YOUR 2019 CONSUMER CONFIDENCE REPORT

TRUSTED, QUALITY SERVICE SINCE 1905

SU INFORME DE
CONFIANZA DEL CONSUMIDOR 2019

SBMWD.ORG

City of San Bernardino Municipal Water Department
1350 S. “E” Street, San Bernardino, CA 92408 • Phone (909) 384-5141

A MESSAGE FROM THE GENERAL MANAGER

PROVIDING SAFE, RELIABLE SERVICE IS OUR DUTY

These unprecedented times have affected us all in different ways. The last few months have taken us through uncharted waters, but along the way through the stress and uncertainty, there have also been uplifting moments of human kindness, perseverance, and triumph. Essential services providers, such as the San Bernardino Municipal Water Department (SBMWD), have answered the call to continue operations in support of the communities they serve. During this difficult time, SBMWD has continued the essential work of delivering high quality water and sewer services to its customers.

SBMWD's Water Quality Section has not skipped a beat during this global health crisis, continuing to sample and test the City's water to ensure it meets or exceeds state and federal drinking water standards. On average, over 30,000 samples are collected each year, an amount above and beyond what is required under SBMWD's state issued Water Supply Permit. Results of this extensive testing program are detailed in SBMWD's annual Consumer Confidence Report (CCR).

In the 2019 CCR, we share details on how we ensure the safety of your tap water by staying up-to-date with the latest drinking water regulations and monitoring of emerging constituents; answer frequently asked questions about drinking water quality; highlight water use efficiency resources; and discuss how we prevent contamination of the water system through our cross-connection program.

The COVID-19 pandemic has put a temporary halt to life as we know it, but as an entity that provides a service that is critical to the community's well-being, SBMWD's commitment to excellent service stands strong through adversity. We thank and appreciate the support of our community that we proudly serve, and we value and look forward to your questions, comments, and feedback.

Sincerely,

Miguel J. Guerrero, P.E.
General Manager
City of San Bernardino Municipal Water Department

ABOUT YOUR WATER DEPARTMENT

SBMWD receives 100% of its water supply from the Bunker Hill Basin. This groundwater basin is filled by snow melt, rainfall and surface water that filters through the soil into the underground basin. When available, the State Water Project fills replenishment ponds so this water can also be used to refill the basin. SBMWD plans to use recycled water for basin replenishment in the future.

4 GAC
(Granular Activated Carbon)
water test treatment plants

1 AIR UNIT
treatment plant

WHAT IS THE STATE WATER PROJECT?

The State Water Project was built in 1960 to provide water from Northern California through a series of aqueducts and reservoirs. Today, this network of aqueducts and reservoirs stretches more than 700 miles to deliver water to local agencies serving more than 26 million people.

SBMWD is one of the agencies that benefits from the State Water Project. While this does not feed directly into our water system, it does help replenish the Bunker Hill Basin by filling retention ponds. The water then filters naturally into the basin.

This important source helps maintain a steady, reliable source of water even during drought.

11.7 BILLION GALLONS
was produced in 2019 with over
204,000 PEOPLE SERVED

700+ MILES
of pipeline in service area
WITH
45,000+ CONNECTIONS

38 ACTIVE STORAGE
Reservoirs/Tanks

126 MILLION GALLONS
of water storage capacity

51 ACTIVE GROUNDWATER WELLS

CONSERVATION

EFFICIENCY ENSURES WATER FOR THE FUTURE

SBMWD can help achieve your water-saving goals. One of the ways to use water wisely is through water conservation incentives that make it easier to be water efficient both inside your home and outdoors. SBMWD offers a robust conservation rebate program with indoor and outdoor rebates available to all residential and commercial customers. Apply for a water-saving rebate today, and save water and money.

For more information about SBMWD's water conservation programs or to report water waste, please visit SBMWD.org or call (909) 384-5141.

For more information on water conservation rebates and to apply, please visit: www.sbmwd.org/rebates

THE FACTS ON CALIFORNIA EFFICIENT WATER USE REGULATIONS

In May 2018, the State of California adopted two important pieces of legislation (SB 606 and AB 1668) which provide a foundation for water conservation. The legislation outlines efficiency standards and allocations for indoor and outdoor water use, landscape irrigation, and water loss, taking California a step closer to making "Making Water Conservation a California Way of Life." Inaccurate information about efficient water use standards has been circulating, and the following are the facts regarding this water use conservation legislation:

Here are the facts:

- The standard of 55 gallons per person per day for indoor residential water use is not intended as an enforceable standard for individuals. It is one of several elements used to calculate the overall efficiency standard for a water supplier's service area.
- Water suppliers, not the end user, can be fined by the State for not meeting water use efficiency targets.
- By 2023, all California water agencies will need to reduce indoor residential water use to 55 gallons per person per day.
- By 2030, the indoor water use standard will reduce from 55 to 50 gallons per person per day.

SBMWD has several programs to help curb inefficient, wasteful water use, including high efficiency rebates for toilets, shower heads, washing machines and dishwashers. SBMWD also offers a free household water conservation kit for our customers with an easy-to-install kitchen faucet aerator, two bathroom faucet aerators, a shower timer and two leak detecting dye tablets which will help customers see water savings over time.

WATER QUALITY FAQ

SHOULD I BE CONCERNED ABOUT HARD WATER?

No, while nearly 90% of homes in the United States are considered to have hard water, it is not dangerous and does not pose a health or safety risk. Hard water is caused by the naturally occurring compounds of calcium and magnesium. In fact, calcium and magnesium are crucial minerals and beneficial for bone health and other important bodily functions.

IS FLUORIDE IN MY TAP WATER UNSAFE?

No, fluoride is a naturally present mineral found in most water sources. According to the American Dental Association, the American Academy of Pediatrics, the Institute of Medicine and the Centers for Disease Control and Prevention, fluoridation of drinking water, the process of adding fluoride to the drinking water, is a safe and effective way to help reduce tooth decay because it aids in the remineralization of tooth enamel making teeth less susceptible to the development of cavities.

WHY DOES MY WATER SOMETIMES LOOK CLOUDY?

Tap water can sometimes appear cloudy and this is often mistaken for an impurity in the water. Cloudy water, also commonly described as milky, white, hazy, soapy or foamy, is usually caused by air in the water. This can occur naturally and is caused by dissolved air in the water that is released when the faucet is opened. When you relieve the pressure by opening the faucet and fill your glass with water, the air is now free to escape from the water. Because cold water holds more air than warm water, small bubbles will appear in water that is heated or depressurized, because this reduces how much dissolved gas the water can hold. The presence of air can sometimes be traced to pipeline or pump repair too.

To see if the white color in the water is due to air, fill a clear glass with water and set it on the counter. Observe the glass of water for two or three minutes. If the white color is due to air, the water will begin to clear at the bottom of the glass first and then gradually will clear all the way to the top.

WATER QUALITY FAQ (CONT.)

WHY DOES MY WATER SMELL LIKE BLEACH AT TIMES?

Chlorine is used as a disinfectant in tap water to remove harmful pathogens and bacteria. While the chlorine in drinking water is not harmful, tap water may sometimes have a slight chlorine-like scent. Filling a pitcher with tap water and placing it in the refrigerator can help minimize the chlorine odor.

IS BOTTLED WATER BETTER FOR ME TO DRINK THAN TAP WATER?

The tap water that is delivered to your home every single day must meet rigorous water quality standards set forth by the U.S. and state Environmental Protection Agency (EPA) and the California Division of Drinking Water. Bottled water is less regulated and inspections of bottled water factories are inconsistent. Paying more for bottled water is a misconception that the quality of the water is better. Disposable water bottles can also leach harmful chemicals into the water, as well as causing more pollution that end up in our environment.

IS MY TAP WATER TESTED?

Absolutely! Your tap water is tested daily in a state-certified lab. Results are regulated by local, state and federal agencies. SBMWD is required to report all findings from water quality testing. Each year, reports, such as this one, are made available to our customers to better understand the quality of their drinking water.

IS ADDITIONAL TESTING OF MY TAP WATER NECESSARY?

No, additional water quality testing is not needed. Drinking water testing is conducted in state-certified laboratories and must meet or exceed standards set forth by state and federal agencies.

WHO IS RESPONSIBLE FOR MAKING SURE MY TAP WATER IS SAFE TO INGEST?

The U.S. EPA and the California Division of Drinking water determine and regulate the drinking water quality standards in California. The EPA first determines a Maximum Contaminant Level (MCL), but the state can add more rigorous standards if they see fit. For certain contaminants, California has some of the more stringent thresholds in the nation.

HOW CAN I REPORT WATER QUALITY CONCERNS TO SAN BERNARDINO MUNICIPAL WATER DEPARTMENT?

To connect with a SBMWD staff person about a water quality concern, please contact:

Con Arrieta, Water Quality Control Officer
City of San Bernardino Municipal Water Department
P. 0. Box 710, San Bernardino, CA 92402
(909) 453-6190 | e-mail: ccr_comments@sbmwd.org

Please include your name, address, and phone number so we can respond to you directly.

WATER QUALITY REPORT

INFORME DE CALIDAD DEL AGUA

Este informe contiene informacion muy importante sobre su agua potable. Traduzcalo o hable con alguien que lo entienda bien.

ABOUT THIS REPORT

SBMWD is proud to announce that all of the water served in 2019 met all the required standards for drinking water. Throughout 2019, as we do each year, the Water Department collected more than 37,000 water samples that were analyzed by our contract laboratories.

These labs conducted more than 100,000 tests to identify all of the constituents in our drinking water, ensuring its quality. This report describes in detail the constituents found in the drinking water we served and how much of each constituent was present. Some of these constituents are naturally occurring while others are man-made.

The State Water Resources Control Board, Division of Drinking Water (State Board) regulates some of these constituents, both natural and man-made, and has set maximum contaminant levels (MCLs). In some cases, there are federal maximum contaminant level goals (MCLGs) for chemical or mineral constituents. If any of these limits were exceeded in the drinking water during the year 2019, we inform you about it in this report. If any MCL or MCLG was exceeded, we also describe treatment technology that can be used to eliminate the contaminants.

State law also requires that we inform customers how much it will cost to install the treatment equipment, and how much it will increase the cost of your water. Consumers have a right to know about the quality of their drinking water, and can help protect drinking water sources, and understand the true costs of safe drinking water.

SOBRE ESTE INFORME

El Departamento Municipal de Agua de San Bernardino está orgulloso en poderles reportar que toda el agua servida a nuestros clientes, en el año 2019 satisfizo todas las normas de calidad establecidas para el agua potable doméstica. Durante el 2019, tomamos más de 37,000 muestras para ser analizadas por laboratorios contratados por nosotros.

Estos laboratorios condujeron más de 100,000 pruebas para identificartodos los constituyentes en nuestra agua potable y así poder asegurar su calidad. En este reporte, describimos en detalle cuales constituyentes encontramos en el agua potable que suministramos, y que cantidad de cada constituyente se encontró presente. Algunos de estos constituyentes ocurren naturalmente mientras que otros son causados por presencia de animates y actividades humanas.

El Departamento de Salud Pública de California establece y regula los niveles máximos de contaminantes (MCLs). En ciertos casos, existen Metas Federates de Máximo Nivel de Contaminante (MCLGs), para los constituyentes químicos o minerales. Si se excedió cualquiera de estos límites en el agua potable durante el año pasado, nosotros lo divulgamos en este informe. Si MCLs o MCLGs fueron excedidos, también revelamos la tecnología de tratamiento que fue empleada para eliminar los contaminantes.

Leyes Estatales también requieren que avisemos a nuestra clientela cual será el costo de instalar el equipo de tratamiento y cuanto aumentara el costo de su agua. Nosotros creemos que los consumidores educados tienen más probabilidades de ayudar a proteger sus fuentes de agua potable y comprender los costos verdaderos del agua potable.

ABOUT OUR WATER SOURCE

The water that we serve comes from a natural underground aquifer called the Bunker Hill Groundwater Basin. This basin was formed by ancient earthquakes that tilted huge portions of the bedrock deep under the surface of the earth to form the sides and bottoms of the basin. These bedrock formations prevent the groundwater from flowing away underground to the Pacific Ocean. Rain and melting snow from the local mountains replace the water we take out of the basin, replenishing our water supply. SBMWD also imports water from the State Water Project and spreads this water in local basins to replenish our groundwater. Both natural and imported water percolates through the ground to be captured and stored in the Bunker Hill Basin.

It is estimated there is as much as 1.6 trillion gallons of water in the basin. This water fills all of the pores and open spaces in between grains of sand and gravel that also fill the basin. The sand and gravel act as a filtering agent and help to give us the high quality water that we enjoy. This valuable natural resource significantly reduces the need to import water from Northern California or from the Colorado River, as many other cities in Southern California must do. This keeps our rates relatively low and also helps to keep our water quality high.

We share the water in the Bunker Hill Groundwater Basin with more than 20 other local public and private water suppliers. All of these water suppliers have developed long-term plans to protect the quality of water in the basin and to protect the watershed. It is now one of our highest priorities to follow and update these plans as the Inland Empire's population and water needs change. This is done collaboratively with other suppliers through a groundwater basin management plan. In all, more than 600,000 residents of the greater Riverside-San Bernardino area depend on the basin for their water, making our jobs a tremendous responsibility.

SOBRE EL ABASTECIMIENTO DE AGUA SUBTERRÁNEA

El agua que proveemos a nuestros clientes viene de un depósito de agua subterráneo natural llamado Bunker Hill Ground Water Basin. Esta cuenca fue formada por temblores que inclinaron grandes porciones de roca profunda bajo la superficie de la tierra para formar los lados y el suelo de la cuenca.

Nuestro abastecimiento de agua subterránea constantemente reabastecido por la nieve derretida y por el escurrimiento de las lluvias que provienen de las montañas locales. Bajo ciertas circunstancias, importamos agua por parte del Proyecto de Agua Estatal (State Water Project) para reabastecer nuestra cuenca, lo cual también hacen otras agendas que usan la cuenca. Esta agua se filtra al suelo y es almacenada en la cuenca.

Se calcula que existen aproximadamente 1.6 trillones de galones de agua en la cuenca. Esta agua llena todos los poros y espacios entre granos de tierra y piedras que también llenan la cuenca. La tierra y piedra ayudan a filtrar el agua de alta calidad que disfrutamos. Este valioso recurso natural libera a nuestra ciudad de los costos de importar agua del norte de California o del Río Colorado. Esto mantiene nuestras tarifas bajas y ayuda mantener nuestra calidad de agua.

Compartimos la cuenca subterránea con más de 20 proveedores de agua locales. Todos los proveedores de agua han desarrollado planes de largo plazo para proteger la calidad de agua en la cuenca y para proteger la tierra que almacena nuestra agua potable. Es una de nuestras prioridades más importantes ponernos al corriente de estos planes más ahora que cambia la población y las necesidades de agua de nuestra comunidad. Esto se hace de manera colaborativa con otros proveedores a través de un plan de manejo de cuenca subterránea. En total, más de 600,000 residentes de la gran área de Riverside-San Bernardino dependen de la cuenca para recibir su agua.

VULNERABLE POPULATION

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

ADDITIONAL REQUIRED INFORMATION

The Safe Drinking Water Act requires additional health information based on finding contamination at a certain level within a utility sample. Although we have met all of the state MCLs for nitrate, arsenic and lead, we are required to report the following information:

NITRATE: Nitrate as Nitrogen (N) 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 as N levels above 10 mg/L may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. If you are caring for an infant, or you are pregnant, you should ask advice from your health care provider. Nitrate as N levels may rise quickly for short periods of time because of rainfall or agricultural activity.

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. The USEPA 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.

LEAD: Since 2017, public schools have had the option of requesting local water agencies collect water samples to test for lead. New regulations now require local water agencies to test lead levels by July 1, 2019 at all K-12 schools constructed before 2010. As of July 1, 2019 sixty three (63) Schools have requested lead sampling. For more information please contact the district's Environmental Safety Office at **(909) 381-1192** or visit **www.sbcusd.com/watertesting** if you have additional questions or concerns. 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. SBMWD 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 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 **(1-800-426-4791)** or at **www.epa.gov/lead.**

REGULATIONS

In order to ensure that tap water is safe to drink, USEPA and the State Board prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The 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. Additional information on bottled water is available on the California Department of Public Health website: https://www.cdph.ca.gov/Programs/CEH/DFDCS/Pages/FDBPrograms/FoodSafetyProgram/Water.aspx

The sources of drinking water (both tap and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source water include:

MICROBIAL CONTAMINANTS, such as viruses and bacteria that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

INORGANIC CONTAMINANTS, such as salts and metals, that can be naturally occurring or result from urban storm water runoff , industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

PESTICIDES AND HERBICIDES, that may come from a variety of sources such as agriculture, urban stormwater runoff , and residential uses.

ORGANIC CHEMICAL CONTAMINANTS, including synthetic and volatile organic chemicals that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff , agricultural applications, and septic systems.

RADIOACTIVE CONTAMINANTS, that can be naturally-occurring or be the result of oil and gas production and mining activities.

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 eff e cts c an b e o btained b y c alling t he USEPA's Safe Drinking Water Hotline **(1-800-426-4791).**

POBLACIONES VULNERABLES

Algunas personas son más vulnerables a los contaminantes en el agua que la pobladón general. Personas con el sistema inmunológico comprometido, tales como las personas con cáncer sometidas a quimioterapia, personas que han sido sometidas a trasplantes de órganos, personas con VIH/SIDA, u otros trastornos del sistema inmunológico, algunos andanos, y bebes podrían estar a riesgo de contraer infecciones. Estas personas deberían consultar con su médico sobre el agua potable. Las pautas de la Agencia Federal de Protección Ambiental (USEPA/Control de Enfermedades) sobre las maneras apropiadas para reducir el riesgo de infección por Crypto-sporidio y otros contaminantes microbianos están disponibles por medio de la línea telefónica para agua potable segura (Safe Drinking Water Hotline) **1-800-426-4791** o en **http://www.epa.gov/lead**

INFORMACIÓN ADICIONAL REQUERIDA

El Decreto de Agua Potable Segura requiere que se proporcione información adicional sobre efectos a la salud basada en presencia de contaminantes a cierto nivel dentro de cualquier muestra de utilidad. Aunque cumplimos con todos los MCLs del estado para nitrato y arsénico, se nos requiere divulgar la siguiente información:

NITRATO: Nitrato como Nitrógeno (N) en agua potable a niveles más de 10 mg/L es un riesgo para la salud de bebes de menos de 6 meses de edad. Tales niveles en agua potable pueden interferir con la capacidad de cargar oxígeno en la sangre del infante, causando enfermedades serias; síntomas incluyen tono azul de piel y respiradones cortas. Niveles de nitrato de más de 10 mg/L también podrían afectar la habilidad de la sangre de cargar oxígeno en otros individuos así como mujeres embarazadas y aquellos con deficiendas de enzimas. Si usted cuida infantes o está embarazada debería pedir el consejo de su doctor. Los niveles de nitrato pueden incrementar rápidamente por periodos cortos de tiempo a causa de lluvia o actividades agrícolas.

ARSÉNICO: Mientras su agua potable cumple con el estándar actual de la Agenda Federal de Protección Ambiental (USEPA) para el arsénico, contiene niveles mínimos de este mismo. El estándar equilibra la comprensión actual de efectos posibles de salud contra los costos de quitar el arsénico del agua potable. El USEPA continua investigando los efectos de la salud de niveles mínimos de arsénico, el cual es un mineral capaz de causar cáncer en altas concentraciones y es ligado a otros efectos de la salud tales como daño a la piel y problemas circulatorios.

PLOMO: Desde 2017, las escuelas públicas han tenido la opción de solicitar que las agendas de agua locales tomen muestras de agua para analizar el nivel de plomo. Nuevas reguladones ahora requieren que las agendas de agua locales analicen el nivel de plomo antes del 1 de julio de 2019 en todas las escuelas K-12 construidas antes de 2010. Desde el 1 de julio de 2019, sesenta y tres (63) escuelas han solicitado muestreo de plomo. Para obtener más información acerca de este muestreo, comuníquese con la Oficina de Seguridad Ambiental del distrito llamando al **(909) 381-1192** o visite su página web www.sbcusd.com/watertesting si tiene preguntas adicionales. Niveles elevados de plomo, si existen, podrían causar serios problemas de salud especialmente para mujeres embarazadas y niños pequeños. La presencia de plomo en el agua potable es causada por materiales y componentes asociados con las líneas de servicio y la tubería de la casa. El Departamento Municipal de Agua de la Ciudad de San Bernardino toma mucho orgullo en suministrarle agua potable de alta ca lid ad, pero no puede controlar la variedad de materiales utilizados en los componentes de su plomería. Usted puede minimizar el riesgo de ser expuesto al plomo dejando que el agua de su grifo corre de 30 segundos a 2 minutos antes de utilizar.

REGULACIONES

Para asegurar que el agua que sale del grifo sea segura para beber, la Agenda de Protección Ambiental de los Estados Unidos (USEPA) y el Departamento de Salud Pública de California (DPH) prescriben regulaciones que limitan la cantidad de ciertos contaminantes en el agua proporcionada por los sistemas publicos de agua. Los reglamentos de la Administración de Alimentos y Medicamentos de los Estados Unidos y la ley de California también establecen límites para contaminantes en agua embotellada que proporcionan la misma protección para la salud pública. lnformación adicional sobre el agua embotellada está disponible en el sitio web del Departamento de Salud Pública de California: https://www.cdph.ca.gov/Programs/CEH/DFDCS/Pages/FDBPrograms/FoodSafetyProgram/Water.aspx Si desea más información acerca de estas regulaciones, puede contactar a la Oficina de Plantas, Comidas Lácteas, y Bebidas, de la FDA llamando al **(301) 436-2023.** Las fuentes de nuestra agua potable (del grifo o embotellada) incluyen ríos, lagos, arroyos, estanques, cuencas y pozos. Cuando el agua pasa por la superficie de la tierra o por el suelo, los minerales que ocurren naturalmente yen algunos casos los materiales radioactivos, son disueltos. Al mismo tiempo, puede recoger substancias que son resultado de presencia de animates y actividades humanas. Los contaminantes que pueden estar presentes en las fuentes de agua incluyen:

CONTAMINANTES MICROBIANOS, tales como el virus y la bacteria, los cuales pueden resultar a causa de plantas de tratamiento de aguas negras, sistemas sépticos, y operaciones agrícolas de ganado y fauna.

CONTAMINANTES INORGÁNICOS, tales como sales y metales, los cuales pueden ocurrir naturalmente o ser el resultado de escurrimiento urbano de aguas lluvias, vertidos de aguas negras industriales o domésticas, ode la producción de petróleo y gas, minas o agrícola.

PLAGUICIDAS Y HERBICIDAS los cuales pueden resultar de una variedad de fuentes tales como la agricultura, esc urrimiento urbano de aguas lluvias, y usos residenciales.

CONTAMINANTES QUIMICO ORGÁNICOS, incluyendo químicos sintéticos y orgánicos volátiles los cuales son subproductos de procesos industriales y de la producción de petróleos o también a causa de gasolineras, escurrimiento urbano de aguas lluvias, ode sistemas sépticos.

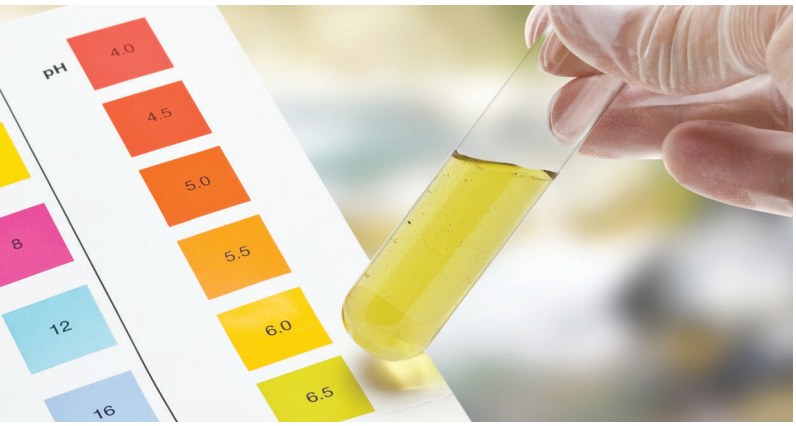
CONTAMINANTES RADIOACTIVOS, pueden ocurrir naturalmente o pueden ser el resultado de la producción petrolera y gas o de actividades mineras.

Es razonable esperar que el agua potable, incluyendo el agua embotellada, contenga por lo menos pequeñas cantidades de algunos contaminantes. La presencia de contaminantes no indica necesariamente que el agua presente un riesgo a su salud. Puede obtener más información sobre los contaminantes y los posibles efectos a su salud llamando a la Línea de Agua Potable Segura (Safe Drinking Water Hotline) de la USEPA al **1-800-426-4791.**

WATER QUALITY

CHLORINE IN THE WATER

Why do we put chlorine in the water? Chlorine is an oxidizing agent used as a disinfectant that when added to water, kills microorganisms such as bacteria and viruses. The State Board requires that we maintain a minimum residual of 0.2 parts per million (ppm) of chlorine in our water at all times to kill any potential microorganism(s).



WATER TREATMENT

A portion of the Bunker Hill Basin has been contaminated by historic discharges of volatile organic compounds (VOCs) known as trichloroethylene (TCE) and tetrachloroethylene (PCE). In partnership with the USEPA and under the auspices of a Superfund Project, SBMWD has undertaken a project to clean up this contamination. The project will cost approximately $70 million over the project's 50-year lifetime. Because of the agreement, this project will not affect the cost of your drinking water. The project's primary method of removing these compounds involves passing contaminated water through a series of large vessels, each containing 30,000 pounds of granular activated carbon. Operating in pairs, the vessels can treat up to 750 gallons of water per minute. This process removes the TCE and PCE contaminants from your drinking water.

QUESTIONS?
PLEASE CONTACT:

Con Arrieta, Water Quality Control Officer
City of San Bernardino Municipal Water Department
P. 0. Box 710, San Bernardino, CA 92402
(909) 453-6190 | e-mail: ccr_comments@sbmwd.org

Please include your name, address, and phone number so we can respond to you directly.

SOURCE WATER ASSESSMENT PROGRAM

In response to the Federal Safe Drinking Water Act (SDWA), the State Board Division of Drinking Water and Environmental Management developed a program called the Drinking Water Source Assessment and Protection Program (DWSAP) to assess the vulnerability of drinking water sources to contamination. The San Bernardino Municipal Water Department completed its DWSAP in 2002, and continues to update the plan as needed. The DWSAP is available in our Engineering office located at: **397 Chandler Place, 1st Floor, San Bernardino, CA 92418.** Based on this assessment, we have concluded that our sources of drinking water are most vulnerable to historic contamination from industrial operations.

UNREGULATED CONTAMINANT MONITORING RULE (UCMR 4)

The 1996 amendments to the Safe Drinking Water Act (SDWA) require that once every five years, the U.S. Environmental Protection Agency (USEPA) issue a new list of no more than 30 unregulated contaminants to be monitored by public water systems (PWS). The Unregulated Contaminant Monitoring Rule (UCMR) provides EPA and other interested parties with scientifically valid data on the occurrence of contaminants in drinking water. This national survey is one of the primary sources of information on occurrence and levels of exposure that the Agency uses to develop regulatory decisions for contaminants in the public drinking water supply. SBMWD has completed two rounds of UCMR 4 monitoring as of May 2020. Any detected metals, pesticides, plus one pesticide manufacturing byproduct, brominated haloacetic acid [HAA] disinfection byproducts groups, alcohols, and semivolatile organic chemicals contaminants (SVOCs) are summarized in the Table of Constituents.

CALIDAD DEL AGUA

CLORO EN EL AGUA

Por qué ponemos cloro en el agua? El cloro es un agente oxidante que cuando se le añade al agua elimina los microrganismos tales como la bacteria y el virus. El estado de California requiere que mantengamos un residuo mínimo de 0.2 partes por millon (ppm) de cloro en nuestra agua en todo momento para eliminar cualquier microrganismo posible.

TRATAMIENTO DEL AGUA

Una porción de la Cuenca de Bunker Hill, ha sido contaminada por descargas de compuestos orgánicos volátiles (VOCs) conocidos como tricloroetileno (TCE) y tetracloroetileno (PCE). En colaboración con la Agenda Federal de Protección Ambiental (USEPA) y bajo el auspicio de un Proyecto de Fondo Mayor, SBMWD ha iniciado un proyecto para limpiar esta contaminación. El costo aproximado del proyecto es $70 millones; este será adjudicado durante los 50 años de vida del proyecto. Gracias a una resolución legal, este proyecto no afectara el costo de su agua potable. El método principal de extirpación de estos compuestos, consiste en pasar el agua contaminada por una serie de buques los cuales contienen 30,000 libras de granulado de carbón activado. Estos buques funcionan en pares, que pueden tratar 750 galones de agua por minuto. Este proceso extirpa el TCE y PCE del agua, convirtiéndola en agua segura para beber.

PROGRAMA DE EVALUACIÓN DE FUENTES DE AGUA

En respuesta al Acto Federal de Agua Potable Segura (SDWA), la división de Agua Potable y Manejo del Ambiente del Departamento de Servicios de Salud de California (CDPH) ha desarrollado un programa para evaluar la vulnerabilidad de las fuentes de agua potable a la contaminación llamado el Drinking Water Source Assessment and Protection Program (DWSAP). El Departamento Municipal de Agua de San Bernardino completo el programa DWSAP durante el año 2002, y está disponible en nuestra oficina de ingenieria ubicada en: **397 Chandler Place, 1er Piso, San Bernardino, CA 92408.** Con los resultados de esta evaluación, hemos concluido que nuestro abastecimiento de agua es más susceptible a contaminación histórica de actividades industriales. Las actividades industriales del último siglo han dejado ciertos compuestos orgánicos volátiles en la tierra que ahora han contaminado porciones de la Cuenca Subterránea Bunker Hill. Su agua potable es tratada para extirpar este tipo de compuestos antes de su suministro.

REGLA DE MONITOREO DE CONTAMINANTES NO REGULADOS (UCMR 4)

Las enmiendas de 1996 a la Ley de Agua Potable Segura (SDWA) requieren que una vez cada cinco años, la Agencia de Protección Ambiental de los Estados Unidos (USEPA) emita una nueva lista de no más de 30 contaminantes no regulados para ser monitoreados por los sistemas públicos de agua (PWS). La Regla de Monitoreo de Contaminantes No Regulados (UCMR) proporciona a la EPA y otras partes interesadas datos científicamente válidos sobre la presencia de contaminantes en el agua potable. Esta encuesta nacional es una de las principales fuentes de información sobre la ocurrencia y los niveles de exposición que la Agencia utiliza para desarrollar decisiones regulatorias sobre contaminantes en el suministro público de agua potable. SBMWD completó dos rondas de monitoreo de UCMR 4 desde Mayo de 2020. Cualquier metal o pesticidas, más un subproducto de fabricación de pesticidas, grupos de subproductos de desinfección de ácido haloacético bromado [HAA], alcoholes y contaminantes orgánicos químicos semi-volátiles (SVOC) detectados se resumen en la Tabla de Componentes.

¿PREGUNTAS?
POR FAVOR, CONTACTAR:

Con Arrieta, Water Quality Control Officer
City of San Bernardino Municipal Water Department
P. 0. Box 710, San Bernardino, CA 92402
(909) 453-6190 | e-mail: ccr_comments@sbmwd.org

Por favor, incluya su nombre, dirección y número de teléfono para gue podamos responderle directamente.

DATA TABLES

Regulated by Primary Drinking Water Standards (in order to protect against possible adverse health effects)	Units of Measure	Year Sampled	MCL (AL) [MRDL] [NL] ((TT))	PHG (MCLG) [MRDLG]	Local Groundwater Average	Local Groundwater Range	Violation	Typical Source
ORGANIC CONTAMINANT								
1,2-Dichloropropane	ug/L	2019	5	0.5	ND	ND - 0.62	No	Discharge from industrial chemical factories; primary component of some fumigants
cis-1,2 dichloroethylene (c-1,2-DCE)	ug/L	2019	6	100	ND	ND - 0.61	No	Discharge from industrial chemical factories; major biodegradation byproduct of TCE and PCE groundwater contamination
Tetrachloroethylene (PCE)	ug/L	2019	5	0.06	ND	ND - 1.40	No	Discharge from factories, dry cleaners, and auto shops (metal degreaser)
Trichloroethylene (TCE)	ug/L	2019	5	1.7	ND	ND - 0.99	No	Discharge from metal degreasing sites and other factories
1,1-Dichloroethylene (1,1-DCE)	ug/L	2019	6	10	ND	ND - 0.76	No	Discharge from industrial chemical factories
INORGANIC CONTAMINANT								
Aluminum	mg/L	2018 - 2019	1	0.6	ND	ND - 0.18	No	Erosion of natural deposits
Arsenic	ug/L	2018 - 2019	10	0.004	ND	ND - 9.70	No	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes
Fluoride	mg/L	2018 - 2019	2	1	0.48	0.2 - 1.30	No	Erosion of natural deposits; discharge from fertilizer and aluminum factories
Nitrate as Nitrogen	mg/L	2019	10	10	4.81	ND - 9.3	No	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
RADIONUCLIDES								
Gross Alpha Particle Activity	pCi/L	2001 - 2019	15	(0)	ND	ND - 7.80	No	Erosion of natural deposits
Uranium	pCi/L	2007 - 2016	20	0.43	3.35	ND - 4.58	No	Erosion of natural deposits
CHEMICAL DISINFECTANT								
Chlorine	mg/L	2019	[4]	[4]	0.6	0.20 - 2.00	No	Drinking water disinfectant added for treatment
DISINFECTANT BY-PRODUCT					**LRAA**			
Total Trihalomethanes (TTHM)	ug/L	2019	80	NS	7.1	ND - 13.00	No	By-product of drinking water disinfection
Haloacetic Acids (HAA5)	ug/L	2019	60	NS	ND	ND - 2.30	No	By-product of drinking water disinfection
MICROBIOLOGICAL			**((TT))**					
Total Coliform Bacteria Federal Revised Total Coliform Rule (rTCR)	Present/ Absent	2019	((TT))	(0)	Absent	Absent - 0.37%	No	Naturally present in the environment
AT-THE-TAP LEAD AND COPPER MONITORING								**No. of Schools Requesting Lead Sampling**
Copper sites collected: 52 sites exceeding AL: 0	mg/L	2018	(1.3)	0.3	90th Percentile = 0.20	ND - 0.30	No	Not applicable — Internal corrosion of household plumbing systems
Lead sites collected: 56 sites exceeding AL: 0	ug/L	2018	(15)	0.2	90th Percentile = ND	ND - *8.2	No	63 — Internal corrosion of household plumbing systems

*Follow up samples collected to confirm the initial 8.2 ug/L lead result, and 3 additional faucets from the same At-the-Tap location (home) were non-detect (ND) for lead.

TERMS & ABBREVIATIONS USED ABOVE

- **Contaminant:**
  Any physical chemical, biological, or radiological substance or matter in water.
- **Primary Drinking Water Standard (PDWS):**
  MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.
- **Secondary Drinking Water Standard:**
  Secondary Drinking Water Standards shall not be exceeded in the water supplied to the public because these constituents may adversely affect the taste, odor, or appearance of drinking water.
- **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):**
  The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the United States 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.

DATA TABLES

Regulated by Secondary Drinking Water Standards (in order to protect the odor, taste, and appearance of drinking water)	Units of Measure	Year Sampled	MCL (AL) [MRDL] [NL] ((TT))	PHG (MCLG) [MRDLG]	Local Groundwater Average	Local Groundwater Range	Violation	Typical Source
AESTHETICS								
Chloride	mg/L	2019	500	NS	26.72	4.6 - 53.0	No	Runoff/leaching from natural deposits
Foaming Agents (MBAS)	ug/L	2019	500	NS	ND	ND - 160	No	Municipal and industrial waste discharges
Iron	ug/L	2018 - 2019	300	NS	ND	ND - 270	No	Leaching from natural deposits; industrial wastes
Manganese	ug/L	2019	50	NS	ND	ND - 1.5	No	Leaching from natural deposits
Specific Conductance	uS/cm	2018 - 2019	1600	NS	595	340 - 740	No	Substances that form ions when in water
Sulfate	mg/L	2019	500	NS	107.18	25 - 140	No	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids	mg/L	2019	1000	NS	364.29	200 - 490	No	Runoff/leaching from natural deposits
Turbidity	NTU	2019	5	NS	0.19	ND - 1.30	No	Soil runoff
UNREGULATED CONTAMINANT			[NL]					
Dichlorodifluoromethane (Freon 12)	mg/L	2018 - 2019	[1]	NS	0.00120	ND - 0.00520	No	Polymerization processes, food sterilization, home and commercial refrigeration, paint and varnish remover manufacturing and use, water purification, copper and aluminum production, glass bottle manufacturing, leak detecting agent in thermal expansion valves. Prior to 1979, frequently used as an aerosol propellant for cosmetics, pharmaceutics, insecticides, paints, adhesives, and cleaners.
Hexavalent Chromium	ug/L	2017	NS	NS	ND	ND - 360	No	Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits
UNREGULATED CONTAMINANT MONITORING RULE (UCMR4)								
Source Well Monitoring			[NL]					
Bromide	ug/L	2019	NS	NS	90	ND - 180	No	No standard language
Distribution System Entry Point Monitoring			[NL]					
Manganese	ug/L	2019	[500]	NS	ND	ND - 1.5	No	Leaching from natural deposits
Stage 2 D/DBPR Sampling Sites			[NL]					
Bromochloroacetic Acid	ug/L	2019	NS	NS	0.45	ND - 0.81	No	By-product of drinking water disinfection
Chlorodibromoacetic Acid	ug/L	2019	NS	NS	0.10	ND - 0.42	No	By-product of drinking water disinfection
Dibromoacetic Acid	ug/L	2019	NS	NS	0.62	ND - 1.20	No	By-product of drinking water disinfection
Dichloroacetic Acid	ug/L	2019	NS	NS	0.17	ND - 0.43	No	By-product of drinking water disinfection
ADDITIONAL MONITORING								
Hardness (as $CACO_3$)	mg/L	2019	NS	NS	258.78	120 - 330	N/A	Naturally-occurring
Sodium	mg/L	2019	NS	NS	24.2	14.0 - 50.0	N/A	Naturally-occurring

TERMS & ABBREVIATIONS USED ABOVE

- **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.
- **Regulatory Action Level (AL):** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
- **LRAA:** Locational Running Annual Average
- **Treatment Technique ((TT)):** A required process intended to reduce the level of a contaminant in drinking water.
- **No Standard (NS):** No standard has been established as a guideline for a contaminant.
- **NL:** Notification Level
- **ND:** Non-Detect
- **NTU:** Nephelometric Turbidity Units
- **PPM or mg/L:** parts per million, or milligrams per liter.
- **PPB or µg/L:** parts per billion, or micrograms per liter.
- **PPT or ng/L:** parts per trillion, or nanograms per liter.
- **pCi/L:** picocuries per liter (a measure of radioactivity)
- **uS/cm:** measure of electric current
- **Note:** As of July 1, 2019, 63 Schools have requested lead sampling. For more information, please contact the San Bernardino Unified School District's Environmental Safety Office at **(909) 381-1192** or visit **www.sbcusd.com/watertesting** if you have additional questions or concerns.

Este informe contiene información muy importante sobre su agua potable.
Llame al (909) 384-5095 para obtener ayuda con la traducción de este aviso.

Monitoring Requirements Not Met for San Bernardino Municipal Water Department (SBMWD)

ABOUT OUR WATER SOURCE

Our water system failed to monitor as required for drinking water standards during March 2020 and, therefore, was in violation of the regulations. Even though this failure was not an emergency, as our customers, you have a right to know what you should do, what happened, and what we did to correct this situation.

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During March 2020, SBMWD did not complete all monitoring or testing for total coliform bacteria and therefore, cannot be certain of the quality of our drinking water during that time.

WHAT SHOULD I DO

- There is nothing you need to do at this time.
- The table below lists the contaminant(s) we did not properly test for in March 2020, how many samples we are required to take and how often, how many samples we took, when samples should have been taken, and the date on which follow-up samples were taken.

Contaminant	Required Sampling Frequency	Number of Samples Taken	When All Samples Should Have Been Taken	When Samples Were or Will Be Taken
Total Coliform Bacteria	3 repeat samples following a positive routine sample	0 repeat samples	March 17, 2020	Three repeat samples were collected April 7, 2020 in accordance with SBMWD's monitoring requirements and approved bacteriological Sample Siting Plan

WHAT HAPPENED? WHAT IS BEING DONE?

After notification of a positive total coliform sample collected from the distribution system at Riverview Drive and Mt. View Avenue on March 16, 2020, no repeat upstream or downstream samples were collected. The required repeat upstream and downstream samples were collected April 7, 2020 and no forms of coliform bacteria were present as indicated by laboratory analysis, which confirms drinking water standards were met.

The reason for the samples not being collected from the proper location was due to an error in selecting the wrong resample location from SBMWD's approved sample siting plan. To prevent this error from occurring in the future, multiple Water Quality staff will assure that the proper location and number of repeat samples are collected.

This sampling error did not affect SBMWD's entire drinking water system, only a small portion of the distribution system around the sample location at Riverview Drive and Mt. View Avenue.

For more information, please contact: Con Arrieta, Water Quality Control Officer at (909) 453-6190 or Cn.Arrieta@SBMWD.org.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this public notice in a public place or distributing copies by hand or mail.

SECONDARY NOTIFICATION REQUIREMENTS

Upon receipt of notification from a person operating a public water system, the following notification must be given within 10 days [Health and Safety Code Section 116450(g)]:

- SCHOOLS: Must notify school employees, students, and parents (if the students are minors).
- RESIDENTIAL RENTAL PROPERTY OWNERS OR MANAGERS (including nursing homes and care facilities): Must notify tenants.
- BUSINESS PROPERTY OWNERS, MANAGERS, OR OPERATORS: Must notify employees of businesses located on the property.

This notice is being sent to you by the San Bernardino Municipal Water Department.

WATER BOARD

Toni Callicot
President

Thomas Brickley
Commissioner

Wayne Hendrix
Commissioner

Rikke Johnson
Commissioner

David E. Mlynarski
Commissioner

COMMENTS WELCOME

The City of San Bernardino Municipal Water Department (SBMWD) was formed by the City Charter and is governed by an appointed Board. The Water Board meets on the second and fourth Tuesday of the month. For details on meeting participation and to view Water Board agendas, please visit our website SBMWD.org at least 72 hours prior to each meeting.

For additional information on the Board meetings,
contact Miguel Guerrero, General Manager, at (909) 384-5091.

EMERGENCY NUMBERS

Police - Fire - Medical Emergencies Only	911
Poison Control	(800) 222-1222
National Suicide Prevention Lifeline	(800) 273-8255
Emergency Mental Health Hospital Services	(909) 580-2814
California Missing Children's Hotline	(800) 222-3463

WATER DEPARTMENT

General	(909) 384-5141
Customer Service	(909) 384-5095
Water Quality	(909) 453-6193

City of San Bernardino Municipal Water Department
1350 S. "E" Street, San Bernardino, CA 92408
Phone: (909) 384-5141

We want to connect with you!
Follow us on social media

@sbcitywater