

THE Pipeline

2010 CONSUMER CONFIDENCE REPORT

Also Inside...

Tips for Saving Water and Money

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EVWD EMPLOYEES QUIETLY GIVE BICYCLE

An anonymous group of employees from East Valley Water District showed their commitment to the community with a generous gesture towards one local man.

Forty-eight-year-old Roger Ruff was seriously injured in a car accident 20 years ago. He has difficulty getting around, doing so only with the aid of an old, dilapidated three-wheeled bicycle. The bike had become so worn out that the brakes no longer worked and the tires were thread-bare. Noticing the need, employees from EVWD arrived at Ruff's home one April morning with a brand new three wheeler! Roger's sister, Peggy Sandoz,



*Photo by Paula Kasprzyk
Courtesy Highland Community News*

says she was overwhelmed by the EVWD employees' generosity that has kept her brother mobile.

ROBERT E. MARTIN RETIRING

After serving as general manager of East Valley Water District for 21 years, Robert E. Martin announced his retirement earlier this year. Though he is stepping down, Martin will stay-on with the District through November 30, 2011, to help transition to the new leadership.



Mr. Martin began his service as general manager for EVWD in 1990, after serving as EVWD's District Engineer for six years. Prior to that, Martin worked as a private civil engineer.

"Serving my community in this capacity has been an honor," said Martin. "We have seen the District grow and have taken great strides in improving the District's infrastructure."

While striving to provide customers quality drinking water, Mr. Martin says highlights of his tenure at EVWD include EPA-sponsored research by the District to identify treatment technologies to remove perchlorate from drinking water as well as the construction of the District's first surface water treatment plant.

Mr. Martin says he expects the leadership transition to be smooth and transparent for all EVWD staff and customers.

SEVEN OAKS DAM TESTS SUCCESSFUL



The U.S. Army Corps of Engineers led testing of the Seven Oaks Dam high-pressure water release in February and March. Engineers released as much as 6,200 cubic feet of water per second. The dam, completed in 1999, was built to protect communities downriver from flooding along the Santa Ana River.

Nearly ten years after completion, several water agencies were allowed by the State Water Resources Control Board to capture billions of gallons of runoff from the dam to supplement the region's water supply.

Thanks to healthy rainfall in 2011, there was enough water in the reservoir behind the 550 foot dam to test the floodgates and discharge tunnels. Several days of testing proved that all systems are functioning properly.

Although not the main purpose of the tests, U.S. Fish and Wildlife Service (USFWS) used the opportunity to monitor potential impacts on the Santa Ana Sucker, a fish that lives in the middle and lower River areas. USFWS recently adopted an expansion of the threatened species' critical habitat. According to the USFWS, the sucker needs the Santa Ana River and its small gravels to reproduce.

Twelve water agencies, including EVWD, disagree with the findings. In April, the agencies issued a 60-day notice of intent to file suit against the USFWS in order to protect water supplies in the San Bernardino Basin. The next step in this dispute is expected to unfold in mid-July.

Front Cover Photo: Seven Oaks Dam, San Bernardino County

DID YOU KNOW?

East Valley Water District's main source of water for its customers is local groundwater and water from the Santa Ana River, originating from snow-melt and springs high up in the San Bernardino Mountains.



East Valley Water District

2010 CONSUMER CONFIDENCE REPORT

This brochure is a summary of the quality of the water East Valley Water District (EVWD) provided to its customers last year. 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 water customers informed, we are providing you with updated information because well-informed customers are our best allies. If, after reading this report, you have any questions, please call our engineering department at 909-888-8986, and ask for Ron Buchwald, District Engineer.

En Español: Este informe contiene información muy importante sobre su agua (potable) de beber. Tradúzcalo ó hable con alguien que lo entienda bien.

East Valley Water District currently services more than 63,000 residents within our 30 square mile service area through 252 miles of water mains. We have two high quality water sources from which we serve our customers. Those sources include the Santa Ana River and the Bunker Hill Groundwater Basin. During dry years, when the water supplies mentioned above are short, EVWD has yet another alternative. We can obtain water from the State Water Project through the San Bernardino Valley Municipal Water District.

East Valley Water District draws water from the Bunker Hill Groundwater Basin through nineteen (19) groundwater wells. These wells are scattered throughout the District from the wilderness east of Cone Camp Road (Plant 125) to our Park site at Lynwood Drive and Harrison Street (Plant 24); from the McDaniel Well (Plant 141) on Third Street to Mountain Avenue and Marshall Boulevard (Plant 25).

Another high quality water source is the Santa Ana River, which originates in the San Bernardino Mountains. It is diverted for our use at a point east of the Seven Oaks Dam, picked up at Southern California Edison's SAR #3 Hydroelectric Plant, and transported via the North Fork Canal to our Philip A. Disch Surface Water Treatment Plant (Plant 134).

We also obtain Northern California water that is made available to us through the State Water Project that is managed by the State Department of Water Resources

and the San Bernardino Valley Municipal Water District. Regional water, acquired from the Santa Ana River and the Bunker Hill Groundwater Basin, is the preferred source of water for the District.

Our Board of Directors meets on the second and fourth Tuesday of every month at 3 p.m. Meetings are held at 3694 E. Highland Avenue, Suite 30, located near the main office. For information on agenda items or group tours of the Philip A. Disch Surface Water Treatment Plant, please contact our administration department at 909-885-4900 or go to www.eastvalley.org.

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 that may be present in source water 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.

WATER QUALITY DATA

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The tables below list all the drinking water contaminants that we detected in our water system during the 2010 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, 2010. The state requires all water agencies to monitor

their 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. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline (1-800-426-4791) or by visiting their website at www.epa.gov/safewater/hfacts.html.

Microbiological Contaminants	Sample Date	MCL	PHG (MCLG)	Average Level Detected	Unit of Measure	Range of Detection	Violation		Likely source of contamination
							Yes	No	
Total Coliform Bacteria (Total Coliform Rule)	2010	>5% Presence samples per month	0	A	Presence (P) or Absence (A)	0-P to 1-P per month		X	Naturally present in the environment
Fecal Coliform and E. Coli	2010	>1	0	A	Presence (P) or Absence (A)	A		X	Human/Animal Waste
Heterotrophic Plate Count (HPC)	2010	500	N/A	2.7	Colonies/mL	<1 - 910		X	Naturally present in the environment

Surface Water Turbidity	Sample Date	MCL	MCLG	Highest Level Found	Range of Detection	Violation		Typical Source
						Yes	No	
Turbidity	2010	TT=1.0 NTU	N/A	1.6	<0.1-1.6		X	Soil Runoff
	2010	TT=95% of Samples ≤ 0.3 NTU	N/A	1.6	<0.1-1.6		X	

Regulated Contaminants with Secondary MCLs(a)	Sample Date	Secondary MCL	DLR	Average Level Detected	Unit of Measure	Range of Detection	Violation		Likely source of contamination
							Yes	No	
TDS (Total Dissolved Solids)	2010	1,000	10	318	mg/L	170-520		X	Runoff/leaching from natural deposits
Specific Conductance	2010	1,600	10	449	µS/cm	280-760		X	Substances that form from ions when in water; Seawater influence
Chloride	2010	500	1.0	19	mg/L	8-40		X	Runoff/leaching from natural deposits; Seawater influence
Sulfate	2010	500	0.5	64	mg/L	17-210		X	Runoff/leaching from natural deposits; Industrial wastes
Iron	2010	0.3	N/A	0.21	mg/L	<0.10-0.25		X	Leaching from natural deposits; Industrial wastes
Color	2010	15	3	0	Color Units	0		X	Naturally occurring organic material
Odor Threshold @ 60°C	2010	3	1	1	TON	1		X	Naturally occurring organic material
Turbidity (ground water)	2010	5	0.2	0.7	NTU	<0.1-2.2		X	Soil runoff
pH, Laboratory	2010	6.5-8.5	N/A	7.5	Std.Units	6.5-7.9		X	Groundwater

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

Surface Water Aluminum	Sample Date	MCL	PHG (MCLG)	Average Level Detected	Unit of Measure	Range of Detection	Violation		Likely source of contamination
							Yes	No	
Aluminum	2010	1000	600	176	µg/L	50-870		X	Erosion of natural deposits; Residue from some surface water treatment processes

Disinfection By-Products, Disinfectant Residuals and Disinfection By-Products Precursors	TTHM and HAA5 results are calculated based on a running quarterly average per CA Department of Public Health Drinking Water Standards								
	Sample Date	MCL	PHG (MCLG)	Average Level Detected	Unit of Measure	Average Range of Detection	Violation		Likely source of contamination
FEDERAL RULE							Yes	No	
TTHM (Total Trihalomethanes)	2010	80	N/A	19.7	µg/L	8.8-46.9		X	By-product of drinking water chlorination and organics
HAA5 (Haloacetic Acids)	2010	60	N/A	8.6	µg/L	7.2-9.7		X	By-product of drinking water chlorination and organics
Chlorine	2010	MRDL 4.0(Cl2)	MRDLG 4.0(Cl2)	0.60	mg/L	0.10 - 0.90		X	Drinking water disinfectant added for treatment

Radioactive Contaminants	Sample Date	MCL	PHG (MCLG)	Average Level Detected	Unit of Measure	Range of Detection	Violation		Likely source of contamination
							Yes	No	
Gross Alpha particle activity*	2010	15	(0)	8.6	pCi/L	<3.0-15.0		X	Decay of natural and man-made deposits
Natural Uranium**	2010	20	0.43	9.5	pCi/L	<1.0-18		X	Decay of natural and man-made deposits
Radon (see explanation under "Radon")	1999	N/A	N/A	1531.5	pCi/L	320-3870		X	Decay of natural and man-made deposits

* When Gross Alpha particle activity exceeds 5.0 pCi/L, then analyze for uranium.

** If uranium exceed 20 pCi/L, then monitor for four quarters. If 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 result is less than 15 pCi/L, then you are in Gross Alpha MCL compliance.

Lead and Copper (Inorganic Contaminants)	Sample Date	Action Level ppb (AL)	PHG (ppb)	# Samples Taken	90th Percentile (ppb)	# Samples Exceeding (AL)	Violation		Likely source of contamination
							Yes	No	
Lead*	2009	15	0.2	65	7.1	0		X	Internal corrosion of household water plumbing systems; Discharges from industrial manufacturers; Erosion of natural deposits
Copper*	2009	1300	300	65	438	0		X	Internal corrosion of household water plumbing systems; Discharges from industrial manufacturers; Erosion of natural deposits; Leaching from wood preservatives

*Next Sampling Due September 2012

General Mineral, Physical & Inorganic Chemical Analyses	Sample Date	MCL	PHG (MCLG)	DLR	Average Level Detected	Unit of Measure	Range of Detection	Violation		Likely source of contamination
								Yes	No	
Hardness, (Total) as CaCO ₃	2010	N/A	N/A	2.0	164	mg/L	96-240		X	Ground/Surface Water
Boron (B)	2010	N/A	N/A	0.1	0.40	mg/L	<0.1-0.61		X	Naturally occurring mineral
Calcium (Ca)	2010	N/A	N/A	1.0	49	mg/L	30-90		X	Naturally occurring mineral
Magnesium (Mg)	2010	N/A	N/A	1.0	9.9	mg/L	5.3-19.0		X	Naturally occurring mineral
Sodium (Na)	2010	N/A	N/A	1.0	34	mg/L	17-75		X	Naturally occurring mineral
Potassium (K)	2010	N/A	N/A	1.0	2.5	mg/L	2.0-5.5		X	Naturally occurring mineral
Vanadium (V)	2010	N/A	N/A	3.0	6.2	mg/L	<3.0-11		X	Erosion of natural deposits
Alkalinity, (Total) (as CaCO ₃ equivalents)	2010	N/A	N/A	1.0	126	mg/L	92-180		X	Groundwater
Bicarbonate (as HCO ₃)	2010	N/A	N/A	1.0	155	mg/L	110-220		X	Groundwater
Nitrate (NO ₃)	2010	45	45	2.0	19	mg/L	<2-37		X	Runoff and leaching from fertilizer use; Leaching from septic tanks and sewage; Erosion of natural deposits
Fluoride (F) (Natural-Source) ¹	2010	2.0	1.0	0.1	1.2	mg/L	0.1-2.1		X	Erosion of natural deposits; Water additive that promotes strong teeth; Discharge from fertilizer and aluminum factories
Perchlorate (ClO ₄)	2010	6.0	6.0	4.0	<4.0	µg/L	<4.0		X	Perchlorate is an inorganic chemical used in solid rocket propellant, fireworks, explosives, flares, matches, and a variety of industries. It usually gets into drinking water as a result of environment contamination from historic aerospace, industrial, or agriculture operations that used or use, store, or dispose of perchlorate and its salts.

¹ See discussion on Fluoride regarding the range of detection.

Nitrate (N03) 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.

Tetrachloroethylene also known as Perchloroethylene (PCE) in drinking water at levels above 5 parts per

billion (ppb) is a health risk. Some people who use water containing tetrachloroethylene in excess of the MCL over many years may experience liver problems, and may have an increased risk of getting cancer.

Radon is a radioactive gas that you cannot see, taste or smell. It is found throughout the United States. Radon can move up through the ground and into a home through cracks and holes in the foundation. Radon can build up to high levels in all types of homes. Radon can also get into indoor air when released from tap water from showering, washing dishes, and other household activities. Compared to Radon entering the home through soil, Radon entering the home through tap water will in most cases be a small source of Radon in indoor air. Radon is a known human carcinogen. Breathing air containing Radon can lead to lung cancer.

Drinking water containing Radon may also cause increased risk of stomach cancer. If you are concerned about Radon in your home, test the air in your home. Testing is inexpensive and easy. Fix your home if the level of radon in your air is 4 picocuries per liter of air (pCi/L) or higher. There are simple ways to fix a Radon problem that are relatively inexpensive. For additional information, call your State Radon program (1-800-745-7236), the EPA Safe Drinking Water Act Hotline (1-800-426-4791), or the National Safe Council Radon Hotline (1-800-SOS-RADON).

Total Trihalomethanes (TTHM) and Haloacetic Acids (HAA5) Federal 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. EVWD has not exceeded the MCL for TTHM or HAA5, but is currently in the process of designing modifications to our Surface Water Treatment Plant to greatly reduce the production of disinfection by-products through a process called submerged membrane filtration.

Unregulated Contaminants: Monitoring for additional contaminants helps the United States Environmental Protection Agency (USEPA) and California State Department of Public Health (CA-DPH) determine where certain contaminants occur and whether the contaminants need to be regulated.

Turbidity is a measure of cloudiness due to undissolved solids in the water. We monitor it because it is a good indicator of the effectiveness of our filtration system.

Perchlorate (ClO₄) in drinking water at levels above 6 parts per billion (ppb) is a health risk. Perchlorate is both a naturally occurring and man-made chemical. Most of the Perchlorate manufactured in the United States is used as the primary ingredient of solid rocket propellants, fireworks and explosives. It also has a variety of industrial uses, such as a component of air bag inflators, among others. Perchlorate has been shown to interfere with uptake of iodide by the thyroid gland, and thereby reduce the production of thyroid hormones, leading to adverse affects associated with inadequate hormone levels. Thyroid hormones are needed for normal prenatal growth and development of the fetus, as well as for normal growth and development in the infant and child. In adults,

thyroid hormones are needed for normal metabolism and mental function.

Fluoride: Since August 1996, EVWD has operated under a fluoride variance granted by the California Department of Public Health, which allows the District to serve water with fluoride concentrations up to 3.0 milligrams per liter (mg/l). Under that variance, the District must notify its customers if the fluoride level exceeds 2.0 milligrams per liter (mg/l) in any 3 month (quarter) period during the year. From June 1, 2010 to September 30, 2010, EVWD provided drinking water with a fluoride concentration of 2.1 mg/l from one of its 19 wells. The well was turned off September 10, 2010 and has remained off.

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 under 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 on the fluoride exceedance, please call Ron Buchwald at East Valley Water District at 909-888-8986. You can obtain more information about fluoridation, oral health and current issues at: www.cdph.ca.gov/certlic/drinkingwater/Pages/Fluoridation.aspx

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.

In order to ensure that tap water is safe to drink, the United States Environmental Protection Agency (USEPA) and the State Department of Public Health (CA-DPH) 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 CA-DPH regulations, which are the same or more stringent than USEPA's regulations. CA-DPH 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).

Preventing contamination is the key to keeping water supplies safe. Once a drinking water supply 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 by switching to safer alternatives.

To comply with state and federal law, water production and treatment operators must possess and maintain valid State of California Department of Public Health (CA-DPH) certification in water treatment. Only certified employees operate, monitor and regulate the wells, reservoirs and treatment plants that make up your water system. Our water quality technicians must also possess and maintain state certification in water treatment. To ensure that the water you drink meets all state and federal standards for domestic drinking water, we collect and test more than 1,000 water quality samples throughout the water system each year. The employees that repair and maintain the water facilities are required to obtain and retain State of California Water Distribution Operator Certification. All of these employees are state certified in various grade levels (I-V) through a combination of college-level course work in water science, years of work experience and successfully passing a state administered examination. We do all this to ensure that all water we serve meets or exceeds state and federal standards.

SOURCE WATER ASSESSMENTS

In March 2002, EVWD completed Source Water Assessments 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
— ROAD RIGHT-OF-WAYS
- UNDERGROUND STORAGE TANKS
— CONFIRMED LEAKING TANKS
- UTILITY STATIONS — MAINTENANCE AREAS
- WASTE TRANSFER — RECYCLING STATIONS
- WELLS — WATER SUPPLY / AGRICULTURAL /
IRRIGATION / ABANDONED

For information on specific wells, contact
Ron Buchwald, District Engineer at 909-888-8986.

TERMS AND ABBREVIATIONS USED IN THE TABLES:

CA-DPH: California State Department of Public Health.

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 California State Department of Public Health.

ICR: Information Collection Rule.

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. MCLG's 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 ($\mu\text{S}/\text{cm}$): A measurement of the electrolytes in the water, which determines the ability of the water to conduct electrical current.

Micrograms per Liter ($\mu\text{g}/\text{L}$): A measure of a contaminant in a known quantity of water. 1 $\mu\text{g}/\text{L}$ 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. 1 ng/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.

System water: A blend of surface water and ground water delivered to our customers.

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.

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.

CUSTOMER INPUT KEY TO EVALUATING SERVICE AND COMMUNICATION

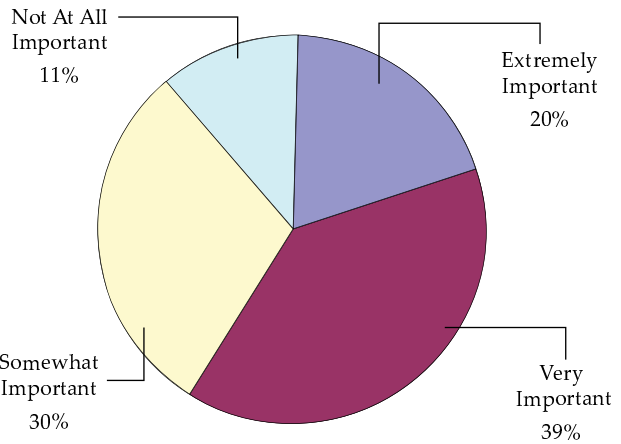
In an effort to determine the most effective ways for East Valley Water District to communicate and improve customer service, the District recently conducted a survey of its customers. Nearly 200 customers were contacted at random either by phone or in the EVWD lobby. A website survey was also available for customers to comment at their convenience.

Customers were asked to rank the utilities that are the best value for the money they pay. Water ranked third overall, with natural gas listed at the top and electricity ranked second in overall value. When asked how much EVWD customers pay for a gallon of EVWD water, an overwhelming 88-percent said they do not know.

“Through this survey, we determined that many customers believe EVWD provides water at a value, however, they do not know how much water they actually receive for their money each month,” said Robert E. Martin, EVWD General Manager. “We are working on new methods to explain how much water customers get for their money, as it is an excellent value. For instance, a gallon of EVWD water is less than a penny, compared to bottled water, which is about \$1.25 a gallon.”

According to the survey, about 35-percent of customers say they prefer reading about District information in their monthly bills, while 24-percent said they would like to receive separate mailings from the District. These results will affect how EVWD continues to communicate with its customers. Most customers say receiving information from the District is important to them (see chart below).

How important do you think it is to be informed, or have the information available to you, about all board action and fiscal management of EVWD?



Utilizing this information and other District assessments, the District is now in the process of developing a Strategic Communications Plan. The plan will be a forward-thinking blueprint that will provide direction for the Board of Directors and staff as they make decisions relating to communication and customer service. Already, Board and staff have referred to the survey results as they look to tighten the District’s budget and improve the clarity of customer bills.

**YOU ASKED...
...WE LISTENED**

East Valley Water District now offers paperless billing!

Check it out at www.eastvalley.org

The survey also revealed that customers are interested in learning about conservation. The District is working on more ways to teach customers about using water efficiently.

THE VALUE OF YOUR WATER: A COST COMPARISON

			
MILK = \$3.50/GALLON	SODA = \$3.00/GALLON	BOTTLED WATER = \$1.25/GALLON	EVWD WATER* = \$0.002/ GALLON

*EVWD calculates water usage in cubic feet. On your bill each unit of water equals one hundred cubic feet (hcf). 1 hcf = 748 gallons of water.

DID YOU KNOW?

East Valley Water District is a government agency required by law to charge customers only the cost of providing services and establishing reserves. The District does not earn a profit.

DISTRICT CONTINUES PROGRESS ON VITAL INFRASTRUCTURE PROJECTS

In 2010 and 2011 East Valley Water District was able to secure more than \$10 million in federal funding through the California State Department of Public Health.

The District was also able to issue \$33.5 million in tax-exempt bond financing, based on the agency's "AA-" rating. The bond proceeds were used to refund existing revenue bonds at the end of 2010, which will save the District nearly \$500,000 dollars over the life of the 30-year bonds. Proceeds were also used to finance certain improvements to the District's water and sewer systems, including expansion and government mandated upgrades to the District's treatment facilities, which are now under more regulation than ever before.

Changes in both state and federal mandates dictate how drinking water must be collected, treated and distributed.

The U.S. Environmental Protection Agency, for example, recently adopted new drinking water standards, which mean more than \$18 million in upgrades to District facilities.

East Valley Water District is committed to planning, designing and implementing the most cost-effective and efficient capital improvement projects, with the long-term goal of ensuring a reliable, high-quality local water supply. While the projects are complex and require considerable management, such investment directly benefits District customers by providing new technologies in water treatment and equipment maintenance, efficient water resource management and an overall highly-sustainable water system.

Current projects include:

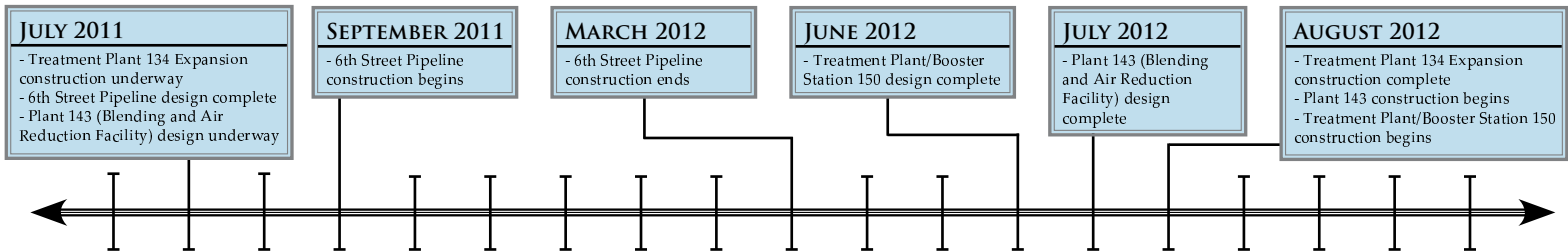
6th Street Pipeline Project: More than 2 miles of 30-inch pipe will continue

underground on 6th Street from Lankershim Street to Plant 40, located on 3rd Street east of Palm Avenue.

Plant 143 (Blending and Air Reduction Facility): Improvements to this facility include a new reservoir that will blend water from four existing District wells.

Treatment Plant/Booster Station 150: This state-of-the-art treatment and booster station on the Southwest corner of 6th Street and Del Rosa Drive will allow the District flexibility in meeting current and future regulations.

Treatment Plant 134 Expansion: In order to meet new government regulations, this facility is being upgraded to a membrane micro-filtration facility. The improvements will also double its capacity, from four to eight million gallons a day.



The timeline above is an estimate of when EVWD plans to begin and end various projects to improve the District's infrastructure. Many factors affect construction project timelines, therefore EVWD anticipates possible adjustments to the estimated timeline for all its projects.



Highland Avenue, Dec. 2010

DISTRICT AIDS VICTIMS OF WINTER FLOODING

Last winter East Valley Water District provided much needed relief for some Highland residents stricken by damaging floods. The District's Board of Directors acted to help customers whose homes were so severely damaged that the City

of Highland deemed them too dangerous to occupy. The Board's unanimous vote ensured that customers of those properties were not billed by EVWD until each home was livable.

EMERGENCY SERVICE LEADS TO PERMANENT CUSTOMER CONNECTIONS

East Valley Water District has a history of helping out neighbors. In September 2010, the Eastwood Farms Assessment District (EFAD) was approved. The vote meant that after serving them with an emergency connection since 1996, Eastwood Farms Community Water Users will become new permanent customers of EVWD.

In July 2010, Baseline Gardens Mutual Water Company discovered problems with its water supply. Emergency service was established for the agency's 2000 customers. EVWD is currently working with Baseline Gardens to secure grant funding from the State to affordably consolidate the two agencies.

EMERGENCY PREPAREDNESS PLAN. PREPARE. PRACTICE.

Earthquakes, flooding and fires should be expected in Southern California. If a major disaster strikes, be prepared to survive seven days without assistance.

Prepare an emergency supply kit that includes one gallon of water per person per day for at least seven days (for drinking and sanitation) and at least a seven-day supply of non-perishable food.

3654 E. Highland Avenue, Suite 18
Highland, CA 92346
Post Office Box 3427
San Bernardino, CA 92413

WATER CONSERVATION TIPS

How much could you save?

Indoors:

- 💧 Run the dishwasher only when full 2 gallons
- 💧 Wash only full loads of laundry 15 gallons
- 💧 Fix a leaky faucet 15 gallons
- 💧 Fix a leaky toilet 30 gallons
- 💧 Install aerators with flow restrictors on kitchen/bathroom faucets (3) 14 gallons
- 💧 Shorten showers by 2 minutes 10 gallons
- 💧 Fill the bathtub half full while bathing 18 gallons

Outdoors:

- 💧 Use a broom instead of a hose to clean driveways and sidewalks 150 gallons
- 💧 Water yard before 6 a.m. or after 8 p.m. 20 gallons
- 💧 Adjust sprinklers to reduce overspray onto sidewalks, driveways, etc. 20 gallons
- 💧 Repair pipe leak or broken sprinkler head (1) 20 gallons
- 💧 Install water-efficient drip irrigation system 20 gallons
- 💧 Install a "smart irrigation controller" that adjusts for temperature and precipitation 40 gallons
- 💧 Replace lawn or water-intensive plants with native or California Friendly plants (1,000 sq. ft) 40 gallons
- 💧 Do not leave hose running while washing car (10 minutes) 18 gallons

CONTACT US

EVWD BOARD OF DIRECTORS

George "Skip" Wilson
President

Matt LeVesque
Vice-President

Kip Sturgeon
Director

James Morales, Jr.
Director

Larry Malmberg
Director

Robert E. Martin
General Manager

Brian W. Tompkins
Chief Financial Officer

Ron Buchwald
District Engineer

District Board Meetings are held the second and fourth Tuesday of each month at 3 p.m. at 3694 Highland Ave., Suite 30, Highland, CA 92346.

OFFICE HOURS:

Monday - Friday
8 a.m. - 5 p.m.
909-889-9501

After hours emergency service
909-889-9501

www.eastvalley.org