

# YOUR 2020 CONSUMER CONFIDENCE REPORT

TRUSTED, QUALITY SERVICE SINCE 1905

SU INFORME DE  
**CONFIANZA DEL CONSUMIDOR 2020**  
**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

Valued Customer,

Ensuring quality and reliability of your drinking water is the San Bernardino Municipal Water Department's top priority. Each year, the Department's Water Quality section collects and processes approximately 30,000 water samples, and the Department utilizes state of the art water treatment and conveyance facilities to deliver high quality water to its customers. In the following pages of the 2020 Consumer Confidence Report, the results of this effort are summarized, and you will find important information about your drinking water which meets or exceeds stringent state and federal standards.



As an essential service provider, the Water Department delivered uninterrupted services throughout 2020 despite the unprecedented challenges brought on by the pandemic. By quickly and efficiently implementing new ways of operation to protect the community and staff, rigorous standards required for water delivery and wastewater treatment were maintained, as well as excellent customer service, planning for the resiliency of our water supplies, and repairing, maintaining, and expanding complex water and wastewater systems.

The Water Department will continue to strengthen the resiliency of its resources and the longevity of the water system with several multi-year sustainability and infrastructure efforts including advanced metering technology, an innovative recycled water system, and regional water management and water shortage planning. Details about these projects and other sustainability programs are also provided in this Consumer Confidence Report.

The Water Department has proudly reached a milestone with 115 years of providing trusted, quality service to the San Bernardino community. We appreciate your continued support and encourage you to read this report. We also encourage you to visit the Department's website at [www.sbmwd.org](http://www.sbmwd.org) for the latest Department news and information.

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 that refill the groundwater basin. SBMWD plans to use recycled water for basin replenishment in the future.



## 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 water suppliers 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 reserve of water in the basin.

## WATER SYSTEM BY THE NUMBERS



**13 BILLION**  
GALLONS  
was produced in 2020 with over  
**206,000** PEOPLE  
SERVED



**700+ MILES**  
of pipeline in service area



**51** ACTIVE  
GROUNDWATER  
WELLS

**126 MILLION**  
GALLONS  
of water storage capacity

**1** AIR  
UNIT  
treatment plant



**45,000+**  
CONNECTIONS



**4 GAC**  
(Granular Activated Carbon)  
water treatment plants

**38** ACTIVE  
STORAGE  
RESERVOIRS/TANKS






# INFRASTRUCTURE AND RESOURCE MANAGEMENT


SBMWD is hard at work on several multi-year sustainability and infrastructure efforts to enhance the resiliency of water supplies and long-term reliability of water system infrastructure.

## ADVANCED METERING INFRASTRUCTURE

A person in a blue uniform is kneeling on a concrete surface, working on a water meter. They are holding a tool, possibly a wrench, and are focused on the task. The background is slightly blurred, showing some greenery and a building.


SBMWD has been selected to receive a \$500,000 grant from the U.S. Bureau of Reclamation to start phase one of the Department's Advanced Metering Infrastructure (AMI) project. The first phase of the AMI project will install and connect approximately one quarter of the Department's water meters to an advanced communications network to gather water consumption data in real time. This water use data will reduce water waste by enabling SBMWD to more quickly identify and notify customers of leaks and abnormally high-water use.

## REGIONAL RECYCLED WATER

A worker in a blue uniform is standing on a metal platform next to a large pipe. They are holding a tool, possibly a wrench, and are focused on the task. The background shows some industrial equipment and a building.

In collaboration with neighboring water agencies, SBMWD is currently developing plans for a regional recycled water system. Once operational, this system will create a drought-proof resource for the San Bernardino region and reduce the need to import water for groundwater recharge.

## WATER RESOURCE MANAGEMENT

A small waterfall is flowing over a series of large, dark rocks. The water is white and frothy as it falls, creating a small pool at the bottom. The background shows some greenery and a building.

SBMWD recently completed a joint planning effort to develop the Integrated Regional Urban Water Management Plan with several agencies within the Upper Santa Ana River Watershed. This effort developed a comprehensive guide for water resource management including actions to ensure adequate supplies to meet future demands within a range of water supply conditions including water shortages. To view the Integrated Regional Urban Water Management Plan, visit:

**[SBWMD.org/196/Engineering-Reports-and-Plans](http://SBWMD.org/196/Engineering-Reports-and-Plans)**



# DROUGHT UPDATE



As California moves through its second consecutive year of dry conditions, water purveyors across the state are reminding customers to make water conservation a way of life.

In response to widespread drought conditions in much of the state, an emergency declaration was issued this May directing 41 counties in central and northern California to strengthen drought resiliency measures. Although southern California was not included in the May declaration, all of San Bernardino County is currently experiencing severe to extreme drought levels.

Reliable water supplies are essential to the prosperity of any community. While San Bernardino is fortunate to have a reliable source of water in the Bunker Hill Groundwater Basin, we cannot predict how long this drought will last.

Maximizing local water supplies and sustaining them for the future means each of us must embrace saving water as the new normal. Conservation extends existing water resources and helps to build up reserves. Water saved through the years is water we can use now and in the future.

SBWMD truly appreciates the many customers and residents who took action during the last drought to use water more efficiently. Even small steps such as reducing irrigation run times and shortening showers make a big difference over time. We urge you to join in building a more sustainable community and thank you for doing your part.

## WATER USE EFFICIENCY PROGRAMS



Help by using water supplies wisely and by getting the most out of every drop. 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. SBWMD 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 to save water and money.

For more information about SBWMD's water conservation programs or to report water waste, please visit [SBMWD.org](https://www.sbmwd.org) or call (909) 384-5141.

## CROSS CONNECTION AND BACKFLOW PREVENTION PROGRAM

SBWMD is dedicated to ensuring the safety and quality of water delivered to customers. An important part of SBWMD's Water Quality Control Program is cross-connection and backflow prevention. This program is mandated by the California State Water Resources Control Board to protect the public water system from potential sources of contamination that may exist within a customer's plumbing or onsite equipment.

A cross-connection is a permanent or temporary connection between the distribution system and anything that could potentially pollute or contaminate it. Backflow happens when a sudden loss or change in pressure causes non-potable water to flow back into the system through a cross-connection. Properly installed backflow prevention assembly devices and removal of illegal cross-connection can prevent these conditions from occurring. Through the Cross-Connection and Backflow Prevention Program, SBWMD requires an inspection of industrial, commercial, medical, and some residential properties to ensure no hazardous conditions exist that could potentially contaminate the drinking water system.

Water Quality staff verifies each device is installed to proper specification and tested annually by a San Bernardino County certified backflow tester. Customer cooperation is essential to a successful Cross-Connection and Backflow Prevention Program.



SBWMD coordinates with the San Bernardino County Department of Public Health to provide testing space for backflow tester certifications.



# 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. In San Bernardino, fluoride is naturally present in the groundwater, so there is no need to add to the water supply.

## WHY DOES MY WATER SMELL LIKE BLEACH AT TIMES?

Chlorine is used as a disinfectant in tap water to prevent the development of 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 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.

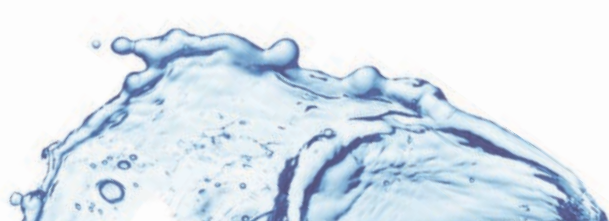
## IS BOTTLED WATER BETTER FOR ME TO DRINK THAN TAP WATER?

The tap water that is delivered to your home every single day must meet rigorous water quality standards set forth by the U.S. 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 ends up in our environment.

## 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 most stringent thresholds in the nation.







## WATER QUALITY FAQ

### WHY DOES MY WATER 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, or soapy, is usually caused by air. This occurs naturally when dissolved air is released when the faucet is opened. When you relieve pressure by opening the faucet and filling a glass with water, the air is 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 as this reduces how much dissolved gas the water can hold. The presence of air in water can also sometimes be traced to pipeline or pump repair.

To check if the white color in your water is from air, fill a clear glass with water and set it on the counter and observe for two or three minutes. If the white color is from 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.

### WILL A FILTER OR HOME TREATMENT DEVICE IMPROVE THE QUALITY OF MY WATER?

The water delivered by SBMWD meets or exceeds all federal and state drinking water standards. While some home treatment devices and filters can remove chlorine, taste, odor, and some constituents, they require regular service and rarely improve the safety of water to any significant degree. If home treatment devices are not maintained as recommended by the manufacturer, it reduces the effectiveness and can potentially lower water quality.



### WHY DOES THE WATER DEPARTMENT SOMETIMES FLUSH WATER FROM HYDRANTS AND WATER PIPES?

SBMWD conducts fire hydrant flushing to maintain high-quality water throughout the service area. This preventative maintenance practice is important for reducing bacteria and pipeline corrosion, as well as unpleasant taste and odor in water. Flushing also allows the Department to periodically exercise fire hydrant operating stems and gate valves in the distribution system to help ensure they work properly during an emergency.

To properly conduct flushing operations, the water flowing in the pipes must reach maximum velocities. Water moving at such a high velocity scours the inside of the water main, which removes build-up of sediment that can form over time. In most cases, it is not possible to capture and reuse the water flushed due to the high velocity and volume of water being released.

### WILL HYDRANT OR VALVE FLUSHING AFFECT MY WATER SERVICE?

During the flushing process, your water service should not be disrupted, however, you may temporarily experience fluctuation in water pressure or see some discoloration in the water from minerals and sediment which are being flushed out. The water is safe, meeting or exceeding all water quality standards and any discoloration will clear up in a few minutes after running cold water through a bathtub faucet, hose bib, or a garden hose.

### HOW CAN I REPORT WATER QUALITY CONCERNS?

To connect with an SBMWD staff person about a water quality concern, please contact the Department's Water Quality Control Officer, Con Arrieta, at **[con.arrieta@sbmwd.org](mailto:con.arrieta@sbmwd.org)** or call (909) 453-6190.

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 información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

## ABOUT THIS REPORT

Throughout 2020, as we do each year, the Water Department collected more than 30,000 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 2020, 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 2020 satisfizo todas las normas de calidad establecidas para el agua potable doméstica. Durante el 2020, tomamos más de 30,000 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.







# WATER QUALITY REPORT

## 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 bottom 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 over 1 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

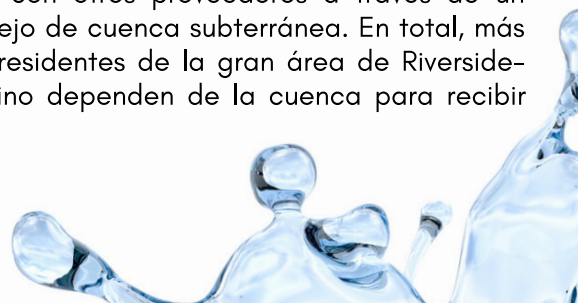
El agua que proveemos a nuestros clientes viene de un depósito de agua subterráneo natural llamado Bunker Hill Groundwater Basin. Esta cuenca fue formada por temblores que inclinaron grandes porciones de roca profunda bajo la superficie de la tierra para formar los lados y el suelo de la cuenca.

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 más de billón 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 (U.S. EPA) 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 for 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 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 system 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](http://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](http://www.epa.gov/lead).

## REGULATIONS

In order to ensure that tap water is safe to drink, U.S. EPA 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 protections 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 effects can be obtained by calling the U.S. EPA's Safe Drinking Water Hotline **(1-800-426-4791)**.



# POBLACIONES VULNERABLES

Algunas personas son más vulnerables a los contaminantes en el agua que la población 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 ancianos, y bebés 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 (U.S. EPA/Control de Enfermedades) sobre las maneras apropiadas para reducir el riesgo de infección por *Cryptosporidium* 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 bebés 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 respiraciones 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 deficiencias 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.

### ARSENIC:

Mientras su agua potable cumple con el estándar actual de la Agenda Federal de Protección Ambiental (U.S. EPA) 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 U.S. EPA 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 regulaciones 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](http://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 calidad, 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 corra 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 (U.S. EPA) 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 públicos 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. Información 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>

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 y en algunos casos los materiales radioactivos, son disueltos. Al mismo tiempo, puede recoger sustancias que son resultado de presencia de animales 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, o de 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, escurrimiento urbano de aguas lluvias, y usos residenciales.

**CONTAMINANTES QUÍMICO ORGÁNICOS**, incluyendo químicos sintéticos y orgánicos volátiles los cuales son subproductos de procesos industriales y de la producción de petróleo o también a causa de gasolineras, escurrimiento urbano de aguas lluvias, o de 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 U.S. EPA al **1-800-426-4791**.

# WATER QUALITY REPORT

## 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 U.S. EPA 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.O. Box 710, San Bernardino, CA 92402

(909) 453-6190 | e-mail: [ccr\\_comments@sbmwd.org](mailto: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 92408. 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 (U.S. EPA) 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 microorganismos tales como la bacteria y el virus. El estado de California requiere que mantengamos un residuo mínimo de 0.2 partes por millón (ppm) de cloro en nuestra agua en todo momento para eliminar cualquier microorganismo 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 (U.S. EPA) 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 afectará 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.

# ¿PREGUNTAS?

## POR FAVOR, CONTACTAR:

**Con Arrieta, Water Quality Control Officer**

City of San Bernardino Municipal Water Department

P.O. Box 710, San Bernardino, CA 92402

(909) 453-6190 | e-mail: [ccr\\_comments@sbmwd.org](mailto:ccr_comments@sbmwd.org)

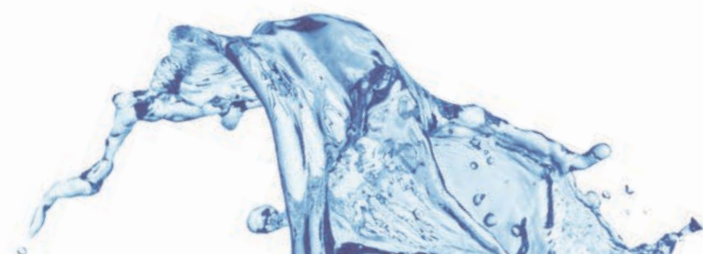
Por favor, incluya su nombre, dirección y número de teléfono para que podamos responderle directamente.

## 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 completó el programa DWSAP durante el año 2002, y está disponible en nuestra oficina de ingeniería 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

## EL REGLAMENTO DE MONITOREO DE CONTAMINANTES NO REGULADOS

Las enmiendas de 1996 al Acto Federal de Agua Potable Segura (SDWA), requieren que La Agenda de Protección Ambiental de Estados Unidos (U.S. EPA), emita una nueva lista de contaminantes no regulados a monitoreo por los sistemas públicos de agua (PWS) cada cinco años. El Reglamento de Monitoreo de Contaminantes No Regulados (UCMR) proporciona a U.S. EPA y otras partes interesadas, datos científicamente válidos sobre la presencia de contaminantes en el agua potable. Estos datos sirven como la localidad primaria de ocurrencia e información de exposición que la agenda utiliza para desarrollar las decisiones regulatorias. SBMWD completó dos ciclos de UCMR 4 monitoreados a partir de Mayo de 2020. Cualquier metal detectado, clorato, cromo hexavalente, 1,4-dioxano, compuestos orgánicos volátiles, compuestos perfluorados, y las hormonas detectadas se resumen en la Tabla de Constituyentes.



# DATA TABLES

Regulated by Primary Drinking Water Standards (in order to protect against possible adverse health effects)			MCL (AL) [MRDL] [NL] (( TT ))	PHG (MCLG) [MRDLG]	Local Groundwater				
	Units of Measure	Year Sampled			Average Value	Range (low-high)	Violation	Typical Source	
SOURCE MONITORING									
Organic Contaminant									
1,2-Dichloropropane	(µg/L)	2020	5	0.5	ND	ND-0.51	No	Discharge from industrial chemical factories; primary component of some fumigants	
cis-1,2 dichloroethylene (c-1,2-DCE)	(µg/L)	2020	6	100	ND	ND-0.69	No	Discharge from industrial chemical factories; major biodegradation byproduct of TCE and PCE groundwater contamination	
Tetrachloroethylene (PCE)	(µg/L)	2020	5	0.06	ND	ND-1.50	No	Discharge from factories, dry cleaners, and auto shops (metal degreaser)	
Trichloroethylene (TCE)	(µg/L)	2020	5	1.7	ND	ND-0.69	No	Discharge from metal degreasing sites and other factories	
Inorganic Contaminant									
Arsenic	(µg/L)	2020	10	0.004	ND	ND-6.60	No	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes	
Fluoride	(mg/L)	2020	2	1	0.41	0.24-1.00	No	Erosion of natural deposits; discharge from fertilizer and aluminum factories	
Nitrate as Nitrogen	(mg/L)	2020	10	10	4.81	ND-6.6	No	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits	
Perchlorate	(µg/L)	2020	6	1	ND	ND-5.4	No	An inorganic chemical used in solid rocket propellant, fireworks, explosives, flares, matches, and a variety of industries. Typically 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	
Radionuclides									
Gross Alpha Particle Activity	(pCi/L)	2001 - 2020	15	(0)	ND	ND-14.00	No	Erosion of natural deposits	
Uranium	(pCi/L)	2020	20	0.43	3.21	ND-4.80	No	Erosion of natural deposits	
DISTRIBUTION SYSTEM MONITORING									
Chemical Disinfectant									
Chlorine	(mg/L)	2020	[4]	[4]	0.61	0.20-2.30	No	Drinking water disinfectant added for treatment	
Disinfectant By-Product					LRAA				
Total Trihalomethanes (TTHM)	(µg/L)	2020	80	NS	11.4	ND-19.00	No	By-product of drinking water disinfection	
Haloacetic Acids (HAA5)	(µg/L)	2020	60	NS	1.4	ND-3.00	No	By-product of drinking water disinfection	
Inorganic									
Asbestos	(MFL)	2020	7	7	ND	ND-**3.7	No	Internal corrosion of asbestos cement water mains	
**A portion of the SBMWD's distribution system contains asbestos cement (AC) water mains. Asbestos monitoring is required for utilities with asbestos pipe in the distribution system. In December of 2020 SBMWD submitted samples for asbestos analysis, and one sample detected 3.7 MFL. Multiple confirmation samples were collected from the AC pipeline where the initial detection occurred and all samples were non-detect (ND) for Asbestos. SBMWD will continue to monitor quarterly in 2021.									
Microbiological			((TT))						
Total Coliform Bacteria Federal Total Coliform Rule (rTCR)	(Present/Absent)	2020	((TT< = 5.0%))	(0)	Absent	Absent - 0.18%	No	Naturally present in the environment	
AT-THE-TAP LEAD AND COPPER MONITORING							# 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	(µg/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 µg/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			<ul style="list-style-type: none"><li><b>Maximum Contaminant Level (MCL):</b> 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</li><li><b>Maximum Contaminant Level Goal (MCLG):</b> 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</li></ul>			<ul style="list-style-type: none"><li><b>Public Health Goal (PHG):</b> 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</li><li><b>Maximum Residual Disinfectant Level (MRDL):</b> 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</li></ul>			



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)	PHG	Local Groundwater		Violation	Typical Source
			[MRDL [NL (TT )]	(MCLG [MRDLG]	Average Value	Range (low-high)		
Aesthetics								
Chloride	(mg/L)	2020	500	NS	27.6	4.1-58.0	No	Runoff/leaching from natural deposits
Manganese	(µg/L)	2019	50	NS	ND	ND-1.50	No	Leaching from natural deposits
Specific Conductance	(µS/cm)	2020	1600	NS	550.24	440-670	No	Substances that form ions when in water
Sulfate	(mg/L)	2020	500	NS	64.05	24-120	No	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids	(mg/L)	2020	1000	NS	344.82	170-460	No	Runoff/leaching from natural deposits
Turbidity	(NTU)	2020	5	NS	0.15	ND-1.50	No	Soil runoff
Unregulated Contaminant			[NL]					
Dichlorodifluoromethane (Freon 12)	(mg/L)	2020	[1]	NS	0.00077	ND-0.00460	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, often used as an aerosol propellant for cosmetics, pharmaceuticals, insecticides, paints, adhesives, and cleaners.
Hexavalent Chromium	(µg/L)	2020	NS	NS	ND	ND-3.60	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 (UCMR 4) Source Well Monitoring			[NL]					
Bromide	(µg/L)	2019	NS	NS	90	ND-180	No	No standard language
Unregulated Contaminant Monitoring Rule (UCMR 4) Distribution System Entry Point Monitoring			[NL]					
Manganese	(µg/L)	2019	[500]	NS	ND	ND-1.50	No	Leaching from natural deposits
Unregulated Contaminant Monitoring Rule (UCMR 4) Stage 2 D/DBPR Sampling Sites			[NL]					
Bromochloroacetic Acid	(µg/L)	2019	NS	NS	0.45	ND-0.81	No	By-product of drinking water disinfection
Chlorodibromoacetic Acid	(µg/L)	2019	NS	NS	0.10	ND-0.42	No	By-product of drinking water disinfection
Dibromoacetic Acid	(µg/L)	2019	NS	NS	0.62	ND-1.20	No	By-product of drinking water disinfection
Dichloroacetic Acid	(µg/L)	2019	NS	NS	0.17	ND-0.43	No	By-product of drinking water disinfection
Additional Monitoring								
Hardness (as CaCO3)	(mg/L)	2020	NS	NS	249.51	120-340	N/A	Naturally-occurring
Sodium	(mg/L)	2020	NS	NS	23.06	14.0-59.0	N/A	Naturally-occurring

MICROBIOLOGICAL MONITORING REQUIREMENT NOT MET

	Violation	Explanation	Required Sampling Frequency	Health Effects	Actions taken to correct violation
Total Coliform Bacteria	Monitoring	After notification of a total coliform positive sample collected from the distribution system at Riverview Dr. and Mt. View Ave. on 3/16/2020. Three required repeat samples were not collected on 3/17/2020.	Three repeat samples should have been collected within 24 hours following a total coliform positive routine sample notification on 3/17/2020.	unknown	The three repeat samples were collected April 7, 2020 and confirmed negative for total coliform as reported in SBMWD's 2019 Consumer Confidence Report (CCR). 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 Dr. and Mt. View Ave. For more information, please contact Con Arrieta, Water Quality Control Officer at (909) 453-6190 or Con.Arrieta@SBMWD.org

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](http://www.sbcusd.com/watertesting) if you have additional questions or concerns.

# WATER BOARD



**Toni Callicott**  
President



**Wayne Hendrix**  
Vice President



**Thomas Brickley**  
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](http://SBMWD.org) at least 72 hours prior to each meeting.

## EMERGENCY NUMBERS

**Police - Fire - Medical:** 911  
(Emergencies Only)

**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) 453-6190



## City of San Bernardino Municipal Water Department

1350 S. "E" Street, San Bernardino, CA 92408

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