West Valley Water District

2019 DRINKING WATER QUALITY REPORT

SAFE. HIGH QUALITY. RELIABLE.

A MESSAGE FROM WVWD

Dear Ratepayers,

In line with our mission to continue providing greater transparency and accountability, West Valley Water District (WVWD) produces this annual report to help ratepayers understand where their water comes from and how we treat it. The U.S. Environmental Protection Agency (EPA) and the California Division of Drinking Water mandate that all water agencies produce an annual document educating customers about the quality of their drinking water for the previous year. By making this report readily available, we want to ensure valuable customers like you can access and understand this crucial information.

We are proud that the tests we conduct annually demonstrate that our water exceeds all regulatory quality standards.

As WVWD continues to experience record growth, we not only endeavor to provide the best quality and service for the ratepayers we serve today, but also for those to come. We continue to manage water sources from various basins including Chino, Bunker Hill, Lytle Creek, North Riverside, and Rialto-Colton. We also make use of surface water and water from the California State Water Project, which both are treated at our Oliver P. Roemer Water Filtration Facility.

Our priority at West Valley Water District is to provide our customers with safe, high quality, and reliable water at a reasonable rate and sustainable manner. Projects such as the Well Optimization Project ensure WVWD continues to meet or exceed our state's strict water quality regulations, as well as meet the demands of our ratepayers and growing region.

If you have any questions regarding the 2019 Consumer Confidence Report, please contact our customer service department (909) 875-1804.

We're proud of our water, and hope you are too.

Sincerely,

The West Valley Water District Board of Directors

Channing Hawkins
President, Division 4

Kyle Crowther
Vice President, Division 1

Dr. Michael Taylor
Director, Division 2

Dr. Clifford Young, Sr.
Director, Division 3

Greg Young
Director, Division 5

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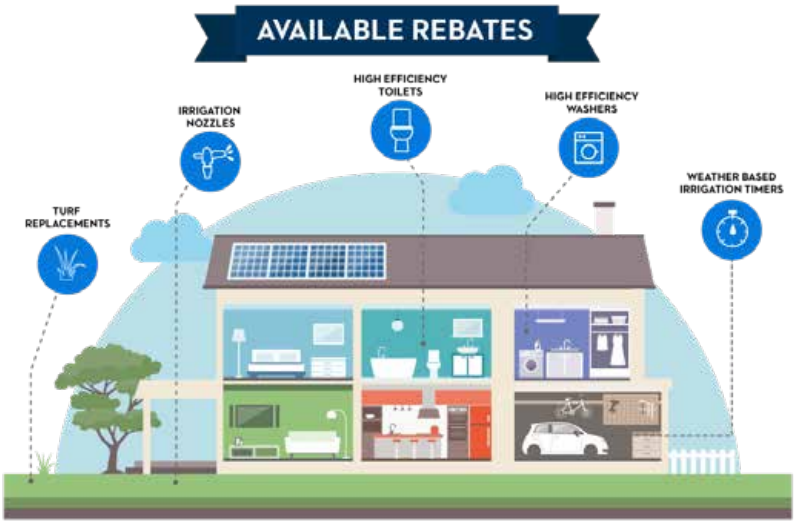
UNDERSTANDING OUR WATER SYSTEM



*Schedule a Water Efficiency Survey by contacting our Customer Service Department and utilize our rebate program. (909) 875-1804

Rebates Available:

$50	**High Efficiency Toilet**
$100	**High Efficiency Washing Machine**
$100	**Weather Based Irrigation Controllers**
$1/sq. ft.	**Turf Replacement**
$4	**High Efficiency Nozzle**

WATER SYSTEM INFORMATION

At West Valley Water District (WVWD), our mission is to provide our customers with safe, high quality and reliable water service at a reasonable rate and in a sustainable manner.

WVWD is a Special District governed by a five-member Board of Directors providing retail water to approximately 87,990 customers. WVWD serves quality drinking water to portions of Rialto, Colton, Fontana, Bloomington, and portions of the unincorporated area of San Bernardino County and a portion of city of Jurupa Valley in Riverside County.

The goal of our Drinking Water Quality Report is to inform our customers about the quality of our drinking water, the sources of our water, any monitored contaminants found in drinking water, and whether our system meets state and federal drinking water standards. Our water quality data is submitted to the State Water Resources Control Board, Division of Drinking Water (DDW), in order to monitor our compliance for all regulatory standards and assure high quality drinking water is consistently delivered directly to our customers.

CONTACT INFORMATION

If you have any questions regarding the contents in this report or regarding water quality, please contact Janet Harmon, Acting Water Quality Supervisor, at (909) 875-1804 ext. 371.

PUBLIC PARTICIPATION

Public involvement is central to ensuring that we are meeting the highest water supply, water quality, and customer service standards. We welcome your input; please see below for ways you can be involved with West Valley Water District. Visit the links below to view content and schedules.
www.wvwd.org
https://wvwd.org/about/meetings-events/

NON-ENGLISH SPEAKING INFORMATION

Este informe contiene información muy importante sobre su agua para beber. Favor de comunicarse West Valley Water District a 855 W. Base Line Rd., Rialto, CA 92376 para asistirlo en español.

WHERE DOES OUR WATER COME FROM?

West Valley Water District obtains water from both local and imported sources to serve its customers and routinely tests for contaminants from these sources in accordance with federal and state regulations.

LOCAL WATER

GROUNDWATER

40% of WVWD's water supply is from its own groundwater wells, located in five local basins:

- **Bunker Hill Basin**
- **Chino Basin**
- **Lytle Creek Basin**
- **North Riverside Basin**
- **Rialto-Colton Basin**

19% of WVWD's water supply consists of additional groundwater purchased from San Bernardino Valley Municipal Water District through the Baseline Feeder Project. This water also comes from local wells in the Bunker Hill Basin.

SURFACE WATER

21.5% of WVWD's water supply is surface water from Lytle Creek in the San Bernardino Mountains. This water is treated through WVWD's Oliver P. Roemer Water Filtration Facility.

IMPORTED WATER

STATE WATER PROJECT

19.5% of WVWD's water supply is surface water purchased from the California State Water Project through San Bernardino Valley Municipal Water District. This water is also treated through WVWD's Oliver P. Roemer Water Filtration Facility.

– WHERE DOES OUR WATER COME FROM? –

SOURCE WATER ASSESSMENT

In 2002, West Valley Water District, in partnership with the San Bernardino Valley Water Conservation District, conducted source water assessments of all our drinking water wells. No contaminants have been detected above the Maximum Contaminant Levels (MCL) set by the State Water Resources Control Board (SWRCB). However, sources are considered potentially vulnerable to the following:

- Fecal Coliform and E. Coli Bacteria - Heavy recreational activities in both Lytle Creek and Lake Silverwood during warm summer months increase vulnerability. In order to ensure safety, WVWD samples water sources weekly to ensure chlorine is at an acceptable level and the water is negative for any harmful bacteria. WVWD is also vigilant about using sodium hypochlorite as a disinfectant.
- Methyl Tertiary Butyl Ether (MTBE) - Sources located near gasoline service stations and underground gas storage tanks are vulnerable. A MTBE plume is leaching from the Colton Gasoline Storage Terminal. To ensure safety, the Colton Gasoline Storage Terminal is offline. MTBE levels are proactively monitored monthly. If any tests show MTBEs are close to 50% of the acceptable limit, WVWD increases the frequency of its monitoring.
- Volatile Organic Chemicals (VOCs) and Synthetic Organic Chemicals (SOCs) - Although all WVWD groundwater wells were determined to be vulnerable to both VOCs and SOCs, WVWD has never had a major issue with VOCs or SOCs. Of approximately 50 potential contaminants, there has only ever been a minor issue with one contaminant - 1,2,3-Trichloropropane (1,2,3-TCP). This well was taken offline before the contaminant - which was still below the legal limit - could enter the drinking water system. WVWD samples wells monthly.
- Perchlorate - Detected at low levels in six groundwater wells (Wells 11, 16, 17, 18A, 41, and 42). These wells are primary water sources and have treatment systems installed. It is believed that the likely sources for perchlorate originate from former manufactures of rocket fuel/fireworks and fertilizer. In order to combat any potential negative impacts, the affected wells have ion exchange systems installed for perchlorate removal.
- Nitrate - Some groundwater wells are vulnerable. Nitrate contamination is the result of leaching septic systems and past citrus farming. To proactively combat any nitrate in the water system, WVWD runs monthly tests. It is extremely rare for WVWD to find an issue with nitrate levels.
- Cryptosporidium - Microbial pathogen found in surface water throughout the U.S. WVWD employs state-of-the-art continuous monitoring systems. Cryptosporidium is removed with sodium hypochlorite.

To view completed source water assessments, you may visit our District office located at: 855 W. Base Line Rd., Rialto, CA, 92376 or call (909) 875-1804.

EMERGENCY WELL OPTIMIZATION PROJECT

In 2019, WVWD's Board of Directors approved the Emergency Well Optimization Project with the goal of rehabilitating and improving existing groundwater wells. The project addressed decreasing water levels and contaminant issues within our wells. The Well Optimization Project focuses on a long-term diversification of the Water District's water supply. The project allowed the West Valley Water District to reinstate six wells. The increased pumping capacity of these wells added 14 million gallons of drinking water per day.

- **Three wells were lowered to 100 feet below current pumping water levels to access water found deeper underground.**
- **One well was equipped with wellhead treatment systems to remove perchlorate and nitrate contamination, an unfortunate result of past military, industrial, and agricultural activities that thrived in the region.**
- **One well was outfitted with a de-aeration tank, a system that removes entrained air from the water.**

DEFINITIONS

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): This 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.

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.

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

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

Picocuries per Liter (pCi/L): Measurement commonly used to measure radionuclides in water.

Nephelometric Turbidity Unit (NTU): A measure of clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

Milligrams per Liter (mg/L): Or parts per million (ppm) corresponds to 1 penny out of $10,000.

Micrograms per Liter (µg/L): Or parts per billion (ppb) corresponds to 1 penny out of $10,000,000.

Nanograms per Liter (ng/L): Or parts per trillion (ppt) corresponds to 1 penny of $10,000,000,000.

Microsiemens per centimeter (µS/cm): A measure of conductivity.

Threshold Odor Number (TON): A measure of odor.

Regulatory Action Level (AL): Concentration of a contaminant which, when exceeded, triggers treatment or other requirements that a water system must follow.

Running Annual Average (RAA): The yearly average which is calculated every 3 months using the previous 12 months' data.

Local Running Annual Average (LRAA): The RAA at one sample location.

Disinfection By-Product: Compounds which are formed from mixing of organic or mineral precursors in the water with ozone, chlorine, or chloramine. Total Trihalomethanes and Haloacetic Acids are disinfection by-products.

Secondary Drinking Water Standard (Secondary Standard): MCLs for contaminants that do not affect health, but are used to monitor the aesthetics of the water.

Notification Level (NL): Health-based advisory levels established by the SWRCB for chemicals in drinking water that lack MCLs.

90th Percentile: The value in a data set in which 90 percent of the set is less than or equal to this value. The Lead and Copper Rule uses the 90th percentile to comply with the Action Level.

WATER QUALITY RESULTS

DISTRIBUTION SYSTEM

Parameter	Sample Date	Units	MCL	PHG (MCLG)	Result Type	Results	Violation Yes/No	Likely Source of Contamination
PRIMARY STANDARDS - Mandatory Health-Related Standards								
Microbiological								
Total Coliform Bacteria	2019	%	5	(0)	Maximum Monthly Positive Samples	1	No	Naturally present in the environment.
Disinfection Byproducts, Disinfectant Residuals, and Disinfection Byproduct Precursors								
Haloacetic Acids	2019	µg/L	LRAA = 60	N/A	Range Highest LRAA	ND-19 16	No	Byproduct of drinking water disinfection.
Total Trihalomethanes	2019	µg/L	LRAA = 80	N/A	Range Highest LRAA	ND-69 60	No	Byproduct of drinking water disinfection.
Chlorine	2019	mg/L	MRDL = 4.0 (as Cl2)	MRDLG = 4.0 (as Cl2)	Range Highest RAA	0.03-2.18 1.30	No	Drinking water disinfectant added for treatment.
Lead and Copper								
Lead	2018	µg/L	AL=15	0.2	# of Sites Sampled # of Sites Over AL 90th Percentile (µg/L)	30 0 ND	No	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits.
Copper	2018	mg/L	AL=1.3	0.3	# of Sites Sampled # of Sites Over AL 90th Percentile (mg/L)	30 0 0.12	No	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.
Lead in Schools								
Lead	2019	µg/L	AL=15	0.2	# of Sites Sampled # of Sites Over AL 90th Percentile (µg/L) # of Schools Sampled	6 0 ND 1	No	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits.
SECONDARY STANDARDS - Aesthetic Standards[1]								
Color	2019	Units	15	N/A	Range Average	ND-5 ND	No	Naturally-occurring organic materials.
Specific Conductance	2019	µS/cm	900	N/A	Range Average	230-530 382	No	Substances that form ions when in water; seawater influence.
Odor Threshold	2019	TON	3	N/A	Range Average	1-3 1	No	Naturally-occurring organic materials.
Turbidity	2019	NTU	5	N/A	Range Average	ND-0.4 0.2	No	Soil runoff.
OTHER PARAMETERS								
pH	2019	pH units	No Standard	N/A	Range Average	7.5-8.3 7.9	No	Characteristic of water.
Total Alkalinity (as CaCO3)	2019	mg/L	No Standard	N/A	Range Average	55-210 143	No	Naturally occurring.
Calcium	2019	mg/L	No Standard	N/A	Range Average	17-78 49	No	Erosion of salt deposits in soil and rock.

Footnotes:
[1] Compliance with secondary standards are based on a annual average. Values above the MCL are acceptable, as long as the average is below the MCL.

AL - Regulatory Action Level; 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; ND - Non-Detected; NL - Notification Level; NR - No Range; N/A - Not Applicable; NTU - Nephelometric Turbidity Units; PHG - Public Health Goal; RAA - Running Annual Average; TON - Threshold Odor Number

WATER QUALITY RESULTS

BASELINE FEEDER AND GROUNDWATER WELLS

Parameter	Sample Date[1]	Units	MCL	PHG (MCLG)	Result Type	Results		Violation Yes/No	Likely Source of Contamination
						Baseline Feeder	Wells		
PRIMARY STANDARDS - Mandatory Health-Related Standards									
Radiological									
Gross Alpha Particle Activity	2018 2019	pCi/L	15	(0)	Range Average	5.5-5.6 5.6	ND-4.7 3.8	No	Erosion of natural deposits.
Uranium	2018 2019	pCi/L	20	0.43	Range Average	3.5-5.1 4.3	1.9-4.7 2.9	No	Erosion of natural deposits.
Inorganic Chemicals									
Aluminum	2018 2019	mg/L	1	0.6	Range Average	NR ND	ND-0.039 ND	No	Erosion of natural deposits; residue from some surface water treatment processes.
Arsenic	2018 2019	µg/L	10	0.004	Range Average	1.1-3.2 1.8	0.44-7.2 3.3	No	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes.
Fluoride	2018 2019	mg/L	2	1	Range Average	0.26-0.77 0.46	0.15-0.31 0.27	No	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories.
Nitrate as Nitrogen	2019	mg/L	10	10	Range Average	2.3-6.2 4.2	0.8-5.2 3.0	No	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits.
Volatile Organic Chemicals									
Toluene	2018	µg/L	150	150	Range Average	NR ND	ND-1.7 ND	No	Discharge from petroleum and chemical factories; underground gas tank leaks.
Trichloroethylene (TCE)	2018	µg/L	5	1.7	Range Average	ND-0.8 ND	NR ND	No	Discharge from metal degreasing sites and other factories.
Disinfection Byproducts, Disinfectant Residuals, and Disinfection Byproduct Precursors									
Chlorine	2019	mg/L	MRDL = 4.0 (as Cl2)	MRDLG = 4.0 (as Cl2)	Range Average	1.00-1.84 1.36	N/A N/A	No	Drinking water disinfectant added for treatment.
SECONDARY STANDARDS - Aesthetic Standards[2]									
Aluminum	2017 2018 2019	µg/L	200	N/A	Range Average	NR ND	ND-39 ND	No	Erosion of natural deposits; residue from some surface water treatment processes.
Foaming Agents (MBAS)	2017 2018 2019	µg/L	500	N/A	Range Average	NR ND	ND-430 ND	No	Municipal and industrial waste discharges.
Chloride	2019	mg/L	500	N/A	Range Average	NR 10	3-10 4.9	No	Runoff/leaching from natural deposits; seawater influence.
Color	2019	Units	15	N/A	Range Average	NR ND	0-30 ND	No	Naturally-occurring organic materials.
Specific Conductance	2018 2019	µS/cm	1600	N/A	Range Average	490-530 510	310-510 358	No	Substances that form ions when in water; seawater influence.
Iron	2018 2019	µg/L	300	N/A	Range Average	NR ND	ND-350 ND	No	Leaching from natural deposits; industrial wastes.
Manganese	2018 2019	µg/L	50	N/A	Range Average	2.0-8.1 5.7	ND-230 ND	No	Leaching from natural deposits.
Odor Threshold	2019	TON	3	N/A	Range Average	1-2 1	1-2 1	No	Naturally-occurring organic materials.
Sulfate	2017 2018 2019	mg/L	500	N/A	Range Average	50-51 51	10-57 16	No	Runoff/leaching from natural deposits; industrial wastes.

WATER QUALITY RESULTS

Total Dissolved Solids	2019	mg/L	1000	N/A	Range Average	260-360 327	190-340 224	No	Runoff/leaching from natural deposits.
Turbidity	2019	NTU	5	N/A	Range Average	ND-0.4 ND	ND-12 0.9	No	Soil runoff.
OTHER PARAMETERS									
pH	2017 2018 2019	pH units	No Standard	N/A	Range Average	7.7-8.0 7.9	6.9-8.2 7.8	No	Characteristic of water.
Total Alkalinity (as $CaCO_3$)	2017 2018 2019	mg/L	No Standard	N/A	Range Average	180-210 197	150-190 156	No	Naturally occurring.
Calcium	2017 2018 2019	mg/L	No Standard	N/A	Range Average	70-73 72	48-81 54	No	Erosion of salt deposits in soil and rock.
Hardness	2017 2018 2019	mg/L	No Standard	N/A	Range Average	210-230 223	140-250 177	No	Hardness is the sum of polyvalent cations present in the water, generally magnesium and calcium. The cations are usually naturally occurring.
Sodium	2017 2018 2019	mg/L	No Standard	N/A	Range Average	15-17 16	8.8-17 12	No	Sodium refers to the salt present in the water and is generally naturally occurring.
UNREGULATED CONTAMINANT MONITORING[3]									
Fourth Unregulated Contaminant Monitoring Rule (UCMR4)									
Manganese	2019	µg/L	50	N/A	Range Average	N/A N/A	ND-130[5] 1.0	No	Leaching from natural deposits.

Footnotes:

[1] The State allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old. For sample points that were monitored during the current reporting year, the current reporting year data was used. If a sampling point did not have monitoring data for the reporting year, the most current data was used. Contaminant results are based on the most current data for each sampling point.

[2] Compliance with secondary standards are based on a annual average. Values above the MCL are acceptable, as long as the average is below the MCL.

[3] 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.

[4] There is currently no MCL for hexavalent chromium. The previous MCL of 10 µg/L was withdrawn on September 11, 2017.

[5] The average of samples and blending from wells are below the MCL.

AL - Regulatory Action Level; 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; ND - Non-Detected; NL - Notification Level; NR - No Range; N/A - Not Applicable; NTU - Nephelometric Turbidity Units; PHG - Public Health Goal; RAA - Running Annual Average; TON - Threshold Odor Number

WATER QUALITY RESULTS

TREATMENT PLANTS

Parameter	Sample Date[1]	Units	MCL	PHG (MCLG)	Result Type	Results				Violation Yes/No	Likely Source of Contamination
						Fluidized Bed Reactors (FBR)	Oliver P. Roemer Filtration Facility	Ion Exchange Arsenic Treatment	Ion Exchange Perchlorate Treatment		
PRIMARY STANDARDS - Mandatory Health-Related Standards											
Radiological											
Gross Alpha Particle Activity	2015 2016 2019	pCi/L	15	(0)	Range Average	ND-2.2 2.2	ND-13 ND	NR 8.1	5.4-6.5 6.0	No	Erosion of natural deposits.
Uranium	2015 2016 2019	pCi/L	20	0.43	Range Average	2.0-3.0 2.5	NR 12.0	NR 1.8	3.4-4.7 3.9	No	Erosion of natural deposits.
Inorganic Chemicals											
Aluminum	2017 2018 2019	mg/L	1	0.6	Range Average	NR ND	ND-0.37 ND	NR ND	NR ND	No	Erosion of natural deposits; residue from some surface water treatment processes.
Arsenic	2018 2019	µg/L	10	0.004	Range Average	NR ND	ND-3.3 1.7	1.4-5.9 2.0	0.12-1.5 0.77	No	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes.
Fluoride	2017 2019	mg/L	2	1	Range Average	0.24-0.37 0.29	.045-0.51 0.28	NR 0.25	0.26-0.27 0.27	No	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories.
Nitrate as Nitrogen	2019	mg/L	10	10	Range Average	ND-7.2 ND	0.24-0.75 0.50	4.2-6.3 5.1	4.3-6.8 5.3	No	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits.
Volatile Organic Chemicals											
Methyl Tertiary Butyl Ether (MTBE)	2019	µg/L	13	13	Range Average	ND-0.50 ND	NR ND	2.0-7.7 4.1	NR ND	No	Leaking underground storage tanks; discharge from petroleum and chemical factories.
Tetrachloro-ethylene (PCE)	2017 2019	µg/L	5	0.06	Range Average	NR ND	NR ND	NR ND	ND-2.00 0.59	No	Discharge from factories, dry cleaners, and auto shops (metal degreaser).
Disinfection Byproducts (DBP) and Disinfection Byproduct Precursors											
Total Trihalomethanes	2019	µg/L	80	N/A	Range Average	NR ND	ND-26 18	ND ND	ND ND	No	Byproduct of drinking water disinfection.
Haloacetic Acids	2019	µg/L	60	N/A	Range Average	ND-1.3 ND	1.3-6.3 3.8	N/A N/A	N/A N/A	No	Byproduct of drinking water disinfection.
Control of DBP Precursors Total Organic Carbon	2018	mg/L	TT	N/A	Range Avg.	ND-1.6 0.84	0.27-6.0 1.2	N/A N/A	N/A N/A	No	Various natural and manmade sources.
SECONDARY STANDARDS - Aesthetic Standards[2]											
Aluminum	2018 2019	µg/L	200	N/A	Range Average	NR ND	ND-44 ND	NR ND	NR ND	No	Erosion of natural deposits; residue from some surface water treatment processes.

WATER QUALITY RESULTS

Chloride	2017 2018 2019	mg/L	500	N/A	Range Average	4.0-6.6 5.0	4.4-55 25	NR 15.0	9.4-130 70	No	Runoff/leaching from natural deposits; seawater influence.
Color	2019	Units	15	N/A	Range Average	NR ND	ND-10 5	NR ND	NR ND	No	Naturally-occurring organic materials.
Specific Conductance	2018 2019	µS/cm	1600	NA	Range Average	320-390 350	210-330 270	NR ND	480-560 520	No	Substances that form ions when in water; seawater influence.
Iron	2018 2019	µg/L	300	N/A	Range Average	ND-70 ND	NR ND	ND-340 ND	NR ND	No	Leaching from natural deposits; industrial wastes.
Manganese	2018 2019	µg/L	50	N/A	Range Average	ND-8.2 ND	ND-1.6 ND	ND-1.1 ND	ND-3.5 ND	No	Leaching from natural deposits.
Odor - Threshold	2019	TON	3	N/A	Range Average	1-2 1	NR 1	NR ND	NR 1	No	Naturally-occurring organic materials.
Sulfate	2018 2019	mg/L	500	N/A	Range Average	12-22 16	13-23 18	NR ND	1.3-35 18	No	Runoff/leaching from natural deposits; industrial wastes.
Total Dissolved Solids	2017 2018 2019	mg/L	1000	N/A	Range Average	180-260 213	91-250 179	NR 240	NR 310	No	Runoff/leaching from natural deposits.
Turbidity	2019	NTU	5	N/A	Range Average	ND-1.0 ND	0.2-2.0 1.1	NR ND	ND-2.7 0.6	No	Erosion of natural substances that cause suspended particles.
OTHER PARAMETERS											
pH	2017 2018 2019	pH units	No Standard	N/A	Range Average	6.9-8.0 7.7	6.9-8.1 7.3	6.9-7.7 7.2	7.6-7.9 7.8	No	Characteristic of water.
Total Alkalinity (as CaCO3)	2017 2018 2019	mg/L	No Standard	N/A	Range Average	140-180 160	51-190 113	NR 150	84-160 131	No	Naturally occurring.
Calcium	2017 2018 2019	mg/L	No Standard	N/A	Range Average	43-63 52	14-52 33	NR 62	57-74 63	No	Erosion of salt deposits in soil and rock.
Hardness	2017 2018 2019	mg/L	No Standard	N/A	Range Average	140-190 165	64-160 112	NR 180	170-220 187	No	Hardness is the sum of polyvalent cations present in the water, generally magnesium and calcium. The cations are usually naturally occurring.
Sodium	2017 2018 2019	mg/L	No Standard	N/A	Range Average	9.1-14 12	10-23 17	NR 17	12-17 15	No	Sodium refers to the salt present in the water and is generally naturally occurring.

Footnotes:

[1] The State allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old. For sample points that were monitored during the current reporting year, the current reporting year data was used. If a sampling point did not have monitoring data for the reporting year, the most current data was used. Contaminant results are based on the most current data for each sampling point.

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AL - Regulatory Action Level; 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; ND - Non-Detected; NL - Notification Level; NR - No Range; N/A - Not Applicable; NTU - Nephelometric Turbidity Units; PHG - Public Health Goal; RAA - Running Annual Average; TON - Threshold Odor Number

FREQUENTLY ASKED QUESTIONS

West Valley Water District is here to answer any of your questions. Here are a few frequent questions we get from our customers.

1. Is there any risk of lead contamination?

WVWD has a comprehensive lead monitoring program. We sample residences and schools as well as monitor our source water as mandated.

2. Do you have any tips for saving water?

We are committed to making sure our customers have the most up-to-date information and tips for water conversation. From installing drip irrigation systems to leak fixing tips, please visit https://wvwd.org/customers/water-saving-tips/ for additional information.

3. How often does WVWD test our drinking water?

WVWD has invested in sophisticated state-of-the-art continuous monitoring to ensure drinking water is safe at all times. WVWD also runs frequent tests for contaminants, such as nitrate. While an infrequent occurrence, if any contaminant is at 50% of the acceptable limit, WVWD will increase testing and potentially take the source offline.

4. Why does my water look discolored?

Don't panic. If your tap water seems cloudy, hazy, or has a slightly "milky" appearance, you're probably experiencing a condition known as "entrained air." This condition is harmless and is almost always caused by air in the water. One of the many properties of water is its ability to dissolve gases—including air. Sometimes the air comes back out of the water in the form of many tiny bubbles, giving the water a "milky" appearance.

5. Is there any risk of perchlorate contamination?

Perchlorate contamination originates from former manufactures of rocket fuel/fireworks and fertilizer. Though the risk of perchlorate contamination is currently low, WVWD continuously monitors the treated water for perchlorate. In order to combat any potential negative impacts, the affected wells have ion exchange systems installed for perchlorate.

6. What safety measures and other assistance programs has WVWD implemented in the wake of COVID-19?

While this report captures water quality from 2019, it is being released in June 2020. West Valley Water District is committed to ensuring the safety of its water during the COVID-19 pandemic. Public drinking water is always treated and tested to ensure that pathogens (including viruses) are removed before it is distributed to the public. COVID-19 does not present any threat to the drinking water supply. However, WVWD has invested significantly in increasing safety measures and is closely following state and local safety protocols, including requiring the wearing protective face masks and gloves when sampling and delivering samples to the laboratory.

In order to assist ratepayers, WVWD has also waived late fees and provided other forms of assistance, including maintaining continuity in service for all ratepayers during California's state of emergency. WVWD's customer service representatives are actively working with ratepayers on payment plans to meet their current financial situations. If you would like to speak to our customer service department, please reach out at (909) 875-1804.

DID YOU KNOW?

Safety and access are WVWD's key priorities. To ensure consistent reliability, WVWD expects to begin construction on a $4.95 million expansion of the Lord Ranch Facilities which is located on Pepper Avenue north of Baseline Road in Rialto. The expansion of the facilities includes a new booster pump station and reservoir that will provide the Water District the ability to boost additional groundwater into elevated zones. Current Lord Ranch water facilities include an aeration tank, three groundwater wells, and a pump station.

– UNDERSTANDING OUR WATER SYSTEM –

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 AND THEIR PRESENCE IN DRINKING WATER

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 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, that can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.
- Radioactive contaminants that may 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 (U.S. EPA) and the State Water Resources Control Board (SWRCB) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. SWRCB regulations also establish limits for contaminants in bottled water in order to provide the same level of protection for public health.

SAFETY IS OUR PRIORITY - HOW WVWD IS ADDRESSING POTENTIAL CONTAMINANTS

As stated above, all naturally occurring water sources contain some levels of contaminants. WVWD upholds some of the most rigid safety standards among any of its neighboring water districts to ensure ratepayers are getting the safest and highest quality product possible. Here are some of the ways WVWD addresses naturally-occurring contaminants:

- **WVWD is home to a state-of-the-art arsenic treatment plant where continuous water-quality monitoring is performed.**
- **WVWD weekly monitors areas known to have higher levels of nitrates. In the rare case a source has a nitrate concentration greater than 50% of the MCL, it is promptly taken offline.**
- **As part of the California AB 746, WVWD has tested all levels of drinking water for all public—K-12 schools, preschools, and child daycare facilities located on public school property. There is no risk of lead contamination to the water.**

CONTAMINANTS EXPECTED IN DRINKING WATER

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate 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).

– UNDERSTANDING OUR WATER SYSTEM –

PEOPLE MOST VULNERABLE TO CONTAMINANTS

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised individuals 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).

CONTAMINANT INFORMATION

Nitrate in drinking water at levels above 10 mg/L is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in a serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate levels above 10 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 are pregnant, you should ask advice from your health care provider. Nitrate levels may rise quickly for short periods of time due to rainfall or agricultural activity.

While your drinking water meets the strict federal and state standards for arsenic, it does inevitably 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.

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. WVWD 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 do so, you may wish to collect the flushed water and reuse it for another beneficial purpose, such as watering plants. 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.

COVID-19 INFORMATION

WVWD released this report in 2020, but it captures water quality information from 2019. West Valley Water District is committed to ensuring the safety of its water during the COVID-19 pandemic.

Public drinking water is always treated and tested to ensure that pathogens (including viruses) are removed before it is distributed to the public. COVID-19 does not present any threat to the drinking water supply. However, WVWD has invested significantly in increasing safety measures and is closely following state and local safety protocols for safety, including requiring the wearing protective face masks and gloves when sampling and delivering samples to the laboratory.

To minimize the potential health impact of water quality deterioration due to prolonged building inactivity, we highly recommend following the steps outlined by the United States Environmental Protection Agency and Center for Disease Control and Prevention, especially steps involving flushing water. Flushing involves the opening of taps and letting water run to remove standing water in pipes and/or outlets. This flushing process helps reduce the risk of Legionnaires' disease.

To assist ratepayers, WVWD waived late fees and provided other forms of assistance, including maintaining continuity in service for all ratepayers during California's state of emergency. WVWD's customer service representatives are actively working with ratepayers to create payment plans to meet their current financial situations and pay off past-due balances. If you would like to speak with our customer service department, please call (909) 875-1804 or send an email to customerservice@wvwd.org.

West Valley Water District

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