

# 2019 Annual Drinking Water Quality Report



# CITY OF HOLLISTER 2019 Annual Drinking Water Quality Report

UNREGULATED CONTAMINANTS (CONT.)					
UNREGULATED CONTAMINANTS	COH Avg (Range) Date	LESSALT Avg (Range) Date	SSCWD Avg (Range) Date	WEST HILLS Avg (Range) Date	UNITS
Monobromoacetic acid	1 (ND - 1.9) 11/21/18	N/A	.6 (.31 - .93) 12/3/18	N/A	PPB
Tribromoacetic acid	1.4 (0 - 3.7) 11/21/18	N/A	3.03 (<MRL - 5.3) 12/3/18	N/A	PPB

SOURCE WATER					
Bromide	260.1 (74.5 - 441) 11/21/18	220 (130 - 320) 12/26/18	282 (240 - 310) 6/4/18	240 (130 - 320) 12/26/18	PPB
Germanium	.3 (.3 - .3) 11/21/18	ND	.03 (ND - .3) 12/3/18	ND	PPB
Manganese	2.2 (.4 - 6.2) 11/21/18	1.73 (<MRL - 4.6) 12/3/18	1.76 (<MRL - 7.9) 12/3/18	2.6 (2 - 3.2) 12/3/18	PPB
N-Butyl alcohol	ND	.66 (<MRL - 2) 11/21/18	ND	ND	PPB

## IS FLUORIDE ADDED TO OUR DRINKING WATER?

No, fluoride is not added to the City's water supply. However, it does occur naturally.

## SPILL RESPONSE AGENCIES

For additional information on water conservation, please contact the following agencies:

**City of Hollister  
Community Services**

(831) 636-4370

www.hollister.ca.gov

**San Benito County Water  
District**

(831) 637-8218

www.sbcwd.com

Please contact our stormwater hotline **1 (800) 78-CRIME** if you see anyone dumping into the stormwater drains.

## DRINKING WATER SOURCE WATER ASSESSMENT

**Groundwater:** An assessment of the City of Hollister Groundwater Well Sources (Hollister Wells #1 through #6 and Cullum #1 and #2) was completed in February 2006. Summaries of the results may be viewed at the locations presented further in this section. Currently, three wells are out of service indefinitely. These sources are considered most vulnerable to the following activities not associated with any detected contaminants: Agricultural, residential and municipal activities, septic and sewer collection systems, farm machinery, gas stations, chemical/petroleum processing/storage, utility stations- maintenance areas, dry cleaners, parking lots, and malls.

**LESSALT Surface Water Treatment Plant:** An assessment of the LESSALT Water Treatment Plant Surface Water Source was completed in March 2009. This source is considered most vulnerable to the following activities not associated with any detected contaminants: Recreational Area, Government Agency Equipment Storage, Road, Streets, Septic Systems, Sewer Collection Systems, Grazing Animals, Farm Machinery, Wells and Irrigation.

**West Hills Surface Water Treatment Plant:** In 2017 the City of Hollister, in partnership with Sunnyslope County Water District and San Benito County Water District, began sending to residents better quality water from the brand new West Hills Surface Water Treatment Plan. An assessment of this source was completed in April 2014. This source is most vulnerable to the following activities not associated with any detected contaminants: Recreational Area, Government Agency Equipment Storage, Road, Streets, Septic Systems, Sewer Collection Systems, Grazing Animals, Farm Machinery, Wells and Irrigation.

Copies of the summaries of the completed assessments may be viewed or obtained at:

City of Hollister  
Utilities Division  
1321 South St  
Phone: 831-636-4377

State Water Resources Control Board  
Division of Drinking Water  
Monterey District Office  
1 Lower Ragsdale Dr. Bldg 100, Ste 120  
Monterey, CA 93940  
Phone: 831-655-6939

## FREQUENTLY ASKED QUESTIONS

### HOW HARD IS OUR WATER?

Water hardness is due to dissolved minerals such as calcium and magnesium and occurs naturally in water supplies. Though hard or soft water is not clearly defined, typically, levels of dissolved Calcium Carbonate (CaCO3) in water above 100 ppm or 6 grains per gallon, is considered hard and can cause scale to build up in pipes, on faucets, and leave white spots on dish ware. Water in the City's distribution system, as of February 22, 2019, has a total hardness average of 149 ppm or ~8 grains per gallon.

### WHY DOES MY WATER LOOK YELLOW/BROWN?

The surface water source at times has trace amounts of dissolved Iron and Manganese, which may cause a yellow/brown color in the water, usually most visible in white bathtubs, sinks or toilets. This condition does not constitute a health risk and flushing your water pipes will often remedy the situation. Another source of color can be naturally occurring organic materials.

### WHY DOES MY WATER LOOK CLOUDY OR MILKY?

Cloudy or milky water is usually due to air bubbles in the water. Distribution pipes carry water under pressure, which keeps air dissolved in the water. These bubbles initially make a glass of water appear cloudy, but will slowly rise and the water turns clear.

### WHY DOES MY DRINKING WATER TASTE OR SMELL FUNNY?

Taste comes from the minerals dissolved in the water. The two most common reasons for poor tasting or smelling water are:

- Chlorine odor or taste is normally a result of the chlorine required to disinfect the water supply. If the smell is particularly strong, leave the water in an open container for the chlorine to dissipate. A residential carbon filter element can improve this.
- A rotten-egg odor in water is caused by hydrogen sulfide, (non-toxic in small amounts), dissolved in the water and usually coming from the hot water faucet. A remedy is to slightly turn up the temperature in your water heater. Periodic draining of the water heater is recommended, and may help. Also, if you let the water flush for a few seconds, the smell may disappear.

## CITY OF HOLLISTER WATER DEPARTMENT

MICHAEL GRZAN  
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JR. WATER OPERATOR

For more information on this report please call Michael Grzan at (831)636-4377 or email at Michael.Grzan@Hollister.ca.gov.

Para una traducción al español de este informe, por favor llame al (831)636-4370 o por correo electrónico Michael.Grzan@Hollister.ca.gov

### PUBLIC PARTICIPATION

The City Council normally meets the 1st and 3rd Monday of each month beginning at 6:30 p.m. in the City Council Chambers at 375 Fifth Street, Hollister.

Area water issues are discussed, and the public is also welcome at the Water Resource Association of San Benito County, which also meets at City Hall, 375 Fifth Street, on the first Thursday of most months at 7:00p.m. (see the WRA website at <http://www.wrasbc.org>)

Este informe contiene información muy importante sobre su agua potable, lea el segundo párrafo. Para información en español llame al (831) 636-4370

## REPORT SUMMARY

The City of Hollister (City) is pleased to present this year's Annual Drinking Water Quality Consumer Confidence Report. The purpose of this report is to increase your understanding and confidence in the quality of drinking water delivered to you by the City of Hollister Water System. Included are details about where your water comes from, what it contains, and how it compares to State standards. Our constant goal is to give you a safe and reliable drinking water supply.

Please note that tenants, employees and students may not receive this report since they are not direct customers of the City. Please make this report available to such people by distributing copies or posting in a conspicuous location. This report is also available on-line at:

<http://hollister.ca.gov/government/city-departments/community-services/utilities-water/>

## HEALTH INFORMATION

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 Environmental Protection Agency and Center for Disease Control guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791). [www.epa.gov/safewater/hfacts.html](http://www.epa.gov/safewater/hfacts.html) and California Department of Health Services web site [www.dhs.ca.gov/ps/ddwem/default.htm](http://www.dhs.ca.gov/ps/ddwem/default.htm)

Contaminants that may be present in source water include:

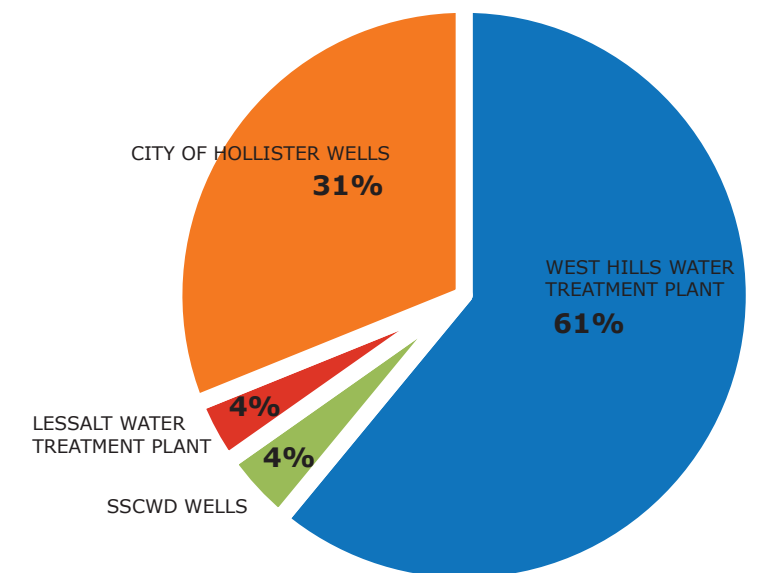
- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- Inorganics, such as salts and metals, that can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.
- Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

Water quality monitoring information for all sources to the City of Hollister Water System is available in tables shown in the various sections of this report. Additional water quality data is provided for regular monitoring performed in 2019, throughout some 112 miles of water distribution system.

## WATER SOURCES

During 2019, the City of Hollister obtained 31% of its potable drinking water from its five active deep groundwater wells located throughout the City and Cienega Valley, 4% from surface water, treated at the Lessalt Water Treatment Plant, 4% of groundwater from the Sunnyslope County Water District (SSCWD) wells through a series of distribution system inter-ties, and 61% from the new West Hills Water Treatment Plant.

**2019 CITY OF HOLLISTER WATER SOURCES**  
Percent of total produced surface and ground water entering the City of Hollister Water System (1,124,504,241 gallons)



## WATER QUALITY

The City regularly collects and tests water samples from designated sampling points throughout our water distribution system to ensure the water delivered to you meets or exceeds federal and state drinking water standards. In addition to our extensive treatment process control monitoring, from January 1st to December 31st, 2019 the City has conducted 388 tests for contaminants. Only 18 of these contaminants were detected, and of those only one was found at a level higher than the State allows.

This exceedance occurred at an isolated location at the City Airport. As required by State regulations, all customers were notified of the matter and the City expeditiously began corrective protocol to ensure the safety of your drinking water all customers were notified of the matter. For more information, see the paragraph marked **Compliance Information** further in this report.

However, 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. So, In order to ensure that tap water is safe to drink, the USEPA and SWRCB-DDW prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. SWRCB-DDW regulations also establish limits for contaminants in bottled water that provide the same protection for public health.

## KEY WATER QUALITY TERMS

Following are definitions of key terms referring to standards and goals of water quality noted on the adjacent data table.

**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 to monitor and control 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 California Environmental Protection Agency.

**Primary Drinking Water Standard (PDWS)** - MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

**Secondary Drinking Water Standard (SDWS)** - Secondary MCLs do not have PHGs or MCLGs because secondary MCLs are set to protect the aesthetics of water and PHGs and MCLGs are based on health concerns.

## DISINFECTION BY-PRODUCT COMPLIANCE INFORMATION

The mission for all public water supply systems is to provide safe and clean drinking water to you, your family, or business. To ensure this, disinfectants are added as part of the water treatment process to kill disease-causing organisms or pathogens. However, as a result of this process, disinfection by products (DBP's) are produced, which in high levels can cause health effects. This presents a major challenge for public water supply systems, to remove organisms and pathogens from your drinking water, while still maintaining sufficient disinfection. In order to determine safe levels of disinfection by products, and ensure the elimination of pathogens and organisms in your drinking water The City of Hollister routinely monitors for these at different locations throughout the City. The testing results from March 2019 through September 2019 show that our system exceeded the maximum contaminant level (MCL) for Total Trihalomethanes (TTHM) which is 80 micrograms per liter (ug/L).

Compliance is determined by averaging the sample results for each monitoring site, individually, over a 12-month period. This is known as a Locational Running Annual Average (LRAA). An exceedance occurs when a single site produces an annual average over the MCL. The site in the City's water system where the LRAA exceedance occurred was at the Hollister Airport. The TTHM LRAA results at the Hollister Airport sites were 81 ug/L and 86 ug/L in the first quarter of 2019 and only one site at the Hollister Airport was above the MCL in the third quarter of 2019 at 91 ug/L.

To correct this problem at the Hollister Airport site we have increased dead-end flushing, and are working with a consultant to implement more permanent solutions before December 2019. Moving forward, the City of Hollister will continue to monitor this site closely to ensure compliance with all State, local, and Federal drinking water regulations

### What Should I do?

- You do not need to boil your water or take other corrective actions;
- This is not an emergency. If it had been you would have been notified immediately. However, some people who drink water containing trihalomethanes in excess of the MCL over many years may experience liver, kidney, or central nervous system problems, and may have an increased risk of getting cancer;
- If you have other health issues concerning the consumption of this water, you may wish to consult your doctor.

## MONITORING COMPLIANCE INFORMATION

In 2018 the City of Hollister, due to our South Street groundwater well receiving an electrical system upgrade, was unable to be tested for 1,2,3, -Trichloropropane in its 2nd Quarter. The State Water Resources Control Board has required community water systems to take part in this initial monitoring program to determine which systems may be at risk for the presence of this chlorinated hydrocarbon.

To complete this initial monitoring program, the City has taken another sample in the 2nd Quarter of 2019. **All monitoring results have come back as non-detected, meaning the chemical is not present in our water supply.** As with all regulated and unregulated contaminates, the City is committed to ensuring you, our water customer, are fully informed of the quality of your water and compliance issues.

## 2019 HOLLISTER DRINKING WATER QUALITY DATA

The table below lists all 2019 (January 1st - December 31st, 2019), unless noted otherwise, detected drinking water contaminants and the information about their typical sources. Contaminants below detection limits for reporting are not shown, in accord with regulatory guidance. The State allows us to monitor for some contaminants less than once per year because the concentrations do not change frequently. Some of our data, while representative, are more than one year old. **\*NOTE: The results for TTHM's and HAA5's are based on an LRAA**

DISTRIBUTION SYSTEM								
PRIMARY REGULATED CONTAMINANTS	UNIT	MCL	PHG (MCLG)	RANGE	AVERAGE OR [MAX]	VIOLATION	MAJOR SOURCES OF CONTAMINANT	
<b>MICROBIOLOGICAL CONTAMINANTS</b>								
Total Coliform Bacteria	-	1	0	(0)	0	NO	Naturally present in the environment	
Fecal Coliform or E. coli	-	1	0	(0)	0	NO	Human and animal fecal waste	
Turbidity	NTU	5	5	(ND - 6.8)	0.37	NO	Soil runoff	
<b>DISINFECTION BY-PRODUCTS</b>								
<b>TTHM</b>	<b>PPB</b>	<b>80</b>	<b>N/A</b>	<b>(13 - 159)</b>	<b>91*</b>	<b>YES</b>	<b>Byproduct of drinking water disinfection</b>	
HAA5	PPB	60	N/A	(2 - 17)	18*	NO	Byproduct of drinking water disinfection	
Chlorine	PPM	4	N/A	(0 - 2.7)	1.33	NO	Drinking water disinfectant added for treatment	
<b>LEAD AND COPPER</b>								
<b>LEAD AND COPPER</b>	<b>UNITS</b>	<b>AL</b>	<b>PHG</b>	<b>No. of Sites</b>	<b>No. of Sites over AL</b>	<b>90th Percentile</b>	<b>MAJOR SOURCES OF CONTAMINANT</b>	
Copper (8-10-17)	PPM	1.3	0.17	31	0	0.37	Internal corrosion of household water plumbing systems	
Lead (8-10-17)	PPB	15	N/A	31	1	ND	Internal corrosion of household water plumbing systems	
<b>SOURCE WATER</b>								
<b>PRIMARY REGULATED CONTAMINANTS</b>	<b>COH WELLS Avg (Range) Date</b>	<b>LESSALT Avg (Range) Date</b>	<b>SSCWD Avg (Range) Date</b>	<b>WEST HILLS Avg (Range) Date</b>	<b>UNITS</b>	<b>MCL</b>	<b>PHG (MCLG)</b>	<b>MAJOR SOURCES OF CONTAMINANT</b>
<b>RADIOACTIVE CONTAMINANTS</b>								
Gross Alpha	ND	ND	ND	0.220 (ND-0.89) 1/17/20149	pCi/L	15	0	Erosion of natural deposits
Radium 228	0.07 (ND - 0.22) 1/14/19	1.78 1/17/2019	0.01 1/10/2019	1.55 1/17/2019	pCi/L	5	0.019	Erosion of natural deposits
Radium 226	0.04 (ND - 0.12) 1/14/19	0.26 1/17/2019	0.67 1/10/19	1.20 1/17/2019	pCi/L	5	0.019	Erosion of natural deposits
Uranium	3.55 (1.33 - 9) 12/5/07	N/A	2.9 (2.7 - 3.1) 10/7/14	N/A	pCi/L	20	0.43	Erosion of natural deposits
Strontium-90	N/A	N/A	0.09 (ND - 0.75) 4/6/11	N/A	pCi/L	8	0.35	Decay of natural and man-made deposits
<b>INORGANIC CONTAMINANTS</b>								
Aluminum	ND	ND	ND	.14 1-17-19	PPM	1	0.6	Erosion of natural deposits
Arsenic	0.44 (ND - 2.2) 6/8/17	ND	1.26 (ND-3.5) 4/6/17	ND	PPB	10	0.004	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes.
Copper	14.5 (ND - 87) 9/16/15	N/A	N/A	N/A	PPB	1.3	0.3	Leaching from natural deposits
Chromium, Total	5 (ND - 13) 6/8/17	ND	7.2 (ND - 13) 4/6/17	ND	PPB	50	100	Discharge from steel and pulp mills and chrome plating;erosion of natural deposits
Nitrate as N	3.12 (1.6 - 4.9) 12/5/19	0.55 1-17-19	2.32 (1.1 - 4) 10-2-19	ND	PPM	10	10	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Selenium	1.06 (ND - 4.9) 12/5/19	2.2 1/17/19	ND	ND	PPB	50	30	Discharge from petroleum, glass, and metal refineries; erosion of natural deposits; discharge from mines and chemical manufacturers; runoff from livestock lots (feed additive)
Fluoride	0.32 (0.28 - 0.38) 6/8/17	ND	0.25 (0.2 - 0.33) 4/6/17	0.1 (N/A) 1-17-19	PPM	2	1	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
<b>SECONDARY REGULATED CONTAMINANTS</b>	<b>COH WELLS Avg (Range) Date</b>	<b>LESSALT Avg (Range) Date</b>	<b>SSCWD Avg (Range) Date</b>	<b>WEST HILLS Avg (Range) Date</b>	<b>UNITS</b>	<b>MCL</b>	<b>MAJOR SOURCES OF CONTAMINANT</b>	
<b>INORGANIC CHEMICALS</b>								
Iron	98 (ND - 410) 10/15/19	0.12 1-17-19	ND	0.18 1-17-19	PPB	300		Leaching from natural deposits; industrial wastes
Manganese	12 (ND - 110) 10/15/19	0.016 1-17-19	ND	ND	PPB	50		Leaching from natural deposits

SOURCE WATER (CONT.)							
SECONDARY REGULATED CONTAMINANTS	COH WELLS Avg (Range) Date	LESSALT Avg (Range) Date	SSCWD Avg (Range) Date	WEST HILLS Avg (Range) Date	UNITS	MCL	MAJOR SOURCES OF CONTAMINANT
<b>GENERAL MINERAL AND PHYSICAL</b>							
Chloride	77.53 (24 - 130) 10/15/19	110 1-17-19	111.5 (96-130) 9-5-2019	90 1-17-19	PPM	N/A	Runoff/leaching from natural deposits
Color	15 (5 - 52) 6/8/17	20 UW (N/A) 1-17-19	ND	15 UW (N/A) 1-17-19	UNITS	15	Naturally-occurring organic materials
Hydroxide	136.67 (ND - 420) 9/16/15	N/A	N/A	N/A	PPM	N/A	Due to chemicals naturally occurring in the soil below the earth's surface
Specific Conductance (EC)	961.33 (300 - 1500) 10/15/19	540 (470 - 610) 7/16/19	1400 8-28-19	530 7-16-19	um-hos/cm	1600	Substances that form ions when in water;
Sulfate as SO4	159.73 (20 - 290) 10/15/19	41 1-17-19	195 (170-210) 9-5-2019	36 1-17-19	PPM	500	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids	587.33 (180 - 940) 10/15/19	320 1-17-19	752.5 (730-800) 9-5-19	270 1-17-19	PPM	1000	Runoff/leaching from natural deposits
Turbidity	1.6 (ND - 9.3) 10/14/14	.03 TW 12/31/19	.18 (ND -0.32) 1/18/17	.031 TW (.03-.23) 12/31/19	NTU	5	Soil runoff

ADDITIONAL WATER QUALITY INFORMATION							TABLE KEY
DETECTED CONTAMINANTS	COH WELLS Avg (Range) Date	LESSALT Avg (Range) Date	SSCWD Avg (Range) Date	WEST HILLS Avg (Range) Date	UNITS		
Bicarbonate	274.33 (79 - 410) 10/11/18	78 1-17-19	272 (230 - 290) 4/6/11	83 1-17-19	PPM		<b>AL</b> - Action Limit <b>COH</b> - City of Hollister <b>LRAA</b> - Locational Running Annual Average <b>N/A</b> - Not Applicable in this situation <b>ND</b> - Not Detected <b>NTU</b> - Nephelometric Turbidity Unit <b>pCi/L</b> - Picocuries per liter (a measure of radioactivity) <b>PPB</b> - Parts Per Billion <b>PPM</b> - Parts Per Million <b>RAA</b> - Running Annual Average <b>SSCWD</b> - Sunnyslope County Water District <b>TW</b> - Untreated Water <b>UW</b> - Untreated Water
Boron	.516 (ND - 1) 10/15/19	140 9-11-18	880 (830-930) 9/6/18	N/A	PPM		
Calcium	50.53 (29 - 71) 10/15/19	22 1-17-19	68.4 (54 - 92) 1/18/17	21 1-17-19	PPM		
Hardness, Total	330.40 (98 - 519) 10/15/19	120 1-17-19	395 (370 - 420) 1/18/17	110 1-17-19	PPM		
Magnesium	49.47 (5.9 - 83) 10/15/19	15 1-17-19	63.6 (56 - 72) 1/18/17	14 1-17-19	PPM		
pH	7.53 (6.84 - 7.99) 10/15/19	7.8 (6.4-8.5) 1-17-19	7.86 (7.7 - 8) 1/18/17	7.9 (6.4-8.5) 1-17-19	pH Units		
Sodium	85.07 (19 - 150) 10/15/19	74 1-17-19	117.5 (110-120) 9-5-19	62 1-17-19	PPM		
Total Alkalinity as CaCO3	227.20 (65 - 340) 10/15/19	78 1-17-19	308 (280 - 340) 1/18/17	83 1-17-19	PPM		

DISTRIBUTION SYSTEM					
UNREGULATED CONTAMINANTS	COH Avg (Range) Date	LESSALT Avg (Range) Date	SSCWD Avg (Range) Date	WEST HILLS Avg (Range) Date	UNITS
Bromochloroacetic acid	3.7 (1.8 - 6.9) 11/21/18	N/A	2.09 (.94 - 3) 12/3/18	N/A	PPB
Bromodichloroacetic acid	.4 (ND - 1.2) 11/21/18	N/A	.94 (<MRL - 1.5) 12/3/18	N/A	PPB
Chlorodibromoacetic acid	1.9 (1 - 3.4) 11/21/18	N/A	2.24 (.82 - 3.1) 12/3/18	N/A	PPB
Dibromoacetic acid	10.2 (5.6 - 19) 11/21/18	N/A	15.4 (2.2 - 48) 12/3/18	N/A	PPB
Dichloroacetic acid	1.3 (.7 - 2.7) 11/21/18	N/A	.59 (.26 - 1) 12/3/18	N/A	PPB