

2024 Consumer Confidence Report

Water System Information

Water System Name: **The Willows resort**

Report Date: **June 5 2025**

Type of Water Source(s) in Use: **Groundwater**

Name and General Location of Source(s): **Well 1, Located within the grounds of the resort next to the storage tanks at 14505 Stetson Rd. Los Gatos Ca.**

Drinking Water Source Assessment Information: **N/A**

Time and Place of Regularly Scheduled Board Meetings for Public Participation: **N/A**

For More Information, Contact: **Christine Lane 408-892-1646**

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, 2024, and may include earlier monitoring data.

Importance of This Report Statement in Spanish: Este informe contiene información muy importante sobre su agua para beber. Favor de comunicarse Willows resort a 408-857-0115 para asistirlo en español.

Terms Used in This Report

Term	Definition
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 <i>E. coli</i> 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).

Term	Definition
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, 6, and 8 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

Complete if bacteria are detected.

Microbiological Contaminants	Highest No. of Detections	No. of Months in Violation	MCL	MCLG	Typical Source of Bacteria
<i>E. coli</i>	1	1	(a)	0	Human and animal fecal waste

(a) 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

Complete if lead or copper is detected in the last sample set.

Lead and Copper	Sample Date	No. of Samples Collected	90 th Percentile Level Detected	No. Sites Exceeding AL	AL	PHG	Typical Source of Contaminant
Lead (ppb)	8/09/2022	5	ND	0	15	0.2	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Copper (ppm)	8/09/2022	5	ND	0	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)	4/06/22	85	N/A	None	None	Salt present in the water and is generally naturally occurring
Hardness (ppm)	4/06/22	130	N/A	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
Bromate (ppb)	4/09/24	1.5	ND-3.0	10	0.1	Byproduct of drinking water disinfection
Turbidity (ntu)	4/06/22	6.3	6.3	TT	N/A	Soil runoff

Fluoride (ppm)	4/06/22	1	1	2.0	1	Erosion of Natural deposits
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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
Iron (ppm)	6/05/24	290		300	N/A	Leaching from Natural deposits
Manganese (ppm)	6/05/24	350		50	N/A	Leaching from Natural deposits
Odor (units)	4/06/22	1		3	N/A	Naturally occurring organic matter
Color (units)	4/06/22	4		15	N/A	Naturally occurring organic matter
Total Dissolved Solids (ppm)	4/06/22	340		1000	N/A	Runoff/leaching from natural deposits, seawater influence
Specific Conductance	4/06/22	580		1600	N/A	Substances that form ions when in water, seawater influence
Sulfate (ppm)	4/06/22	34		500	N/A	Runoff/leaching from natural deposits; industrial wastes
Chloride (ppm)	4/06/22	11		500	N/A	Runoff/leaching from natural deposits; seawater influence

Table 6. Detection of Unregulated Contaminants

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	Notification Level	Health Effects
Boron (ppm)	4/06/22	0.52		1.0	N/A

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. The Willows Resort 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 <http://www.epa.gov/lead>.

Summary Information for Violation of a MCL, MRDL, AL, TT, or Monitoring and Reporting Requirement

Table 7. Violation of a MCL, MRDL, AL, TT or Monitoring Reporting Requirement

Violation	Explanation	Duration	Actions Taken to Correct Violation	Health Effects Language
E Coli MCL	Routine sample was positive for E Coli	June 2024	Water System was disinfected. Investigation conducted with County regulators, New Operator hired	<i>E. coli</i> are bacteria whose presence indicates that the water may be contaminated with human or animal
Routine Coliform monitoring	Failed to collect Repeat samples following E coli positive Routine sample	June 2024	See above	wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms.

				They may pose a greater health risk for infants, young children, some of the elderly, and people with severely-compromised immune systems.
State Notification	Failed to notify County of Chlorine residual above limit	June 2024	New operator hired	N/A
Public notification requirement	Failed to issue public notification for E Coli positive sample	June 2024	New operator hired	N/A
Routine Coliform Monitoring	Failed to collect Repeat samples following a Coliform positive Routine sample	August 2024	New operator hired	N/A
Routine Coliform Monitoring	Failed to collect monthly routine Coliform sample	November 2024	New operator hired	N/A
State reporting requirement violation	Failed to report annual drought information for 2023	2023	New operator hired	N/A

Appendix 1 – Notification Template

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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

Coliform Bacteria Monitoring Requirements Not Met for The Willows Resort

Our water system failed to monitor as required for coliform bacteria during the month(s) of November and August 2024 and, therefore, was in violation of the regulations. Even though this failure was not an emergency, as our customers, you have a right to know what you should do, what happened, and what we did to correct this situation.

We are required to monitor your drinking water for coliform bacteria on a regular basis. Coliforms are bacteria which are naturally present in the environment and are used as an indicator that other, potentially harmful bacteria may be present. During November and August 2024, we did not fully monitor or test for coliform bacteria in the distribution system and therefore, cannot be sure of the quality of our drinking water during that time.

What should I do?

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

Contaminant	Required Sampling Frequency	Number of Samples Taken	When All Samples Should Have Been Taken	When Samples Were Taken
Coliform bacteria (Total coliforms)	1 sample per month	0	Between November 1 and November 30	December 4, 2024. Absent for Total Coliforms

Coliform bacteria (Total coliforms)	1 sample per month, plus 3 repeat samples after a positive sample	1 routine sample and only 1 repeat samples	Within 24 hours of the positive sample on August 23, 2024	1 repeat sample was collected on August 26, 2024
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- If you have health issues concerning the consumption of this water, you may wish to consult your doctor.

What happened? What is being done?

In August of 2024, following a Routine positive Coliform sample, not enough repeat samples as as required were collected. In November 2024, a monthly Routine Coliform sample was not collected during the entire month.

Both events were due to Operator error or lack of a Water System Operator being available and inadequate communication between Operator and sampling staff.

In January of 2025, a new System Operator was hired and a new effort is being made to comply with all regulations and improve communication

For more information, please contact Christine Lane at
(408) 892 - 1646 or _____.

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

Secondary Notification Requirements

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

- RESIDENTIAL RENTAL PROPERTY OWNERS OR MANAGERS (including nursing homes and care facilities): Must notify tenants.

This notice is being sent to you by Willows Resort.

State Water System ID#: 4400850 . Date distributed: _____.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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MONITORING REQUIREMENTS NOT MET FOR The Willows Resort

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

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During the month of June 2024 we failed to collect the correct number of Repeat samples for Total Coliform and therefore, cannot be sure of the quality of our drinking water during that time.

What should I do?

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

Contaminant	Sampling Requirement	Number of Samples Taken	When All Samples Should Have Been Taken	When Samples Were or Will Be Taken
Total Coliforms, <i>E.coli</i>	Three (3) Repeat samples following a positive Routine sample	2 (3 samples taken, 1 invalidated due to excessive chlorine residual)	6/22/24 (Within 24 hours of notification of positive sample)	Third sample taken 6/28/24

- If you have health issues concerning the consumption of this water, you may wish to consult your doctor.

What happened? What is being done?

This event occurred due to lack of a Certified Water System Operator or Operator error.

A new Certified Operator was hired in January of 2025 and is focusing his efforts on keeping the Water System in compliance with all regulations.

For more information, please contact Christine Lane at 408-892-1646.

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