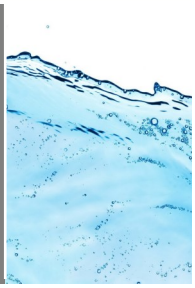
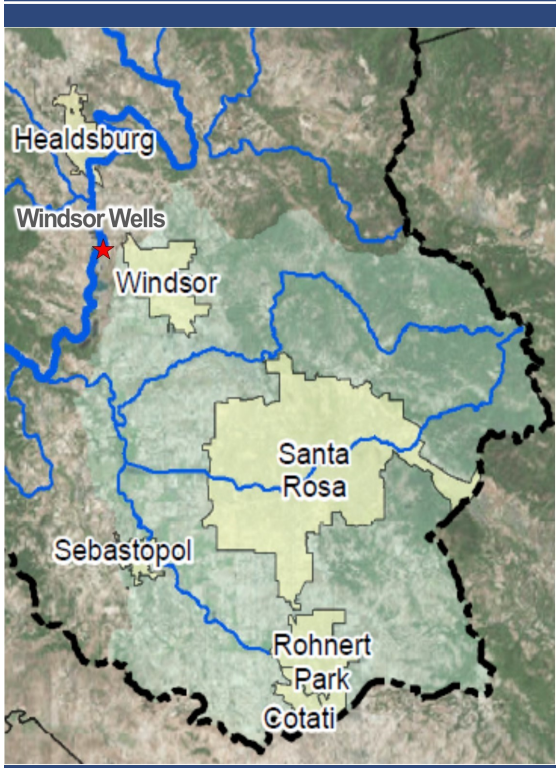
TOWN OF WINDSOR

2020 Consumer Confidence Report

Water Quality



our watershed >>>



Map of the southern Russian River watershed (dashed line) with the Laguna-Mark West sub watershed (light blue) encompassing Windsor, Santa Rosa, Sebastopol, and Rohnert Park. The Windsor Well Field is located near the Russian River.

Where does my water come from?

The Town of Windsor takes great pride in providing high-quality drinking water to the residents and businesses in our community. As in previous years, and as shown in this report, laboratory testing demonstrates that Windsor supplies drinking water that exceeds the Federal Environmental Protection Agency's (USEPA) and State Water Resources Control Board Division of Drinking Water (DDW) standards.

The Town consistently tests drinking water quality for all regulated constituents to comply with all State and Federal regulations. The tables in this report provide the results of this testing. Windsor's drinking water meets all water quality standards and most levels are significantly lower than those allowed under USEPA and DDW standards.

The Town's water supply is derived from two sources. The majority of Windsor's drinking water is pumped from wells near the Russian River into the water distribution system. Some water is also purchased from the Sonoma County Water Agency's Santa Rosa Aqueduct and combined with the Russian River Well Field water for delivery to residents and businesses through over 140 miles of the water distribution system. The system also includes elevated water storage tanks and large diameter mains to serve most customers by gravity. This method reduces energy use and contributes to the reliability of the water supply.

Windsor's water supply is naturally high quality. As a result, only chlorine disinfection is required to meet drinking water standards. The pH of the water is adjusted to protect the Town distribution and home plumbing systems from the natural effects of corrosion.

director's note >>>

Windsor Water

Message from the Public Works Department

The Town of Windsor Public Works Department is pleased to present to you the 2020 Water Quality Report. This report explains the Town's drinking water supply system and provides an in-depth explanation of the quality of your drinking water.

Last year, as in years past, the Town of Windsor is proud to report that our system has met all U.S. EPA and State drinking water health standards. In 2020, the Town collected more than 450 drinking water samples. Included in this report is a summary table of those tests, demonstrating the quality of drinking water provided to customers throughout 2020.

Our team of highly skilled operators maintain our water system and take great pride in providing residents with consistently high-quality drinking water. The Town of Windsor values a safe and reliable water supply because it is integral to human health, environmental integrity, and community prosperity.

Thank you for taking the time to review the Town of Windsor's 2020 Water Quality Report, which demonstrates the Town's ongoing commitment to quality and customer service.

Sincerely,

Shannon Cotulla, Public Works Director, Town of Windsor

seasonal irrigation reminder >>>

Summer is here, and so is warmer weather. Before you switch on your automated irrigation system, make sure it's working properly and regularly maintained:

- The back-up battery in your timer should be replaced to ensure your schedule is not erased during a power interruption.
- Make sure the sprinklers are only spraying your plants and not the sidewalk, driveway, or street.
- Adjust the watering schedule to reflect changes in weather; less water is needed in spring and fall.
- Look for a QWEL certified professional (https://www.qwel.net/) to keep your landscape thriving while minimizing water use.

Remember, water conservation is a California way of life!

- What flows in **our streets**, ends up in **our creeks** through the storm drain system.
- There is **no treatment** on storm water that flows into the storm drain system.
- **No oil, soap, pool water, paint, or leaves** in our storm drains!
- If you see someone dump or spill into the storm drain, **please notify the Town** immediately at 707-838-5385.

ask the experts >>>

Q: *What is the hardness of my water?*

A: *The industry standard for determining hardness is to measure the calcium carbonate concentration in the water.*

Windsor's water supply source contains moderately high calcium carbonate levels. However, modern detergents and cleaning products are typically formulated to create suds and disperse cleaning agents even in hard water. Calcium carbonate hardness creates no sanitary or health related problems and there is no maximum contaminant level regulation. Its aesthetic impacts, such as water spotting and fixture deposits, can be adequately managed with good housekeeping practices.

Q: *What do I do if I notice a water leak?*

A: *Town staff are on call 24/7 to respond to emergencies. Call 707-838-1006 to report a leak.*

Town staff will receive your call during business hours. After business hours your call will be directed to an answering service that will notify on-call Town staff to respond to the concern.

TABLE OF DETECTED SUBSTANCES IN 2020

Sampling Results for Lead and Copper: Tap Water Samples Collected Throughout the Community

Substance	Year Sampled	90th Percentile Level Detected	Number of sites exceeding AL	AL	MCLG	Number of Schools Requesting Lead Sampling	Typical Source of Contaminant	Violation?
Lead (ppb)	2019 (33 samples)	ND	0	15	0.2	0	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits	No
Copper (ppm)	2019 (33 samples)	1.0	1	1.3	0.3	N/A	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives	No

Primary Substances (PDWS) and Regulated Substances

Substance	Year Sampled	Average Level Detected	Range of Detections	MCL	PHG	Typical Source of Contaminant	Violation?
Barium (ppm)	2020	0.11	<0.10 – 0.13	1	2	Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits	No
Total Haloacetic Acids (ppb)	2020	5.1	2.0 – 8.1	60	N/A	Byproduct of drinking water disinfection	No
Total Trihalomethanes (ppb)	2020	13.94	9.25 – 18.63	80	N/A	Byproduct of drinking water disinfection	No

List of Acronyms and Definitions	
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.
Maximum Contaminant Level (MCL)	The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHG (of 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.
Primary Drinking Water Standards (PDWS)	MCLs, MRDLs and treatment techniques (TTs) for contaminants that affect health, along with their monitoring and reporting requirements.
Secondary Drinking Water Standards (SDWS)	MCLs for contaminants that affect taste, odor or appearance of drinking water. Contaminants with SDWS's do not affect health at the MCL levels.
Regulatory Action Level (AL)	The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
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.

TABLE OF DETECTED SUBSTANCES IN 2020

Secondary Substances (SDWS) and other unregulated substances*

Substance	Year Sampled	Average Level Detected	Range of Detections	MCL	Typical Source of Contaminant	Violation?
Turbidity (NTU)	2020	0.142	0.031 – 0.25	5	Soil Runoff	No
Total Dissolved Solids (ppm)	2020	137	120 – 150	1,000	Runoff/leaching from natural deposits; industrial wastes	No
Specific Conductance (µS/cm)	2020	265	230 - 320	1,600	Substances that form ions when in water; seawater influence	No
Chloride (ppm)	2020	6.5	5.1 – 9.2	500	Runoff/leaching from natural deposits; industrial wastes	No
Sulfate (ppm)	2020	13	11 - 15	500	Runoff/leaching from natural deposits; industrial wastes	No

There are no PHGs, MCLGs, or mandatory standard health effects language for these constituents because secondary MCLs are set on the basis of aesthetic concerns.

Section 64450 of the California Code of Regulations requires certain water systems to monitor for unregulated contaminants. The Federal UCMR4 requires the Town of Windsor to monitor for these unregulated contaminants in 2019. Samples were collected as untreated source water (Raw Water), Treated Water, and Distribution System Water. The results below are only for substances that were detected.

UCMR4 Unregulated Substance Monitoring (2019)

Substance Detected	Average Result (ppb)	Result Range (ppb)
Bromide	42.3	42.3
Bromochloroacetic acid (BCAA)	0.823	0.733 – 0.913
Bromodichloroacetic acid (BDCAA)	0.785	<0.500 – 1.07
Chlorodibromoacetic acid (CDBAA)	0.635	0.465 – 0.805
Dibromoacetic acid (DBAA)	0.854	0.608 – 1.10
Dichloroacetic acid (DCAA)	0.587	0.449 – 0.725
Trichloroacetic Acid (TCAA)	0.746	<0.500 – 0.991

List of Acronyms and Abbreviations	
State Water Board	State Water Resources Control Board
N/A	Not applicable
NTU	Nephelometric turbidity units
ppm	Parts per million or milligrams per liter (mg/L) Example: 1 second in 11.5 days
ppb	Parts per billion or micrograms per liter (ug/L) Example: 1 second in nearly 32 years.
µS/cm	micromhos per centimeter

The above tables list all the drinking water contaminants 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 allows us to monitor for some contaminants less than once a year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than a year old.

Source 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 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.

- 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 productions, mining or farming.
- Pesticides and herbicides, that may come from a variety of sources such as agriculture, urban storm water 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 storm 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.

In order to ensure that tap water is safe to drink, the US Environmental Protection Agency (USEPA) and the State Water Resources Control Board (State Water 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.

- Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of contaminants.
- The presence of contaminants does not necessarily indicate that water poses a health risk. More information can be obtained by calling the USEPA's Safe Drinking Water Hotline (1-800-426-4791).

Some people may be more vulnerable to contaminants in drinking water than the general population. Immune-compromised persons such as persons with cancer undergoing chemotherapy, persons who have under gone 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. USEPA/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 at 1-800-426-4791.

your water quality staff >>>

Water Operations Crew

Julie Davis
Lab Analyst

Water Operations

Throughout the COVID-19 pandemic, Town of Windsor Water Operators have continued to provide exceptional service and work hard to provide residents with high-quality drinking water. In addition to continuing daily operations and maintenance activities, water operators were able to carry out several projects:

- Annual well maintenance
- Final design phase for emergency backup generators to provide energy power for supplying water for domestic use and fire suppression during PSPS or fire events
- Backflow testing/maintenance and cross -connection programs

Water Operators are also required to be on-call and available to respond to water emergencies like broken water lines or damaged fire hydrants.

Water Operators respond to emergencies such as this one involving a hit fire hydrant.

Information on lead>>>

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 Town of Windsor 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 do so, 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 testing methods and pathways of exposure is available from the Safe Drinking Water Hotline or at http://www.epa.gov/lead.

Water Conservation

Home landscapes that are both beautiful and water efficient are what Windsor is all about! This includes not only choosing plants adapted to our Mediterranean climate, but also giving thought to design features that capture and infiltrate water from winter rains.

Need ideas for what that would look like at your Windsor home? Visit the Sonoma-Marin Saving Water Partnership online at http://www.savingwaterpartnership.org/concept-plans-and-design-templates/ for a Low Water Use Plant Guide, access to free landscape design plans, and virtual tours of gardens planted throughout our area.

Need some financial help to make it happen? Take advantage of the Water Efficient Landscape (WEL) Rebate! The Town of Windsor offers this rebate for the removal of turf grass or for the purchase of lawn sprinkler equipment upgrades that improve the efficiency of your existing irrigation system. Raising your system efficiency reduces both the cost and the amount of water needed to maintain a healthy landscape. You can save even more water and money by replacing your turf and lawn sprinkler system with drought tolerant plants watered by a drip irrigation system, or by replacing your lawn with mulch, landscape rock, or other permeable landscape materials. **Participation in this program requires a pre-approval inspection prior to the start of work. Call (707) 547-1909 to make an appointment.**

Visit https://www.townofwindsor.com/103/Windsor-Rebates to learn more about the program guidelines.

contact information >>>

Public Works Department

Monday-Thursday, 7:00 a.m.– 6:00 p.m.
Closed Fridays and Major Holidays
707-838-1006
Mike Cave, Deputy Director of Operations
mcave@townofwindsor.com
Veronica Siwy, Environmental Program Mgr.
vsiwy@townofwindsor.com

Windsor Town Council Meetings:
6:00 p.m. 1st & 3rd Wednesdays
Council Chambers
9291 Old Redwood Highway, Bldg. 300
Windsor CA 95492

Public Works Department
8400 Windsor RoadWindsor, CA 95492

TOWN OF WINDSOR

Esta informe contiene información muy importante sobre su agua para beber. Tradúzcalo o hable con alguien que lo entienda bien.

Si necesita un intérprete para el informe, por favor pónganse en contacto con el Pueblo de Windsor llamando al (707) 838-1000