

# *the* PIPELINE

## 2019

Consumer Confidence Report

Building Partnerships



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.



PUBLISHED JUNE 2020





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## Dear Neighbor,

East Valley Water District has committed to enhancing and preserving the quality of life for our community through innovative leadership and world class public service. We proudly serve over 103,000 people living in the cities of Highland and San Bernardino along with areas of unincorporated San Bernardino County.

We value strategic planning and embracing opportunities inside and outside of the organization for the benefit of the community we serve. This year we continued to invest in projects that will leave a lasting impression and protect the reliability of our water and wastewater services. Over the last year we replaced aging pipelines, refurbished a storage tank, installed smart meters, and continued construction on the Sterling Natural Resource Center.

In addition to construction projects, we began preparing for the future in a new way. Through a partnership with the San Bernardino City Unified School District and Indian Springs High School we launched a pathway for students to prepare for careers in the water industry. This program will introduce valuable skills that are key steps for the success of our local young adults.

**EAST VALLEY WATER DISTRICT IS MORE THAN A UTILITY PROVIDER, WE ARE A FAMILY OF DEDICATED EMPLOYEES, NEIGHBORS, AND COMMUNITY PARTNERS.**

In the following pages you will find important information about the safety of your drinking water. On behalf of the East Valley Water District family, I would like to thank you for the opportunity to serve this community. We invite and encourage you to be engaged with our projects and programs.



Yours in Service,

John Mura  
General Manager/CEO

### GOVERNING BOARD

David E. Smith  
Chairman of the Board

Phillip R. Goodrich  
Vice Chairman

Chris Carrillo  
Governing Board Member

Ronald L. Coats  
Governing Board Member

James Morales, Jr.  
Governing Board Member

### MANAGEMENT

John Mura  
General Manager/CEO

Justine Hendricksen  
District Clerk

Patrick Milroy  
Operations Manager

Brian Tompkins  
Chief Financial Officer

Kerrie Bryan  
Director of Human Resources /Risk & Safety

Ryan Ritualo  
Information Technology Manager

Jeff Noelte  
Director of Engineering & Operations

Kelly Malloy  
Director of Strategic Services



**30.1** SQUARE MILE SERVICE AREA

**103,000** POPULATION SERVED

**EAST VALLEY**  
**WATER DISTRICT**

*The District manages and operates more than 500 miles of pipelines.*

**300** MILES OF WATER MAINS **214** MILES OF SEWER MAINS





### ENSURING SAFE AND QUALITY WATER

The Environmental Protection Agency (EPA) and the State Water Resources Control Board (SWRCB) have strict standards that water providers, like EVWD, must follow for treating and providing drinking water to our community. These requirements are in place to prevent bacteria, viruses, and other organisms from contaminating drinking water.

# water quality

East Valley Water District's primary water quality goal is to protect the health and safety of residents. Specific and ongoing measures are in place to sample, monitor, and treat water year-round, including:

- Weekly, monthly, quarterly, annually and tri-annually sampling
- Samples are collected routinely at key locations throughout the distribution system
- Hydrant flushing is performed to remove sediment that can cause water to appear dirty or discolored
- The use of filtration and small levels of disinfectants, such as chlorine, to remove or kill bacteria

### TIME TO BREATHE: A FEW QUESTIONS ABOUT YOUR TAP WATER EXPLAINED

Have you noticed cloudy or milky looking water from the tap and wondered why it looks that way? If so, not to worry, it's perfectly normal. Cloudiness is often caused by tiny air bubbles. This happens when water is delivered under varied pressures and mild temperature differences like the bubbles found at the bottom of a waterfall. If you let your glass set for about 1-2 minutes the bubbles will rise to the top and burst leaving the water to clear from the bottom up.

Did you know that before reaching the tap, water is treated with small levels of chlorine that comply with State and Federal guidelines. You may notice a slight smell of chlorine in your tap water. While it is safe to drink, to adjust the water's taste to preference, let the glass of water air out for a minute or two, or even opt for using a filter.



**474**  
HYDRANTS  
FLUSHED

**646**  
HYDRANTS REPAIRED  
OR REPLACED & PAINTED



AS A FRIENDLY REMINDER,  
YOUR TAP WATER IS SAFE  
TO DRINK AND USE.

In the

# garden,

In the summer months, watering your yard can account for 60% of your total water use. Using water efficiently outdoors can save tens of thousands of gallons of water. Simple ways to reduce water waste at home include:



Avoid water run-off when irrigating



Water between 6pm - 6am



Don't water 2 days after measurable rainfall



Install a Weather Based Irrigation Controller

*Automatically Adjusts to the Weather*

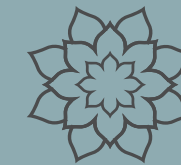
*Get a new weather based controller through the direct installation program at no cost to you. For details visit [eastvalley.org/rebates](http://eastvalley.org/rebates)*

## BEYOND the FAUCET

[ CALIFORNIA'S NEW WAY OF LIFE ]

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](http://eastvalley.org/conservation) for an events calendar. Workshops are held throughout the year and make a fun activity for the whole family.



**60+**  
LOW WATER  
USE PLANTS

Visit the District's demonstration garden to view a colorful display of over 60 low water use plant species that are easy to maintain and are appropriate for our region's climate.



*More than 625 indoor and outdoor rebates were issued in 2019-2020.*



### REBATE PROGRAMS THAT SAVE

When it comes to conservation, one size doesn't fit all. When 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.

Visit [eastvalley.org/rebates](http://eastvalley.org/rebates) to apply or call (909) 806-4287 for more information.

# Where does our water come from?

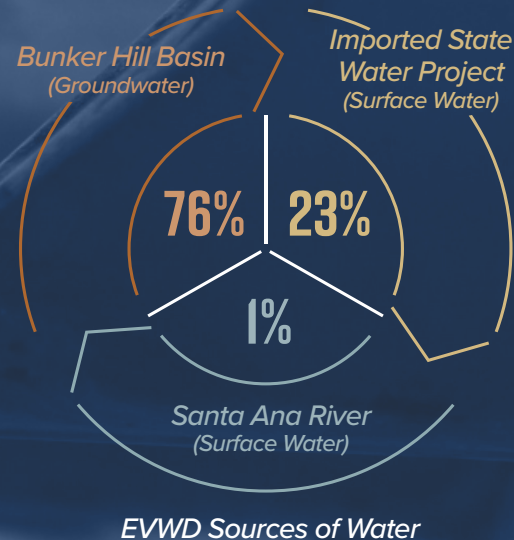
With a service area just over 30 square-miles, the District has three sources for water, the Santa Ana River, the Bunker Hill Groundwater Basin, and the State Water Project. The Santa Ana River starts with natural springs and snow melt high in the San Bernardino Mountains. While many different agencies 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.

**15,000,000**  
Average Gallons of  
Water Produced/Day



## Preventing Contamination THE KEY TO KEEPING WATER SUPPLIES SAFE



THE DISTRICT  
MONITORS 15 ACTIVE  
GROUNDWATER WELLS

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. Whenever possible, reduce your use of toxic household products such as commercial pesticides to natural alternatives.

Visit [sbcfire.org/ofm/hhw/CollectionFacilities.aspx](http://sbcfire.org/ofm/hhw/CollectionFacilities.aspx) for a list of collection facilities available to San Bernardino County residents.

# water quality tables twenty nineteen

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 2019 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, 2019. *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).*

More information online at [eastvalley.org/waterquality](http://eastvalley.org/waterquality)

SWRCB-DDW 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.

## Contaminants

are polluting substances that may be present in the source water, including:

- 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). The U.S. Food and Drug Administration regulations and California law 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 (800) 426-4791.



# 2019 water quality data

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 2019

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

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

*< 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.*

### DID YOU KNOW?

*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.*

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

*RTCR: Revised Total Coliform Rule*

## DISINFECTION BYPRODUCTS, DISINFECTION RESIDUALS, AND DISINFECTION BYPRODUCT PRECURSORS

Total Trihalomethanes* (TTHM)	80 ug/L	n/a	74	ppb	0-87	N	By-product of drinking water disinfection
Haloacetic Acids* (HAA5)	60 ug/L	n/a	15	ppb	0-21	N	By-product of drinking water disinfection
Chlorine	MRDL = 4.0 mg/L	MRDL = 4.0 mg/L	0.67	ppm	0.20-2.02	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 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.*

*N/A: Not applicable.*

### DID YOU KNOW?

*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 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 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).*

## RADIOACTIVE CONTAMINATES SAMPLED IN 2019

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	0.201	pCi/L	<0.038-0.96	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.*

*PicoCuries per Liter (pCi/L): A measure of the radioactivity in the water. System Water: A blend of surface water and groundwater.*

## INORGANIC CHEMICAL ANALYSES SAMPLES COLLECTED 2016-2019

Aluminum	1	0.6	0.009	ppm	<0.014-0.075	N	Erosion of natural deposits; residue from some surface water treatment processes
Fluoride	2	1	0.86	ppm	0.15-1.5	N	Erosion of natural deposits
Nitrate (as N)	10	10	3.86	ppm	0.56-7.7	N	Runoff of leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits

## INORGANIC CHEMICAL ANALYSES (CONTINUED)

Chemical	MCL	PHG (MCLG)	Average Level Detected	Unit of Measure	Range of Detection	Violation Y/N	Likely Source of Contamination
Arsenic	10	0.0021	0	ppb	0.000-0.0021	N	Erosion of natural deposits; runoff from orchards; glass and electronics production waste
Chromium [Total]	50	0	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*

## SURFACE WATER TURBIDITY

Chemical	MCL	Secondary MCL (NTU)	Highest Level Found	Range of Detection	Violation Y/N	Likely Source of Contamination
Turbidity	TT=1 NTU TT = 95% of samples <0.3 NTU	5	0.5	<0.1-0.5	N	Soil Runoff

*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.*

*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.*

*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.*

## LEAD AND COPPER AT RESIDENTIAL TAPS (INORGANIC CONTAMINATES) SAMPLED IN 2018 NEXT SAMPLING REQUIREMENT IN 2021

Chemical	Action Level	Sites Above Action Level	PHG (MCLG)	Unit of Measure	# Samples Taken	90th Percentile	Violation Y/N	Likely Source of Contamination
Lead	15	1	0.2	ppb	61	0	N	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Copper	1300	0	0.3	ppb	61	300	N	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits; leaching from wood preservatives

## REGULATED SECONDARY CONTAMINANTS<sup>±</sup> SAMPLES COLLECTED 2016-2019

Chemical	Secondary MCL mg/L	DLR	Average Level Detected	Unit of Measure	Range of Detection	Violation Y/N	Likely Source of Contamination
Boron	N/A	1	0.35	ppm	0.11-0.79	N	Erosion of natural deposits
Chloride	250	1	25.5	ppm	7.9-53	N	Runoff/leaching from natural deposits; seawater influences
Color	15	3.0 CU	<3.0	Unit	ND-<3.0	N	Naturally-occurring organic matter
Conductivity	1600	2	441	micro umho/cm	300-760	N	Substances that form ions when in water; seawater influence
Ground Water Turbidity	5	0.1	0.02	NTU	<0.1-2.8	N	Soil runoff
Manganese	50	20	0.048	ppb	ND-<0.048	N	Leaching from natural deposits
Odor	3	1	1	TON	1-1 TON	N	Naturally-occurring organic materials

# Water quality data continued

## REGULATED SECONDARY CONTAMINANTS (CONTINUED)<sup>±</sup>

Chemical	Secondary MCL mg/L	DLR	Average Level Detected	Unit of Measure	Range of Detection	Violation Y/N	Likely Source of Contamination
Sulfate	250	0.5	57	ppm	13-250	N	Runoff/leaching from natural deposits; industrial waste
Vanadium	N/A	50	0.0064	ppb	0.0047-0.0097	N	Erosion of natural deposits

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

Color Units: A measure of color in the water.

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 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.

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

## UNREGULATED GENERAL MINERAL ANALYSIS<sup>+</sup> SAMPLES COLLECTED 2016-2019

Analyte	Recommended Limit	Average Level Detected	Unit of Measure	Violation Y/N
Alkalinity	500	105	ppm	N
Bicarbonate	1000	154	ppm	N
Calcium	200	36	ppm	N
Hardness (Total)	N/A	167	ppm	N
Magnesium	N/A	9.4	ppm	N
o-Phosphate	N/A	0.55	ppm	N
pH	6.5-8.5	7.73	ppm	N
Potassium	100	2.6	ppm	N
Sodium	200	38	ppm	N

<sup>+</sup>Contaminants not regulated.

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.

UCMR: Unregulated Contaminant Monitoring Rule

## 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.

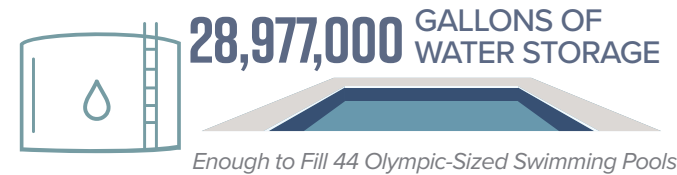
## UNREGULATED CONTAMINANT MONITORING RULE-UCMR 4-SAMPLED IN 2019 (CONTINUED)

Chemicals	Minimum Reporting Level	Range Detected	Average
HAA <sup>92</sup>	N/A	0.85-42.9	23.1
1-butanol	2.0 µg/L	0-0	ND
2-methoxyethanol	0.4 µg/L	0-0	ND
2-propen-1-ol	0.5 µg/L	0-0	ND
butylated hydroxyanisole	0.03 µg/L	0-0	ND
o-toluidine	0.007 µg/L	0-0	ND
quinoline	0.02 µg/L	0-0	ND
Total Organic Carbon (TOC)	N/A	2600-3200	2867
Bromide	N/A	120-170	158

<sup>1</sup>HAA<sup>6Br</sup>: Bromochloroacetic acid, bromodichloroacetic acid, dibromoacetic acid, dibromochloroacetic acid, monobromoacetic acid, and tribromoacetic acid.

<sup>2</sup>HAA<sup>9</sup>: Bromochloroacetic acid, bromodichloroacetic acid, chlorodibromoacetic acid, dibromoacetic acid, dichloroacetic acid, monobromoacetic acid, monochloroacetic acid, tribromoacetic acid, and trichloroacetic acid.

Did you know the District maintains:



## Drinking Water CONTAMINANT INFORMATION

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

### FLOURIDE

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](http://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](http://www.epa.gov/safewater/lead). (1-800-426-4791)

## NITRATE (NO<sub>3</sub>)

Nitrate in drinking water at levels above 45 parts per million (ppm) 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 45 ppm 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.



## Source Water Assessments

EVWD 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.

### PERFLUOROALKYL AND POLYFLUOROALKYL SUBSTANCES (PFAS)

With statewide concern regarding the potential contamination of drinking water supplies by PFAS, the SWRCB issued mandates for sampling of sources likely to be impacted. PFAS is a substance linked to the manufacturing and use of many daily products like Teflon, waterproofing and fast food packaging. In contrast to other contaminants, PFAS is considered the forever chemical due to its long chain bond. Although this contaminant is persistent, effective treatment methods have been identified and approved for drinking water. Like other agencies, the District completed initial sampling for these contaminants. After completing four quarters of samples, all results were non-detect for PFAS.

More information is available at [https://www.waterboards.ca.gov/drinking\\_water/certlic/drinkingwater/PFOA\\_PFOS.html](https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/PFOA_PFOS.html).

## keeping up with the pipes and reliability

Maintaining system reliability is one of the District's top priorities. EVWD depends on system pipelines to collect water from each of the District's different sources and for transferring it to treatment plants, reservoirs, and to your tap.

In our efforts to keep water flowing, the District proactively performs infrastructure enhancements.

### RECENT IMPROVEMENTS

- In 2019, the District replaced 1,600 linear feet of new water main on six streets
- Rehabilitated one reservoir, two water wells, and five booster pumps
- Installed tank mixing equipment at Plant 108 to prevent water stagnation

### LOOKING FORWARD

- Pipeline improvements will continue with the replacement of 1,800 linear feet of water main
- Rehabilitation of reservoirs at designated plants
- Treatment process improvements at the District's surface water treatment plant
- Install tank mixing equipment at Plant 129's reservoir to prevent water stagnation



## employee spotlight

Often working behind the scenes, but never hesitating to serve the community or assist his colleagues, Dale Barlow exemplifies the spirit of service and partnership. For these selfless qualities, he was selected by his peers as the 2019 Employee of the Year.



Dale has proudly served the District community for 23 years, starting his career as a Field Crew Worker repairing leaks, maintaining fire hydrants, and operating construction equipment and now serving as the Facilities Maintenance Coordinator overseeing the maintenance of the District's headquarters, water facilities, and properties. In this image to the right, he is helping provide meals to local seniors during the COVID-19 health crisis.



Outside of the office, Dale enjoys spending quality time with his wife, children, and grandkids. Some of his favorite memories are made alongside his wife while scuba diving around the world. Together they've completed nearly 200 dives on 12 different islands. He also enjoys going on adventure motorcycle rides and glamping trips with his loved ones.

*"During my service I've had the opportunity to work with a diverse group of people who genuinely enjoy their duties. Every day is filled with different tasks to accomplish. I am grateful for the opportunity to contribute to the District's vision of serving the community."*

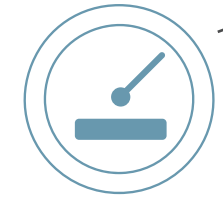
The Employee of the Year Award is presented to a District staff member who encourages a positive work environment, demonstrates visionary leadership and portrays dedication and dependability. Recipients of this award are selected by their peers and exemplify a high level of service to District customers,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

## Enhancing Services

### ONE METER AT A TIME

Beginning in 2016, as part of EVWD's Capital Improvement Program to enhance services, the District started the process of upgrading customers' meter to a Smart Meter at no additional cost to residents. By making the switch, consumption information is provided electronically to both customers and the District and the need for manual meter reading is significantly reduced. This improvement allows staff to focus on projects like system maintenance and pipeline replacements.

**4,891**  
METERS READ MONTHLY  
**16,016**  
AMI AUTOMATIC METERS



*Not sure if you have a Smart Meter? Contact Customer Service at (909) 889-9501 for an upgrade status.*

### SMART METERS ALLOW YOU TO:

- Monitor near 'real-time' water usage information
- View hourly, daily, and monthly consumption
- Identify leaks sooner
- Set consumption alerts
- Compare usage to the weather

### VIEW YOUR WATER USAGE:

- Log into your EVWD online account
- Select the Utility Billing tab and your account number. Then, select the Consumption tab.

In May, the District completed phase four of the project with the installation of 4,702 meters, bringing the total to 16,016 customers using Smart Meters. The next and final phase is scheduled to begin in the fall and will upgrade the small percentage of remaining meters.

Learn more about the Smart Meter replacement project at [eastvalley.org/AMI](http://eastvalley.org/AMI)

### DID YOU KNOW?

The District delivers an average of 15 million gallons of water per day to customers. In comparison, the world's largest aquarium tank can hold up to 12.87 million gallons.





Picnic Area, Demonstration Garden, Walking Paths, Workshop Space, and Special Events Area



Water Treated at the SNRC will Recharge the Local Bunker Hill Groundwater Basin



Hands-on Training and Career Experiences in Wastewater Treatment Available to Students and Residents



Improvements to the Surrounding Area Include Street Paving, Water Lines, Sidewalks, and More

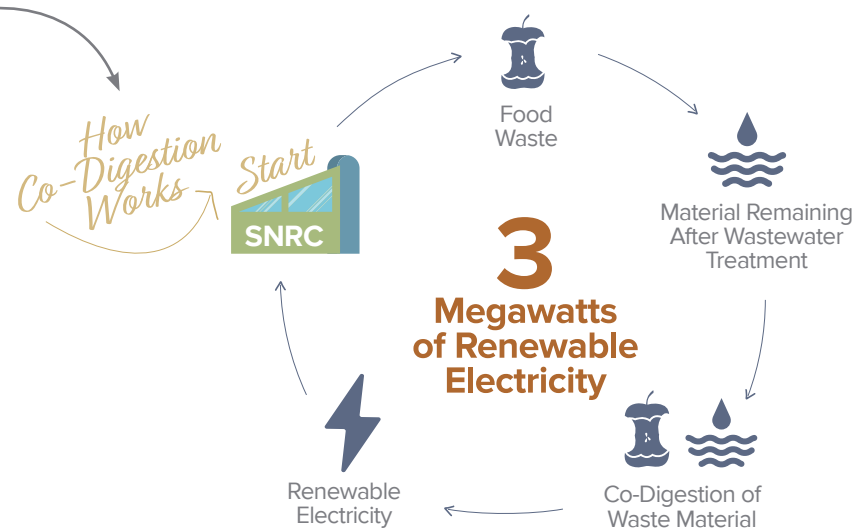
# opening 2021

Capable of recycling up to 8 million gallons of water per day, the SNRC will create a sustainable new water supply for our region and enhance the quality of life for residents by providing new opportunities in the form of education and training, community space, and neighborhood improvements.

## Maximizing Resources

The SNRC is being constructed on 16-acres located at North Del Rosa Drive between East 5th Street and East 6th Street, and strives to create a sustainable future by maximizing the use of resources.

- State-of-the-art co-digestion technology will give food waste a new purpose.
- Material remaining after the treatment of wastewater will be combined with food waste to create renewable electricity.
- Renewable electricity will offset the SNRC's operating costs.
- Extra energy created will be transferred onto the electricity grid.



# STERLING

## NATURAL RESOURCE CENTER

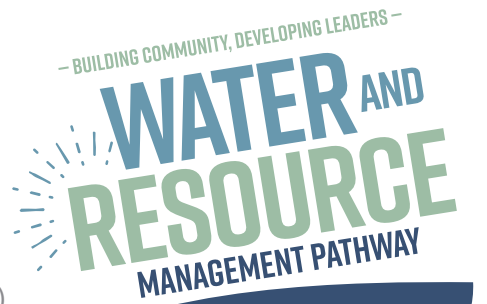
MAKING EVERY SOURCE A RESOURCE

Co-digestion was added to the project in 2019. This enhancement represents a significant improvement to the project by allowing the SNRC to produce enough renewable electricity to meet the facility's energy needs, with additional electricity transferred onto the energy grid.

## Preparing Tomorrow's Water Leaders

Students from San Bernardino and Highland can now prepare for a career in the water and wastewater industry. In February 2020, San Bernardino City Unified School District (SBCUSD) and EVWD celebrated the launch of the Water and Resource Management Career Pathway with a ribbon cutting ceremony alongside students, local leaders, and community partners at Indian Springs High School (ISHS).

By training local students in the unique skillset of wastewater treatment, members of this community could be hired to fill technical positions. SBCUSD has more than 50 pathways designed to prepare high school students for college and careers. The addition of the new Water and Resource Management Pathway brings the total to three pathways at ISHS alongside the Academy of Health Sciences and Medical Technology and Academy of Manufacturing and Product Development Design.



Wastewater maintenance is responsible for safeguarding the wastewater conveyance system with preventative monitoring, scheduled maintenance and repairs.

6,000,000 AVERAGE GALLONS OF SEWER CONVEYED DAILY

54 MILES SEWER VIDEO MONITORING

127 MILES SEWER CLEANED



The Sterling Natural Resource Center is an active construction site!

Time-lapse construction videos for both east and west sides of the project can be viewed online at: [eastvalley.org/snrc](http://eastvalley.org/snrc)

The SNRC is Funded in Part By:



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.

The Urban Greening Program is part of California Climate Investments, a statewide program that puts billions of cap-and-trade dollars to work reducing greenhouse gas emissions, strengthening the economy and improving public health and the environment—particularly in disadvantaged communities. The cap-and-trade program also creates a financial incentive for industries to invest in clean technologies and develop innovative ways to reduce pollution. California Climate Investment projects include affordable housing, renewable energy, public transportation, zero-emission vehicles, environmental restoration, more sustainable agriculture, recycling and much more. At least 35 percent of these investments are made in disadvantaged and low-income communities. For more information, visit California Climate Investments.



*East Valley Water District was formed in 1954 and provides water and wastewater services to 103,000 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.*

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This report is a summary of the quality of the water that East Valley Water District provided to its customers in 2019. 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.

**CUSTOMER SERVICE & AFTER-HOURS  
EMERGENCY SERVICE (909) 889-9501**

## OFFICE HOURS

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

## DISTRICT BOARD MEETINGS

Second and Fourth Wednesday  
of Each Month at 5:30pm  
District Headquarters Board Room  
31111 Greenspot Road  
Highland, CA 92346