City of Upland

ANNUAL WATER QUALITY REPORT

Reporting Year 2024

Completed in 2024

Reservoir 15

7.5 million gallon Reservoir Replacement

TRUSTED & QUALITY SERVICE SINCE 1906

City of Upland

Public Works Department - Utilities Division

1370 N. Benson Avenue, Upland, CA 91786

PWS ID# CA3610050

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

Where Does My Water Come From?

The mission of the City of Upland's Water Utilities Division is to provide a safe, reliable and cost effective supply of high quality drinking water that meets all regulatory requirements. The City has access to local and imported water supply resources. Locally, the City has adjudicated groundwater water rights in the Chino Basin, Cucamonga Basin, and Six Basins.

The City water interests are a result of either a direct water right or indirectly through its shareholder interest (entitlement) in two private mutual water companies. The City has a 93% shareholder interest in West End Consolidated Water Company (WECWco.). The water received from WECWCo. is local groundwater. The City has a 68% shareholder interest in San Antonio Water Company (SAW Co.). Both local groundwater and surface water from San Antonio Canyon is provided by SAW Co. San Antonio canyon surface water supply is subject to availability and is closely tied to rain and snowpack. This local surface water is treated at the City's San Antonio Water Treatment Plant. In addition to the local surface and groundwater supplies, the City invested and owns 22% interest in an 81 million gallon imported water treatment plant, Water Facilities Authority (WFA-JPA), Agua de Lejos located on Benson Avenue north of 17th Street. The WFA water treatment plant receives Northern California State Project imported water from Metropolitan Water District of Southern California (MWD) through Inland Empire Utilities Agency (IEUA) our MWD member agency. After treatment, it is added to our local supplies. Ensuring a consistent water source for all Upland's community 24 hours a day, 365 days a year.

Upland's 2024 Water Sources

The City of Upland used 5.78 billion gallons of water in 2024.

1. GROUNDWATER

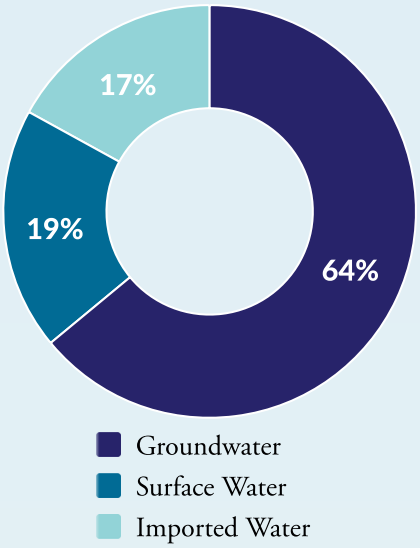
About 3.3 billion gallons of groundwater were pumped from nine City of Upland wells, seven San Antonio Water Company wells, and four West End Consolidated Water Company wells, fulfilling 64% of our customers' needs.

2. SURFACE WATER

About 947 million gallons of surface water were processed through the City's San Antonio Canyon Water Treatment Plant, fulfilling 19% of our customers' needs.

3. IMPORTED WATER

About 889 million gallons, or 17% of our water, originated from high mountain streams in the Northern Sierra Nevada. It flows via the State Water Project to Lake Silverwood, north of the City of San Bernardino. The journey to the City of Upland is completed through a 120-inch diameter pipeline that crosses Upland beneath 18th Street. The imported water is purchased from the Metropolitan Water District of Southern California (MWD) and treated at the Water Facilities Authority (WFA - JPA), Agua de Lejos Water Treatment Plant located on Benson Avenue, north of 17th Street.



Important Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health-care providers. U.S. Environmental Protection Agency (U.S. EPA)/Centers for Disease Control and Prevention (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791 or epa.gov/safewater.

Community Participation

Join us for our open meetings and voice your concerns about drinking water, held at 6:00 p.m. on the second and fourth Monday of each month in the Council Chambers at Upland City Hall, 460 North Euclid Avenue, Upland, California 91786. Visit our website at www.uplandca.gov/water-quality or call Upland Public Works at (909) 291-2930 to stay updated. We welcome your participation!

Questions?

For more information about this report, or for any questions relating to your drinking water, please call Norberto Ferreira, Acting Utilities Manager, at (909) 291-2930. Scan the QR code to view the report online.

Protecting Your Water

Bacteria are a natural and important part of our world. There are around 40 trillion bacteria living in each of us; without them, we could not live healthy lives. Coliform bacteria are commonly found in the environment and are generally not harmful on their own. Their presence in drinking water is a concern, however, because it signals that the water may be contaminated with other organisms that can cause disease.

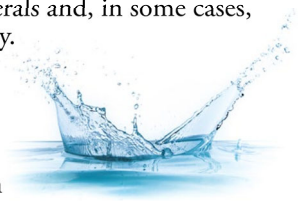
In 2016, the U.S. EPA adopted the Revised Total Coliform Rule, which requires water systems to take additional steps to protect the integrity of the drinking-water distribution system by monitoring for bacteria such as total coliform and E. coli. The rule imposes more stringent standards than its predecessor and mandates that systems vulnerable to contamination have procedures in place to minimize risks. Utilities that exceed a specified frequency of total-coliform occurrences must conduct an assessment and correct any problems quickly. The EPA anticipates greater public health protection because the regulation emphasizes prevention, identifying and addressing problems before they affect customers.

Maintaining the quality and reliability of our water supply also requires responsible, ongoing investment in critical infrastructure. As part of this effort, we are planning key upgrades to our reservoir facilities to support our commitment to delivering clean, dependable water for our community, now and into the future.

Although we already enjoy some of the highest-quality drinking water in the nation, our goal is to eliminate every potential pathway of contamination in the distribution system. The EPA's preventive requirements, together with strategic infrastructure investments, help us achieve that goal and safeguard public health.

Substances That Could Be in Water

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



Contaminants that may be present in source water include:

Microbial Contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

Inorganic Contaminants, such as salts and metals, which can be naturally occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

Pesticides and Herbicides, which 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, which are by-products of industrial processes and petroleum production and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.

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

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

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

Source Water Assessment

An assessment of the City of Upland's drinking water sources was completed in 2023. The purpose of the assessment is to determine the susceptibility of each drinking water source to potential contaminant sources. The report includes background information and a relative susceptibility rating of higher, moderate, or lower. Our rating was 'lower'.

If you would like a copy of our assessment, or the assessment that was completed for San Antonio Creek in 2021, please feel free to contact our office during regular business hours at the number provided in this report.

Lead in Home Plumbing

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. The City of Upland is responsible for providing high-quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter certified by an American National Standards Institute-accredited certifier to reduce lead is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure it is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling does not remove lead from water.

Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, or doing laundry or a load of dishes. If you have a lead or galvanized service line requiring replacement, you may need to flush your pipes for a longer period. If you are concerned about lead and wish to have your water tested, contact Norberto Ferreira, Acting Utilities Manager, at (909) 291-2930. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at epa.gov/safewater/lead.

The City of Upland is dedicated to protecting its community water system from harmful contaminants and collaborates with the Environmental Protection Agency (EPA) to ensure water safety. As part of this commitment, we are following EPA regulations that require public water systems to develop a comprehensive inventory of lead service lines. Between September and October 2024, the Upland Utilities Division conducted an inventory of water service lines, focusing on homes built before 1987 and other customer groups. This inventory provides a detailed understanding of the water service connections in our area and helps ensure compliance with water quality standards set by the California and U.S. Environmental Protection Agencies. The Upland 2024 lead service inventory list can be accessed on Upland's website: www.uplandca.gov/water-quality.

Test Results

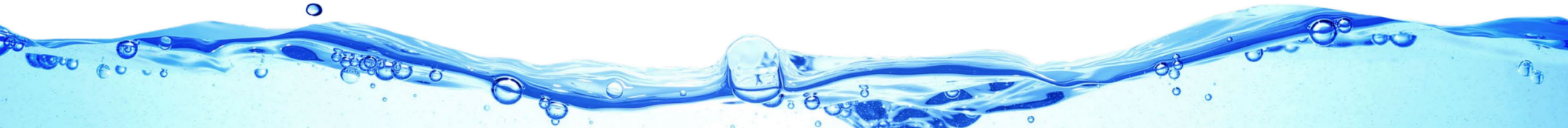
The City of Upland routinely monitors for contaminants in your drinking water according to Federal and State Law. The City's Test Results table shows the results of our monitoring for the period of January 1 through December 31, 2024. Here, we only show those substances that were detected in our water (a complete list of all our analytical results is available upon request). Remember that detecting a substance does not mean the water is unsafe to drink; our goal is to keep all detects below their respective maximum allowed levels.

The state recommends monitoring for certain substances less than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data is included, along with the year in which the sample was taken.

We participated in the fifth stage of the U.S. EPA's Unregulated Contaminant Monitoring Rule (UCMR5) program by performing additional tests on our drinking water. UCMR5 sampling benefits the environment and public health by providing the U.S. EPA with data on the occurrence of contaminants suspected to be in drinking water to determine if it needs to introduce new regulatory standards to improve drinking water quality. Unregulated contaminant monitoring data is available to the public, so please feel free to contact us if you are interested in obtaining that information. If you would like more information on the U.S. EPA's Unregulated Contaminant Monitoring Rule, please call the Safe Drinking Water Hotline at (800) 426-4791.

REGULATED SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL [MRDL]	PHG (MCLG) [MRDLG]	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Arsenic (ppb)	2024	10	0.004	0.28	ND–1.20	No	Erosion of natural deposits; Runoff from orchards; Glass and electronics production wastes
Barium (ppm)	2024	1	2	0.040	0.026–0.082	No	Discharges of oil drilling wastes and from metal refineries; Erosion of natural deposits
Chlorine (ppm)	2024	[4.0 (as Cl2)]	[4 (as Cl2)]	0.43	0.20–1.315	No	Drinking water disinfectant added for treatment
Chromium, Total (ppb)	2024	50	(100)	0.54	ND–3.70	No	Discharge from steel and pulp mills and chrome plating; Erosion of natural deposits
Combined Radium (pCi/L)	2024	5	(0)	0.10	ND–0.254	No	Erosion of natural deposits
Dibromochloropropane [DBCP] (ppt)	2024	200	3	0.01	ND–0.02	No	Banned nematocide that may still be present in soils due to runoff/leaching from former use on soybeans, cotton, vineyards, tomatoes, and tree fruit
Fluoride (ppm)	2024	2.0	1	0.0750	ND–0.09	No	Erosion of natural deposits; Water additive that promotes strong teeth; Discharge from fertilizer and aluminum factories
Gross Alpha Particle Activity (pCi/L)	2024	15	(0)	2.67	ND–5.59	No	Erosion of natural deposits
HAA5 [sum of 5 haloacetic acids] (ppb)	2024	60	NA	2.339	ND–7.0	No	By-product of drinking water disinfection
Methyl Tert-Butyl Ether [MTBE] (ppb)	2024	13	13	0.06	ND–3.30	No	Leaking from underground gasoline storage tanks; Discharge from petroleum and chemical factories
Nitrate (ppm)	2024	10	10	2.15	ND–6.0	No	Runoff and leaching from fertilizer use; Leaching from septic tanks and sewage; Erosion of natural deposits
Perchlorate (ppb)	2024	6	1	0.471	ND–2.00	No	An inorganic chemical used in solid rocket propellant, fireworks, explosives, flares, matches, and a variety of industries; Historic aerospace or other industrial operations that used or use, store, or dispose of perchlorate and its salts
Radium 226 (pCi/L)	2024	5	0.05	0.05	ND–0.064	No	Erosion of natural deposits
Radium 228 (pCi/L)	2024	5	0.019	0.155	ND–0.254	No	Erosion of natural deposits
Tetrachloroethylene [PCE] (ppb)	2024	5	0.06	0.04	ND–0.06	No	Discharge from factories, dry cleaners, and auto shops (metal degreaser)
Trichloroethylene [TCE] (ppb)	2024	5	1.7	0.548	ND–1.6	No	Discharge from metal degreasing sites and other factories
TTHMs [total trihalomethanes] (ppb)	2024	80	NA	9.56	ND–56	No	By-product of drinking water disinfection
Uranium (pCi/L)	2024	20	0.43	3.828	ND–9.0	No	Erosion of natural deposits



Tap water samples were collected for lead and copper analyses from sample sites throughout the community

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AL	PHG (MCLG)	AMOUNT DETECTED (90TH %ILE)	RANGE LOW-HIGH	SITES ABOVE AL/ TOTAL SITES	VIOLATION	TYPICAL SOURCE
Copper (ppm)	2024	1.3	0.3	0.19	ND–0.26	0/30	No	Internal corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Lead (ppb)	2024	15	0.2	2.2	ND–39	1/30	No	Corrosion of household plumbing systems; Erosion of natural deposits

SECONDARY SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	SMCL	PHG (MCLG)	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Aluminum (ppb)	2024	200	600	18.37	6.85–29.9	No	Erosion of natural deposits; Residual from some surface water treatment processes
Chloride (ppm)	2024	500	NS	11.72	ND–37	No	Runoff/leaching from natural deposits; Seawater influence
Manganese (ppb)	2024	50	NS	3.25	ND–6.3	No	Leaching from natural deposits
Odor, Threshold (TON)	2024	3	NS	0.34	ND–1.0	No	Naturally occurring organic materials
Specific Conductance (µS/cm)	2024	1,600	NS	411.62	ND–630	No	Substances that form ions when in water; Seawater influence
Sulfate (ppm)	2024	500	NS	30.57	ND–52	No	Runoff/leaching from natural deposits; Industrial wastes
Total Dissolved Solids (ppm)	2024	1,000	NS	225.60	ND–410	No	Runoff/leaching from natural deposits
Turbidity (NTU)	2024	5	NS	0.04	0.011–0.31	No	Soil runoff

UNREGULATED SUBSTANCES [1]

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	TYPICAL SOURCE
Alkalinity (ppm)	2024	159.06	ND–290	The measure of water's ability to neutralize acids
Hardness, Total [as CaCO3] (ppm)	2024	163.42	ND–340	The sum of polyvalent cations, generally naturally occurring magnesium and calcium
Sodium (ppm)	2024	14.72	ND–18	Naturally occurring

[1] Unregulated contaminant monitoring helps the U.S. EPA and SWRCB determine where certain contaminants occur and whether the contaminants need to be regulated.

Definitions

90th %ile: The levels reported for lead and copper represent the 90th percentile of the total number of sites tested. The 90th percentile is equal to or greater than 90% of our lead and copper detections.

AL (Regulatory Action Level): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

MCL (Maximum Contaminant Level): 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 (SMCLs) are set to protect the odor, taste, and appearance of drinking water.

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

MRDL (Maximum Residual Disinfectant Level): 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.

MRDLG (Maximum Residual Disinfectant Level Goal): 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.

NA: Not applicable.

ND (Not detected): Indicates that the substance was not found by laboratory analysis.

NS: No standard.

pCi/L (picocuries per liter): A measure of radioactivity.

PDWS (Primary Drinking Water Standard): MCLs and MRDLs for contaminants that affect health, along with their monitoring and reporting requirements and water treatment requirements.

PHG (Public Health Goal): 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 EPA.

ppb (parts per billion): One part substance per billion parts water (or micrograms per liter).

ppm (parts per million): One part substance per million parts water (or milligrams per liter).

ppt (parts per trillion): One part substance per trillion parts water (or nanograms per liter).

µS/cm (microsiemens per centimeter): A unit expressing the amount of electrical conductivity of a solution.