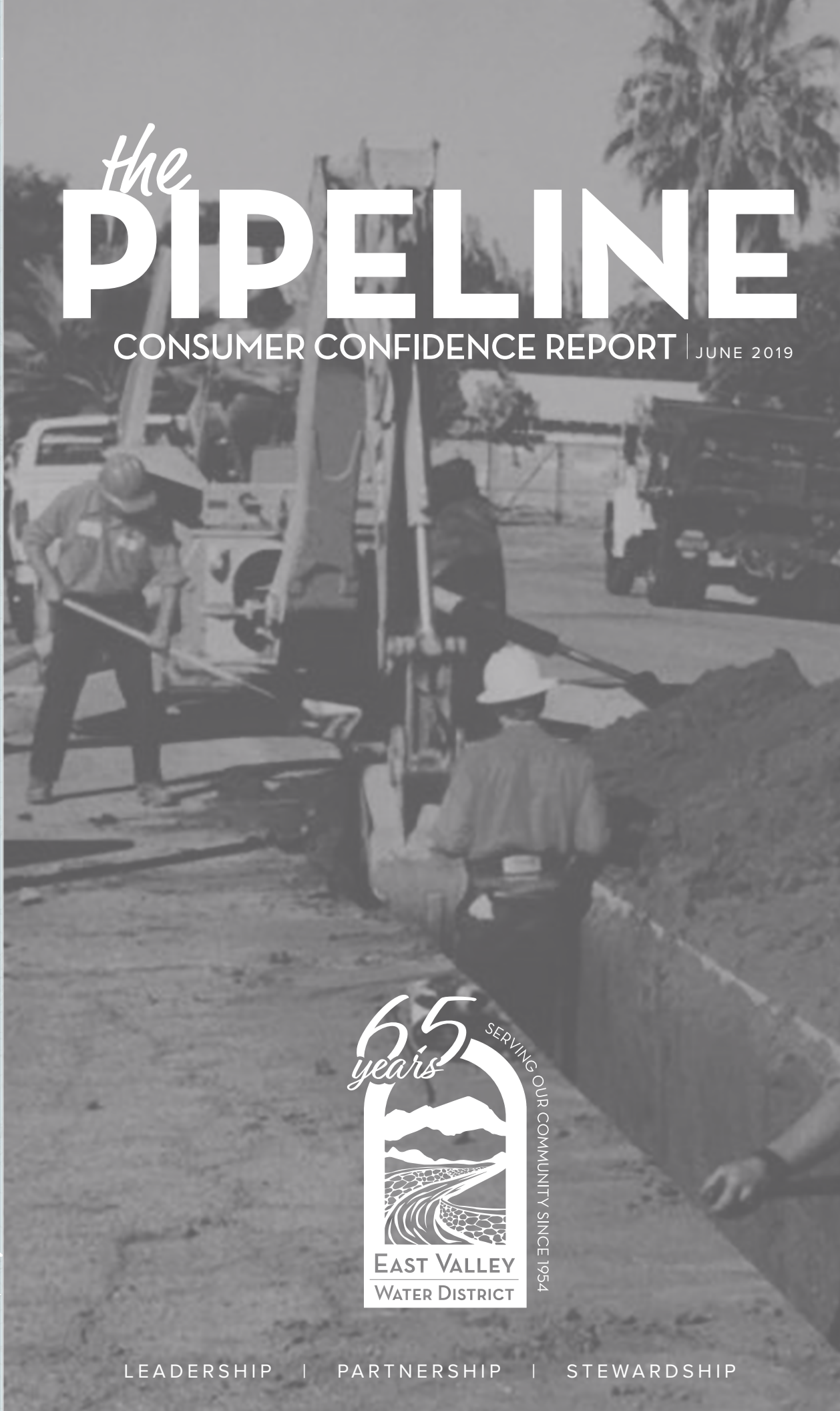


The PIPELINE

CONSUMER CONFIDENCE REPORT | JUNE 2019



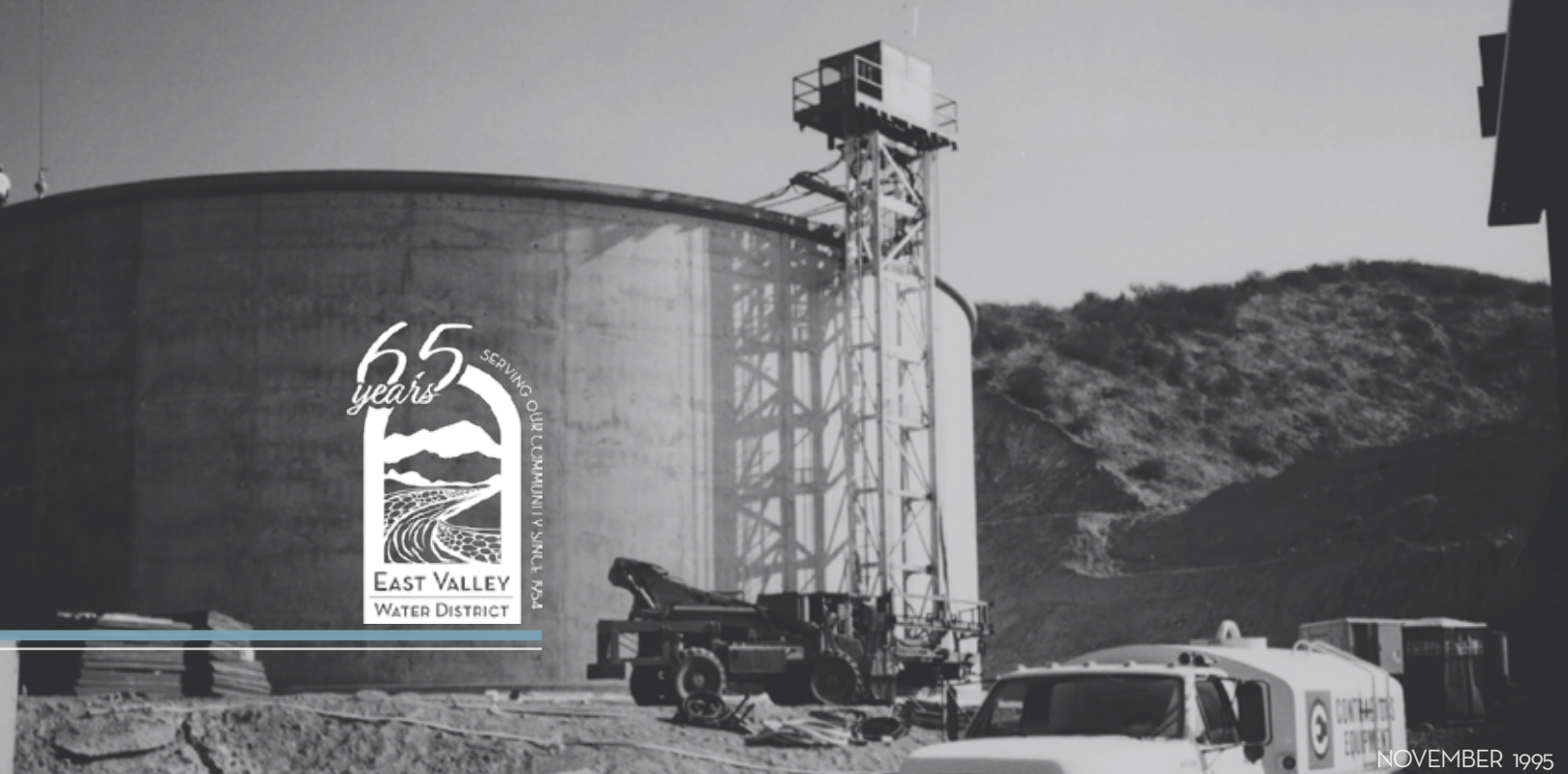
Providing the Community with Information About the Quality of Your Drinking Water

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



LEADERSHIP | PARTNERSHIP | STEWARDSHIP





NOVEMBER 1995

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STAY CONNECT WITH EVWD



GOVERNING BOARD

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Chairman of the Board

DAVID E. SMITH
Vice Chairman

RONALD L. COATS
Governing Board Member

PHILLIP R. GOODRICH
Governing Board Member

JAMES MORALES, JR.
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Chief Financial Officer

JEFF NOELTE
Director of Engineering & Operations

JUSTINE HENDRICKSEN
District Clerk

KERRIE BRYAN
Human Resources/
Risk & Safety Manager

KELLY MALLOY
Director of Strategic Services

PATRICK MILROY
Operations Manager

ROBERT PENG
Information Technology Manager

CELEBRATING 65 YEARS OF SERVICE TO THE COMMUNITY



In 1954 Elvis Presley recorded his first commercial record, gas was 22 cents a gallon, the Rose Parade was aired for the first time in color, and East Valley Water District was established.

65 years ago, our community decided to create a special district that provided water to its residents, rather than form a for-profit company. The mostly agricultural community saw the importance of a public agency focused on providing safe drinking water.

24/7 WATER AND SEWER SERVICE.

A lot has changed since then, but one element remains constant, East Valley Water District is committed to serving this community. To commemorate this milestone, this special edition of the annual water quality report includes historical photos that give a glimpse at some of the work that went into the distribution system that still serves you today. Behind the scenes we have a series of wells, pumps, treatment facilities, and reservoirs operating around the clock to ensure that water is available for you day or night.

BUILDING A COMMUNITY PARTNER.

Since our establishment, the District has also become the wastewater provider for our area. With this service comes the opportunity to construct the Sterling Natural Resource Center (SNRC). Once completed, this facility will create a drought-proof water supply and serve as a long-term community investment. We are even working together with our local school district to develop educational programs that will highlight career opportunities in the water industry, and maybe inspire a few future

East Valley Water District employees. Check out page 14 for more information about this exciting project.

SERVICES BEYOND THE TAP.

The District continues to take steps to make it easier for you to stay informed on our projects, programs, and other important topics. We welcome you to join us for one of our regular board meetings. If you don't have time to stop by, I'm happy to join you and your neighborhood for a Community Conversation. Gather your neighbors and bring the chairs, and I will personally come and talk about the important water topics you have questions about. Please feel free to contact the District office to schedule a conversation for your neighborhood.

Looking to find information at your own pace? The District recently launched a redesigned website to make it easier to find conservation rebates, manage your account, and check out the latest projects underway.

In the following pages you will find important information about your drinking water. Please contact us if you have any questions or comments. On behalf of the East Valley Water District family, I would like to thank you for the opportunity to serve this community for the last 65 years and look forward to many years to come.

Yours in Service,

John Mura
General Manager/CEO

Looking Beyond the Faucet

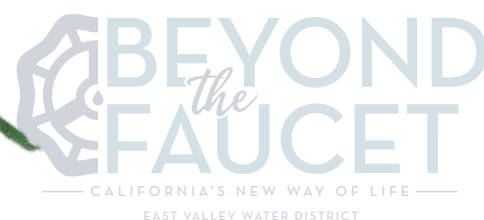


You don't need an invitation to practice water conservation. During the emergency drought we all became water saving pros by reducing irrigation days, turning off the tap while brushing our teeth, and taking shorter showers.

Now that we've mastered these habits, we can enjoy more permanent water savings by incorporating low water use plants into our yards. When thinking about plants and other design elements for your landscape, look beyond artificial turf and cacti.

Did you know there are over 800 native plant species that are easy to maintain and thrive in our region?

Let East Valley Water District be your resource for looking beyond the faucet to make changes that add up to something greater.



Ready to get started? Join us at the next free conservation workshop to learn about the steps you can take to reduce consumption. Visit eastvalley.org/conservation for an events calendar. Workshops are held throughout the year and make a fun activity for the whole family to participate in.

Let's work together to make conservation a permanent part of our California lifestyle.

LOW WATER USE PLANTS CAN PROVIDE OUTDOOR WATER SAVINGS OF UP TO 80% .

Your Guide to California Friendly Landscaping



Digital brochure available.

Creating an enjoyable outdoor living space that conserves year-round is only a few retrofits away. Visit the District's demonstration garden to learn more about the variety of species, ornamental grasses, shrubs, trees, and succulents that will make beautiful additions to your landscape.

In addition, the garden also features a display of functional design elements like

pathways, boulders, and ground covers can help create a yard that is both water-wise and attractive.

Before starting your self-guided tour, be sure to grab a free demonstration garden brochure. The guide provides information on plant species, irrigation systems, tips, and more.

Rebate Programs that Save

When it comes to conservation, one size doesn't fit all. In considering the unique needs of every customer, the District offers a variety of indoor and outdoor rebate programs to put money back in your wallet for making the switch to high-efficiency fixtures.

PROGRAMS AVAILABLE TO YOU



Weather-Based Irrigation Controller
Up to \$150 rebate for qualifying weather based irrigation controller system



High-Efficiency Nozzle
Up to \$4 rebate per qualifying high-efficiency sprinkler nozzle



High-Efficiency Toilet
Up to \$100 rebate per qualifying high-efficiency toilet



High-Efficiency Landscaping
Up to \$200 rebate for qualifying water efficient landscaping per fiscal year (June-July)



Weather-Based Irrigation Controller with Installation
Free installation of a Weather-Based Irrigation Controller that automatically adjusts to the weather

No Out-of-Pocket Cost

VISIT EASTVALLEY.ORG/REBATES TO APPLY OR CALL (909)806-4287 FOR MORE INFORMATION

Be a Hero, Waste Zero - 18 Month Calendar



Available now at no cost.

Inspiring us to "Be a Hero, Waste Zero", students in grades kindergarten through 12th grade that live within the District joined this year's Poster Contest. Winning artwork was selected to be featured in the District's new 18-month calendar.

To get your calendar, stop by the District's headquarters or visit our booth at the next community event.

CALIFORNIA DROUGHT UPDATE

On April 2017, the emergency drought was declared over. Yet, this doesn't necessarily mean we're in the clear as research completed during the eight year drought showed that California is prone to cycles without rain or snow, some lasting decades.

With this information in mind, the new goal is to make "Conservation a California Way of Life". In response, the State Water Resources Control Board is considering permanent water use efficiency regulations.

Visit the State's website at www.waterboards.ca.gov for more information.

Here are some simple ways you can reduce water waste at home:



Water Between 6pm - 6am



Avoid water run-off when irrigating your landscape



Use an automatic shut-off nozzle when washing your car



Use a broom to clean your driveway or other surfaces



Don't water 2 days after measurable rainfall



Cover swimming pools when they are not in use

For more tips, visit eastvalley.org/conservation.

Where Does the Water Come From?

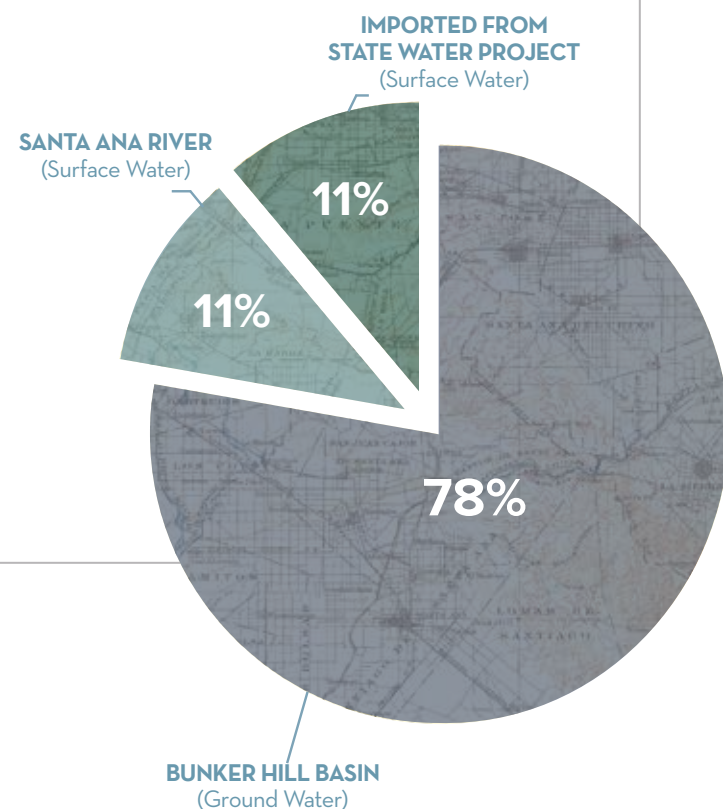
With a service area just over 30 square-miles, the District has three sources for water, the Santa Ana River, the Bunker Hill Groundwater Basin, and the State Water Project. The Santa Ana River starts with natural springs and snow melt high in the San Bernardino Mountains. While many different agencies enjoy the use of the Santa Ana River, EVWD receives water just south of the Seven Oaks Dam. Along the way, it powers the Southern California Edison SAR #1 and #3 Hydroelectric Plant, and then travels down the North Fork Canal to the Philip A. Disch Surface Water Treatment Plant (Plant 134). Plant 134 is a state-of-the-art facility that uses an ultra-filtration treatment method and can treat up to 8 million gallons of water a day.

Groundwater is drawn from the Bunker Hill Basin, a natural underground storage area made up of soil, sand, and gravel. Rain water percolates down and is accessed using a series of 15 wells that pump water from different depths. With the range of elevations within the service area, it is important to have these wells located throughout the District, for both emergency preparedness and system efficiencies. Well sites are positioned across the District, from the undeveloped areas like Plant 125 east of Cone Camp Road to Plant

24 on the corner of Lynwood Drive and Harrison Street, which is also used as a public park.

A portion of the District's water is imported from Northern California through the State Water Project. EVWD has access to this water through San Bernardino Valley Municipal Water District. Imported water is an important component of the District's long-term water plan. Its use and availability varies year-to-year.

EVWD Sources of Water



CIRCA 2000

Preventing Contamination is the Key to Keeping Water Supplies Safe

Once a drinking water source becomes contaminated, a community is faced with the difficult and costly task of installing treatment facilities or locating an alternative source. You can help protect our precious water supply by disposing of harmful household products and other toxic chemicals in the proper manner. Household hazardous waste includes, but is not limited to: cleaners, glues, soaps, pesticides, paints, fertilizers,

medicines, chlorine, motor oil and batteries. Never dump these wastes down the drain, in the trash or on the ground. Instead, take them to a hazardous waste collection or recycling center. Visit www.sbcfire.org/ofm/hhw/CollectionFacilities.aspx for a list of collection facilities available to San Bernardino County residents. Whenever possible, reduce your use of toxic household products by switching to safer alternatives.

2018 Consumer Confidence Report

CONTAMINANTS ARE POLLUTING SUBSTANCES THAT MAY BE PRESENT IN THE SOURCE WATER SUCH AS:

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

Radioactive contaminants, may be naturally occurring or be the result of oil and gas production and mining activities.

Inorganic contaminants, such as salts and metals, may be naturally occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.

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

In order to ensure that tap water is safe to drink, the United States Environmental Protection Agency (USEPA) and the State Water Resources Control Board Division of Drinking Water (SWRCB-DDW) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. We are required to treat our water according to the SWRCB-DDW regulations (State Water Resources Control Board's regulations are the same or more stringent than USEPA's regulations). SWRCB-DDW regulations also establish limits for contaminants in bottled water that must provide the same protection for public health.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised individuals such as persons 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 their drinking water from their health care providers. USEPA/ Centers for Disease Control (CDC) offer guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants. These guidelines are available by calling the Safe Drinking Water Hotline (1-800-426-4791).

Water quality data tables

CIRCA 1990s

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The tables on pages 8 and 9 list all the drinking water contaminants that we sampled for in our water system during the 2018 calendar year. The presence of these contaminants in the water does not necessarily mean that the water poses a health risk. Unless otherwise noted, the data presented in the tables are from testing performed from January 1 - December 31, 2018.

The State requires us to monitor our water for certain contaminants less than once per year because

the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, is more than one year old.

In general, the sources of all drinking water (both tap 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. It can also pick up substances resulting from the presence of animals or from human activity.

Water Quality Data

2018

Chemical	MCL	PHG (MCLG)	Average Level Detected	Unit of Measure	Range of Detection	Violation Y/N	Likely Source of Contamination
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MICROBIOLOGICAL CONTAMINANTS SAMPLED IN 2018

Total Coliform Bacteria (<i>Total Coliform Rule</i>)	<5% Positive Samples per month	0	A	Present (P) or Absent (A)	NON-DETECT	N	Naturally present in the environment
Fecal Coliform and E. Coli	>1% Positive Sample per month	0	A	Present (P) or Absent (A)	NON-DETECT	N	Human/animal waste

DISINFECTION BYPRODUCTS, DISINFECTION RESIDUALS, AND DISINFECTION BYPRODUCT PRECURSORS

Total Trihalomethanes* (TTHM)	80 ug/L	n/a	63	ppb	0 - 84	N	By-product of drinking water disinfection
Haloacetic Acids* (HAA5)	60 ug/L	n/a	13	ppb	0 - 17	N	By-product of drinking water disinfection
Chlorine	MRDL = 4.0 mg/L	MRDL = 4.0 mg/L	0.67	ppm	0.28 - 1.75	N	Drinking water disinfectant

* TTHM and HAA5 are sampled quarterly and results are calculated based on a locational running annual average per State Water Resources Control Board.

RADIOACTIVE CONTAMINATES SAMPLED IN 2018

Gross Alpha Particle Activity (<i>when Gross Alpha particle activity exceeds 5.0 pCi/L, then analyze for uranium</i>)	15 pCi/L	N/A	0	pCi/L	0	N	Decay of natural and man made deposits
Uranium [†]	20 pCi/L	N/A	1.2	pCi/L	1.0 - 1.4	N	Decay of natural and man made deposits

[†]If Uranium exceeds 20 pCi/L, then monitor for four quarters. If the average of four quarters is <20, then you are in uranium compliance, but must calculate gross alpha minus uranium Counting Error (CE) pCi/L. If the result is less than 15 pCi/L, then you are in Gross Alpha MCL compliance. East Valley Water District is well within MCL standards after these analysis calculations.

INORGANIC CHEMICAL ANALYSES

Aluminum	1	0.6	0.009	ppm	<0.014-0.03	N	Erosion of natural deposits; residue from some surface water treatment processes
Fluoride	2	1	.92	ppm	0.22 - 1.6	N	Erosion of natural deposits
Nitrate (as N)	10	10	4.74	ppm	0.48 - 7.9	N	Runoff of leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Arsenic	10	0.004	0	ppb	0	N	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes
Chromium [Total]	50	-100	0	ppb	<0-0	N	Discharge from electroplating factories

CONTAMINATES BELOW WERE SAMPLED FOR AND NOT DETECTED

Antimony; Barium; Beryllium; Cadmium; Chromium; Cyanide; Mercury; Nickel; Nitrite; Nitrate as N; Perchlorate; Selenium; Silver; Thallium; Carbonate; Hydroxide; Zinc; Vinyl Chloride; Trichlorofluoromethane (FREON11) ; 1,1-Dichloroethylene (1,1-DCE); 1,1,2-Trichloro-1,2,2-trifluoroethane; Dichloromethane (Methylene Chloride); trans-1,2-Dichloroethylene (t-1,2-DCE); Methyl tert-Butyl Ether; 1,1-Dichloroethane (1,1-DCA); cis-1,2-Dichloroethylene (c-1,2-DCE); Carbon Tetrachloride; 1,1,1-Trichloroethane (1,1,1-TCA); Benzene; 1,2-Dichloroethane (1,2-DCA); Trichloroethylene (TCE); 1,2-Dichloropropane; Toluene; Tetrachloroethylene (PCE); Monochlorobenzene (Chlorobenzene); Ethyle Benzene; m,p-Xylene; cis-1,3-Dichloropropene; o-Xylene; trans-1,3-Dichloropropene; Styrene; 1,1,2,2-Tetrachloroethane; 1,4-Dichlorobenzene (p-DCB); 1,2-Dichlorobenzene (o-DCB); 1,2,4-Trichlorobenzene; Total 1,3-Dichloropropene; Total Xylenes (m,p & o), 1,2,3, Trichloropropane

There is currently no MCL for Hexavalent Chromium. The previous MCL of 0.010 mg/L was withdrawn on September 11, 2017.

MCL	Secondary MCL (NTU)	Highest Level Found	Range of Detection	Violation Y/N	Likely Source of Contamination
SURFACE WATER TURBIDITY					
Turbidity	TT=1 NTU TT = 95% of samples <0.3 NTU	5	0.4	<0.1 - 0.4	N Soil runoff

Chemical	Action Level	Sites Above Action Level	PHG (MCLG)	Unit of Measure	# Residential Samples Taken	90th Percentile	Violation Y/N	# of Schools Requesting Lead Sampling	Likely Source of Contamination
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LEAD AND COPPER AT RESIDENTIAL (INORGANIC CONTAMINATES) SAMPLED IN 2018

Lead	15	1	0.2	ppb	61	0	N	29	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Copper	1300	0	0.3	ppb	61	300	N	N/A	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits; leaching from wood preservatives

Chemical	Secondary MCL mg/L	DLR	Average Level Detected	Unit of Measure	Range of Detection	Violation Y/N	Likely Source of Contamination
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REGULATED SECONDARY CONTAMINANTS[±]

Boron	N/A	1	0.12	ppm	0.0-0.12	N	Erosion of natural deposits
Chloride	250	1	25	ppm	8.3 - 52	N	Runoff/leaching from natural deposits; seawater influences
Color	15	3.0 CU	<3.0	Unit	ND - <3.0	N	Naturally-occurring organic materials
Conductivity	1600	2	391	micro umho/cm	270 - 560	N	Substances that form ions when in water; seawater influence
Groundwater Turbidity	5	0.1	0.3	NTU	<0.1 - 0.4	N	Soil runoff
Manganese	50	20	0.0029	ppb	ND- <0.015	N	Leaching from natural deposits
Odor	3	1	1	TON	1 - 2 TON	N	Naturally-occurring organic materials
Sulfate	250	0.5	55	ppm	18 - 250	N	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids (TDS)	500	5	261	ppm	150 - 480	N	Runoff/leaching from natural deposits
Vanadium	N/A	50	0.0055	ppb	<0.003-0.0086	N	Erosion of natural deposits

[±]There are no PHGs, MCLGs or mandatory health effects language for these constituents because secondary MCLs are set on the basis of aesthetics.

Analyte	Recommended Limit	Average Level Detected	Unit of Measure	Violation Y/N	UNREGULATED CONTAMINANTS Monitoring for additional contaminants helps the United States Environmental Protection Agency (USEPA) and State Water Resources Control Board Division of Drinking Water (SWRCB-DDW) determine where certain contaminants occur and whether the contaminants need to be regulated.
UNREGULATED GENERAL MINERAL ANALYSIS[†]					
Alkalinity	500	96	ppm	N	
Bicarbonate	1000	130	ppm	N	
Calcium	200	31	ppm	N	
Hardness (Total)	N/A	141	ppm	N	
Magnesium	N/A	8.3	ppm	N	
o-Phosphate	N/A	0.65	ppm	N	
pH	6.5 - 8.5	7.61	ppm	N	
Potassium	100	2.3	ppm	N	
Sodium	200	31	ppm	N	

[†]Contaminants not regulated.

Drinking Water Contaminant Information



Fluoride

At low levels, fluoride can help prevent cavities, but children drinking water containing more than 2 milligrams per liter (mg/L) of fluoride may develop cosmetic discoloration of their permanent teeth (dental fluorosis). Dental fluorosis may result in a brown staining and/or pitting of the permanent teeth. This problem occurs only in developing teeth, before they erupt from the gums. Children less than nine should be provided with alternative sources of drinking water or water that has been treated to remove fluoride to avoid the possibility of staining and pitting of their permanent teeth if the drinking water continues to have fluoride above 2.0 mg/L, older children and adults may safely drink the water. For more information, please call Mike Hurst, Water Quality Coordinator at (909) 806-4222. You can obtain more information about fluoridation, oral health and current issues at www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Fluoridation.shtml.

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. East Valley Water District 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 or at www.epa.gov/safewater/lead. (1-800-426-4791)

Nitrate (NO₃)

Nitrate in drinking water at levels above 10mg/L as N is a health risk for infants less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in a serious illness. Symptoms include shortness of breath and blueness of the skin. Nitrate levels above 10 mg/L may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant or are pregnant, you should ask for advice from your health care provider.

Total Trihalomethanes (TTHM) and Haloacetic Acids (HAA5)

Federal and California/State MCL of 80 ppb-TTHM and 60 ppb-HAA5 are based on running annual averages. Total Organic Carbon (TOC) has no health effects. However, total organic carbon provides a medium for the formation of disinfection by-products. These by-products include TTHM and HAA5. Drinking water containing these by-products in excess of the MCL may lead to liver or kidney problems, or nervous system effects, and may lead to an increased risk of cancer. The District did not exceed the MCL for TTHM or HAA5 for the testing period represented in this report.

The District collects water samples gear-round. Frequency depends on State regulations and health factors.

EAST VALLEY WATER DISTRICT 2018 At a Glance



The District serves a population of over **102,000**



Source Water Assessments

East Valley Water District completed Source Water Assessments in March 2002 on all of our active groundwater wells. The report includes a section listing the vulnerability to activities associated with contaminants detected in water supplies.

To aid in your understanding that these occurrences can further contribute to groundwater contamination, we have included the following list of potentially contaminating activities.

- Airport: Maintenance, Fueling Area
- Agricultural Drainage
- Artificial Recharge Projects: Spreading Basins
- Automobile: Body Shops, Car Washes, Gas Stations, Repair Shops
- Boat Services: Repair, Refinishing
- Chemical: Petroleum Processing, Storage
- Contractor or Government Agency Equipment
- Storage Yards
- Dry Cleaners
- Fertilizer, Pesticide, Herbicide Application
- Fleet, Truck, Bus Terminals
- Funeral Services, Cemeteries
- Golf Courses
- Historic Gas Stations
- Housing: High Density
- Junk: Scrap, Salvage Yards
- Known Contaminant Plumes
- Lumber Processing and Manufacturing
- Machine Shops
- Metal Plating: Finishing, Fabricating
- Military Installations
- Parking Lots: Malls
- Parks, Schools
- Septic Systems: High Density, Low Density
- Sewer Collection Systems
- Surface Water: Streams, Lakes, Rivers
- Transportation Corridors: Roads, Right-of-Ways
- Underground Storage Tanks: Confirmed Leaking Tanks
- Utility Stations: Maintenance Areas
- Waste Transfer: Recycling Stations
- Wells: Water Supply, Agricultural, Irrigation, Abandoned

For more information on specific wells, contact the Engineering Department at (909) 888-8986.



STAY CONNECTED

Want to know about new District projects, programs, and special events?

Visit www.eastvalley.org and select **Notify Me** to subscribe to EVWD updates.

65 Years of Service and Reliability

1,440 MINUTES A DAY,
365 DAYS A YEAR
water never quits

Essential to everyday life, water is needed for drinking, preparing food, bathing, and much more. Equally as important, it has to be available whenever you need it.

As the community's water service provider, we embrace the great responsibility of delivering dependable service around the clock — all 1,440 minutes of the day, 365 days a year.

OUR COMMITMENT KNOWS NO TIME OF DAY OR SEASON.

In carrying out our effort to maintaining reliable service, the District is proactive in its efforts by performing year-round system maintenance on over 300 miles of water pipelines.

This includes regular monitoring of the water system through sampling, fire hydrant flushing, rehabilitating and replacing aging pipes, repairing leaks, conducting

facility improvements, and taking progressive steps to modernize and enhance our water system.

ON AVERAGE, OVER 16 MILLION GALLONS OF WATER DELIVERED PER DAY.

With millions of gallons of water being delivered to the community per day, maintaining a system which continues to support reliability is one of the District's main priority.

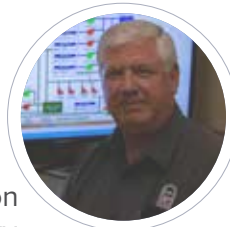
DEPENDABILITY BEYOND SYSTEM INFRASTRUCTURE.

Making its way from high up in the mountains down through rivers and creeks, and flowing up from beneath us, water never quits. On-call staff is ready to respond during an emergency because beyond providing water, we're committed to reliability in service. It's been part of our commitment for the past 65 years.



MEET ONE OF THE MANY FACES BEHIND RELIABILITY

ALLEN WILLIAMS,
Water Production Supervisor



“As a Water Production Supervisor, my priority is to monitor and ensure the District's water distribution facilities are operating efficiently.

Water production is monitored 24/7 by using the District's Supervisory Control and Data Acquisition (SCADA) system. This system allows us to adjust production levels so that we may continue to meet the community's water needs.”

Glossary

Colonies/mL: A measure of the number of coliform colonies (bacteria) per known volume of water.

Color Units: A measure of color in the water.

Counting Error (CE): A value, usually in %, to account for a +/- error in lab counts of specific contaminants found during analysis.

Detection Limits for Recording (DLR): The designated minimum concentration, detected by particular analytical method that, if exceeded, must be reported to the State Water Resources Control Board Division of Drinking Water.

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.

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. MRDLGs are set by the U.S. Environmental Protection Agency.

Microsiemens Per Centimeter (µS/cm): A measurement of the electrolytes in the

water, which determines the ability of the water to conduct electrical current.

Micrograms per Liter (µg/L): A measure of a contaminant in a known quantity of water. 1 µg/L equals 1 part per billion. (See parts per billion.)

Milligrams per Liter (mg/L): A measure of a contaminant in a known quantity of water. 1 mg/L equals 1 part per million. (See parts per million.)

MGD: Million Gallons per Day.

N/A: Not applicable.

Nanogram (ng/L): A measurement of a contaminant in a known quantity of water. 1ng/L equals 1 part per trillion. (See parts per trillion.)

ND: Not detected or below the detection limit for reporting.

Nephelometric Turbidity Units (NTU): A measure of cloudiness due to undissolved solids in the water. We measure turbidity because it is a good indication of the effectiveness of our filtration system and/or water quality.

Parts Per Billion (PPB): One part per billion corresponds to one minute in 2,000 years or one penny in \$10,000,000.00 (Ten million dollars).

Parts Per Million (PPM): One part per million corresponds to one minute in two years or one penny in \$10,000.00 (Ten thousand dollars).

Parts Per Trillion (PPT): One part per trillion corresponds to one minute in 2,000,000 years or one penny in \$10,000,000,000.00 (ten billion dollars).

pH: An expression of the intensity of the basic or acid condition of a liquid. The pH may range from 0 to 14, where 0 is most acid, 14 most basic and 7 neutral.

Primary Drinking Water Standards (PDWS): Primary Drinking Water Standards contain MCLs and MRDLs

for contaminants that affect human health. These standards also include the monitoring and reporting requirements associated with each contaminant.

PicoCuries per Liter (pCi/L): A measure of the radioactivity in the water.

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, such as public notification, that a water system must follow.

RTCR: Revised Total Coliform Rule

SWRCB-DDW: State Water Resources Control Board Division of Drinking Water

System Water: A blend of surface water and groundwater.

Threshold Odor Number (TON): A measure of odor coming from the water.

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

Turbidity: A measure of cloudiness due to undissolved solids in the water. Monitored as an indicator of the effectiveness of the filtration system.

UCMR: Unregulated Contaminant Monitoring Rule

Variations and Exemptions: Department permission to exceed an MCL or not comply with a treatment technique under certain conditions.

< Means "Less Than": For example <0.2 means the lowest detectable levels is 0.2 and that the contaminant was less than 0.2 and therefore not detected.

> Means "Greater Than": For example .1 means any sample tested having a value greater than 1.

The District maintains 300 miles of water pipes, which is longer than the grand canyon.



STERLING NATURAL RESOURCE CENTER

Making Every Source a Resource

In October 2018, the community joined East Valley Water District to celebrate the ground breaking of the Sterling Natural Resource Center. Beyond expressing excitement for the state-of-the-art facility, residents celebrated all of the new opportunities it will provide to the community.

THE BEGINNING OF SOMETHING GREAT.

Soon after the groundbreaking celebration, site trailers where design-build partners are currently working from were delivered. With project partners on site, grading and excavation on the east side of the facility began. During this lengthy process, over 30,000 tons of dirt were removed.

IN PROGRESS - LAYING THE FOUNDATION.

Additional heavy construction equipment has been delivered to the site and crews are now preparing to lay the foundation of the influent pump station. First, crews will strategically lay over 88,000 pounds of reinforcing steel to ensure the foundation's concrete structure keeps its shape and is able to support the anticipated weight of the facility. Once this phase has been completed, crews

will pour approximately 1.5 million pounds of concrete into the steel foundation over the course of 8-12 hours without stopping. After allowing the concrete to cure for about 4 weeks, the foundation's 30 to 35 foot walls will be installed.

LOOKING FORWARD.

In the upcoming phase, crews will follow a similar but more extensive reinforcing steel and concrete pouring process to lay the foundation of aeration basins. The Sterling Natural Resource Center will have basins that when combined, are larger than a football field which will need approximately 150,000 pounds of reinforcing steel and 15 million pounds of concrete. Measuring slightly shorter than the influent pump station's walls, basin walls will reach heights of 20 to 25 feet.

STAY UP-TO-DATE

We encourage you to look at how the facility continues to develop by checking out footage from the District's time-lapse camera. Visit the web address to watch clips and browse through construction pictures.

STERLING
NATURAL RESOURCE CENTER

MAKING EVERY SOURCE A RESOURCE

DESIGN-BUILD PARTNERS
Balfour Beatty

Watch Construction Progress
AT EASTVALLEY.ORG/SNRC

Up to 10 Million Gallons

Will initially treat 8 million gallons of wastewater daily, with the ability to expand to more.

Sustainable Water Source

Recycled water will be recharged to the local Bunker Hill Groundwater Basin for use during dry years.

Community Resource

Provide a community hub and create new outdoor space that includes a demonstration garden.

Education & Training

The SNRC will work with local schools to provide educational and training programs for students.

Follow Us eastvalley.org/SNRC | [f @EastValleyWaterDistrict](https://www.facebook.com/EastValleyWaterDistrict) | [@EastValleyWaterDistrict](https://www.instagram.com/EastValleyWaterDistrict)

Funding for this Sterling Natural Resource Center project has been provided in full or in part by the Proposition 1 - the Water Quality, Supply, and Infrastructure Improvement Act of 2014 and the Clean Water State Revolving Fund through an agreement with the State Water Resources Control Board. California's Clean Water State Revolving Fund is capitalized through a variety of funding sources, including grants from the United States Environmental Protection Agency and state bond proceeds.

EMPLOYEE Spotlight

Always willing to go above and beyond her duties to lend a helping hand, Eileen Bateman was selected by her peers as the 2018 Employee of the Year.



Starting her career in 1996 as a Customer Service Representative and now serving as a Senior Administrative Assistant in the Human Resources Department, Eileen has proudly served the East Valley Water District community for 23 years.

In her spare time, she enjoys spending quality time with her husband, daughters, and son. As a family, they attend car shows, rockabilly concerts, and will on occasion engage in a little friendly competition during family game night. Come baseball season, you can find the Bateman family at a game supporting their favorite team, the Dodgers.

"It's been a great pleasure to serve the community throughout my career at East Valley Water District. Today, as part of the Human Resources Department, I truly enjoy helping and supporting the staff that serves it. I strive to do my best in everything that I do and I'm happy to be part of a department that makes a great impact on the development of employees."

Congratulations Eileen on being selected as the 2018 Employee of the Year!

The Employee of the Year Award is presented to a District staff member who encourages a positive work environment, demonstrates visionary leadership and portrays dedication and dependability. Recipients of this award are selected by their peers and exemplify a high level of service to District customers, employees and the community. East Valley Water District began this recognition program in 2012.

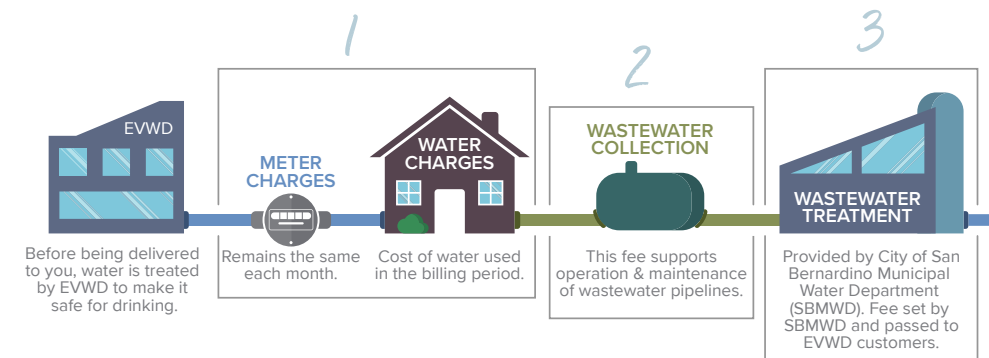
Your Monthly Bill

3 SERVICES, 1 BILL

Did you know your monthly water bill is a bundle of three services?

Instead of receiving three different bills, the District bundles your services into one.

Check out the illustration below for an explanation of each service and the fees that support it.



East Valley Water District is a not-for-profit public agency and is required by law to only charge its customers the costs associated with providing services.

Budget - Based Rates

East Valley Water District and many agencies in California use a Budget-Based Rate billing structure to provide fair, personalized service and empower customers to conserve water.

HERE'S WHAT'S IN YOUR MONTHLY BUDGET

TIER 2

This tier covers efficient outdoor water use and is charged at a slightly higher rate.

TIER 1

This tier covers efficient indoor water use and is charged at the lowest rate.

TIER 3

This tier covers water used above the total budget and is charged at the highest rate.

This revenue is used to fund conservation programs and to reduce inefficient use.

This type of tiered based billing structure provides multiple benefits including, financial stability by stabilizing revenues and allowing for the expansion of water conservation programs. Additionally, system efficiencies are also increased using revenue from Tier 3.

Rates were designed to provide reliable services in wet and dry years, while also incentivizing customers to use water efficiently.

For more information about rates, please visit eastvalley.org/rates or call (909) 889-9501.



31111 Greenspot Road
Highland, California 92346

East Valley Water District was formed in 1954 and provides water and wastewater services to 102,000 residents within the cities of San Bernardino and Highland, and portions of San Bernardino County. EVWD operates under the direction of a 5-member elected Board.

This report is a summary of the quality of the water that East Valley Water District provided to its customers in 2018. Included are details about where the water comes from, what it contains and how it compares to State and Federal standards.

In our continuing effort to keep our customers informed, we are providing you with updated information because well-informed customers are empowered water consumers. If after reading this report, you have any questions regarding your water quality, please contact Water Quality Coordinator Mike Hurst at (909) 806-4222.

OFFICE HOURS

Monday – Thursday 8:00am – 5:00pm
2nd and 4th Tuesday 9:00am – 5:00pm
Friday 7:30am – 4:30pm

CUSTOMER SERVICE & AFTER-HOURS EMERGENCY SERVICE

(909) 889-9501

DISTRICT BOARD MEETINGS

2nd and 4th Wednesday of each month at 5:30pm
District Headquarters Board Room
31111 Greenspot Road, Highland, CA 92346

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MARCH 1996