserve water and to use it as efficiently as possible.

Our District's Efficiency Mission is to...



Conserve water, thereby increasing supply reliability and keeping water rates low for all of the District's customers



Find the most innovative, creative, and forward-thinking ways to improve water use efficiency

Minimize water waste through proper irrigation techniques, sensible plant material choices, and vigilant maintenance to reduce system leakage



Provide customers with useful information and technical assistance that encourages efficient water use

Stay on Top of Your Outdoor Water Use!



Efficiency Tools and Rebates

MyWaterTracker

Track Your Water Use in Real Time!

Rancho Water wants to help you conserve. The MyWaterTracker tool is an easy-to-use digital platform that allows you to track your water use on an hourly basis. In addition, the tool lets you compare your current water usage to your household water budget.

Start Using in 3 Easy Steps



Hourly Usage for Wednesday, 27 May, 2020

Total Usage 0.45 HCF



Usage

Save Water and Money

Residential Rebates

- Turf Replacement
- Weather-Based IC
- Rotating Nozzles
- Rain Barrel/Cisterns
- Soil Moisture Sensor System
- Premium HE Toilet
- Clothes Washers
- Drip Conversion Kit (Voucher)

Agricultural Customers Programs



✓ Agricultural Irrigation Efficiency Program

For more information: www.ranchowater.com/agcustomers

Commercial Rebates

- Turf Replacement
- Plumbing Fixtures
- 🖌 Landscape Equipment
- Food Equipment
- Medical and Dental Equipment

For more information: www.socalwatersmart.com

Water Use Evaluation

Rancho Water offers free home consultations regarding your water use. To sign up for a Water Use Evaluation, log on to www.ranchowater.com/eval. RANCHO WATER | Working for Our Community 42135 Winchester Road, Temecula, CA 92590 (f) 🕑 🔘 🍺 👘



TALK TO US www.ranchowater.com Office: (951) 296-6900

HOURS:

7:30 a.m. to 5:00 p.m. - Monday - Thursday and 8:00 a.m. to 5:00 p.m. Friday

If you have questions regarding this Consumer Confidence Report, please call our Water Quality Department at (951) 296-6965.