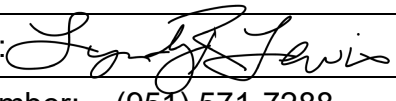
Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name:	Western Municipal Water District – Main/Riverside Division
Water System Number:	CA3310049

The water system named above hereby certifies that its Consumer Confidence Report was distributed on June 21, 2024 to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the State Water Resources Control Board, Division of Drinking Water (DDW).

Certified by:

Name: Lyndy Lewis	Title: Environmental & Regulatory Compliance Manager
Signature: 	Date: 9/6/2024
Phone number: (951) 571-7288	

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: https://westernwaterca.gov/536/Water-Quality-Reports
- ☐ 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: https://westernwaterca.gov/536/Water-Quality-Reports

☐ *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: https://westernwaterca.gov/536/Water-Quality-Reports

☒ 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: https://westernwaterca.gov/536/Water-Quality-Reports

☐ 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.

Western Water designed a 2023 CCR postcard that was printed and mailed to all Western customers. The mailing transaction receipt confirming delivery and postcard are attached. Additionally, Western Water included it in it's eblast Report, added a water bill insert, and conducted a social media campaign (social media report attached) through various platforms to inform Western Water customers of the availability of the 2023 CCR (attached). The social media outlets utilized were:

- Facebook
- Instagram
- Twitter (aka X)

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.

Company Detail

Company Name	FPC GRAPHIC
Address	5952JASMINE ST RIVERSDIE, CA 92504
Contact Name	JAVIER BERUMEN
Phone Number	(951-686-0232
Profit Indicator	P

PS Form 3607R - Mailing Transaction Receipt

Account Holder Account Number	1000035768
Account Holder Permit Number	2244
Account Holder Permit Type	PI
Account Holder CRID	2508958
Post Office of Permit	SAN BERNARDINO CA 92423-9998
Post Office of Mailing	SAN BERNARDINO CA 92423-9998
Post Office of Permit Cost Center	056744-0952
Post Office of Mailing Cost Center	056744-2152
Mailing Agent Name	FPC GRAPHICS
Mailing Agent CRID	2508958
Mail Owner Name	WESTERN MUNICIPAL WATER DISTRICT
Mail Owner CRID	6807177
JOB ID	00018213
Customer Reference ID	WMWD - CCR Postcard
Class of Mail	USPS Marketing Mail
Processing Category	Letters
Postage Statement ID	613762539
Mailing Group ID	473996762
Mailer's Mailing Date	05/31/2024
Mailer Declared Total Pieces	28,532 pcs.
Mailer Declared Total Weight	741.8320 lbs.
Mailer Declared Weight of a single-piece	0.0260 lbs.
USPS Determined Total Pieces	28,532 pcs.
USPS Determined Total Weight	741.8320 lbs.
USPS Determined Weight of a single-piece	0.0260 lbs.
Total Number of Containers	36
Total Adjusted Postage	$ 8,371.28
Payment Date and Time	05/31/2024 10:19
Payment Transaction Number	202415212194764M1
Adjustment Transaction Number	
Mailer Figures Adjusted?	No
Person authorizing adjustment	
Name	
Phone Number	
Acceptance Site Mailer ID	
Clerk Initials	
Mail Arrival Date and Time	05/31/2024 18:52

WESTERN WATER

14205 MERIDIAN PARKWAY
RIVERSIDE, CA 92518

POSTCARD

2023 Water Quality Report

AVAILABLE JULY 1

View the report at
WesternWaterCA.gov/WaterQualityReport

SOLICITE LA VERSIÓN EN ESPAÑOL

Si desea solicitar una copia del Informe de Calidad del Agua en Español visite WesternWaterCA.gov/WaterQualityReport y seleccione Español o llame al 951.571.7104 para solocitar una copia en Español por correo.

WESTERN WATER

POSTCARD

AVAILABLE JULY 1

2023 Water Quality Report

The Water Quality Report is designed to help you understand the quality of your drinking water, where it comes from, and what it takes to deliver water to your home.

View the report at
WesternWaterCA.gov/WaterQualityReport

As required by the U.S. Environmental Protection Agency and State Water Resources Control Board Division of Drinking Water, Western Water is pleased to make this important report available to all customers.

To request a printed copy of the report:
Email us at outreach@wmwd.com
Call us at 951.571.7104

The State Water Resources Control Board allows for electronic delivery of reports instead of paper copies via mail. By opting for electronic delivery, Western Water can save costs and reduce paper waste. Printed copies are available upon request.

WesternWaterCA.gov

@WESTERNWATERCA

WESTERN WATER

BILL INSERT

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WesternWaterCA.gov

@WESTERNWATERCA

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BILL INSERT

Disponible el 1o de julio

Reporte de Calidad de Agua 2023

El Reporte de Calidad de Agua es creado para ayudarle a entender la calidad de su agua potable, de dónde proviene, y los pasos requeridos para llevarla hasta su hogar.

Lea el reporte en WesternWaterCA.gov/WaterQualityReport

Como lo exige la División de Agua Potable de la Agencia de Protección Ambiental de EE. UU. y la Junta Estatal de Control de Recursos Hídricos, Western Water se complace en poner este importante informe a disposición de todos nuestros clientes.

Para pedir una copia impresa del reporte:
Envíe un correo electrónico a **outreach@wmwd.com**
Llame al **951.571.7104**

La Junta Estatal de Control de Recursos Hídricos permite la entrega de informes en forma electrónica en lugar de copias impresas por correo. Al optar por la entrega electrónica, Western Water puede ahorrar costos y reducir el desperdicio de papel. Copias impresas están disponibles a pedido.

WesternWaterCA.gov

@WESTERNWATERCA

SHARE:

Join Our Email List

Exciting news:
Our redesigned website is here!

Western Water will officially launch its redesigned website **today, Tuesday, June 18, 2024, at 1 p.m.** The redesign directly reflects user feedback and will enhance how website visitors interact digitally with Western Water. The website will be accessible during the transition.

What's new?

A sleek, modern interface

Western Water has updated our website's appearance with intuitive screens, buttons, and icons that make your tasks easier.

Enhanced user experience

Western Water has put you, our website visitors, at the forefront of our redesign process, ensuring the website is tailored to improve your experience. Based on user feedback, the most visited pages on the website are placed at the top of our homepage for seamless navigation. Whether you visit us to pay your bill, explore our education and rebate programs, or learn about where your water comes from, we aim to make every interaction effortless.

Introducing our chatbot

Meet our newest team member—the Western Water chatbot! This helpful addition provides another touchpoint for our visitors, answering questions, offering information, and guiding you through your journey with us.

Collecting real-time feedback

We value feedback and want to hear from our website visitors! A new feedback feature allows you to share your thoughts, suggestions, and concerns with us as you navigate the site.

What's next?

Our commitment to website improvements does not end here. Once the site launches, we invite you to explore the new features and functionalities and share your thoughts to help further improve the site. The website will continue to evolve through ongoing content upgrades based on your feedback. For website support, email us at webmaster@wmwd.com or call 951.571.7104.

Available on July 1

The 2023 Water Quality Report

This report demonstrates that Western Water consistently meets all state and federal standards for water quality. When you turn on your tap, you can be confident that we have carefully sampled water from over 110 locations within our distribution system and conducted over 34,000 tests to ensure the safety and quality of the drinking water delivered to your homes, businesses, and schools. The report will be available on our website on July 1 at WesternWaterCA.gov/WaterQualityReport. You can request a printed copy using our online form or by calling us at 951.571.7104.

Western Water recognizes local youth artists and awards more than $15k to inspire water education

Western Water recently celebrated the artistic talents of six students from Riverside County schools at a special event dedicated to honoring their award-winning artwork. In addition, Western Water awarded more than $15,000 to 21 teachers through its Lois B. Krieger Water Project Grants for Educators (Krieger Grant) program.

Read more on our website

Western Water launches Leak Notification Program

Western Water recently launched a new leak detection notification program designed to help you reduce water waste.

Here's how it works:

- **Early alert system**
  Our program alerts us if your water meter detects continuous water flow for more than 48 hours. This helps us identify potential leaks in or around your property, from minor drips to major leaks.

- **Timely customer notification**
  If a leak is detected, we'll promptly contact you to inform you of the issue. This proactive approach allows you to address leaks quickly, preventing water waste and potential property damage.

- **Educational videos**
  To further support you, we've created a "How to" video series on YouTube.

These videos will guide you through identifying water leaks and understanding the different types of leaks that can occur.

Our promise to you

While we hope you never have to deal with a leak, we're committed to actively notifying and educating our customers. Together, we can save money and protect our precious water resources.

Connect with us
@WesternWaterCA

Western Municipal Water District | 14205 Meridian Parkway | Riverside, CA 92518 US

WESTERN WATER
Powered by water. Driven by service.

14205 Meridian Parkway
Riverside, CA 92518
District Business | 951.571.7100
Customer Service | 951.571.7104

Social Media Report:

Consumer Confidence Report: July - August 2024

Below are the Consumer Confidence Report (CCR) social media analytics for 2024. The CCR information was shared on Instagram, Twitter, Facebook, and Instagram/Facebook stories. The analytics below do not include the Instagram and Facebook story posts.

Group Report (Facebook, Twitter, Instagram):

Measurement	Total
Total Posts	31
Total Engagement *(like/share/comment)*	70
Total Impressions *(total number of times social posts have been seen)*	2,081
Post Link Clicks	1

Top performing post:

2023 Water Quality Report

WESTERN WATER

Powered by Water. Driven by Service.

CONTENTS

MESSAGE FROM THE GENERAL MANAGER	3
MISSION, VISION, VALUES	4
GUARANTEE QUALITY AND RELIABILITY	4
SOURCE WATER ASSESSMENT	5
SPECIAL HEALTH INFORMATION	6
JUST THE FACTS – PFAS	7
LEAD AND COPPER RULE	7
LEAD SAMPLING AND TABLE	8
WATER QUALITY TABLE	10
APPENDIX	14

SOLICITE LA VERSIÓN EN ESPAÑOL
Si desea solicitar esta información en español, visite **WesternWaterCA.gov/WaterQualityReport** seleccione español o llame al **951.571.7104** para solicitar una copia en español por correo.

CRAIG MILLER

GENERAL MANAGER

Every drop of water represents our commitment to high-quality service and a promise of innovation for generations to come. Making sure that our water is monitored and regulated, from source to tap. When customers turn on their tap, we want them to know they can count on their water being safe to drink, today and always.

MESSAGE FROM THE GENERAL MANAGER

Dear valued Western Water customer,

As General Manager of the Western Municipal Water District (Western Water), I am proud to share with you the **2023 Annual Water Quality Report.** This report, also known as the Consumer Confidence Report, underscores our commitment to transparency and provides detailed insights into the quality of the water you rely on every day.

In 2023, Western Water continued its dedication to delivering safe and reliable drinking water, consistently meeting the rigorous standards set by the United States Environmental Protection Agency and the California State Water Resources Control Board. Through monitoring and testing conducted at over 117 locations within our distribution system and over 34,000 tests, we ensure that our water consistently meets the highest quality standards.

Every drop of water signifies our dedication to excellence in service and innovation for future generations. We work 24/7 to ensure a seamless water flow for our community, contributing to economic stability and enhancing our region's quality of life. But we don't stop there; our mission goes beyond our region. We are committed to helping California develop long-term water strategy solutions.

Western Water placed a greater focus on fostering collaboration and partnerships that pave the way for California's sustainable water future. We are actively engaged in advocating for statewide water reliability, spearheading a coalition of water agencies in Sacramento. Our objective is to revolutionize water management in California, transitioning from a focus on scarcity to achieving ample water supply targets for our communities, agriculture, and the environment.

Creatively maximizing every customer dollar is as vital to us as creatively conserving every drop of water. Your monthly rates sustain the availability of clean, safe water and efficient wastewater systems, safeguarding public health and the environment. This extensive process would not be possible without your investment, enabling us to work towards preventing service disruptions and environmental impacts.

We encourage all customers to read this report to gain a better understanding of the quality of your water and the customer support programs we offer.

Thank you for your continued trust and partnership.

Craig Miller
GENERAL MANAGER

Guidelines set by the State Water Resources Control Board for distributing this report allow for electronic delivery of the report instead of a paper copy delivered through the United States Postal Service. By providing these reports electronically, Western Water can reduce costs and eliminate paper waste associated with printing and mailing the full report to our more than **25,000 accounts.**

Please note that you may change your delivery preference at any time. Western Water is happy to mail you a paper copy of this report upon request.

To request a paper copy of this report you can do so by calling us at **951.571.7119** or via email to **outreach@wmwd.com.**

OUR MISSION

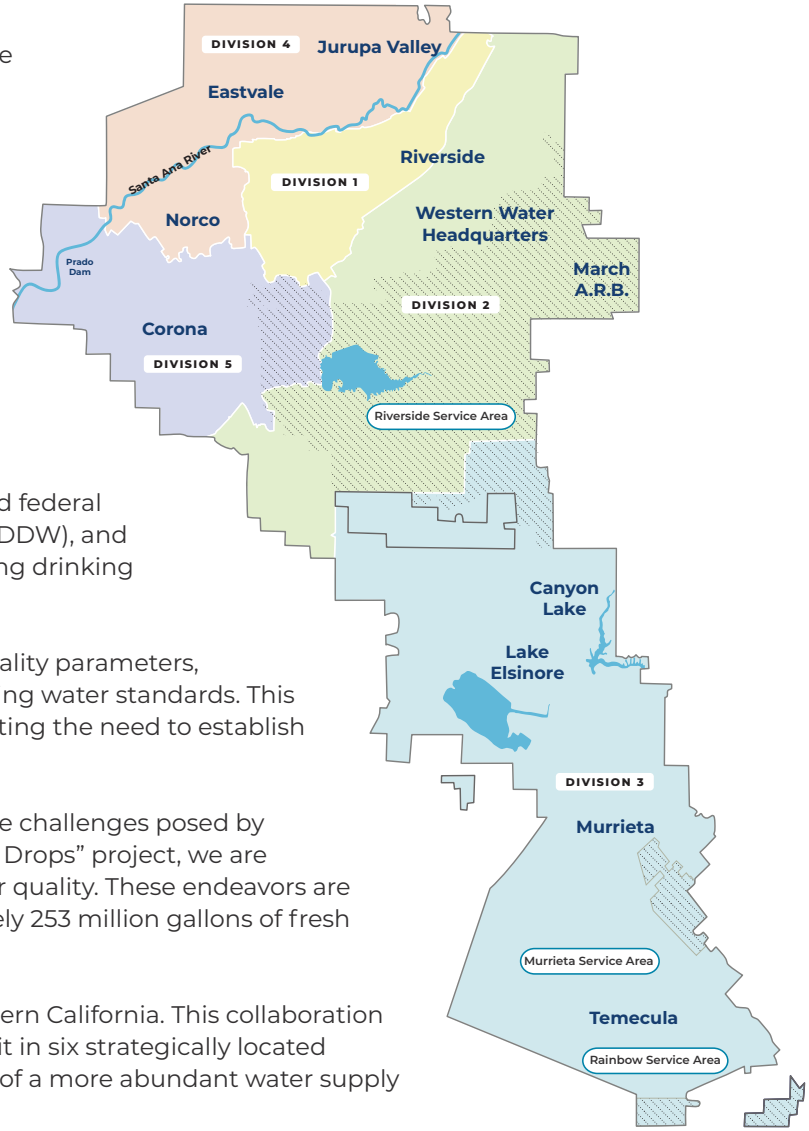
Western Water provides water supply, recycled water services, and water resource management to the public in a safe, reliable, environmentally sensitive, and financially responsible manner.

OUR VISION

To enhance Western Water's leadership role by integrating the best-in-business processes and business systems while developing a leading-edge workforce that continuously creates greater efficiency and value for our customers.

WE GUARANTEE THE QUALITY AND RELIABILITY OF YOUR DRINKING WATER

Since 1954, Western Water has been dedicated to providing essential water, wastewater (sewer), and recycled water services to nearly 1 million people in western Riverside County. As an agency, we serve as both a direct water provider to customers and a wholesale water supplier to local water districts and cities.



The drinking water that Western Water provides to homes, businesses, and schools meets all state and federal water quality standards. The State Water Resources Control Board (SWB), Division of Drinking Water (DDW), and the Environmental Protection Agency (EPA) are the agencies responsible for establishing and enforcing drinking water quality standards.

In addition to performing over 34,500 tests for more than 240 contaminants, impurities, and water quality parameters, Western Water also tests for unregulated chemicals that may have health risks, but do not have drinking water standards. This monitoring of unregulated chemicals aids the EPA and DDW in identifying their presence and evaluating the need to establish new standards.

Western Water is committed to delivering a sustainable water supply while proactively adapting to the challenges posed by climate change and escalating drought conditions. Through our recently completed "Connecting the Drops" project, we are spearheading initiatives focused on stormwater management, recycling, and enhancing groundwater quality. These endeavors are instrumental in advancing our agency's water supply objectives, with the introduction of approximately 253 million gallons of fresh local groundwater to the region.

In addition, we have formed a groundbreaking partnership with six water agencies throughout Southern California. This collaboration allows us to procure surplus water during wet years via the State Water Project, subsequently storing it in six strategically located groundwater basins within the Santa Ana Watershed. This visionary approach ensures the availability of a more abundant water supply during dry years.

Moreover, Western Water is committed to significant investments in innovative infrastructure projects, including developing groundwater wells, treatment facilities, and conveyance systems. Securing millions of dollars in grant funding for design and construction, we actively support and drive these initiatives forward.

This comprehensive approach plays a pivotal role in storing more water during wet years, subsequently increasing the availability of water during dry periods. By combining these resources, we can operate more efficiently and provide a better water supply for our customers. We're excited to advance our efforts toward water supply reliability and continue to invest in our local water supplies and infrastructure for our customers 24 hours a day, 7 days a week, 365 days a year.

SOURCE WATER ASSESSMENT

A source water assessment lists possible contaminants that might affect the quality of your water sources. Assessments were completed for the two surface water sources Western Water utilizes, the State Water Project and Colorado River. In 2021, the State Water Project was reassessed, and in 2020, the Colorado River. Both were found to be most vulnerable to stormwater runoff, recreational activities, wastewater discharges, wildlife, fires, and other watershed-related factors that could affect water quality.

A drinking water source assessment for the Murrieta service area was completed in June 2020 for one of the groundwater wells. The source is considered most vulnerable to the following activities associated with contaminants detected in the water supply: historic gas station, pest control storage, underground storage tanks, and sewer collection systems.

Western Water staff testing a fireflow device

Additionally, the SWB completed sanitary surveys for the:

- Riverside service area in 2018;
- Murrieta service area in 2022; and
- Rainbow service area in 2021.

A sanitary survey is an on-site review of a public water system for the purpose of evaluating the adequacy of the water source, facilities, equipment, operation, and maintenance for producing and distributing safe drinking water. No significant deficiencies were identified during the surveys.

A copy of the complete assessment is available at Western Water. You may request a summary of the assessment be sent to you by contacting **951.571.7104**.

YOUR DRINKING WATER IS CONSTANTLY MONITORED AND TESTED, FROM SOURCE TO TAP.

CONDUCTING **34K+** TESTS

SERVING **527** SQUARE MILES

117 SAMPLING LOCATIONS

SPECIAL HEALTH INFORMATION

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised individuals, which include those with cancer who are undergoing chemotherapy, those who have undergone organ transplants, those with HIV/AIDS or other immune system disorders, and some elderly individuals and infants can be particularly at risk of infections.

Water quality monitoring indicates no Cryptosporidium organisms in the finished water. Cryptosporidium is a microbial pathogen found in surface water throughout the United States. Although filtration removes Cryptosporidium, the most commonly used filtration methods cannot guarantee 100 percent removal. Ingestion of Cryptosporidium may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However, immuno-compromised individuals are at greater risk of developing a life-threatening illness. Western Water encourages immuno-compromised individuals to consult their doctor regarding appropriate precautions to take to avoid infection. Cryptosporidium must be ingested to cause disease, and it may spread through means other than drinking water.

Individuals with special health concerns should seek advice about drinking water from their healthcare provider. Both the EPA and the Centers for Disease Control and Prevention have guidelines on ways to reduce the risk of infection from Cryptosporidium and other microbial contaminants and are available from the Safe Drinking Water Hotline at **1.800.426.4791** or online at **epa.gov/safewater**.

Your drinking water meets all state and federal standards requiring arsenic and nitrate levels to be below 10 mg/L. While you may see arsenic levels below 10 mg/l, it is important to understand the possible health effects at such low levels relative to the cost of eliminating the substance from drinking water. The 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 is linked to other health effects such as skin damage and circulatory problems.

Arsenic and Nitrate levels in all of Western Water's service areas are below the state and federal standards of 10 mg/L.

Arlington Desalter Membrane

Nitrate in drinking water at levels above 10 mg/L is a health risk for infants less than 6 months old. 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 can include shortness of breath and blueness of 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 healthcare provider.

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 EPA and the State Water Board prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. State Water Board regulations 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 EPA Safe Drinking Water Hotline **1.800.426.4791**. Western Water continues to ensure your water is safe to drink.

JUST THE FACTS ON PFAS

PFAS, short for per- and polyfluoroalkyl substances, are a group of more than 4,700 synthetic chemicals created to repel water, oil, grease, and stains. The chemicals, dating to the 1940s, have been found to be nearly indestructible over time. These chemicals appear in a range of industrial and everyday consumer products, including makeup, food wrappers, nonstick cookware, carpets, stain repellents, and firefighting foams.

Because PFAS have been so widely used, most Americans have been exposed to them through sources other than their drinking water. People ingest PFAS by eating, drinking, or breathing the chemicals when they are present in food, water, fire retardants, and consumer and industrial products. Based on research cited by the DDW, most people are exposed to PFAS through food—via food packaging, farming processes, or bioaccumulation (gradual chemical buildup).

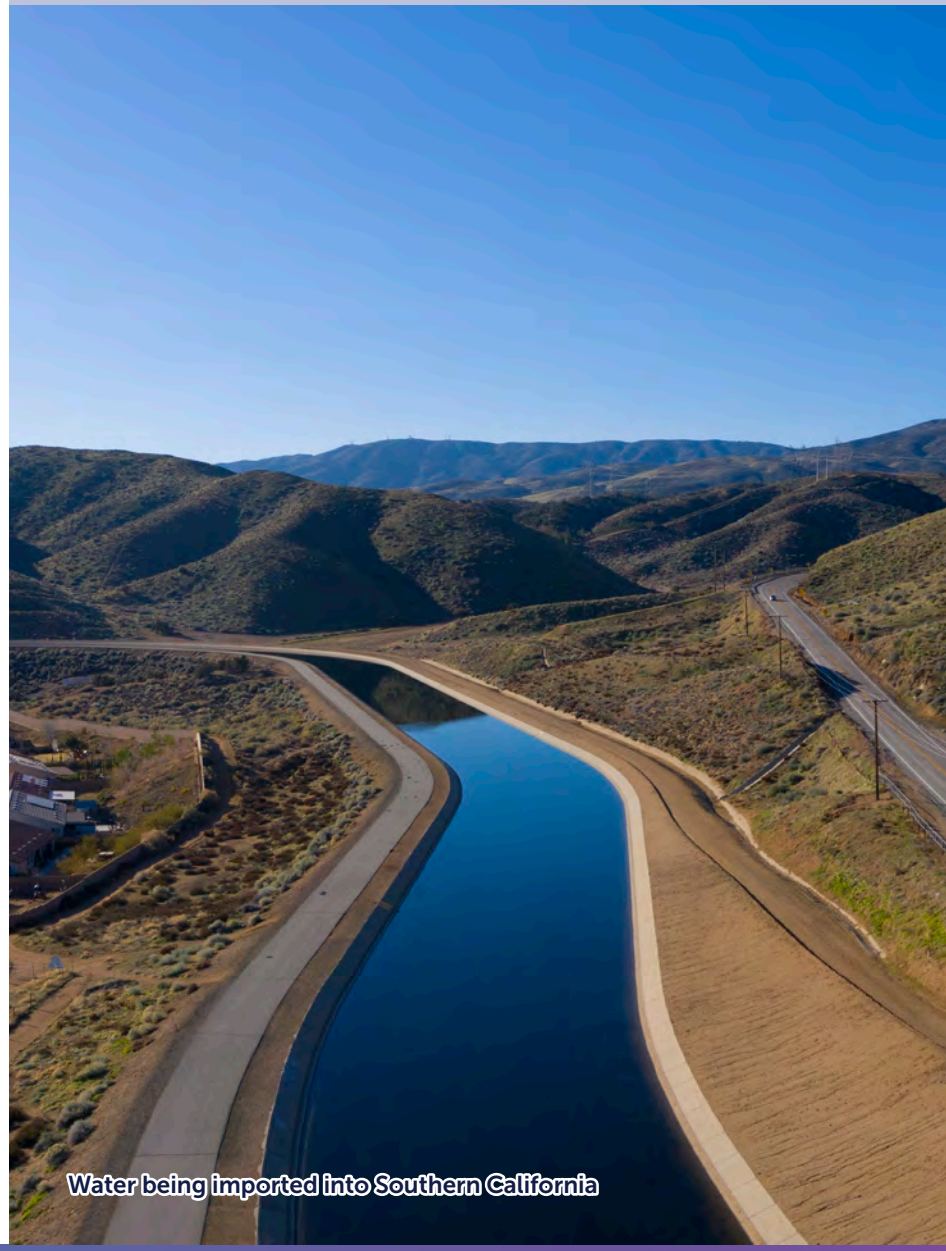
Over time, PFAS have also accumulated in land near airports, industrial sites, military bases, and landfills. Once PFAS leach into the land, the chemicals can, in some cases, seep into the local groundwater.

Western Water continues to adhere to DDW's guidelines for the monitoring of PFAS. The State Water Board has established reporting levels for PFAS. Learn more about these forever chemicals at **WesternWaterCA.gov/PFAS**.

LEAD AND COPPER RULE

The Lead and Copper Rule (LCR) was developed to protect public health by minimizing lead and copper levels in drinking water. The most common source of lead and copper in drinking water is corrosion of plumbing materials. Plumbing materials that can be made with lead and copper include pipes, solder, fixtures and faucets. The LCR established an action level of 15 ppb (parts per billion) for lead and 1.3 ppm (parts per million) for copper based on the 90th percentile level of tap water samples. If more than 10 percent of the samples are above either action level, further actions are required. Lead and copper are sampled on a state-mandated 3-year testing cycle with sampling conducted at selected customer taps.

Testing has confirmed that Western Water's drinking water, most of which is imported from Northern California snowmelt, is safe and does not contain PFAS above state-mandated notification levels. Learn more about these forever chemicals at WesternWaterCA.gov/PFAS.



Water being imported into Southern California

The LCR requires Western Water to sample at locations that may be particularly susceptible to high lead or copper concentrations. With a tiered system for prioritizing sampling sites, federal regulations prioritize sampling for single-family structures with copper pipes that have lead solder installed after 1982. Western Water's sample locations remain the same for each sampling event unless voluntary participation from its customers is not sufficient to meet the minimum required samples per the LCR.

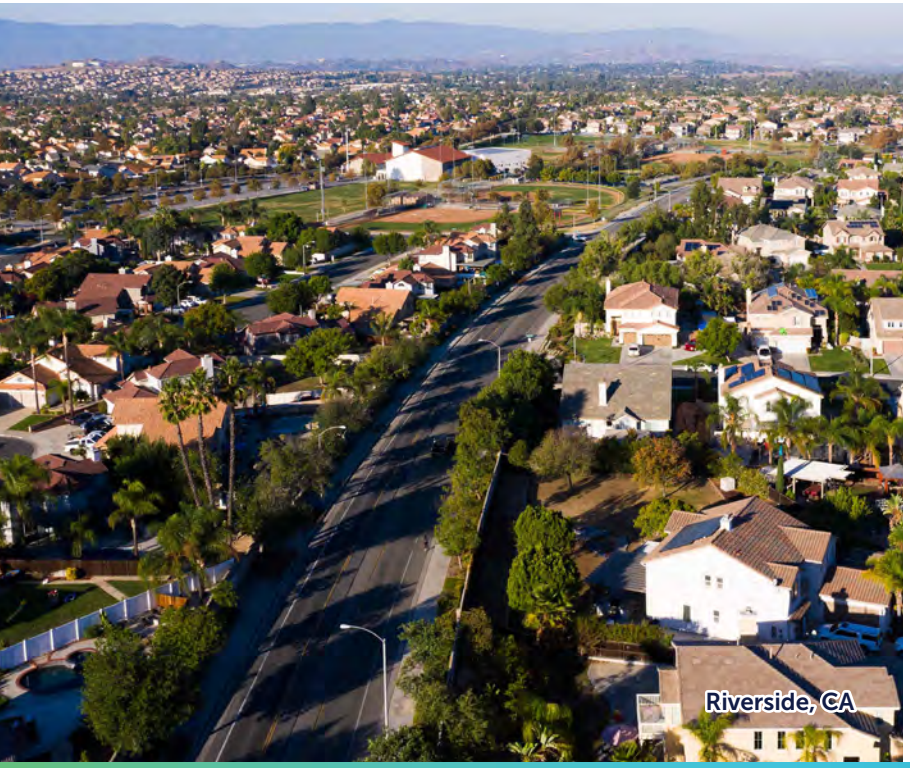
If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Western Water is responsible for providing high-quality drinking water but cannot control the variety of materials used in plumbing components beyond the meter. 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 two 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 at **1.800.426.4791** or at **epa.gov/safewater/lead**.

LEAD SAMPLING IN SINGLE-FAMILY STRUCTURES

Thirty-four homes were tested in the Riverside service area within the last 3-year testing cycle, completed in 2022. Thirty homes were tested in the Murrieta service area within the last 3-year testing cycle, completed in 2022. Six homes were tested in the Rainbow service area within the last 3-year testing cycle completed in 2021.

LEAD SAMPLING IN SCHOOLS

No schools requested sampling for lead in 2023. To schedule lead testing for your school, contact Western Water's Water Quality team at **951.789.5119**.


Riverside, CA

Lead and Copper Testing Regulated at Customer's Tap	Lead (µg/L)	Copper (mg/L)
Action Level @ 90th Percentile	15	1.3
California Public Health Goal (PHG)	0.2	0.3
Detection Limits for Purposes of Reporting (DLR)	5	0.05
Riverside, 2022 Monitoring		
90th percentile value	ND	0.26
# of homes over action level	0 of 34	0 of 34
Murrieta, 2022 Monitoring		
90th percentile value	ND	0.15
# of homes over action level	0 of 30	0 of 30
Rainbow, 2021 Monitoring		
90th percentile value	ND	0.07
# of homes over action level	0 of 6	0 of 6

WESTERN WATER

WATER QUALITY TABLES

2023 WATER QUALITY TABLE

RETAIL SYSTEM

WESTERN WATER

	Units of Measure	State/Fed MCL [MRDL]	PHG (MCLG) [MRDLG]	DLR (CCRDL) [RL]	Riverside Service Area[a]				Murrieta Service Area[b]					Rainbow Service Area[c]		Primary Sources
					Local Groundwater		Surface Water		Local Groundwater		Surface Water			Surface Water		
					Average	Range	Average	Range	Average	Range	Average	Range		Average	Range	
Primary Standards, Mandatory Health Related Standards																
Clarity					Highest		Highest	% ≤ 0.3			Highest	% ≤ 0.3	% ≤ 0.1	Highest	% ≤ 0.3	
Turbidity	NTU	TT[d]	NA	NA	0.07	NA	0.07	100	NA	NA	0.88	100	99.36	0.07	100	Soil runoff
Disinfection Byproduct Precursors																
Total Organic Carbon (TOC)	mg/L	TT	NA	0.3	No Data	No Data	2.2	1.8 - 2.7	0.5	ND - 5.3	2.8	2.2 - 3.5		2.6	2.3 - 3.0	Various natural and manmade sources
Inorganic Chemicals																
Aluminum[e]	µg/L	1000	600	50	ND	ND-90	60	ND - 68	ND	NR	ND	ND - 110		113	ND - 110	Erosion of natural deposits; residue from some surface water treatment processes
Arsenic	µg/L	10	0.004	2	ND	ND - 4	ND	NR	ND	ND - 9.1	ND	ND - 2		ND	NR	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes
Barium	mg/L	1	2	0.1	ND	NR	ND	NR	0.1	ND - 0.3	ND	ND - 0.1		0.1	NR	Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits
Fluoride	mg/L	2	1	0.1	0.2	ND - 0.5	0.7	0.6 - 0.8	0.2	ND - 0.4	0.3	ND - 0.8		0.7	0.6 - 0.8	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
Nickel	µg/L	100	12	10	ND	ND - 29	ND	NR	ND	NR	ND	NR		ND	NR	Erosion of natural deposits; discharge from metal factories
Nitrate (N)	mg/L	10	10	0.4	5.1	3.3 - 6.9	0.8	NR	0.8	ND - 3.6	ND	ND - 1.1		ND	NR	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Perchlorate	µg/L	6	1	2	ND	ND - 3	ND	NR	ND	NR	ND	NR		ND	NR	Perchlorate is an inorganic chemical used in solid rocket propellant, fireworks, explosives, flares, matches, and a variety of industries. It usually gets into drinking water as a result of environmental contamination from historic aerospace or other industrial operations that used or use, store, or dispose of perchlorate and its salts.
Selenium	µg/L	50	30	5	ND	NR	ND	NR	ND	ND - 9	ND	NR		ND	NR	Discharge from petroleum, glass, and metal refineries; erosion of natural deposits; discharge from mines and chemical manufacturers; runoff from livestock lots (feed additive)

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					Local Groundwater		Surface Water		Local Groundwater		Surface Water		Surface Water		
					Average	Range	Average	Range	Average	Range	Average	Range	Average	Range	
Radiological															
Gross Alpha	pCi/L	15	(0)	3	ND	ND - 3	ND	NR	ND	ND - 11	ND	ND - 4	ND	ND - 4	Erosion of natural deposits
Gross Beta	pCi/L	50	(0)	4	No Data	No Data	ND	ND - 4	5	ND - 20	4	ND - 8	ND	ND - 8	Decay of natural and man-made deposits
Radium 228	pCi/L	5	0.019	1	ND	NR	ND	ND - 1	ND	NR	ND	NR	ND	NR	Erosion of natural deposits
Uranium	pCi/L	20	0.43	1	3	ND - 11	ND	NR	2	ND - 7	ND	ND - 3	2	ND - 3	Erosion of natural deposits
Secondary Standards – Aesthetic Standards															
Aluminum[e]	µg/L	200	600	50	ND	ND - 90	60	ND - 68	ND	NR	ND	ND - 110	113	ND - 110	Erosion of natural deposits; residual from some surface water treatment processes
Chloride	mg/L	500	NA	NA	50	29 - 95	41	38 - 44	84	10 - 150	79	25 - 116	91	72 - 110	Runoff/leaching from natural deposits; seawater influence
Iron	µg/L	300	NA	100	ND	NR	ND	NR	ND	ND - 309	ND	NR	ND	NR	Leaching from natural deposits; industrial wastes
Sulfate	mg/L	500	NA	0.5	41	5.4 - 69	41	32 - 50	49	7.7 - 216	41	19 - 236	174	113 - 236	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids (TDS)	mg/L	1000	NA	NA	290	200 - 460	204	200 - 207	336	162 - 634	213	145 - 691	536	401 - 670	Runoff/leaching from natural deposits
Manganese	µg/L	50; NL = 500	NA	20	ND	NR	ND	NR	ND	ND - 40	ND	NR	ND	NR	Leaching from natural deposits
Specific Conductance	µS/cm	1600	NA	NA	485	360 - 600	358	357 - 359	567	308 - 969	363	239 - 1080	852	664 - 1040	Substances that form ions in water; seawater influence
Notification Levels, Nonregulatory Standards															
Boron	µg/L	NL = 1000	NA	100	ND	NR	130	NR	139	ND - 551	140	ND - 182	130	NR	Runoff/leaching from natural deposits; industrial wastes
Chlorate	µg/L	NL = 800	NA	[10]	No Data	No Data	ND	NR	No Data	No Data	17	NR	17	NR	Byproduct of drinking water chlorination; industrial processes
N-Nitrosodimethylamine (NDMA)	ng/L	NL= 10	3	[2]	ND	NR	2	ND - 5	No Data	No Data	3	NR	3	NR	Byproduct of drinking water chlorination; industrial processes
Perfluorooctanesulfonic Acid (PFOS)[f]	ng/L	NL = 6.5	NA	(4)	ND	ND - 4	ND	NR	ND	ND - 5	ND	NR	ND	NR	Industrial chemical factory discharges; runoff/leaching from landfills; used in fire-retarding foams and various industrial processes
Perfluorobutanesulfonic Acid (PFBS)[f]	ng/L	NL = 500	NA	(3)	ND	ND - 3	ND	NR	ND	NR	ND	NR	ND	NR	
Perfluorohexanesulfonic Acid (PFHxS)[f]	ng/L	NL = 3	NA	(3)	ND	ND - 3	ND	NR	ND	ND - 3	ND	NR	ND	NR	
Vanadium	µg/L	NL = 50	NA	3	3	ND - 7	3	NR	No Data	No Data	ND	NR	ND	NR	Naturally occurring; industrial waste discharge

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					Local Groundwater		Surface Water		Local Groundwater		Surface Water		Surface Water		
					Average	Range	Average	Range	Average	Range	Average	Range	Average	Range	
Unregulated Contaminant Monitoring															
Chlorodibromoacetic Acid[g]	µg/L	NA	NA	NA	0.08	ND - 0.33	No Data	No Data	No Data	No Data	No Data	No Data	No Data	No Data	Byproduct of drinking water disinfection
Chromium, Hexavalent	µg/L	NA	0.02	1	ND	ND - 1	ND	NR	ND	NR	ND	NR	ND	NR	Runoff/leaching from natural deposits; discharge from industrial wastes
Germanium[g]	µg/L	NA	NA	(0.3)	ND	ND - 0.44	No Data	No Data	ND	NR	No Data	No Data	No Data	No Data	Naturally-occurring element; byproduct of zinc ore processing; used in solar, electronics and optic systems
Lithium[f]	µg/L	NA	NA	(9)	ND	ND - 9	ND	ND - 16	ND	NR	10	ND - 43	30	18 - 43	Naturally-occurring; used in electrochemical cells, batteries, and organic syntheses and pharmaceuticals
Perfluorobutanoic Acid (PFBA)[f]	ng/L	NA	NA	(5)	ND	NR	ND	NR	ND	NR	ND	ND - 5	ND	NR	Industrial chemical factory discharges; runoff/leaching from landfills; used in fire-retarding foams and various industrial processes
Perfluoropentanoic Acid (PFPeA)[f]	ng/L	NA	NA	(3)	ND	ND - 7	ND	NR	ND	NR	ND	NR	ND	NR	
Perfluorohexanoic Acid (PFHxA)[f]	ng/L	NA	NA	(3)	ND	ND - 4	ND	NR	ND	NR	ND	NR	ND	NR	
Other Parameters Tested															
Alkalinity, Total	mg/L	NA	NA	NA	129	89 - 200	60	57 - 64	109	32 - 334	97	48 - 143	108	92 - 125	Runoff/leaching of natural deposits
Calcium	mg/L	NA	NA	NA	47	31 - 69	18	17 - 20	44	22 - 105	38	14 - 78	56	39 - 72	
Hardness	mg/L	NA	NA	NA	159	110 - 220	80	79 - 80	139	57 - 301	162	59 - 307	228	165 - 291	
Magnesium	mg/L	NA	NA	[0.33]	10	6 - 14	8	8 - 9	7	ND - 16	15	5 - 28	21	15 - 27	
Potassium	mg/L	NA	NA	NA	1.8	ND - 3.3	2.5	NR	2.4	1.1 - 7.6	3.7	2.0 - 5.6	4.2	3.6 - 4.8	Salt present in the water; naturally-occurring
Silica	mg/L	NA	NA	[5]	15	11 - 20	No Data	No Data	14	6 - 31	5	ND - 13	No Data	No Data	NA
Sodium	mg/L	NA	NA	NA	36	21 - 44	40	39 - 40	66	28 - 100	69	24 - 115	86	69 - 103	Salt present in the water; naturally-occurring

Monitored in the Distribution System

	Units of Measure	MCL [MRDL]	PHG (MCLG) [MRDLG]	DLR (RL)	Riverside[a]		Murrieta[b]		Rainbow[c]		Primary Sources
					Average	Range	Average	Range	Average	Range	
Disinfection Byproducts					**Highest LRAA or RAA**		**Highest LRAA or RAA**		**Highest LRAA or RAA**		
Total Trihalomethanes (TTHMs)	µg/L	LRAA = 80	NA	1.0	55	4.1 - 84	17	1.1 - 35	23	14 - 38	Byproduct of drinking water disinfection
Haloacetic Acids (HAA5)	µg/L	LRAA = 60	NA	1.0	10	ND - 17	4.2	ND - 10	5.0	2.4 - 7.5	
Bromate[h]	µg/L	RAA = 10	0.1	1.0	6.7	ND - 20	ND	ND - 2.6	ND	ND - 2.6	

Monitored in the Distribution System

	Units of Measure	MCL [MRDL]	PHG (MCLG) [MRDLG]	DLR (RL)	Riverside[a]		Murrieta[b]		Rainbow[c]		Primary Sources
					Average	Range	Average	Range	Average	Range	
Microbiological					**Highest %**	**2023 Total**	**Highest #**	**2023 Total**	**Highest #**	**2023 Total**	
Total Coliform[i]	Monthly Positive Samples	TT: 5% (>40 Samples) 2 (<40 Samples)	(0)	NA	1%	3	1%	1	0	0	Naturally present in the environment
Disinfectant											
Chloramines	mg/L	[4]	[4]	NA	1.28	0.00 - 3	1.36	0.012 - 3.6	1.72	0.58 - 2.8	Drinking water disinfectant added for treatment
Physical Parameters											
Color	Color Units	15	NA	(3)	ND	ND - 10	ND	ND - 10	ND	NR	Naturally-occurring organic materials
pH	pH units	NA	NA	NA	8.1	7.5 - 8.8	8.1	7.8 - 10.3	8.1	7.9 - 8.7	NA
Turbidity[j]	NTU	5	NA	0.1	ND	ND - 2.4	0.15	ND - 0.6	ND	ND - 0.2	Soil runoff
Unregulated Contaminant Monitoring[k]											
Haleoacetic Acids (HAA5)	µg/L	NA	NA	NA	6.4	ND - 28	7.8	3.5 - 15	No Data	No Data	Byproduct of drinking water disinfection
Haleoacetic Acids (HAA6Br)	µg/L	NA	NA	NA	5.6	ND - 15	7.9	3.9 - 14	No Data	No Data	
Haeloacetic Acids (HAA9)	µg/L	NA	NA	NA	9.7	ND - 30	13	5.9 - 26	No Data	No Data	

Arlington Desalter Trains

KIDNEY DIALYSIS / AQUARIUMS

Western Water uses chloramines to disinfect its drinking water. Customers who have unique water quality needs or use specialized home treatments, such as kidney dialysis machines, should make the necessary adjustments to remove chloramines. Like chlorine, chloramines are toxic to dialysis water. Customers who have fish tanks in their homes or businesses should also take precautions to remove chloramines prior to adding water to tanks. Effective treatments include using granular activated carbon filters or chemicals specifically designed to remove chloramines.

MEASUREMENT TERMS

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in safe 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. The standards listed in our water quality table are the most conservative set by the State. Individual measurements above a primary or secondary MCL listed in the table do not indicate an exceedance of the regulatory standard.

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

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. Adding a disinfectant is necessary to control microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking water disinfectant below for which there is no known or expected risk to health. MRDLGs do not reflect the benefits of using disinfectants to control microbial contaminants.

Notification Level (NL): Notification levels are health-based advisory levels established by DDW for chemicals in drinking water that lack MCLs.

Primary Drinking Water Standards (PDWS or Primary Standards): MCLs, MRDLs, and treatment techniques (TTs) 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 for which there is no known or expected health risk. 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.

ABBREVIATIONS

CCRDL	Consumer Confidence Report Detection Level
DLR	Detection Limits for Purposes of Reporting
HAA5	Sum of Five Regulated Haloacetic Acids (HAAs): Monochloroacetic Acid, Monobromoacetic Acid, Dichloroacetic Acid, Dibromoacetic Acid, and Trichloroacetic Acid
HAA6Br	Sum of Bromochloroacetic Acid, Bromodichloroacetic Acid, Dibromoacetic Acid, Dibromochloroacetic Acid, Monobromoacetic Acid, and Tribromoacetic Acid
HAA9	Sum of Bromochloroacetic Acid, Bromodichloroacetic Acid, Chlorodibromoacetic Acid, Dibromoacetic Acid, Dichloroacetic Acid, Monobromoacetic Acid, Monochloroacetic Acid, Tribromoacetic Acid, and Trichloroacetic Acid
LRAA	Locational Running Annual Average
MCL	Maximum Contaminant Level
MCLG	Maximum Contaminant Level Goal
MRDL	Maximum Residual Disinfectant Level
MRDLG	Maximum Residual Disinfectant Level Goal
NA	Not Applicable
ND	Not Detected at or above CCRDL, DLR, or RL
NL	Notification Level
No Data	No data for reporting year and/or previous 9 years.
NR	No Range
PHG	Public Health Goal
RAA	Running Annual Average
RL	Reporting Limit (Laboratory)
TT	Treatment Technique
µg/L	micrograms per liter
mg/L	milligrams per liter
ng/L	nanograms per liter
pCi/L	picocuries per liter (a measure of radioactivity)
µS/cm	microSiemen per centimeter
NTU	Nephelometric Turbidity Units

FOOT NOTES

(a) The Riverside service area benefits from multiple sources of groundwater, including the Arlington Basin (through Western Water's Arlington Desalter), the Bunker Hill Basin (provided by the City of Riverside), and the Chino Basin (supplied by the Chino Desalter Authority). These groundwater sources complement the imported surface water received from the Henry J. Mills Water Filtration Plant, operated by the Metropolitan Water District, that is sourced from the California State Water Project. To provide an accurate representation, the reported averages for the Riverside service area groundwater encompass the collective average of all groundwater sources distributed throughout the reporting year within the service area. Similarly, the reported ranges for the Riverside service area groundwater capture the entire spectrum of groundwater sample results obtained from the various sources within the service area.

(b) The Murrieta service area benefits from multiple sources of groundwater, including the Temecula Valley Basin (through Western Water's groundwater wells) and the Elsinore Valley and San Jacinto Basins (provided by Eastern Municipal Water District). These groundwater sources complement the imported surface water received from the Robert F. Skinner Water Filtration Plant (operated by the Metropolitan Water District) and Hemet Water Filtration Plant and Perris Water Filtration Plant (operated by Eastern Municipal Water District). These surface water contributions are sourced from the California State Water Project and the Colorado River. To provide an accurate representation, the reported averages for the Murrieta service area encompass the collective average of all sources distributed throughout the reporting year within the service area for each respective source type (groundwater or surface water). Similarly, the reported ranges for the Murrieta service area capture the entire spectrum of sample results obtained from the various sources within the service area.

(c) The Rainbow Service Area only receives imported water from Metropolitan Water District's Robert F. Skinner Water Filtration Plant, that is sourced from the California State Water Project and Colorado River.

(d) The turbidity level in the combined filter effluent at Mills and Skinner Filtration plants must be less than or equal to 0.3 NTU in 95% of monthly measurements, with no readings exceeding 1 NTU. Similarly, the Hemet and Perris Water Filtration plants must maintain a turbidity level less than or equal 0.1 NTU in 95% of monthly measurements, with no readings exceeding 1 NTU.

(e) Compliance with the State MCL is based on a RAA. The average value shown is the highest RAA calculated in 2023. For Rainbow Surface Water, the RAA includes samples taken in 2022 in the calculation, which is the reason it is outside of the range of values, which only represent samples collected in 2023.

(f) The CCRDL is based on the United States Environmental Protection Agency (EPA) Fifth Unregulated Contaminant Monitoring Rule (UCMR5) minimum reporting levels (MRLs) for 25 EPA 533 constituents and lithium.

(g) The average and range reported are based on only a single water source since only one water source was sampled for the reported constituent.

(h) The average concentration provided is the highest RAA. The values reported are based solely on Metropolitan Water District's Mills and Skinner Water Treatment Plants.

(i) Total coliform compliance is determined based on the total number of monthly samples collected. For a water system collecting at least 40 samples per month (Riverside system), the treatment technique (TT) trigger is set at 5% of monthly samples being positive. For a water system collecting fewer than 40 samples per month (Murrieta and Rainbow systems), the treatment technique (TT) trigger is set at two positive monthly samples.

(j) Turbidity is a measure of the cloudiness of the water. High turbidity can hinder the effectiveness of disinfectants. We monitor it because it's a good indicator of water quality and the effectiveness of filtration systems, where used.

(k) This data was from the Fourth Unregulated Contaminant Monitoring Rule (UCMR4) program that was conducted in 2018 through 2019.

2023
WATER QUALITY REPORT

VIEW THIS REPORT AT WESTERNWATERCA.GOV/WATERQUALITYREPORT

As required by the Environmental Protection Agency and State Water Resources Control Board Division of Drinking Water, Western Water is pleased to make this important report available to all customers.

Customers can request a printed copy of the report. Upon request, Western Water will mail a paper copy to you.

To request a printed copy of the report:
- Email outreach@wmwd.com
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