



VALLEY OF ENCHANTMENT MUTUAL WATER COMPANY

Valley of Enchantment Mutual Water Company

2025 Consumer Confidence Report

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien. Para obtener ayuda en español o solicitar información sobre este informe, comuníquese con Valley of Enchantment Mutual Water Company al (909) 338-2310.

Message from the General Manager

Valley of Enchantment Mutual Water Company is pleased to present the 2025 Consumer Confidence Report (CCR). Founded in 1927, our company is now in its 99th year of operation serving the Valley of Enchantment community.

This report summarizes the results of drinking water monitoring conducted during 2025 and explains where your water comes from, how it is treated, and how it compares with state and federal drinking water standards.

The information reviewed for this report indicates that Valley of Enchantment met all applicable drinking water standards in 2025 and had no coliform positives or other known violations during the reporting year.

Approximately 58% of the water delivered to customers during 2025 came from local groundwater wells, and approximately 42% was purchased as treated surface water from the Crestline-Lake Arrowhead Water Agency (CLAWA).

All sources are disinfected, blended and closely monitored to help ensure water quality standards are met.

Brent Frey



View from our Balboa #7 Tank overlooking all of VOE on a cloudy Spring Day



Our Water Sources

Valley of Enchantment operates several groundwater wells that draw from sources in the surrounding local area.

Each well gets blended with treated and disinfected water and is sampled on a routine schedule. Water from local wells is delivered through storage reservoirs, booster stations, and distribution pipelines before reaching customers.

Valley of Enchantment also purchases treated surface water from CLAWA.

CLAWA's sole water supply is surface water from Silverwood Lake, a reservoir of the State Water Project operated by the California Department of Water Resources.

Silverwood Lake contains imported water diverted from the Sacramento-San Joaquin Delta and local mountain runoff.

CLAWA treats this water using conventional treatment with multimedia pressure filters and chlorine disinfection before delivery to its transmission system and to consecutive systems such as Valley of Enchantment.

Figure 1. 2025 Water Production vs. Purchased Water

2025 Water Production vs Purchased Water

Valley of Enchantment groundwater vs CLAWA treated water

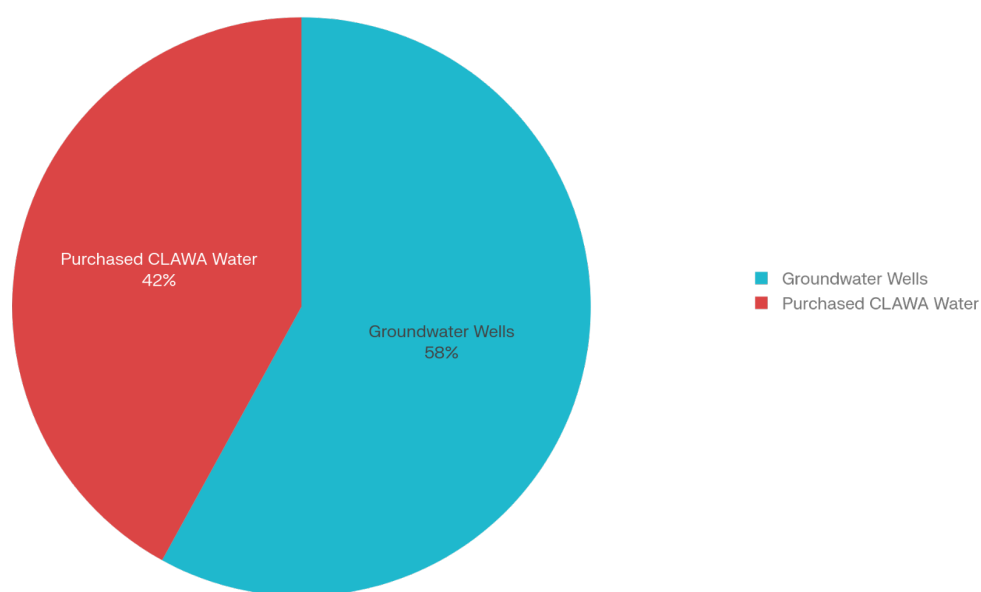
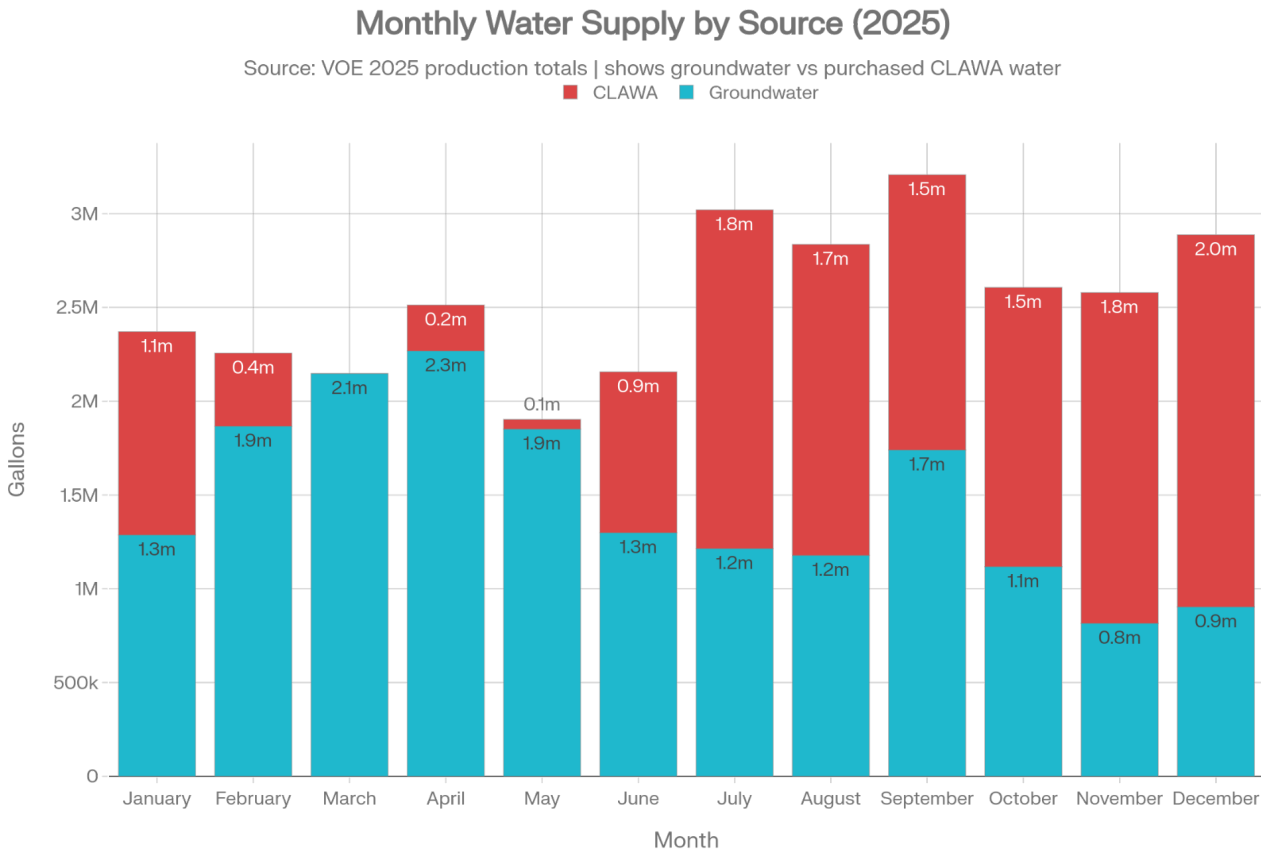


Figure 2. 2025 Monthly Water Supply by Source



Rialto Reservoir- October 2025

Drinking Water Definitions

MCL: Maximum Contaminant Level – highest level of a contaminant allowed in drinking water.

MCLG: Maximum Contaminant Level Goal – level below which there is no known or expected risk to health.

PHG: Public Health Goal – level below which there is no known or expected risk to health.

MRDL: Maximum Residual Disinfectant Level – highest level of a disinfectant allowed in drinking water.

MRDLG: Maximum Residual Disinfectant Level Goal.

AL: Action Level – concentration which, if exceeded, triggers treatment or other actions.

TT: Treatment Technique – required process intended to reduce the level of a contaminant.

NTU: Nephelometric Turbidity Units – measure of water clarity.

ND: Non-Detected – contaminant not detected above reporting limit.

N/A: Not Applicable – no standard.

Range: Lowest to highest result.

mg/L: Milligrams per liter or parts per million.

µg/L: Micrograms per liter or parts per billion.

2025 Water Quality Summary – Valley of Enchantment

The table below lists contaminants detected in Valley of Enchantment's water quality monitoring during 2025. No contaminants exceeded their regulatory standards.

Contaminant	MCL	PHG/MCLG	Average	Range	Units	Typical Source	Violation
Nitrate (as N)	10 mg/L	10 mg/L	2.9 mg/L	0.75–5.0 mg/L	mg/L	Runoff from fertilizer use; leaching from septic tanks; erosion of natural deposits	No
Nitrate+Nitrite (as N)	10 mg/L	10 mg/L	5.2 mg/L	5.2–5.2 mg/L	mg/L	Runoff from fertilizer use; leaching from septic tanks; erosion of natural deposits	No
Hexavalent Chromium (Cr-VI)	10 µg/L	2 µg/L	1.2 µg/L	1.2–1.2 µg/L	µg/L	Discharge from steel and pulp mills; erosion of natural deposits	No
Total Trihalomethanes (TTHM)	80 µg/L	N/A	6.2 µg/L	6.2–6.2 µg/L	µg/L	Byproduct of drinking water disinfection	No
Gross Alpha Particle Activity	15 pCi/L	0 pCi/L	3.0 pCi/L	1.66–5.50 pCi/L	pCi/L	Erosion of natural deposits	No
Combined Uranium	20 pCi/L	0.43 pCi/L	5.96 pCi/L	1.04–11.1 pCi/L	pCi/L	Erosion of natural deposits	No
Radium-228 (and Combined)	5 pCi/L	0 pCi/L	0.30 pCi/L	0.067–0.479 pCi/L	pCi/L	Erosion of natural deposits	No

Unregulated Contaminants – Disinfection Byproducts

Contaminant	Average	Range	Units	Typical Source
Chloroform	1.7	1.7–1.7	µg/L	Byproduct of drinking water chlorination
Dibromochloromethane	1.7	1.7–1.7	µg/L	Byproduct of drinking water chlorination
Bromoform	1.6	1.6–1.6	µg/L	Byproduct of drinking water chlorination
Bromodichloromethane	1.2	1.2–1.2	µg/L	Byproduct of drinking water chlorination

PFAS Monitoring

Valley of Enchantment conducted PFAS monitoring under State Water Board requirements. Out of the 20 different sources tested for PFAS, only one source had a positive PFAS result: Balboa Well / CA3610051_035_035. The sample was collected on May 14, 2024. PFHxS was detected at 9.7 ng/L, which was above the California Notification Level of 3 ng/L but below the Response Level of 20 ng/L. PFOA was detected at 2.1 ng/L, below the California Notification Level of 5.1 ng/L, and PFBS was detected at 2.3 ng/L, below the California Notification Level of 500 ng/L. PFOS was not detected. No PFAS Response Level was exceeded.

PFAS Compound	Result	CCRD	Notification Level	Response Level	Units	Notes
PFOA	2.1	4	5.1	10	ng/L	Detected below notification level
PFOS	ND	4	6.5	40	ng/L	Not detected
PFHxS	9.7	3	3	20	ng/L	Above notification level; below response level
PFBS	2.3	3	500	5,000	ng/L	Detected below notification level

Lead and Copper Sampling Results

Lead and copper tap sampling was last conducted in 2023. The 2023 results were below the action levels for both lead and copper, with 0 of 10 sample sites exceeding the action level for either contaminant. Valley of Enchantment is scheduled to conduct its next lead and copper tap sampling round in August 2026. In addition, Valley of Enchantment completed its service line material review for the Lead Service Line Inventory and did not identify any lead service lines in the system.

Contaminant	Action Level	90th Percentile	Sites Exceeding AL	Typical Source	Violation
Lead (at consumer taps)	15 µg/L	4.8 µg/L	0 of 10	Corrosion of household plumbing; erosion of natural deposits	No
Copper (at consumer taps)	1.3 mg/L	0.43 mg/L	0 of 10	Corrosion of household plumbing; erosion of natural deposits	No

Lead Service Line Inventory Disclosure

In accordance with the federal Lead and Copper Rule Revisions (LCRR), Valley of Enchantment Mutual Water Company completed a comprehensive Lead Service Line Inventory of both system-owned and customer-owned portions of our water service connections. Based on historical records, field investigations, and distribution system data, no lead service lines, lead connectors, or galvanized lines requiring replacement were identified within our system. Our water distribution system is entirely non-lead. A copy of our completed service line inventory material summary and the methods used to determine service line materials is publicly accessible and can be reviewed by contacting our office directly at (909) 338-2310 or by email at voewater@msn.com.

Imported Water Quality – CLAWA

The following tables summarize detected and reported constituents in treated imported surface water purchased from Crestline-Lake Arrowhead Water Agency (CLAWA) during 2025.

Primary Standards

Contaminant	Average	Range	MCL	Typical Source	Violation
Total Trihalomethanes (TTHM)	46.8 µg/L	18.8–88.8 µg/L	80 µg/L	Byproduct of drinking water chlorination	No
Haloacetic Acids (HAA5)	3.5 µg/L	0–6.3 µg/L	60 µg/L	Byproduct of drinking water disinfection	No
Fluoride (naturally occurring)	ND	0.0–0.0 mg/L	2 mg/L	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories	No
Nitrate (as N)	ND	0.0–0.0 mg/L	10 mg/L	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits	No

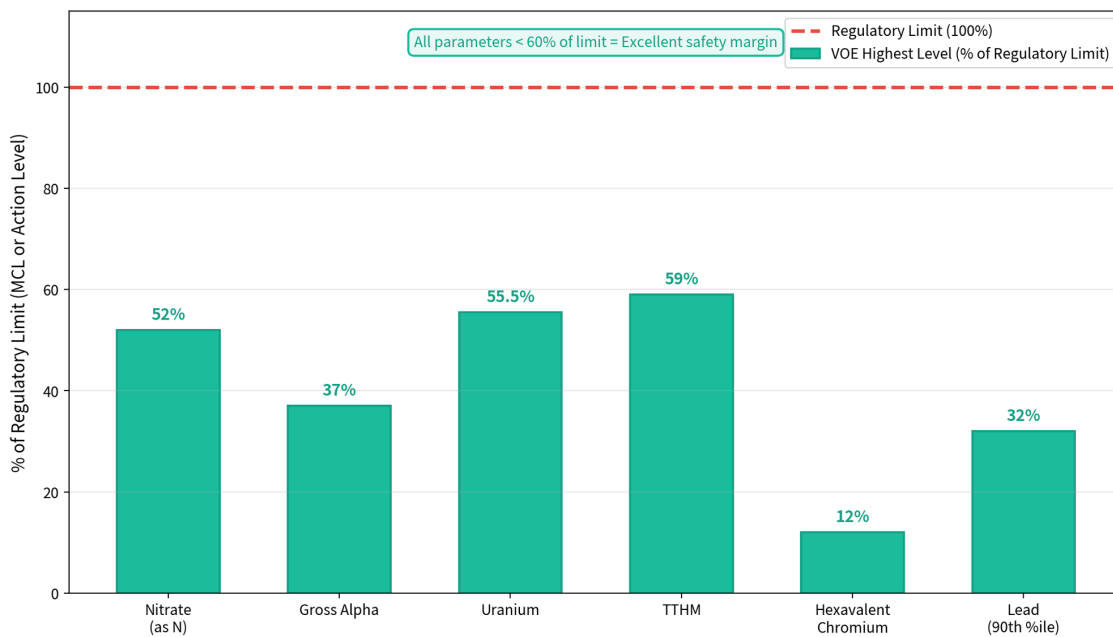
Secondary Standards

Contaminant	Average	Range	MCL	Typical Source	Violation
Chloride	60.81 mg/L	51–98 mg/L	500 mg/L	Erosion of natural deposits; seawater influence	No
Sulfate	36.13 mg/L	27–42 mg/L	500 mg/L	Erosion of natural deposits	No
Total Dissolved Solids (TDS)	241.25 mg/L	180–350 mg/L	1000 mg/L	Erosion of natural deposits	No
Turbidity	0.20 NTU	0.11–0.35 NTU	TT	Soil runoff	No

Other and Unregulated Constituents

Contaminant	Average	Range	MCL/Notification Level	Typical Source	Violation
Sodium	51.94 mg/L	47–69 mg/L	N/A	Erosion of natural deposits	No
Hardness (Total)	82.69 mg/L	70–90 mg/L	N/A	Erosion of natural deposits	No
Odor – Threshold	1 TON	1–1 TON	3 TON	Naturally occurring organic materials	No
Boron	50 µg/L	0–120 µg/L	NL 1000 µg/L	Erosion of natural deposits	No
Vanadium	6.03 µg/L	0–7.9 µg/L	NL 50 µg/L	Erosion of natural deposits	No
pH	8.26	8.1–8.6	6.5–8.5	Measure of acidity/basicity	No

VOE Water Quality: All Contaminants Well Below Regulatory Limits
(2025 Data — Strong Safety Margin)



Additional Drinking Water Information

The sources of drinking water, both tap water and bottled water, include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over land or through the ground, it can pick up naturally occurring minerals, radioactive material, and substances from animals or human activity.

Contaminants that may be present in source water include microbial contaminants; inorganic contaminants such as salts and metals; pesticides and herbicides; organic chemical contaminants; and radioactive contaminants. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. Their presence does not necessarily indicate that water poses a health risk.

To ensure tap water is safe to drink, the U.S. EPA and the State Water Resources Control Board prescribe limits for certain contaminants in public water systems. U.S. Food and Drug Administration regulations and California law also establish bottled-water limits that provide the same protection for public health.

Some people may be more vulnerable to contaminants in drinking water, including people undergoing chemotherapy, organ transplant recipients, people with HIV/AIDS or other immune system disorders, some elderly people, and infants. These individuals should seek advice from their health care providers. EPA/CDC guidance on reducing the risk of infection by *Cryptosporidium* and other microbial contaminants is available from the U.S. EPA Safe Drinking Water Hotline at 1-800-426-4791.

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 service lines and home plumbing. VOE Water is responsible for providing high quality drinking water but cannot control household plumbing materials. When water has been sitting for several hours, you can reduce potential lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned, you may wish to have your water tested. Information on lead in drinking water, testing methods, and ways to reduce exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

Microbiological and Compliance Summary

All routine and repeat bacteriological samples collected in 2025 were free of total coliform bacteria and E. coli. No Level 1 or Level 2 assessments and no E. coli Maximum Contaminant Level violations were required or issued under the Revised Total Coliform Rule.

Valley of Enchantment had no violations of any Maximum Contaminant Level (MCL), Maximum Residual Disinfectant Level (MRDL), treatment technique (TT), action level (AL), or monitoring and reporting requirement in 2025. There were no fecal indicator-positive groundwater source samples, no uncorrected significant deficiencies, and no groundwater treatment technique violations in 2025.

Surface Water Treatment Information – CLAWA

CLAWA used conventional treatment with multimedia pressure filters in 2025. Turbidity standards required filtered water to meet 0.3 NTU in 95% of monthly measurements, not exceed 1.0 NTU for more than eight consecutive hours, and not exceed 5.0 NTU at any time. Reported performance was: 100% monthly compliance, highest single turbidity of 0.35 NTU, and 0 surface water treatment violations.

Public Participation and Contact Information

Customers are encouraged to participate in decisions affecting drinking water quality. Board meetings are held on the third Monday of each month at 4:00 p.m. at the company office. For questions about this report or drinking water service, contact Brent Frey, General Manager, at (909) 338-2310. For CLAWA water quality information, contact Curtis Vanderwoude at (909) 338-1779.

Water Conservation

Water conservation remains important in mountain communities. Customers can help by protecting pipes from freezing • repairing leaks promptly • installing water-efficient fixtures • using buckets instead of running hoses • using brooms instead of hoses • minimizing outdoor irrigation during hot weather.

CCR Distribution and Certification

This report covers water quality data from January 1 through December 31, 2025. It must be distributed to customers by July 1, 2026, and Valley of Enchantment Mutual Water Company will submit certification of delivery to the State Water Resources Control Board by October 1, 2026, as required by law.