2025

WATER QUALITY

CONSUMER CONFIDENCE REPORT

City of Chino Hills

Introduction

The City of Chino Hills is pleased to present the 34th Annual Consumer Confidence Report (CCR), which provides detailed information regarding the quality and reliability of the City of Chino Hills' drinking water supply for the 2025 calendar year. In accordance with federal and state regulations, this report fulfills the requirement for water utilities to inform customers about the safety, quality, and reliability of their public water system.

The City of Chino Hills remains committed to providing residents with a safe, dependable, and high-quality drinking water supply. Prior to distribution, all water undergoes comprehensive treatment and rigorous testing in compliance with standards established by the State Water Resources Control Board (SWRCB) and the United States Environmental Protection Agency (EPA).

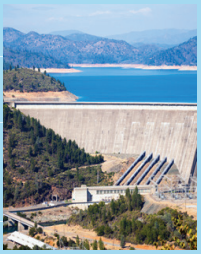
Chino Hills' water supply is derived from both surface water and groundwater sources, which may be affected by changing climatic conditions. During periods of reduced precipitation or drought, water availability can decline, highlighting the continued importance of water conservation. Residents are encouraged to learn more about City conservation programs and resources at **chinohills.org/WaterConservation.**

In 2017, SWRCB adopted more stringent drinking water regulations for 1,2,3-Trichloropropane (TCP), a chemical compound historically associated with agricultural and industrial products. As a result, many communities throughout California, including Chino Hills, were required to temporarily remove groundwater wells from service until appropriate treatment systems could be installed to meet updated state and federal drinking water standards. To comply with these regulations, the City of Chino Hills constructed a new water treatment facility on Eucalyptus Avenue near Pipeline Avenue that became operational in April 2026. The facility is designed to treat approximately 2,000 gallons of water per minute and has the capacity to produce nearly 3 million gallons of safe, high-quality drinking water each day for Chino Hills residents and businesses. To learn more about the new facility and the water treatment process, visit **chinohills.org/123TCP.**

The City of Chino Hills remains dedicated to maintaining the highest standards of water quality, safety, and reliability for the community. For additional information or questions regarding this report, please contact the City's Public Works Department at (909) 364-2800.

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 CDA, WFA, MVWD, 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 Sources: This source of water comes from an underground water-bearing rock layer called an aquifer. This water originates from rain, snow, irrigation, and deliberate groundwater recharge which helps to artificially replenish the aquifers. Over several years, water from those sources percolates through soil and reaches the top groundwater layer of the aquifer. The City's groundwater supply is comprised of City-owned wells in Chino, Chino Basin Desalter Authority wells in Chino, and Monte Vista Water District wells in Chino and Montclair. In April of this year, the City brought a new Granulated Activated Carbon (GAC) treatment process online at the 1,2,3-TCP facility to meet recently adopted state and federal drinking water standards. The facility enabled the reactivation of six wells that had been temporarily taken out of service, strengthening the City's water supply portfolio through increased redundancy and operational reliability.

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)

NTU = Nephelometric Turbidity Units
TON = Threshold Odor Number
TDS = Total Dissolved Solids
UCMR = Unregulated Contaminant Monitoring Rules
Umho/cm = micromhos per centimeter

2025 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	
REGULATED CONTAMINANTS WITH PRIMARY DRINKING WATER STANDARDS							
INORGANIC CONTAMINANTS Sampled 2025							
Aluminum[1] [ppb]	1000	600	Range	N/A	ND	ND-59	Erosion from natural deposits; residue from some surface water treatment processes
			Average	N/A	ND	49	
Arsenic [ppb]	10	0.004	Range	N/A	ND-3.1	0-3.9	Erosion of natural deposits; glass and electronics production wastes
			Average	N/A	1.05	0.5	
Barium [ppb]	1000	2000	Range	N/A	20-40	ND	Discharge of oil drilling waste and from metal refineries; erosion of natural deposits
			Average	N/A	30	ND	
Chromium (Hexavalent) [ppb]	10	0.2	Range	N/A	ND	0.1-4.8	Some people who drink water containing hexavalent chromium in excess of the MCL over many years may have an increased risk of getting cancer.
			Average	N/A	ND	0.5	
Fluoride [ppm]	2	1	Range	N/A	ND	ND-0.2	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer & aluminum factories
			Average	N/A	ND	ND	
Nitrate (as N) [ppm]	10	10	Range	N/A	ND-4.7	ND-5.9	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
			Average	N/A	3.9	0.8	
Perchlorate [ppb]	6	1	Range	N/A	ND-0.17	ND-1.8	Inorganic chemical used in solid rocket propellant, fireworks, explosives, flares, matches, and a variety of industries
			Average	N/A	0.16	ND	
Selenium [ppb]	50	30	Range	N/A	ND-7.3	ND	Discharge from petroleum, glass, and metal refineries; erosion of natural deposits; discharge from mines and chemical manufacturers; runoff from livestock lots
			Average	N/A	1.13	ND	
SYNTHETIC ORGANIC CONTAMINANTS Sampled 2025							
Dibromochloropropane (DBCP) [ppt]	200	1.7	Range	N/A	ND	ND-12	Banned nematocide that may still be present in soils due to runoff/leaching from former use on soybeans, cotton, vineyards, tomatoes, and tree fruit
			Average	N/A	ND	ND	
DISINFECTION BYPRODUCTS, DISINFECTION RESIDUALS, AND DISINFECTION BYPRODUCTS PRECURSORS Sampled 2025							
TTHM's[2] [ppb]	80	N/A	Range	0-84	ND	27-67	Byproduct of drinking water disinfection
			Average	51	ND	61	
HAA5[2] [ppb]	60	N/A	Range	0-18	ND	4-20	Byproduct of drinking water disinfection
			Average	8	ND	11	
Control of DBP precursors [ppm]	TT	N/A	Range	N/A	ND	TT	Various natural and man-made sources
			Average	N/A	ND	TT	
Total Chlorine Residual System [ppm]	[4]	[4]	Range	.05-1.45	1.19-1.44	0.34-1.64	Drinking water disinfectant added for treatment
			Average	0.6	1.32	0.97	
Chloramine [ppm]	[4]	[4]	Range	N/A	1.15-1.44	N/A	Drinking water disinfectant added for treatment
			Average	N/A	1.33	N/A	
LEAD AND COPPER, Sampled 2025							
Lead[3] [ppb]	AL=15	0.2	Range	30 sites; 2 sites over AL	N/A	N/A	Internal corrosion of household plumbing systems; erosion of natural deposits; discharge from industrial manufactures
			Average	0 (90th percentile)	N/A	N/A	
Copper[3] [ppm]	AL=1.3	0.3	Range	30 sites; 0 sites over AL	N/A	N/A	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
			Average	0.24 (90th percentile)	N/A	N/A	

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TT = Treatment Techniques
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NTU = Nephelometric Turbidity Units
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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	
REGULATED CONTAMINANTS WITH PRIMARY DRINKING WATER STANDARDS							
RADIOACTIVE CONTAMINANTS Sampled 2025							
Gross Alpha [pCi/L]	15	[0]	Range	N/A	ND-4.42	ND-.38	Erosion of natural deposits
			Average	N/A	2.06	0.3	

Footnotes: (1)Aluminum has both primary and secondary standards. (2)Trihalomethanes (TTHM) and Haloacetic Acids (HAA5) are a collection of sample results taken throughout the City from imported and blended water as a blended supply of all water. Average is highest location running annual average. (3)Lead and Copper samples are taken from residential household plumbing.

The Water Quality results table lists all drinking water contaminants that were detected during the 2025 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, 2025 through December 31, 2025. The State allows the City 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. The City's 2024 UCMR 5 samples were ND.

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 (800) 426-4791.

2025 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	
REGULATED CONTAMINANTS WITH SECONDARY DRINKING WATER STANDARDS, Sampled 2025							
Aluminum[1] [ppb]	200	N/A	Range	N/A	ND	ND-59	Erosion from natural deposits; residue from some surface water treatment processes
			Average	N/A	ND	49	
Chloride [ppm]	500	N/A	Range	N/A	64	9.5-55	Runoff/leaching from natural deposits; seawater influence
			Average	N/A	N/A	49	
Color [Units]	15	N/A	Range	N/A	<3	ND	Naturally-occurring organic materials
			Average	N/A	<3	ND	
Odor-Threshold [Units]	3	N/A	Range	N/A	ND	1-1	Naturally-occurring organic material
			Average	N/A	ND	1	
Specific Conductance [uS/cm]	1,600	N/A	Range	N/A	340-580	270-410	Substances that form ions when in water; seawater influence
			Average	N/A	442	379	
Sulfate [ppm]	500	N/A	Range	N/A	6.2	33-38	Runoff/leaching from natural deposits; industrial wastes
			Average	N/A	6.2	35	
Total Dissolved Solids (TDS) [ppm]	1,000	N/A	Range	N/A	74-410	215-320	Runoff/leaching from natural deposits
			Average	N/A	287	226	
Turbidity [units]	5	N/A	Range	N/A	<0.1	ND-0.35	Soil runoff
			Average	N/A	<0.1	0.2	

Footnote: [1] Aluminum has both primary and secondary standards.

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 - include 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 occuring 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. EPA and the SWRCB prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration regulations and California law also establish limits for contaminants in bottled water that provide the same protection for public health.

Abbreviations:

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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
ADDITIONAL CONTAMINANTS, Sampled 2024-2025						
Alkalinity [ppm]	N/A	N/A	Range	N/A	56-130	ND
			Average	N/A	85	ND
Bicarbonate [ppm]	N/A	N/A	Range	N/A	56-130	ND
			Average	N/A	85	ND
Calcium [ppm]	N/A	N/A	Range	N/A	28-56	20-59
			Average	N/A	44	25
Hardness [ppm]	N/A	N/A	Range	N/A	100-190	91-210
			Average	N/A	148	101
Magnesium [ppm]	N/A	N/A	Range	N/A	5.9-12	4.3-14
			Average	N/A	9.1	10.7
pH [units]	N/A	N/A	Range	N/A	7.4-8.1	7.8-7.9
			Average	N/A	7.7	7.8
Potassium [ppm]	N/A	N/A	Range	N/A	1-1.2	1.7-2.5
			Average	N/A	1.1	2.4
Sodium [ppm]	N/A	N/A	Range	N/A	26-37	20-39
			Average	N/A	31	36
Total Organic Carbon (TOC) [ppm]	TT	0.02	Range	N/A	56-130	ND-2
			Average	N/A	85	2
Vanadium [ppb]	NL=50	N/A	Range	N/A	ND	2.8-9.9
			Average	N/A	ND	3.4

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.

Level 1 Assessment: A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in the water system.

Level 2 Assessment: A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in the water system on multiple occasions.

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. It is monitored because it is a good indicator of the effectiveness of 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.

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 (800) 426-4791.

LEAD-Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. The City of Chino Hills is responsible for providing high-quality drinking water and removing lead pipes but cannot control the variety of materials used for the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute-accredited certifier to reduce lead effectively reduces lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or a galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, contact the City of Chino Hills at (909) 364-2800.

Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available 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 2025, 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 0 ppb. The established action level for copper is 1.3 mg/L. The 90th percentile for copper was 0.24 mg/L. Of 30 sites sampled, none exceeded the established action level. The City had no schools request lead sampling.

WATER SERVICE LINE INVENTORY-As part of compliance requirements with California and EPA's LCRR, the City of Chino Hills has conducted an inventory of all water service lines through visual field and record verification. The City is happy to report that no lead lines were found in our service area. Review the complete inventory spreadsheet at **www.chinohills.org/1942/Lead-and-Copper-Rule-Revisions.**

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 can interfere with the capacity of the infant's blood to carry oxygen, resulting in 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 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 be 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 6:00 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

Stage II

Water Use Restrictions Are In Effect!
Outdoor watering is limited to three days per week
Watering is prohibited between 9:00 a.m. and 6:00 p.m. everyday

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.

Outdoor Irrigation Watering Days
Based on Your Street Address

Residential addresses ending in an **EVEN** number may use water on
Mondays, Wednesdays, Saturdays

Residential addresses ending in an **ODD** number may use water on
Tuesdays, Thursdays, Sundays

NON-RESIDENTIAL addresses may use water on
Mondays, Wednesdays, Fridays

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
- Set multiple start times which allow you to water more effectively and avoid runoff
- Adjust sprinkler heads to avoid overspray
- 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

Water ALERT

Stage II

Current Water Restrictions

- Prohibits application of water to hard surfaces such as sidewalks, driveways, and parking areas, etc., or irrigation causing runoff
- Requires the repair of leaks within 48 hours
- Prohibits the use of a water hose without a shutoff valve
- Prohibits irrigating outdoor landscape after measurable rain (1/10 inch or more within 48 hour period)
- Limits pool-filling to your specified outdoor watering days
- Decorative water fountains at commercial properties may only be operated if the water is part of a re-circulating system
- Vehicles, trailers, boats, and livestock can be washed with a hand-held hose equipped with a shut-off nozzle
- Restaurants may not serve water unless the customer requests water
- Water may not run off or leak from landscaped areas to streets, sidewalks, or other paved areas due to incorrectly directed or maintained sprinklers or overwatering
- 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

After an initial period of education and outreach to promote voluntary compliance, the first report of a confirmed violation will result in the issuance of a written notice further advising the customer of Stage II water restrictions. A second violation will begin the enforcement process and include the issuance of a compliance order, outlining required corrective measures and timelines. Subsequent violations will result in fines ranging from $100 to $500.

Report a Violation or Leak

You can report a violation or leak on our website at **chinohills.org/ReportWaterWaste** or you may call the City's Public Works Department at (909) 364-2800.

Check Your Water Usage

Water customers can check their water consumption and compare it with previous month's and/or year's usage levels. View a paper copy or download a PDF copy of your bill online and find the "Your Water Consumption" section. To download a copy online, visit **chinohills.org/BillPay** and click the online bill pay system icon to login or create an account.

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 CCF = 748 Gallons
#CCF x 748 = # Gallons

Residential & Commercial Rebates

The City works with our regional partners to offer multiple rebate opportunities as a cost-effective way for residents and businesses to save water and money. To learn more about available rebates and how to apply, visit **chinohills.org/Rebates.**
Funding is limited for rebates and programs and is available on a first-come, first-served basis.

Residential Rebates & Programs

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

Outdoor Examples:
Irrigation Tune Up
Landscape Audit and Evaluation
Sprinkler Timer Upgrade
Turf Removal

Commercial Rebates & Programs

Flow Restrictors and Plumbing Devices
Irrigation and Landscape-Related Items
Turf Removal
Water Efficient Fixtures and Equipment

Resources

City of Chino Hills
chinohills.org
chinohills.org/WaterAlert
chinohills.org/WaterRebates
chinohills.org/WaterConservation
chinohills.org/ReportWaterWaste

Chino Basin Water Conservation District
Water Wise Community Center
cbwcd.org

Inland Empire Utilities Agency (IEUA)
ieua.org

Metropolitan Water District of Southern California (MWD)
mwdh2o.com

SoCal Water Smart Rebates
socalwatersmart.com

TIPS TO SAVE WATER

- While hand watering, focus on dry spots, and make sure 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, don’t leave the water running (saves 2.5 gallons per minute)

City of Chino Hills

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
문의 하시기 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.