

# *the* PIPELINE

## CONSUMER CONFIDENCE REPORT



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



## In This Issue

- 06** | Water Quality Tables  
*2020 Drinking Water Sampling Data*

---

- 10** | Protecting Our Community  
*Reducing Lead Exposure at Home*

---

- 12** | Current Drought Conditions  
*Continue Using Water Wisely*

---

- 15** | System Enhancements  
*1,500 Feet of Water Main Replaced*

---

- 16** | Sterling Natural Resource Center  
*More Than Half Constructed*

---

- 19** | Multi-Lingual Support  
*We Are Here to Help*



# EAST VALLEY WATER DISTRICT

## Dear Neighbor,

East Valley Water District (District or EVWD) is committed to providing world-class public service through innovative leadership and diligent stewardship, even as the world was rocked by the COVID-19 pandemic. Our mission did not change as we worked to provide service to over 103,000 people living in the cities of Highland and San Bernardino, as well as areas of unincorporated San Bernardino County.

Every member of our community was impacted by COVID-19 and the subsequent Safer-at-Home orders. During the pandemic and to this day, the District has maintained critical infrastructure and protected the reliability of the water service for the families and communities we serve. From the use of state-of-the-art infrastructure control systems to the implementation of virtual communication tools, the District has embraced digital technology to create modern business practices.

Throughout the last year, East Valley Water District has advanced several projects that will provide an investment to the region's sustainable future. The District has made significant progress on the Sterling Natural Resource Center as we strive to make every source a resource. Over the last year, we replaced

aging pipelines, conducted rehabilitation work on several facilities and completed the installation of smart meters across the District.

The future continues to look bright as East Valley Water District has started the preliminary planning for a new surface water treatment plant. This new facility will increase the District's water supply reliability and integrate the latest technology to provide safe and affordable drinking water.

### EAST VALLEY WATER DISTRICT USES TECHNOLOGY TO COMPLIMENT AND ENHANCE THE SERVICE WE PROVIDE OUR COMMUNITY.

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,

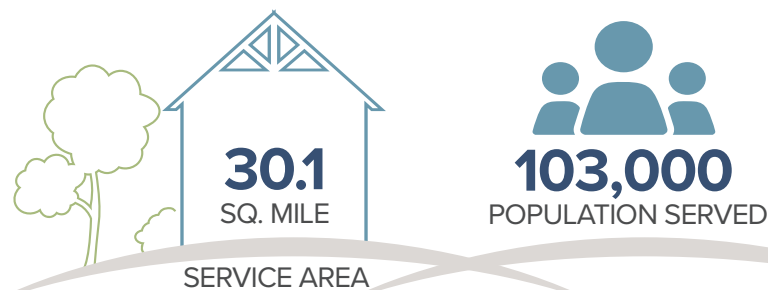
*John Mura*  
John Mura  
General Manager/CEO

DISTRICT MANAGEMENT

- John Mura**  
*General Manager/CEO*
- Kerrie Bryan**  
*Director of Administrative Services*
- Justine Hendricksen**  
*District Clerk*
- Kelly Malloy**  
*Director of Strategic Services*
- Patrick Milroy**  
*Operations Manager*
- Jeff Noelte**  
*Director of Engineering & Operations*
- Brian Tompkins**  
*Chief Financial Officer*

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*Vice Chairman*
- Chris Carrillo**  
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- Ronald L. Coats**  
*Governing Board Member*
- James Morales, Jr.**  
*Governing Board Member*





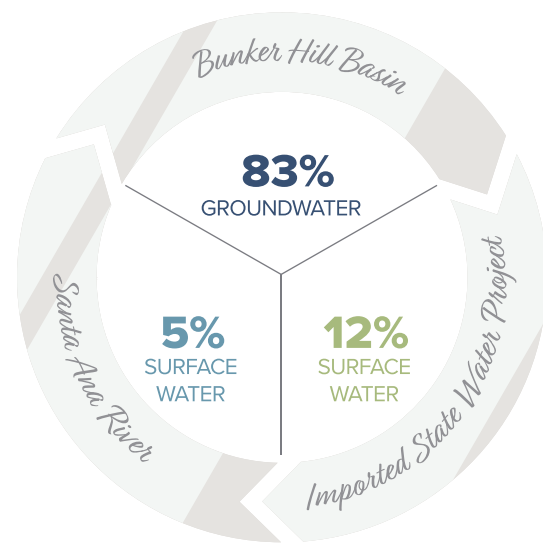
## WHERE DOES THE WATER COME FROM?

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 Santa Ana River (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.

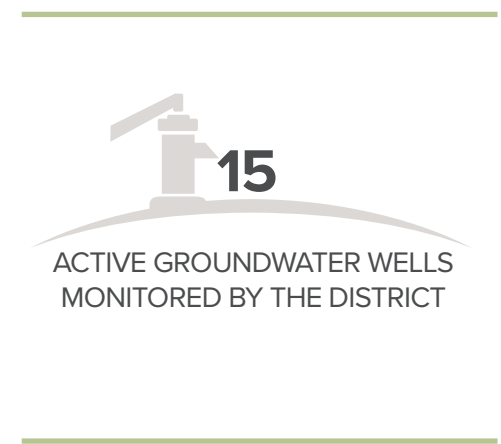
A portion of the District's water is imported from Northern California through the State Water Project. EVWD has access to this water through San Bernardino Valley Municipal Water District. Imported water is an important component of the District's long-term water plan. Its use and availability varies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



EVWD SOURCES OF WATER

Tap water provided by the District is tested year-round to ensure the quality of water served to you.

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



## 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. Whenever possible, reduce your use of toxic household products such as commercial pesticides instead consider 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.

## Contaminants

Within water, contaminants, which are polluting substances, may be present in the source water. These may include:

- 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.

## 2020 WATER QUALITY INFORMATION

Drinking water, including bottled water, may reasonably be expected to contain small amounts of some contaminants. The tables on pages 6-8 list all the drinking water contaminants that were sampled for in the water system during the 2020 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, 2020. More information about contaminants and potential health effects can be obtained by calling the **USEPA's Safe Drinking Water Hotline (800) 426-4791**.

SWRCB-DDW requires EVWD to monitor the 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 human activity.



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 2020**

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	59	ppb	1-64	N	By-product of drinking water disinfection
Haloacetic Acids* (HAA5)	60 ug/L	N/A	17	ppb	0-18	N	By-product of drinking water disinfection
Chlorine	MRDL = 4.0 mg/L	MRDL = 4.0 mg/L	0.78	ppm	0.23-2.00	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 standards.

**RADIOACTIVE CONTAMINATES SAMPLED IN 2020**

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	13	pCi/L	<2.1-22	N	Decay of natural and man made deposits
Uranium‡	20 pCi/L	N/A	2.236	pCi/L	0.034-20.00	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 SAMPLES COLLECTED 2017-2020**

Aluminum	1	0.6	0.017	ppm	<0.014-0.03	N	Erosion of natural deposits; residue from some surface water treatment processes
Fluoride	2	1	0.75	ppm	0.34-1.5	N	Erosion of natural deposits
Nitrate (as N)	10	10	3.8	ppm	1.1-6.7	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 waste
Chromium [Total]	50	0.02	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

**SURFACE WATER TURBIDITY**

	MCL	Secondary MCL (NTU)	Highest Level Found	Range of Detection	Violation Y/N	Likely Source of Contamination
Turbidity	TT=0.5NTU TT=95% Of samples<0.1 NTU	5	0.4	<ND-0.4	N	Soil runoff

**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± SAMPLES COLLECTED 2017-2020**

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	0.12	ppm	0.0-0.12	N	Erosion of natural deposits
Chloride	500	1	26	ppm	8.5-51	N	Runoff/leaching from natural deposits; seawater influences
Color	15	3.0 CU	ND	Unit	ND-<3.0	N	Naturally-occurring organic matter
Conductivity	1600	2	375	umho/cm	250-560	N	Substances that form ions when in water; seawater influence
Ground Water Turbidity	5	0.1	0.02	NTU	<0.02-1.4	N	Soil runoff
Manganese	50	20	0.00225	ppb	ND-<0.029	N	Leaching from natural deposits
Odor	3	1	1	TON	1-2 TON	N	Naturally-occurring organic materials
Sulfate	500	0.5	61	ppm	16-240	N	Runoff/leaching from natural deposits; industrial waste
Total Dissolved Solids (TDS)	1000	5	291	ppm	170-510	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.

**UNREGULATED GENERAL MINERAL ANALYSIS+ SAMPLES COLLECTED 2017-2020**

Analyte	Recommended Limit	Average Level Detected	Unit of Measure	Violation Y/N
Alkalinity	500	127	ppm	N
Bicarbonate	1000	130	ppm	N
Calcium	200	40	ppm	N
Hardness (Total)	N/A	170	ppm	N
Magnesium	N/A	9.9	ppm	N
o-Phosphate	N/A	0.5	ppm	N
pH	6.5-8.5	7.2	ppm	N
Potassium	100	2.3	ppm	N
Sodium	200	38	ppm	N

+Contaminants not regulated.

**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.

## WATER QUALITY DATA

### UNREGULATED CONTAMINANT MONITORING RULE-UCMR 4-SAMPLED IN 2019

Chemicals	Minimum Reporting Level	Range Detected	Average
Germanium	0.3 µg/L	0-1.6	0.23
Manganese	0.4 µg/L	0-45	2.31
Alphahexachlorocyclohexane	0.01 µg/L	0-0	ND
Chlorpyrifos	0.03 µg/L	0-0	ND
Dimethipin	0.2 µg/L	0-0	ND
Ethoprop	0.03 µg/L	0-0	ND
Oxyfluorfen	0.05 µg/L	0-0	ND
Profenofos	0.3 µg/L	0-0	ND
Tebuconazole	0.2 µg/L	0-0	ND
Total Permethrin (cis- & trans-)	0.04 µg/L	0-0	ND
Tribufos	0.07 µg/L	0-0	ND
HAA5	N/A	0.55-19.9	10.3
HAA6Br <sup>1</sup>	N/A	0.85-32.2	17.6
HAA9 <sup>2</sup>	N/A	0.85-42.9	23.1
<sup>1</sup> -butanol	2.0 µg/L	0-0	ND
<sup>2</sup> -methoxyethanol	0.4 µg/L	0-0	ND
<sup>2</sup> -propen- <sup>1</sup> -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> HAA6Br: Bromochloroacetic acid, bromodichloroacetic acid, dibromoacetic acid, dibromochloroacetic acid, monobromoacetic acid, and tribromoacetic acid.

<sup>2</sup> HAA9: Bromochloroacetic acid, bromodichloroacetic acid, chlorodibromoacetic acid, dibromoacetic acid, dichloroacetic acid, monobromoacetic acid, monochloroacetic acid, tribromoacetic acid, and trichloroacetic acid.



**3,400**  
SAMPLES  
COLLECTED  
IN 2020

## Glossary

**Colonies/mL:** A symbol for unit of 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 above 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.)

**Million Gallons per Day: MGD**

**Not Applicable: N/A**

**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.)

**Not Detected (ND):** 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.

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

**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.

**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.

**Revised Total Coliform Rule: RTCR**

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

**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.

**Unregulated Contaminant Monitoring Rule: UCMR.**

**Variances 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.

## LEAD TESTING IN SCHOOLS



On January 2018, Assembly Bill 746 became effective statewide requiring all public schools constructed before January 1, 2010 serving grades K-12, preschools, and childcare facilities located on public school property to work with their local water provider to request sampling of drinking water fixtures for soluble (dissolved) lead.

Taking a proactive approach to keeping residents safe, EVWD contacted all schools and childcare facilities within its service area to initiate the conversation regarding testing.

From April 2018 to April 2019, the District successfully sampled water fixtures, faucets, and drinking fountains in the 32 schools within the EVWD community including, San Bernardino City School District, Redlands Unified School District, and private schools St. Adelaide Catholic Academy and Aquinas High School. Results were provided to schools and can be found on your school district's website.

Samples helped measure the amount of lead levels present in the water after it has traveled through the school's plumbing system. Common influencers for lead levels are closely related to the type of fixture, its production materials, and associated plumbing.

To learn more about lead sampling in public schools, please visit the California Water Boards website at [www.waterboards.ca.gov](http://www.waterboards.ca.gov).



*EVWD has dedicated team members to test water quality and ensure all members of the community receive safe drinking water.*

## 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.

## Drinking Water Contaminant Information



### 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.

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. EVWD is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested.

Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline (1-800-426-4791) or at [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead).

### NITRATE (NO3)

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 including 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.

For more information, please call Mike Hurst, Water Quality Coordinator at (909) 806-4222.

## Protecting Our Community: Lead and Copper Sampling

Health and safety is a top priority. In addition to routine sampling throughout key locations in the community, in 2021 the District will be working closely with a specific group of homeowners, local schools, and childcare facilities to sample their respective systems for lead and copper. Although EVWD samples the system for these contaminants, lead and copper levels can be impacted by the home or facility's piping system. Through this additional sampling effort, the District will notify customers of elevated levels and provide resources for reducing levels in their system.

### Ways to Reduce Lead Exposure at Home



Use only cold water for drinking and cooking. Boiling water does not remove lead from water.



Regularly clean your faucet's screen (also known as an aerator).



Consider using a water filter approved to remove lead and replace as recommended.



Before drinking, flush your pipes by running your tap, taking a shower, doing laundry or a load of dishes.





Did you know that East Valley Water District offers free conservation resources? Customers can participate in the District's indoor and outdoor rebate programs, which incentivizes water efficiency upgrades like installing high efficiency toilets and refreshing landscaping with water friendly plants. Rebate programs offered include:

- High Efficiency Toilet Rebate
- Water Efficient Landscape Rebate
- Weather Based Irrigation Controller (WBIC) Rebate

The District also helps customers water more efficiently through the WBIC Direct Installation Program. A WBIC is a smart controller that adjusts the watering schedule based on weather.

Customers are eligible to receive a WBIC controller with installation at no cost.

To learn more about the free WBIC program, rebates, and other helpful resources visit [eastvalley.org/conservation](http://eastvalley.org/conservation) or call (909) 806-4287.

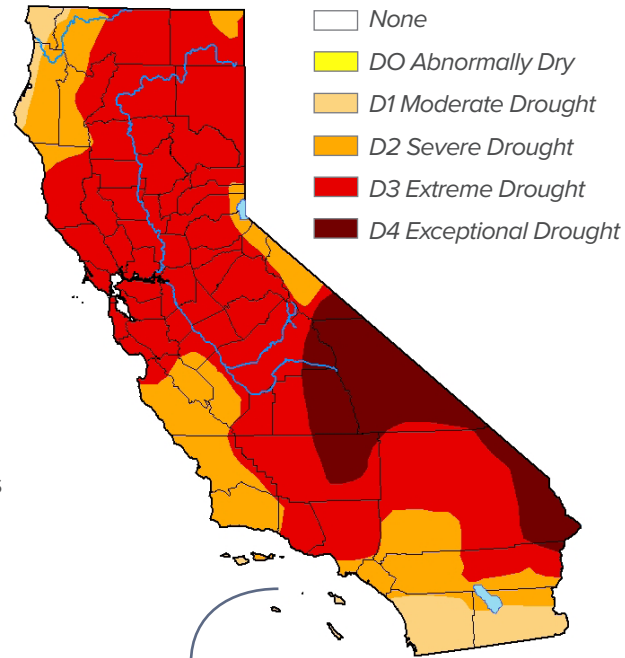
*Replacing a standard clock-based controller with a WBIC controller can help save up to 15,000 gallons of water annually.*

## CURRENT DROUGHT CONDITIONS

This year marks the second consecutive dry year in the State, increasing the possibility of a statewide drought.

On May 10, 2021, Governor Gavin Newsom signed an executive order proclaiming Klamath River, Sacramento-San Joaquin Delta, and Tulare Lake Watershed Counties in a drought emergency.

At the time of this publication more than 85% of the state was experiencing extreme drought conditions, as reported by the U.S. Drought Monitor (USDM).



*The USDM is a map that shows parts of the US that are in drought. The map uses five classifications showing the levels of drought and is updated weekly.*



East Valley Water District, thanks our customers for the ongoing efforts in conservation and is asking customers to continue to use water wisely. To prevent the waste and unreasonable using water and to promote conservation, each of the following actions are in place:

- Watering times are between the hours of 6:00pm - 6:00am
- No irrigation 2 days following a measurable rainfall
- No irrigation of turf or high water use plants within public street medians and parkways
- No excessive water waste
- Vehicle washing is to be done with a hose equipped with an automatic shut-off nozzle
- No washing down of hard surfaces
- Fountains must use recirculated water

## Jennifer Wallace 2020 EMPLOYEE OF THE YEAR



Virtual claps were in abundance when it was revealed that Jennifer Wallace was selected by her peers as the 2020 Employee of the Year. Jennifer joined EVWD as a Customer Service Representative I temp in February 2015. Her outstanding customer service skills, friendliness, and willingness to help the community were immediately noticed and she was hired full-time that September. Today, she serves as a Customer Service Representative II and is an essential team member of the Customer Service Department.

Outside of the office, she enjoys spending time with her two grandchildren, daughters, and husband of 28 years. Some of their favorite things to do together include trips to Oakland where they visit apple orchards, road trips around the country, and visiting theme parks. In the future, Jennifer hopes to purchase an RV and hit the road to discover wonderful places to create new memories with her loved ones.

A talented craftswoman, Jennifer enjoys creating decorations for her home, DIY projects, and sewing (she made many masks for staff). Some of the many items she has sewn are pillows, blankets, and comic con cosplay costumes for her daughters!

Thank you, Jennifer, for your commitment to public service and devotion to helping others.



## FLUSHING WATER SYSTEM PIPES Clearing Out Natural Debris

Often mistaken for water waste, fire hydrant flushing is one of many steps the District takes to maintain water quality. During this process, EVWD staff opens the hydrant and allows water to flow out uninterrupted for a few minutes. By allowing water to travel out of the hydrant at a high speed and pressure, pipes are cleaned of natural debris that accumulates in the pipeline that can cause water to appear dirty or discolored.



**242**  
HYDRANTS  
FLUSHED



**1,743**  
HYDRANTS REPAIRED,  
REPLACED OR PAINTED

## Water Quality at Home

Tucked away in the garage, basement, or attic is one of the most overlooked systems that can help maintain water quality at home: your water heater. Over time, naturally occurring debris such as sediment, calcium, and other minerals can settle at the bottom of the tank where the heating element is located. Too much sediment can cause discolored water to start coming out of the faucet.

It's recommended to flush your water heater at least once a year to ensure water quality at home. A licensed plumber can help with this process.

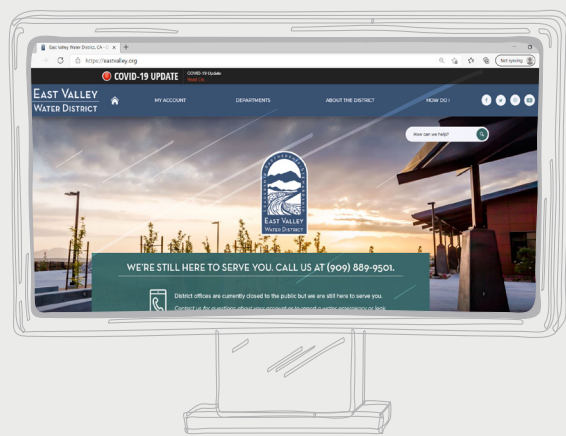
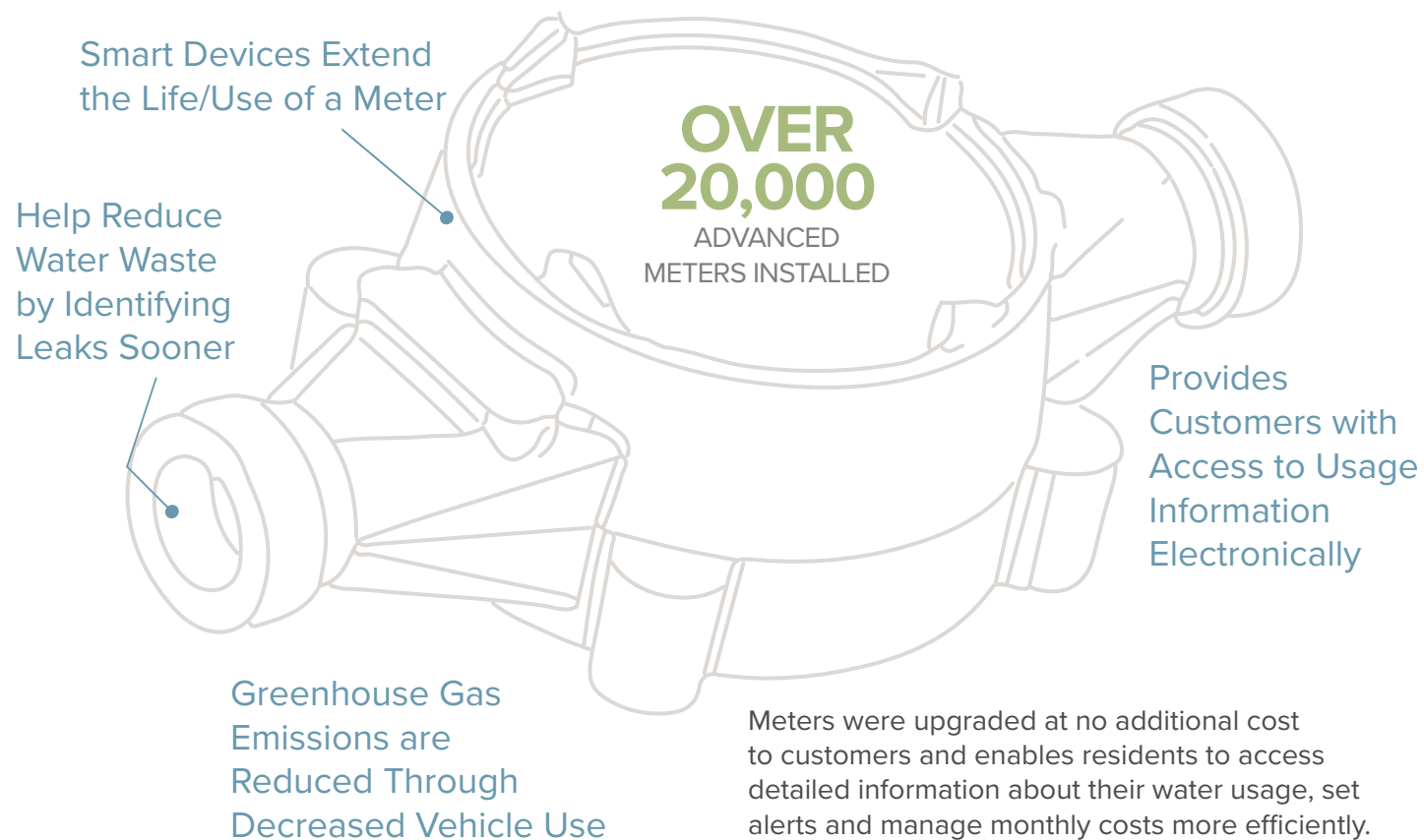


*If your water heater is more than 10 years old, it may be time to replace it. Old units can be inefficient or cause damage if it leaks or bursts.*

# Smart Meter Communication

This year, the District completed the process of upgrading customers' existing water meter to an Advanced Meter communications device, also known as a Smart Meter. The completion of this six-year project provides many service enhancements to residents, including the ability to monitor water usage online, reduce water waste, register for leak notifications, set consumption threshold alerts, and manage their monthly water use more efficiently.

These service features are made possible through the meter's automated capabilities, which use the latest technology to provide consumption information electronically to customers and the District in near 'real time'. This project represented an important step toward elevating services and improving operations by eliminating the labor-intensive traditional meter reading process of staff manually collecting meter data at each location.



## SMART METER PORTAL Puts Efficiency at Your Finger Tips

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

## FROM SOURCE TO TAP

Operating around the clock to serve 103,000 residents is over one-billion-dollars in infrastructure made up of pipelines, wells, pumps, reservoirs, water facilities and treatment systems. Working alongside the infrastructure to ensure that it is functioning properly is District staff, who manages everything from the system's physical operation to production volume and levels of treatment.

The collaboration between distribution system and staff allows the District to continue to deliver safe, quality water from source to your tap without missing a step.

Since its establishment in 1954, East Valley Water District has been committed to providing quality services to the community by performing year-round routine maintenance of the water and sewer system, rehabilitating facilities, replacing aging pipes, installing new mains, and constructing new facilities to meet our community's growing needs.

# Pandemic Or Not, The Work Must Go On

Last year in the midst of the pandemic, the District completed the replacement of 1,500 feet of water main throughout the community. Much like cars and household items, pipes experience normal wear and tear and need to be replaced once they reach their operational life span. By installing new water mains, the need for maintenance and leak repairs is significantly reduced, providing residents with improved service. Additional infrastructure enhancements included rehabilitation work at Plant 108 and Plant 39. These facilities are made up of wells, pumps and reservoirs that together

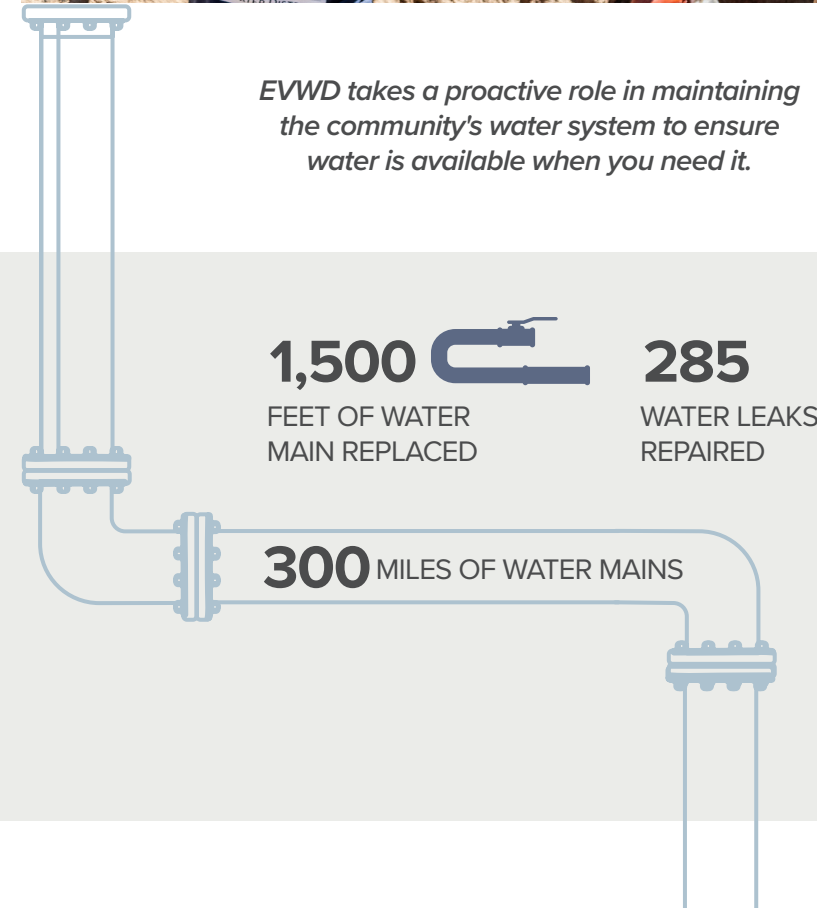
store and deliver almost four million gallons of water to residents.

These projects are part of the District's Capital Improvement Program, which identifies positive impacts for residents, serves as an operations plan for maintaining existing facilities, and provides critical input to ensure the District continues to meet local, state, and federal requirements.

*To learn more about Capital Improvement Projects, visit [eastvalley.org/CIP](http://eastvalley.org/CIP).*



*EVWD takes a proactive role in maintaining the community's water system to ensure water is available when you need it.*





# STERLING

NATURAL RESOURCE CENTER

## About the SNRC

The Sterling Natural Resource Center (SNRC) is being constructed on 16-acres located at North Del Rosa Drive between East 5th Street and East 6th Street. 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.

It is anticipated that the facility will be completed and fully operational in 2022.



## Did you know?

The SNRC's odor control systems will be completely self-contained and "scrub" the air so there is no noticeable odor coming from the facility.



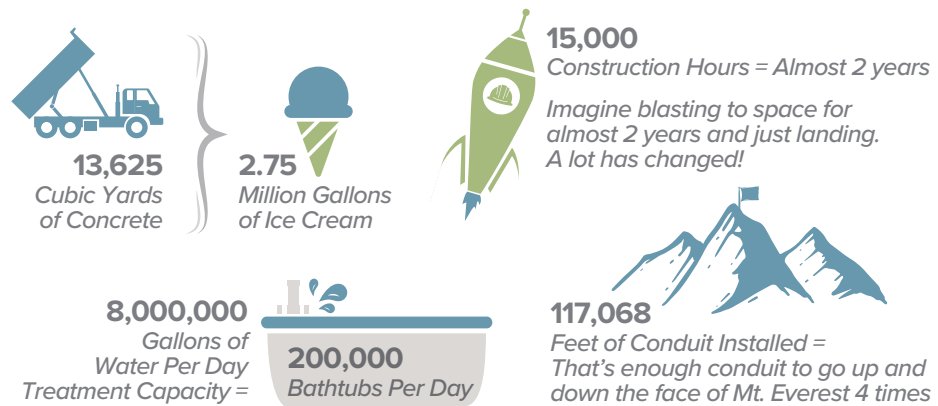
## More Than Half Constructed

Construction of the SNRC is rapidly progressing with more than half of the Treatment Facility and Administrative Center buildings completed. Now in its second year of construction, crews have assembled the SNRC's two co-digesters, which will allow the facility to convert food waste into renewable energy; installed multiple state-of-the-art systems to help prevent unwanted odors; and made progress on the Screening facility where wastewater will be pre-screened to remove debris before being transferred to the next phase of treatment.

In the Administrative Center, windows have been installed, walls are being painted, and crews are preparing the site for construction of the demonstration garden where future community activities will take place.

## CONSTRUCTION BY THE NUMBERS

That's Like This Many...



\*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.



## SNRC TOPPING OUT

A topping out ceremony is traditionally held when the last beam is placed on top of a structure during its construction. East Valley Water District placed the highest beam at the Sterling Natural Resource Center and has entered the final stage of construction. Crews will now begin working on the exterior of the facilities and continue to install the complex systems used in the wastewater treatment process.



*Tradition calls for the final beam to be raised with a pine tree and flag on the beam as it was once believed to bring good luck to the project and future occupants.*

## Watch Now!

The SNRC is changing every day! Watch as crews finish assembling co-digesters and construct new outdoor spaces.



Take a picture of this QR code using your smartphone camera or QR scanning app for more information.



You can also view it by visiting [eastvalley.org/SNRC](http://eastvalley.org/SNRC).

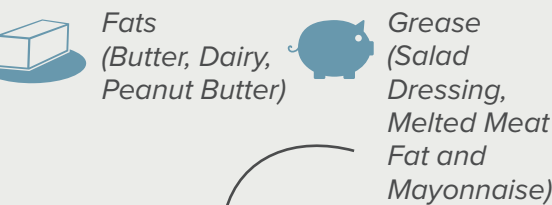


# The Dirty Dozen

Dump them. Don't drain them.

The wastewater system works around the clock to ensure that everything that goes in makes its way out of your pipes. To help keep the system flowing, EVWD staff performs ongoing maintenance of sewer pipelines and uses various apparatuses to clean pipes.

At home or work, you can help prevent system backups by disposing of items from the dirty dozen in the trash. This includes "flushable" wipes since they don't disintegrate like toilet paper and can accumulate over time, leading to system damage.

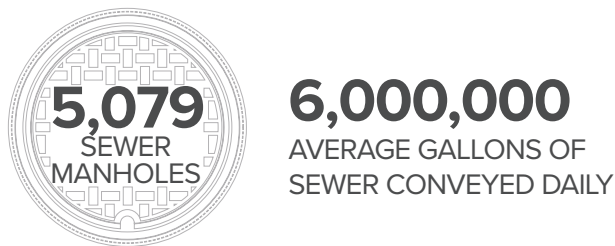
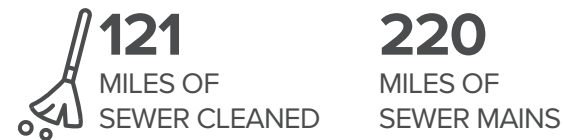


*When disposing of fats, oils, and greases, be sure to let them cool before tossing them in the trash.*



## LIGHTS, CAMERA, ACTION 48 Miles of Sewer Video Captured

Did you know that as part of the year-round effort of maintaining the sewer system, EVWD video monitors pipelines for clogs, cracks, and root intrusion? During this process, staff uses Closed Circuit Television technology to place a camera inside of a sewer manhole. The motorized camera then travels through the main and records the pipe's condition. When moderate to severe conditions are identified, the District repairs or replaces sewer mains to prevent future breaks.



East Valley Water District will soon complete the Sterling Natural Resource Center to treat and recycle the District's wastewater.

## MULTI-LINGUAL SUPPORT We are here to help.



East Valley Water District is committed to enhancing the quality of life for the community we serve. This includes providing access to information in multiple languages.

Este informe contiene información muy importante sobre su agua para beber. Favor de comunicarse East Valley Water District a 909-889-9501 para asistirlo en español.

这份报告含有关于您的饮用水的重要讯息。请用以下地址和电话联系 East Valley Water District 以获得中文的帮助: 909-889-9501

이 보고서는 당신의 식수에 관한 중요한 정보를 포함하고 있습니다. 한국어로 된 도움을 원하시면 East Valley Water District 909-889-9501 로 문의 하시기 바랍니다.

Ang pag-uulat na ito ay naglalaman ng mahalagang impormasyon tungkol sa inyong inuming tubig. Mangyaring makipag-ugnayan sa East Valley Water District o tumawag sa 909-889-9501 para matulongan sa wikang Tagalog.

這份報告含有關於您的飲用水的重要訊息。請用以下地址和電話聯繫East Valley Water District 以獲得中文的幫助: 909-889-9501

Báo cáo này chứa thông tin quan trọng về nước uống của bạn. Xin vui lòng liên hệ East Valley Water District tại 909-889-9501 để được trợ giúp bằng tiếng Việt.

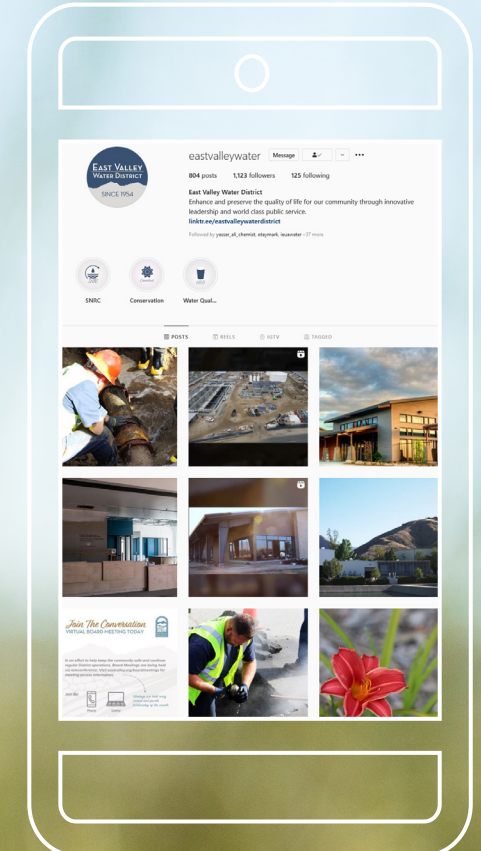
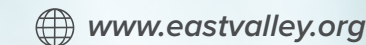
## Staying Connected

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 at our regular board meetings. If you don't have time to attend, we have information available 24/7 on our website.

### FOLLOW US ON SOCIAL MEDIA



### VISIT THE DISTRICT'S WEBSITE



# EAST VALLEY

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## WATER DISTRICT

31111 Greenspot Road  
Highland, California 92346

This report is a summary of the quality of the water that East Valley Water District provided to its customers in 2020. 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.

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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.

**Customer Service & After-Hours**  
**Emergency Service (909) 889-9501**

    @eastvalleywater

### **District Board Meetings**

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

### **Virtual Board Meetings (Temporary COVID Measure)**

Board meetings are held every second and fourth Wednesday at 5:30pm. To attend online or telephonically or through the Microsoft Teams App, visit [www.eastvalley.org/AgendaCenter](http://www.eastvalley.org/AgendaCenter) for details and login information.