

2020 Consumer Confidence Report

Water System Information

Water System Name: Portola Improvement Association Mutual Water Company, Inc.

Report Date: 6/30/2021

Type of Water Source(s) in Use: Natural spring

Name and General Location of Source(s): Slate Creek Road, Middleton Community, La Honda CA

Drinking Water Source Assessment Information: State approved filtration equipment was added to our system in October 2018. We are working with the State and an engineering firm for a solution to lower high copper results at two houses. A sanitary survey of PIAMWCO's domestic water supply system was conducted on May 18, 2017 by the State Water Resources Control Board Division, Drinking Water Division. The spring is considered vulnerable to activities within the area surrounding the spring and in its recharge area such as septic systems, fertilizer/pesticide/ herbicide applications, automotive/other engine fluids, dumping of household chemicals, wells, chemicals from illegal activities or unauthorized dumping. Testing for evidence of contamination is conducted regularly to ensure the water supply is safe for human consumption. You may request a summary of the assessment be sent to you by contacting the DDW district engineer at 510-620-3474.

Time and Place of Regularly Scheduled Board Meetings for Public Participation: Time and location to be announced. Or call for more information

For More Information, Contact: Maura Smith (650) 947-9558

About This Report

We test the drinking water quality for many constituents as required by state and federal regulations. This report shows the results of our monitoring for the period of January 1 to December 31, 2020 and may include earlier monitoring data.

Importance of This Report Statement in Five Non-English Languages (Spanish, Mandarin, Tagalog, Vietnamese, and Hmong)

Language in Spanish: Este informe contiene información muy importante sobre su agua para beber. Favor de comunicarse Portola Improvement Association Mutual Water Company, Inc. a (650) 947-9558 para asistirlo en español.

Language in Mandarin: 这份报告含有关于您的饮用水的重要讯息。请用以下地址和电话联系 Portola Improvement Association Mutual Water Company, Inc. 以获得中文的帮助: 20 Slate Creek Road, La Honda, CA 94020 (650) 947-9558.

Language in Tagalog: Ang pag-uulat na ito ay naglalaman ng mahalagang impormasyon tungkol sa inyong inuming tubig. Mangyaring makipag-ugnayan sa Portola Improvement Association Mutual

Water Company, Inc. 20 Slate Creek Road, La Honda, CA 94020 o tumawag sa (650) 947-9558 para matulungan sa wikang Tagalog.

Language in Vietnamese: Báo cáo này chứa thông tin quan trọng về nước uống của bạn. Xin vui lòng liên hệ Portola Improvement Association Mutual Water Company, Inc. tại (650) 947-9558 để được hỗ trợ giúp bằng tiếng Việt.

Language in Hmong: Tsab ntawv no muaj cov ntsiab lus tseem ceeb txog koj cov dej haus. Thov hu rau Portola Improvement Association Mutual Water Company, Inc. ntawm (650) 947-9558 rau kev pab hauv lus Askiv.

TERMS USED IN THIS REPORT

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

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

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the 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 U.S. Environmental Protection Agency (U.S. EPA).

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.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

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

Public Health Goal (PHG): The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

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

Secondary Drinking Water Standards (SDWS): MCLs for contaminants that affect taste, odor, or appearance of the drinking water. Contaminants with SDWSs do not affect the health at the MCL levels.

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.

Variances and Exemptions: Permissions from the State Water Resources Control Board (State Board) to exceed an MCL or not comply with a treatment technique under certain conditions.

ND: not detectable at testing limit

ppm: parts per million or milligrams per liter (mg/L)

ppb: parts per billion or micrograms per liter (µg/L)

ppt: parts per trillion or nanograms per liter (ng/L)

ppq: parts per quadrillion or picogram per liter (pg/L)

pCi/L: picocuries per liter (a measure of radiation)

Sources of Drinking Water and Contaminants that May Be Present in Source 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, 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 stormwater 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 application, and septic systems.
- Radioactive contaminants, that can be naturally-occurring or be the result of oil and gas production and mining activities.

Regulation of Drinking Water and Bottled Water Quality

In order to ensure that tap water is safe to drink, the 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 protection for public health.

About Your Drinking Water Quality

Drinking Water Contaminants Detected

Tables 1, 2, 3, 4, 5, and 6 list all of the drinking water contaminants that were detected during the most recent sampling for the constituent. The presence of these contaminants in the water does not necessarily indicate that the water poses a health risk. The State Board allows us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of the data, though representative of the water quality, are more than one year old. Any violation of an AL, MCL, MRDL, or TT is asterisked. Additional information regarding the violation is provided later in this report.

TABLE 1 – SAMPLING RESULTS SHOWING THE DETECTION OF COLIFORM BACTERIA

Microbiological Contaminants (complete if bacteria detected)	Highest No. of Detections	No. of Months in Violation	MCL	MCLG	Typical Source of Bacteria
Total Coliform Bacteria (State Total Coliform Rule)	(In a month) 0	0	1 positive monthly sample ^(a)	0	Naturally present in the environment
Fecal Coliform or <i>E. coli</i> (State Total Coliform Rule)	(In the year) 0	0	A routine sample and a repeat sample are total coliform positive, and one of these is also fecal coliform or <i>E. coli</i> positive		Human and animal fecal waste
<i>E. coli</i> (Federal Revised Total Coliform Rule)	(In the year) 0	0	(b)	0	Human and animal fecal waste

(a) Two or more positive monthly samples is a violation of the MCL
(b) Routine and repeat samples are total coliform-positive and either is *E. coli*-positive or system fails to take repeat samples following *E. coli*-positive routine sample or system fails to analyze total coliform-positive repeat sample for *E. coli*.

TABLE 2 – SAMPLING RESULTS SHOWING THE DETECTION OF LEAD AND COPPER

Lead and Copper	Sample Date	No. of Samples Collected	90 th Percentile Level Detected	No. Sites Exceeding AL	AL	PHG	No. of Schools Requesting Lead Sampling	Typical Source of Contaminant
Lead (ppb)	03/2020 10/2020	5 7	< 0.5 1	0 0	15	0.2		Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Copper (ppm)	03/2020 10/2020	5 7	0.87 1.920*	0 1*	1.3	0.3		Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives

TABLE 3 – SAMPLING RESULTS FOR SODIUM AND HARDNESS

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	MCL	PHG (MCLG)	Typical Source of Contaminant
Sodium (ppm)	2020	13		None	None	Salt present in the water and is generally naturally occurring
Hardness (ppm)	2020	333		None	None	Sum of polyvalent cations present in the water, generally magnesium and calcium, and are usually naturally occurring

TABLE 4 – DETECTION OF CONTAMINANTS WITH A PRIMARY DRINKING WATER STANDARD

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	MCL [MRDL]	PHG (MCLG) [MRDLG]	Typical Source of Contaminant
Haloacetic Acids (5) (Haa5) (ppb)	2020	17		60	N/A	Byproduct of drinking water disinfection
Total Trihalomethanes (ppb)	2020	55		80	N/A	Byproduct of drinking water disinfection
Nitrate (As N) (ppm)	2020	0.6	0.4 - 0.73	10	10	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits

TABLE 5 – DETECTION OF CONTAMINANTS WITH A SECONDARY DRINKING WATER STANDARD

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	SMCL	PHG (MCLG)	Typical Source of Contaminant
Chloride (ppm)	2020	23.6		500		Runoff/leaching from natural deposits; seawater influence
Color (Units)	2020	5		15		Naturally-occurring organic materials
Odor Threshold @ 60 C (TON)	2020	2		3		Naturally-occurring organic materials
Specific Conductance (uS/cm)	2020	698		1600		Substances that form ions when in water; seawater influence
Sulfate (ppm)	2020	21		500		Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids (ppm)	2020	414		1000		Runoff/leaching from natural deposits
Turbidity (NTU)	2020	0.35		5		Soil runoff
Zinc (ppb)	2020	0.079		5		Runoff/leaching from natural deposits; industrial wastes

Additional General Information on Drinking Water

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 the 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).

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. U.S. EPA/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).

Lead-Specific Language: 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. Portola Improvement Association Mutual Water Company, Inc. 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. [Optional: If you do so, you may wish to collect the flushed water and reuse it for another beneficial purpose, such as watering plants.] 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 <http://www.epa.gov/lead>.

For Systems Providing Surface Water as a Source of Drinking Water

TABLE 6 – SAMPLING RESULTS SHOWING TREATMENT OF SURFACE WATER SOURCES

Treatment Technique ^(a) (Type of approved filtration technology used)	<p>Harmsco Inc. MUNI 40 HC40-LT2 one micron absolute filter system approved by the State for 2 log Cryptosporidium and 2.5 log Giardia removal at least 95% of the time using the approved quality controls.</p> <p>HACH CLF10 SC analyzer and SC200 controller chlorination system to provide continuous monitoring for chlorine residual of the filtered and chlorinated water being sent to the Upper Tank. Chlorination completes the requirement for a second method of disinfection by achieving 0.5-log Giardia and 4-log virus removal.</p> <p>HACH TU 5300 Turbidimeter to continuously monitor water turbidity as the last step for water being sent to the Upper Tank.</p> <p>This system of components is fitted with an alarm that will shut down pumping if an out-of-spec reading occurs.</p>
Turbidity Performance Standards ^(b) (that must be met through the water treatment process)	<p>Turbidity of the filtered water must:</p> <p>1 – Be less than or equal to <u>0.3</u> NTU in 95% of measurements in a month.</p> <p>2 – Not exceed <u>1.0</u> NTU for more than eight consecutive hours.</p> <p>3 – Not exceed <u>5.0</u> NTU at any time.</p>
Lowest monthly percentage of samples that met Turbidity Performance Standard No. 1.	27%
Highest single turbidity measurement during the year	0.83
Number of violations of any surface water treatment requirements	1*
<p>(a) A required process intended to reduce the level of a contaminant in drinking water.</p> <p>(b) Turbidity (measured in NTU) is a measurement of the cloudiness of water and is a good indicator of water quality and filtration performance. Turbidity results which meet performance standards are considered to be in compliance with filtration requirements.</p>	

Summary Information for Violation of a Surface Water Treatment Technique

VIOLATION OF A MCL, MRDL, AL, TT, OR MONITORING AND REPORTING REQUIREMENT				
Violation	Explanation	Duration	Actions Taken to Correct the Violation	Health Effects Language
Only 27% of turbidity samples met the 0.3 NTU limit	High turbidity was caused by sub-micron particles breaking through the Harmsco filters during rain events when the spring raw water turbidity increases.	January 2020	Turbidity levels decreased to normal levels by the end of the month.	Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

Summary Information for Operating Under a Variance or Exemption

Portola Improvement Association Mutual Water Company, Inc. did not operate under a variance or exemption in 2020.