



WATER QUALITY CONSUMER CONFIDENCE REPORT



2020

INTRODUCTION

This is the 29th annual Consumer Confidence Report (CCR) describing the features and quality of Chino Hills' drinking water supply. The City of Chino Hills is dedicated to providing you with a safe and reliable supply of high-quality drinking water. Before water reaches your faucet, it undergoes an extensive treatment and testing process as dictated by the State Water Resources Control Board (SWRCB) and the U.S. Environmental Protection Agency (U.S. EPA). California State Law requires all water retailers to inform their customers as to the quality and supply-reliability of the water system.

There are two main types of water on earth used for consumption, surface water and groundwater. The availability of surface and groundwater is dependent upon the climate. In years of low precipitation or drought, the amount of available water is reduced and the need to conserve this resource becomes paramount. New groundwater monitoring requirements from the SWRCB and the U.S. EPA have forced the City to remove local production wells from service until a treatment plant can be constructed, furthering the need for conservation efforts.

The 2019-2020 rain year was insignificant. With a drought likely returning, the City of Chino Hills may elevate the Water Conservation Ordinance from Stage II to the more restrictive Stage III, reducing outdoor irrigation and prohibiting wasteful practices depending on emergency orders from the Governor. Details of the Stage II Moderate Conservation Alert may be found on the City's website at www.chinohills.org/WaterAlert. The full City of Chino Hills Water Conservation Ordinance, Municipal Code Chapter 13.08, can be found at www.chinohills.org/MunicipalCode.

It is imperative that we all continue to do our part to conserve this critical resource and maintain the Chino Hills lifestyle for future generations. We all MUST make water conservation a priority and a way of life!

For more information on how you can conserve water and the current conservation stage, contact the City's Utility Conservation Hotline at (909) 364-2850 or email questions to waterconservation@chinohills.org. For questions about this Water Quality Report call (909) 364-2800 or email publicworks@chinohills.org.

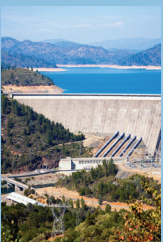
WHERE DOES CHINO HILLS' WATER COME FROM?

The City's water sources are comprised of surface water, supplied by the Metropolitan Water District (MWD) via the Water Facilities Authority (WFA) and the Monte Vista Water District (MVWD); and groundwater that is pumped through City-owned wells, MVWD wells, and Chino Basin Desalter Authority (CDA) wells. Recycled water is also provided by the Inland Empire Utilities Agency (IEUA).

Water enters the City of Chino Hills' distribution system from the Chino Basin Desalter Authority, Water Facilities Authority, Monte Vista Water District, and from City wells via transmission lines. The water then enters a distribution network where it is pressurized and delivered to local homes and businesses.



Local Groundwater: This source of water comes from underground water-bearing soil called an aquifer. This water originated from rain, snow, and irrigation. Over several years, water from those sources percolates through the soil and reach the groundwater table. The ground acts as a large filter, so that only chlorination is normally required to produce safe drinking water at the well site. The City's groundwater supply is comprised of City-owned wells in Chino, CDA wells in Chino, and MVWD wells in Montclair.



Surface Water: The City purchases and imports treated surface water via the WFA in Upland and the MVWD in Montclair. The source of the surface water is the State Water Project, which provides water from Northern California through the California Aqueduct system.

Abbreviations:

mS/cm = microsiemens

N/A = not applicable

ND = not detectable at testing limit

ppb = parts per billion or micrograms per liter

ppm = parts per million or milligrams per liter

ppt = parts per trillion

TT = Treatment Techniques

AL = Action Level

NL = Notification Level

pCi/L = picocuries per liter (a measure of radiation)

DDW = Division of Drinking Water

NTU = Nephelometric Turbidity Units

TON = Threshold Odor Number

TDS = Total Dissolved Solids

UCMR = Unregulated Contaminant Monitoring Rules

Umho/cm = micromhos per centimeter

2020 WATER QUALITY RESULTS

Parameters [units]	State MCL [MRDL]	PHG [MCLG]	Range and Average	Chino Hills Water System			Typical Source of Contaminant
				Chino Hills Wells	Chino 1 Desalter	Monte Vista Water	
PRIMARY STANDARDS - Mandatory Health Related Standards, Sampled 2019 - 2020, No MCL Violations							
INORGANIC CONTAMINANTS							
Aluminum [ppb]	1000	600	Range	N/A	N/A	ND - 370	Erosion from natural deposits; residue from some surface water treatment process
			Average	N/A	ND	48	
Arsenic [ppb]	10	0.004	Range	N/A	N/A	ND - 3.3	Erosion of natural deposits; glass and electronics production wastes
			Average	N/A	ND	ND	
Fluoride [ppm]	2	1	Range	N/A	N/A	ND - .28	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer & aluminum factories
			Average	N/A	ND	0.1	
Nitrate (as N) [ppm]	10	10	Range	N/A	N/A	ND - 6	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
			Average	N/A	4.4	1.6	
Perchlorate [ppb]	6	1	Range	N/A	N/A	ND - 1.7	Inorganic chemical used in solid rocket propellant, fireworks, explosives, flares, matches, and a variety of industries
			Average	N/A	ND	ND	
SYNTHETIC ORGANIC CONTAMINANTS							
1,2,3 - Trichloropropane [ppt]	5	0.7	Range	N/A	N/A	ND - 6.6	Discharge from industrial and agricultural chemical factories; leaching from hazardous waste sites; used as cleaning and maintenance solvent, paint and varnish remover, and degreasing agent; byproduct of compounds and pesticides
			Average	N/A	ND	ND	
Dibromochloropropane (DBCP) [ppt]	200	1.7	Range	N/A	N/A	ND - 12	Banned nematocide that may still be present in soils due to leaching from former agriculture uses
			Average	N/A	ND	ND	
DISINFECTION BYPRODUCTS, DISINFECTION RESIDUALS, AND DISINFECTION BYPRODUCTS PRECURSORS							
TTHM's* [ppb]	80	N/A	Range	21 - 52	N/A	ND - 59	Byproduct of drinking water disinfection
			Average	44	ND	44	
HAA5* [ppb]	60	N/A	Range	0 - 12	N/A	ND - 16	Byproduct of drinking water disinfection
			Average	8	ND	9.2	
Control of DBP precursors [ppm]	TT	N/A	Range	N/A	N/A	TT	Various natural and man-made sources
			Average	N/A	ND	TT	
Total Chlorine Residual System [ppm]	[4]	[4]	Range	0.2 - 1.57	N/A	.26 - 1.66	Drinking water disinfectant added for treatment
			Average	0.63	1.57	1.08	

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Parameters [units]	State MCL [MRDL]	PHG [MCLG]	Range and Average	Chino Hills Water System			Typical Source of Contaminant
				Chino Hills Wells	Chino 1 Desalter	Monte Vista Water	
PRIMARY STANDARDS - Mandatory Health Related Standards, Sampled 2019 - 2020, No MCL Violations							
MICROBIOLOGICAL CONTAMINANTS, No MCL Violation							
Total Coliform Bacteria	5% per month	[0]	Range	0% - 1.25%	N/A	N/A	Naturally present in the environment
			Average	0.2%	0%	N/A	
Fecal Coliform and E. Coli	(a)	[0]	Range	0%	N/A	N/A	Human and animal fecal waste
			Average	0%	0%	N/A	
RADIOLOGICAL CONTAMINANTS, Sampled 2019 - 2020							
Gross Alpha [pCi/L]	15	[0]	Range	N/A	N/A	ND - 4	Erosion of natural deposits
			Average	N/A	0.7	ND	
Uranium [pCi/L]	20	0.43	Range	N/A	N/A	N/A	Erosion of natural deposits
			Average	N/A	N/A	4.1	

Footnotes: (a): Fecal coliform and E. coli MCL = a routine sample and a repeat sample are total coliform positive, and one of these is also fecal coliform or E. coli positive. The MCL was not violated in 2020. (b) = Aluminum has both primary and secondary standards. (c) = Arsenic MCL is based on running annual average. *Trihalomethanes (TTHM's) and Haloacetic Acids (HAA5) are a collection of sample results taken throughout the City from imported and blended water as a blended supply of water. Average is highest location running annual average.

The Water Quality table lists all drinking water contaminants that were detected during the 2020 calendar year. The presence of the contaminants in the water does not necessarily indicate that the water poses or did pose a health risk. Unless otherwise noted, the data presented in this table is from testing conducted January 1, 2020 through December 31, 2020. 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, is more than one year old.

HOW SAFE DRINKING WATER LEVELS ARE SET



The Federal Safe Drinking Water Act of 1974, and its 1986 amendment, are intended to ensure the quality of our nation's water supplies. In order to ensure that tap water is safe to drink, the U.S. EPA and the SWRCB prescribe regulations that limit the amount of certain contaminants in water provided by public water systems.

SPECIAL NOTE TO PERSONS WITH COMPROMISED IMMUNE SYSTEMS

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

2020 WATER QUALITY RESULTS

Parameters [units]	State MCL [MRDL]	PHG [MCLG]	Range and Average	Chino Hills Water System			Typical Source of Contaminant
				Chino Hills Wells	Chino 1 Desalter	Monte Vista Water	
SECONDARY STANDARDS - Aesthetic Standards, Sampled 2019 - 2020, No MCL Violations							
Aluminum [ppb]	200	N/A	Range	N/A	N/A	ND - 370	Erosion from natural deposits; residue from some surface water treatment process
			Average	N/A	ND	48	
Chloride [ppm]	500	N/A	Range	N/A	N/A	22 - 62	Runoff/leaching from natural deposits; seawater influence
			Average	N/A	110	45	
Color [units]	15	N/A	Range	N/A	N/A	ND - 10	Naturally-occurring organic material
			Average	N/A	ND	ND	
Manganese [ppb]	50	N/A	Range	N/A	N/A	ND - 30	Leaching from natural deposits
			Average	N/A	ND	ND	
Odor-Threshold [Units]	3	N/A	Range	N/A	N/A	1 - 3	Naturally-occurring organic material
			Average	N/A	ND	2	
Specific Conductance [mS/cm]	1,600	N/A	Range	N/A	N/A	365 - 610	Substances that form ions when in water; seawater influence
			Average	N/A	480	442	
Sulfate [ppm]	500	N/A	Range	N/A	N/A	28 - 51	Runoff/leaching from natural deposits; industrial wastes
			Average	N/A	1	40	
Total Dissolved Solids (TDS) [ppm]	1,000	N/A	Range	N/A	N/A	160 - 610	Runoff/leaching from natural deposits
			Average	N/A	340	258	
Turbidity [units]	5	N/A	Range	N/A	N/A	ND - 6.1	Soil runoff
			Average	N/A	0.21	0.5	

COMMON CONTAMINANTS

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.

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 storm water 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 storm water runoff, and residential uses.

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

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

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (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. State Board regulations also establish limits for contaminants in bottled water that provide the same protection for public health.

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Parameters [units]	State MCL [DLR]	PHG [MCLG]	Range and Average	Chino Hills Water System		
				Chino Hills Wells	Chino 1 Desalter	Monte Vista Water
SECONDARY STANDARDS - Aesthetic Standards - Sampled 2019 - 2020, No MCL Violations						
ADDITIONAL CONTAMINANTS - Sampled 2019 - 2020						
Alkalinity [ppm]	N/A	N/A	Range	N/A	N/A	80 - 240
			Average	N/A	74	110
Bicarbonate [ppm]	N/A	N/A	Range	N/A	N/A	67 - 300
			Average	N/A	74	134
Boron [ppb]	N/A	N/A	Range	N/A	N/A	ND - 160
			Average	N/A	ND	90
Calcium [ppm]	N/A	N/A	Range	N/A	N/A	21 - 92
			Average	N/A	47	38
Chromium VI [ppb]	N/A	N/A	Range	N/A	N/A	ND - 5.9
			Average	N/A	ND	ND
Hardness [ppm]	N/A	N/A	Range	N/A	N/A	69 - 300
			Average	N/A	160	135
Iron [ppb]	N/A	N/A	Range	N/A	N/A	ND - 1600
			Average	N/A	ND	63
Magnesium [ppm]	N/A	N/A	Range	N/A	N/A	4.6 - 18
			Average	N/A	11	10
pH [units]	N/A	N/A	Range	N/A	N/A	7.7 - 8.1
			Average	N/A	7.7	8
Potassium [ppm]	N/A	N/A	Range	N/A	N/A	1.6 - 2.5
			Average	N/A	1	2
Sodium [ppm]	N/A	N/A	Range	N/A	N/A	23 - 50
			Average	N/A	29	36
Total Silica [ppm]	N/A	N/A	Range	N/A	N/A	N/A
			Average	N/A	8	ND
Total Organic Carbon (TOC) [ppm]	N/A	N/A	Range	N/A	N/A	1.8 - 2.6
			Average	N/A	ND	2
Vanadium [ppb]	N/A	N/A	Range	N/A	N/A	ND - 7.9
			Average	N/A	ND	3.1
UCMR4 DISTRIBUTION SAMPLES - Sampled 2018 - 2019						
Bromochloroacetic Acid [ppb]	N/A	N/A	Range	.3 - 6.9	N/A	N/A
			Average	3.2	N/A	N/A
Bromodichloroacetic Acid [ppb]	N/A	N/A	Range	0 - 6.8	N/A	N/A
			Average	2.6	N/A	N/A
Chlorodibromoacetic Acid [ppb]	N/A	N/A	Range	0 - 5.7	N/A	N/A
			Average	2.6	N/A	N/A
Dibromoacetic Acid [ppb]	N/A	N/A	Range	0 - 6.5	N/A	N/A
			Average	2.75	N/A	N/A
Dichloroacetic Acid [ppb]	N/A	N/A	Range	0 - 4.5	N/A	N/A
			Average	1.86	N/A	N/A
HAA5 [ppb]	N/A	N/A	Range	0 - 16	N/A	N/A
			Average	7.38	N/A	N/A
Manganese [ppb]	N/A	N/A	Range	0 - .88	N/A	N/A
			Average	0.9	N/A	N/A
Monobromoacetic Acid [ppb]	N/A	N/A	Range	0 - 1	N/A	N/A
			Average	0.24	N/A	N/A
Tribromoacetic Acid [ppb]	N/A	N/A	Range	0 - 4.9	N/A	N/A
			Average	1.5	N/A	N/A
Trichloroacetic Acid [ppb]	N/A	N/A	Range	0 - 6.7	N/A	N/A
			Average	2.03	N/A	N/A

WATER QUALITY TERMS

Blending: The mixing of high-quality water with lower quality water to a calculated ratio to meet approved standards before delivery to customers.

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the Primary Health Goal (PHG) or the Maximum Contaminant Level Goal [MCLG] as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

Maximum Contaminant Level Goal [MCLG]: The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. EPA.

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that the 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.

Public Health Goal (PHG): The level of a contaminant in drinking water below which there is no known or expected health risk. PHGs are set by the California Environment 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.

Turbidity: A measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system.

Units: A unit of measurement is a definite magnitude of a physical quantity, defined and adopted by convention and/or by law, that is used as a standard for measurement of the same physical quantity.

COMMONLY ASKED GENERAL WATER QUESTIONS

If I have a leak, who is responsible for repairing it?

It depends on the location of the leak. If the leak on a waterline is located on any line after the water meter, it is the customer's responsibility to have it repaired. If the leak is located at, or prior to, the water meter, it is the City's responsibility to repair it.

Who do I call if I have a water emergency in the middle of the night?

The City has personnel on-call 24-hours a day, seven (7) days a week, to assist customers with water and sewer emergencies. For any water or sewer related emergency, call the City office at (909) 364-2800 during normal business hours and at (909) 364-2860 after 4:45 p.m. and on weekends.

I need to make repairs to my plumbing or irrigation. How do I shut-off my water?

The City recommends that all customers use their house isolation valve to shut off the water supply to their home to make repairs. If you cannot locate your house isolation valve or it is necessary to shut the water off at the water meter, call the City office (day or night) for a customer service representative to shut off the water at the meter. You can reach the City office at (909) 364-2800 during normal business hours, and at (909) 364-2860 after 4:45 p.m. and on weekends. Please note that a specialized tool is required to shut the water off at the meter. Attempting to turn the water off at the meter without this tool may result in damage to the mechanism and additional repair charges will be assessed.

Am I responsible for the condition of the plumbing system where it is connected to the City's meter?

Yes, in fact the City from time to time will make improvements to its system by replacing older water service laterals and meters with new components. During the course of this work, if reconnection to the customer's plumbing is difficult or impossible due to its deteriorated condition, the customer will be responsible for making any necessary upgrades. The City will provide notification when this situation arises.

For general water questions or questions regarding leaks, please call the Public Works Department during normal business hours at (909) 364-2800.

DRINKING WATER AND YOUR HEALTH

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the U.S. EPA's Safe Drinking Water Hotline at 1 (800) 426-4791.

LEAD— 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. The City 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 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at www.epa.gov/safewater/lead.

The U.S. EPA promulgated National Primary Drinking Water Regulations for Lead and Copper on June 7, 1991. Three monitoring protocols are included in the final rule: (1) Water Monitoring for Lead and

Copper; (2) Water Quality Parameter Monitoring; (3) Source Water Monitoring for Lead and Copper. Monitoring tap water for lead and copper determines the lead and copper concentrations in drinking water. In 2018, the City took its latest round of sampling as required by the U.S. EPA. The established action level for lead is 15 ppb. Sample results for the 90th percentile was 2 ppb. The established action level for copper is 1.3 mg/L. The 90th percentile for copper was .34 mg/L. Of 30 sites sampled, none exceeded the established action level. The City had 1 school request lead sampling.

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 you are pregnant, you should seek advice from your health care provider. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity.

PERCHLORATE— Has been shown to interfere with uptake of iodide by the thyroid gland, and thereby can reduce the production of thyroid hormones, leading to adverse affects associated with inadequate hormone

levels. Thyroid hormones are needed for normal prenatal growth and development of the fetus, as well as for normal growth and development in the infant and child. In adults, thyroid hormones are needed for normal metabolism and mental function. 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.

ARSENIC— While your drinking water meets the federal and state standard for arsenic, it does contain low levels of arsenic. The arsenic standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. U.S. EPA continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.

Arsenic found in City wells is caused by erosion of natural deposits in the deep aquifers. Some people who drink water containing arsenic in excess of the MCL over many years could experience skin damage or problems with their circulatory system, and may have an increased risk of getting cancer.

CITY OF CHINO HILLS ASSESSMENT OF SOURCE WATER

The State Water Resources Control Board (SWRCB) conducted a source water assessment of all operable City water wells in May 2002. The assessment was designed to make the public and the City aware of contaminants detected in the City's groundwater supply. In addition, the assessment highlights possible sources of these and future contaminants. The focus of the program was information gathering with attention to activities that may affect drinking water quality. The program enables public water systems to better protect and manage surface and groundwater resources. A copy of the complete assessment is available at SWRCB's San Bernardino District Office at 464 West 4th Street, Suite 437, San Bernardino, California, 92401. You may request a summary of the assessment by contacting SWRCB at (909) 383-4320.

The active sources are considered most vulnerable to the following activities associated with contaminants detected in the water supply: known contaminant plumes, agricultural drainage, furniture repair/manufacturing, electrical/electronic manufacturing, sewer collection systems, appliance/electronic repair, chemical/petroleum processing/storage, and metal plating/finishing/fabricating. The sources are considered most vulnerable to the following activities not associated with any detected contaminants: fleet/truck/bus terminals, furniture repair/manufacturing, railroad yards/maintenance/fueling areas, chemical/petroleum processing/storage, and airport maintenance/fueling areas. As all potable water in existence continues to recycle for our use, pure quality does not exist; all water contains chemicals, organic and inorganic. While this lists chemicals detected in City-owned well water, no chemicals at or above allowable limits enter the water distribution system or reach our customers. Water from the wells is treated by trained and certified City staff using approved treatment processes and approved blending plans.

WATER QUALITY CONSUMER CONFIDENCE REPORT

The City of Chino Hills publishes this Water Quality Consumer Confidence Report annually. A copy of this report can also be found on the City's website at www.chinohills.org/CCR. For additional information, or to obtain answers to questions you may have about your water, call the City of Chino Hills Water Quality Technician at (909) 364-2808.

PUBLIC MEETING SCHEDULE

The City of Chino Hills City Council meets on the second and fourth Tuesday of each month at 7:00 p.m. in the Council Chambers, located at 14000 City Center Drive, Chino Hills, unless otherwise noted. All meetings are open to the public and agendas are posted prior to the meeting at City Hall or online at www.chinohills.org/Agendas.

MODERATE



WATER USE RESTRICTIONS ARE IN EFFECT! OUTDOOR WATERING IS LIMITED TO THREE DAYS PER WEEK

Residents and businesses are limited to three watering days per week and shall not exceed 15 minutes (use multiple start times) per watering-station, except for drip or micro-spray irrigation systems, which shall not exceed 30 minutes per station; and are prohibited from watering between the hours of 9:00 a.m. and 6:00 p.m.

YOUR OUTDOOR IRRIGATION WATERING DAYS ARE ASSIGNED BASED ON YOUR STREET ADDRESS

The following designated watering days for outdoor irrigation are:

Residential addresses ending in an **EVEN** number may use water on Mondays, Wednesdays & Saturdays (except from 9:00 a.m. to 6:00 p.m.)

Residential addresses ending in an **ODD** number may use water on Tuesdays, Thursdays & Sundays (except from 9:00 a.m. to 6:00 p.m.)

NON-RESIDENTIAL addresses may use water on Mondays, Wednesdays & Fridays (except from 9:00 a.m. to 6:00 p.m.)

THESE REGULATIONS DO NOT APPLY TO PROPERTIES USING RECYCLED WATER.
MANAGE YOUR IRRIGATION!

Set the controller for multiple start times at each watering station/zone.

For sprinkler zones do not exceed 15 minutes total;

for drip or micro-spray systems do not exceed 30 minutes total.

The multiple start times will allow you to water more effectively and avoid water runoff.

Adjust sprinkler heads to avoid overspray.

Remember that your turf will be stressed when you reduce consumption.

Use mulch around trees and planting beds to retain moisture.

If there is a power outage, don't forget to reset the irrigation controller.

MODERATE



Stage II

CURRENT WATER RESTRICTIONS

- No hose washing of sidewalks, driveways, parking areas, etc.
- The application of potable water to outdoor landscapes during and within 48 hours after rainfall of 1/10" or more is prohibited
- Water may not run off or leak from landscaped areas onto streets, sidewalks, or other paved areas, due to incorrectly directed or maintained sprinklers, or over watering
- Washing of vehicles or boats is prohibited except when using a hose with a shut-off valve or when washed in either an automatic or manual commercial car wash, on any day of the week; Temporary car washes held for fundraising purposes are prohibited
- Decorative water fountains at commercial properties may only be operated if the water is part of a re-circulating system
- Water customers must repair all water leaks in a timely manner and no later than 48 hours after being notified by the City
- Swimming pool refilling or new-construction swimming pool filling shall be limited to the same designated watering days as previously described
- Restaurants may not serve water unless the customer requests water
- Use of potable water for dust control is prohibited where recycled water is readily available for connection by the property owner
- Fire hydrants may only be used for firefighting (An exception may be made for construction use through a City-designated meter when recycled water is not available)

ENFORCEMENT

Upon the first report of a Moderate Water Alert Stage II violation, the Water Use Efficiency Coordinator will send the resident a warning letter and educational flyer that outlines the Stage II water restrictions and requests compliance and corrective measures for any violations that have been reported. Upon the second report of a violation at the same address, that has been confirmed, the resident will receive a Code Enforcement Compliance Order that specifies the terms of the corrective action(s) and a time frame in which the corrective action(s) must occur. If the compliance is not achieved within the time frame and terms specified in the Compliance Order, the first administrative fine will occur. The fine for the first violation is \$100, \$200 for the second, and \$500 for the third.

FREQUENTLY ASKED QUESTIONS ABOUT THE STAGE II WATER ALERT

How do I report a violation or leak?

You can report a violation or leak on our website at www.chinohills.org/ReportWaterWaste or you may call the City's Water-Use Efficiency Coordinator at (909) 364-2804.

CHECK YOUR WATER USAGE

Water customers can check their water consumption and compare it with previous month's and/or year's usage levels. Visit www.chinohills.org/BillPay and click the online bill pay system icon. Once you have an account and are logged in, click on "Account Summary" to the left, then scroll down to the "Services" section and find the "Water Consumption" row. Click on the "View Consumption" hyperlink.

Later in 2021, the City of Chino Hills will be transitioning to a new easier-to-use and more convenient bill payment system. To check your water consumption using the new system, view a paper copy or download a PDF copy of your bill online and find the "Your Water Consumption" section.

You will be able to see the number of days in the billing cycle and your usage measured in CCF (hundred cubic feet). To determine the number of gallons used, multiply the usage in CCF by 748.

$$1 \text{ CCF} = 748 \text{ Gallons}$$
$$\# \text{CCF} \times 748 = \# \text{ Gallons}$$

RESIDENTIAL & COMMERCIAL REBATES

All rebates, programs, and incentives are provided by the Inland Empire Utilities Agency (IEUA) and the Metropolitan Water District of Southern California (MWD). To apply for rebates, or for additional information, please visit www.socalwatersmart.com or www.ieua.org.

RESIDENTIAL REBATES & PROGRAMS

Indoor Examples:
High-efficiency Toilets
High-efficiency Washers
Water Softener Rebate

*Rebates, incentives, and programs are available on a first-come, first-served basis, and are subject to change.

Outdoor Examples:
Irrigation Tune Up
Outdoor Irrigation Equipment Upgrades
(controllers/high efficiency nozzles)
Rain Barrels
Residential Landscape Program
Sprinkler Timer Upgrade Program
Weather Based Irrigation Controllers

NO COST PROGRAMS

Landscape Audits/Evaluations

COMMERCIAL REBATES & PROGRAMS

Flow Restrictors and Plumbing Devices
Toilets, Kitchen Equipment, Cleaning Equipment,
Irrigation and Landscape-Related Items
Detailed Information Available at www.ieua.org
*Rebates, incentives, and programs are available
on a first-come, first-served basis,
and are subject to change.

RESOURCES

www.chinohills.org
www.chinohills.org/WaterSavingProgram
www.chinohills.org/WaterAlert
www.chinohills.org/WaterRebates
www.chinohills.org/WaterConservation
www.chinohills.org/ReportWaterWaste
Inland Empire Utilities Agency (IEUA)
www.ieua.org
Metropolitan Water District of Southern California (MWD)
www.mwdh2o.com
SoCal Water Smart
www.socalwatersmart.com
Water Education Water Awareness Committee (WEWAC)
www.usewaterwisely.com
Water Wise Community Center
www.cbwcd.org

TIPS TO SAVE WATER

While hand watering, focus on dry spots, making sure to pay attention to avoid runoff (saves 750-1,500 gallons per month).

Reduce irrigation cycles (saves 15-25 gallons per minute).

Irrigate your landscape only in the early morning hours (saves 20-25 gallons on your watering day).

Adjust sprinklers to avoid unnecessary over spray (saves 500 gallons per month).

Fix leaky and broken sprinkler heads (saves 20 gallons per day).

Replace spray head nozzles with efficient nozzles (saves 1,200 gallons per year per nozzle).

Use drip systems or bubblers to irrigate your flower and shrub beds (saves 20-25 gallons per day).

Put 2 - 4 inches of mulch around bushes, trees, and shrubs.

Take your car to the car wash, or use a hose with a shut-off nozzle.

Use pool and spa covers (saves 30 gallons per day).

Repair leaks around hose bibs, spigots, and pool and spa pumps (saves 15-20 gallons per day).

Clean pool filter manually rather than backwash (saves 250-1,000 gallons per cleaning).

Fix leaky faucets and toilets (saves 20-50 gallons per day per fixture).

Install aerators on all faucets (saves 4.7 gallons per day per faucet).

Run only full loads in your clothes and dish washers (saves 300-800 gallons per month).

Keep showers to less than 10 minutes (saves 700 gallons per month).

Turn water off while brushing teeth or shaving (saves 240 gallons per month).

Do not use toilets as trash cans (saves 400-600 gallons per month).

Replace old toilets with more efficient toilets (saves 2.2-3.8 gallons per flush).

Replace old clothes washers with high efficiency clothes washers (saves 20-30 gallons per load).

Replace old shower heads with shower heads that use 2.5 gallons per minute (saves 1,000s of gallons per month).

While hand washing dishes, fill the sink, and don't leave the water running (saves 2.5 gallons per minute).



This report contains important information about your drinking water. Please contact The City of Chino Hills at (909) 364-2800 for assistance in English.

Spanish

Este informe contiene información muy importante sobre su agua para beber. Favor de comunicarse City of Chino Hills a (909) 364-2800 para asistirlo en español.

Tagalog

Ang pag-uulat na ito ay naglalaman ng mahalagang impormasyon tungkol sa inyong inuming tubig. Mangyaring makipag-ugnayan sa City of Chino Hills o tumawag sa (909) 364-2800 para matulungan sa wikang Tagalog.

Traditional Chinese

這份報告含有關於您的飲用水的重要訊息。請用以下地址和電話聯繫 City of Chino Hills 以獲得中文的幫助: City of Chino Hills (909) 364-2800

Japanese

この報告書には上水道に関する重要な情報が記されております。ご質問等ございましたら、City of Chino Hills (909) 364-2800 まで日本語でご連絡下さい。

Korean

이 보고서는 당신의 식수에 관한 중요한 정보를 포함하고 있습니다. 한국어로 된 도움을 원하시면 City of Chino Hills (909) 364-2800 로 문의하시기 바랍니다.

Vietnamese

Báo cáo này chứa thông tin quan trọng về nước uống của bạn. Xin vui lòng liên hệ City of Chino Hills tại (909) 364-2800 để được trợ giúp bằng tiếng Việt.