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Water Quality REPORT



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This is a Consumer Confidence Report that summarizes the quality of the water that West Valley Water District provided in 2023. This report was prepared May 2024.

DISTRICT MANAGEMENT

John Thiel

General Manager

Linda Jadeski

Assistant General Manager

William Fox

Chief Financial Officer

Joanne Chan

Director of Operations

Rocky Welborn

Director of Engineering

Jon Stephenson

Director of General Services

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BOARD OF DIRECTORS

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President, Division 5

Dan Jenkins

Vice President, Division 2

Angela Garcia

Director, Division 1

Kelvin Moore

Director, Division 3

Channing Hawkins

Director, Division 4

OUR COMMITMENT

Mission:

The West Valley Water District provides our community with high-quality and reliable water service in a cost-effective and sustainable manner.

Vision:

The West Valley Water District will be a model for innovation and sustainability, with a commitment to our growing communities and our employees.



John Thiel
General Manager

Dear Neighbor,

As both the General Manager and a customer of West Valley Water District (WVWD), I share your need to have complete trust and confidence in the water that comes from your tap to serve you and your family. As demonstrated in the following report for the 2023 calendar year, I'm pleased to announce that, once again, we have met or exceeded all state regulatory requirements for water quality. Delivering clean and safe water to our community is our highest priority, and I am proud of all we have accomplished here at West Valley in the past year and for all of our ongoing efforts to meet the current and future needs of our community and our customers.

WVWD is a public water utility, and this is your system. At West Valley, it is our mission to provide clean, high-quality, reliable, cost-effective, and sustainable water services to the communities we serve. We will continue to work with you and our Board on your behalf to invest in our system, our team, and our communities to ensure that we sustain this path for generations to come.

Please review our 2023 Annual Water Quality Report which includes information on water quality as well as our water system, water sources, treatment processes, community investments, water conservation, education, and other resources available to you. If you have any questions about the quality of your water, or this report, please call our Water Quality Department at (909) 875-1804.

Thank you for your interest in your water and your community water service provider!

John

DISTRICT *at a glance*

Over 70 years in service
to our communities

More than 100,000
customers served

32 square miles
of service area



Located in Rialto,
California



Serving the communities of:
Bloomington, Colton, Fontana,
Jurupa Valley, Rialto and
Unincorporated San Bernardino
County



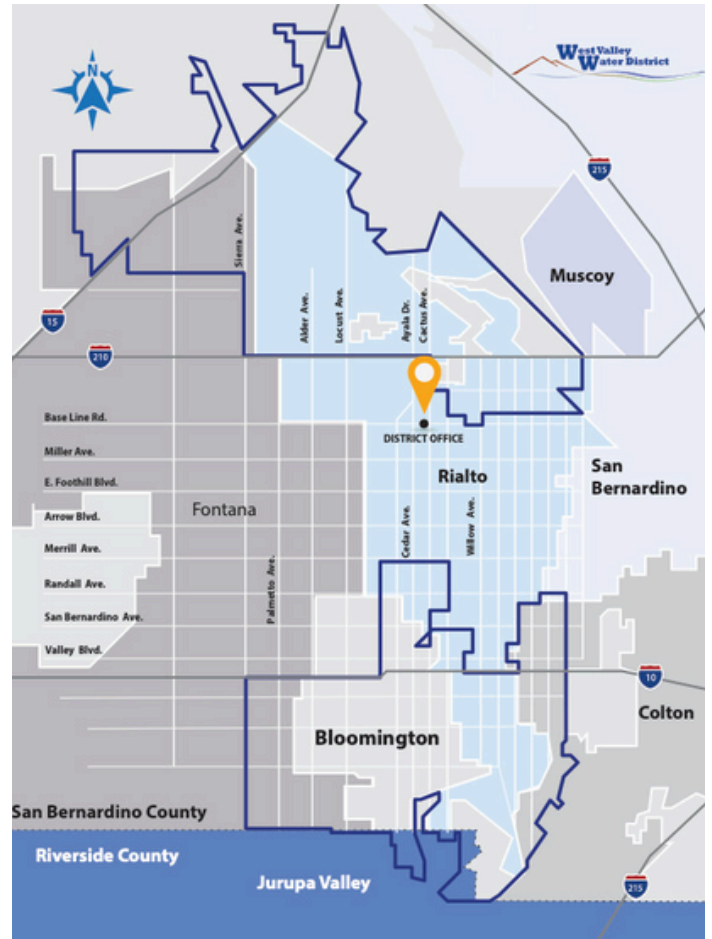
WVWD employed 80
team members to
serve our communities



WATER SYSTEMS INFORMATION

At West Valley Water District (WVWD), our mission is to provide our community with high-quality and reliable water service in a cost-effective and sustainable manner.

WVWD is a Special District governed by a five-member Board of Directors providing retail water to approximately 101,530 customers. WVWD serves quality drinking water to portions of Rialto, Colton, Fontana, Bloomington, portions of the unincorporated area of San Bernardino County, and a portion of the city of Jurupa Valley in Riverside County.



West Valley Water District Staff



WATER SYSTEMS INFORMATION

The goal of our Annual Water Quality Report (WQR) is to inform our customers about the quality of our drinking water, the sources of our water, any monitored contaminants found in drinking water, and whether our system meets state and federal drinking water standards. Our water quality data is submitted each month to the State Water Resources Control Board, Division of Drinking Water (DDW), in order to monitor our compliance for all regulatory standards and assure high quality drinking water is consistently delivered directly to our customers.

Last year, as in years past, **your tap water met all U.S. EPA and State drinking water health standards.** West Valley Water District vigilantly safeguards its water supplies and once again, we are proud to report that our system has never violated a maximum contaminant level or any other water quality standard.

This brochure is a snapshot of last year's water quality. Included are details about where your water comes from, what it contains, and how it compares to State standards. We are committed to providing you with information because informed customers are our best allies.



Contact Information

If you have any questions regarding the contents of this report or regarding water quality, please contact:

Janet Harmon

Water Quality Supervisor
(909) 875-1804 ext. 371

Jesse Becerra

Water Quality Specialist
(909) 875-1804 ext. 372.

Public Participation

Public involvement is central to ensuring that we are meeting the highest water supply, water quality, and customer service standards.

We welcome your input; please see below for ways you can be involved with West Valley Water District.

Click on the links below to view content and schedules.

MEETINGS: www.wvwd.org/meetings

WEBSITE HOME: www.wvwd.org

Non-English Speaking Information

Este informe contiene información muy importante sobre su agua para beber.

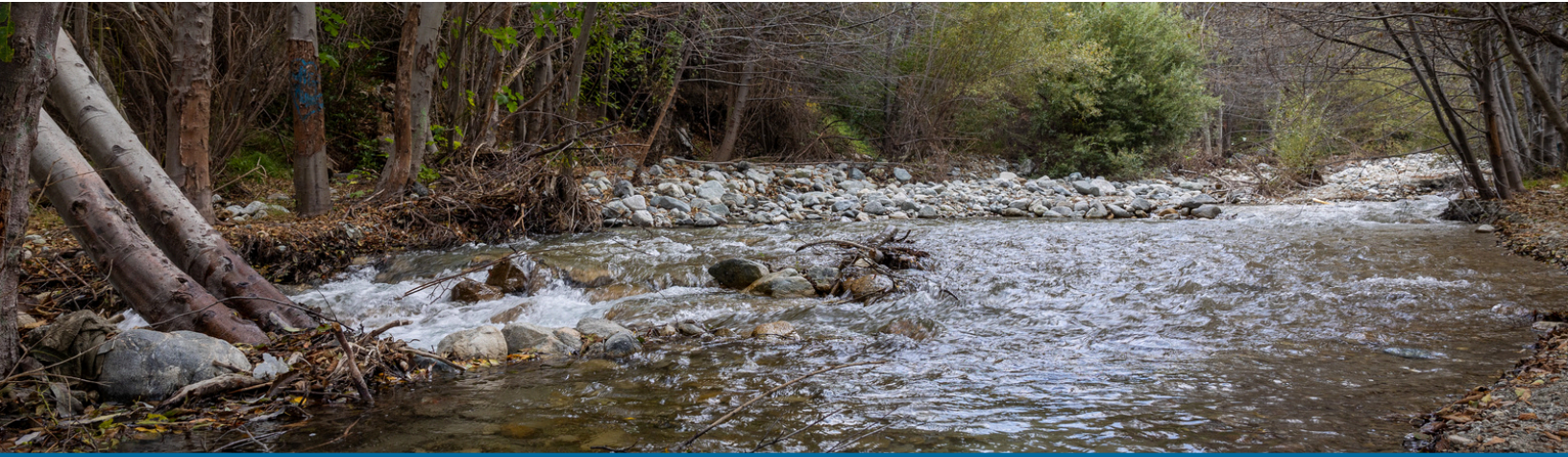
Favor de comunicarse West Valley Water District a:

**855 W. Base Line Rd.,
Rialto, CA 92376**

para asistirlo en español.

SOURCES OF WATER

West Valley Water District obtains water from both local and imported sources to serve its customers and routinely tests for contaminants from these sources in accordance with Federal and State Regulations.



LOCAL WATER

Groundwater. 48.5% of WVWD's water supply is from its own groundwater wells, located in four local basins:

- Bunker Hill Basin
- Lytle Creek Basin
- North Riverside Basin
- Rialto-Colton Basin

18.3% of WVWD's water supply consists of additional groundwater purchased from San Bernardino Valley Municipal Water District through the Baseline Feeder Project. This water also comes from local wells in the Bunker Hill Basin.

SURFACE WATER

29.1% of WVWD's water supply is surface water from Lytle Creek in the San Bernardino Mountains. This water is treated through WVWD's Oliver P. Roemer Water Filtration Facility.

IMPORTED WATER

State Water Project. 4.1% of WVWD's water supply is surface water purchased from the State Water Project through San Bernardino Valley Municipal Water District. This water is also treated through WVWD's Oliver P. Roemer Water Filtration Facility.



Pictured: Oliver P. Roemer Water Filtration Facility

SOURCE WATER ASSESSMENT

Between 2002 and 2008, the California Department of Public Health conducted Source Water Assessments (SWA) of all our drinking water wells and surface water received at the Oliver P. Roemer Surface Water Treatment Plant. As a result of the SWA, the following six water quality characteristics are being closely monitored; however, no contaminants have been detected above the Maximum Contaminant Levels (MCL) set by the State Water Resources Control Board (State Water Board).



Fecal Coliform and E. Coli Bacteria - Heavy recreational activities in both Lytle Creek and Lake Silverwood during warm summer months increase the vulnerability.

Methyl Tert-Butyl Ether (MTBE) - Sources located near gasoline service stations and underground gas storage tanks are vulnerable. A MTBE plume is leaching from the Colton Gasoline Storage Terminal.

Volatile Organic Chemicals (VOCs) and Synthetic Organic Chemicals (SOCs) - All WWWD groundwater wells were determined to be vulnerable to both VOCs and SOCs.

Perchlorate - Detected at low levels in four groundwater wells (Wells 11, 18A, 41, 42). All of these wells are primary water sources and have treatment systems installed. It is believed that the likely sources for perchlorate originate from former manufacturers of rocket fuel/fireworks and fertilizer. The effected wells have ion exchange systems installed for perchlorate removal.

Nitrate - Some groundwater wells are vulnerable. Nitrate contamination is the result of leaching septic systems and past citrus farming.

Cryptosporidium - microbial pathogen found in surface water throughout the U.S.

To view completed source water assessments, you may visit our District office located at:
855 W Base Line Rd, Rialto, California, 92376
or call (909) 875-1804.



Definitions

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): This 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.

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 Office of Environmental Health Assessment.

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.

Primary Drinking Water Standard (PDWS): MCLs, MRDLs, and treatment techniques (TTs) for contaminants that affect health, along with their monitoring and reporting requirements.

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

Picocuries per Liter (pCi/L): Measurement commonly used to measure radionuclides in water.

Nephelometric Turbidity Unit (NTU): A measure of clarity of water. Turbidity greater than 5 NTU is just noticeable to the average person.

Milligrams per Liter (mg/L): Or parts per million (ppm) corresponds to 1 second in 11.5 days.

Micrograms per Liter ($\mu\text{g/L}$): Or parts per billion (ppb) corresponds to 1 second in nearly 32 years.

Nanograms per Liter (ng/L): Or parts per trillion (ppt) corresponds to 1 second in nearly 32,000 years.

Picograms per Liter (pg/L): Or parts per quadrillion (ppq) corresponds to 1 second in nearly 32,000,000 years.

Microsiemens per centimeter ($\mu\text{S/cm}$): A measure of conductivity.

Threshold Odor Number (TON): A measure of odor.

Regulatory Action Level (AL): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

Running Annual Average (RAA): The yearly average which is calculated every 3 months using the previous 12 months' data.

Local Running Annual Average (LRAA): The RAA at one sample location.

Disinfection By-Product: Compounds which are formed from mixing of organic or mineral precursors in the water with ozone, chlorine, or chloramine. Trihalomethanes and Haloacetic Acids are disinfection by-products.

Secondary Drinking Water Standard (Secondary Standard): MCLs for contaminants that do not affect health but are used to monitor the aesthetics of the water.

Notification Level (NL): Health-based advisory levels established by the State Water Board for chemicals in drinking water that lack MCLs.

90th Percentile: The value in a data set in which 90 percent of the set is less than or equal to this value. The Lead and Copper Rule uses the 90th percentile to comply with the Action Level.



Educational Information

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants and Their Presence in Drinking Water

Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- Inorganic contaminants, such as salts and metals, that can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- Pesticides and herbicides that may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.
- Radioactive contaminants that can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (U.S. EPA) and the State Water Resources Control Board (State Water Board) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. State Water Board regulations also establish limits for contaminants in bottled water that provide the same protection for public health.



Contaminants Expected in Drinking Water

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

People Most Vulnerable to Contaminants

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



Contaminant Information

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

While your drinking water meets the federal and state standard for arsenic, it does contain low levels of arsenic. The arsenic standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. The U.S. Environmental Protection Agency continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects, such as skin damage and circulatory problems.

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. West 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 do so, you may wish to collect the flushed water and reuse it for another beneficial purpose, such as watering plants. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/lead>.

Department **SPOTLIGHT**

Pictured: WWWD's Water Quality and Cross Connection Department



CLOUDY/MILKY WATER?

Some of the most common water quality calls that our customer service department receives are regarding “cloudy” water. If your tap water has a slightly “milky” appearance, you’re probably experiencing an interesting but harmless phenomenon known as “entrained air.”

If you think you are experiencing entrained air, rinse out a clear glass twice and then fill it with cold tap water. After a few moments, the water should begin to clear from the bottom of the glass to the top as the bubbles rise to the surface.



Did the bubbles clear? Then it's safe to drink!

Now all that's left to do is enjoy your glass of high quality and reliable WWWD tap water!

INVESTMENT

in the Community

Oliver P. Roemer Expansion and Upgrade Project

PROJECT INFORMATION

West Valley Water District (WVWD) is upgrading their surface water treatment plant and expanding treatment capacity at the Oliver P. Roemer Water Filtration Facility (Roemer WFF). WVWD is expanding the Roemer facility to treat an additional 7.2 million gallons per day of California State Water Project (SWP) water. With this expansion, WVWD is seeking to implement a conjunctive use strategy which is critical for the long-term sustainable water management for the region.

OLIVER P. ROEMER Expansion and Upgrade Project



PROJECT HIGHLIGHTS:



Infrastructure Update

Replaces aging infrastructure; brings the existing facilities and equipment up to today's standards



Water Reliability

The project will allow the District to balance the use of groundwater, local surface water and imported water supplies based on availability, water quality, treatment costs and water demands.



Capacity of Treating Water

Expands treatment capacity from 14.4 Million Gallons per Day (MGD) to 21.6 MGD which provides operational flexibility; Balances the use of groundwater, local surface water and imported water supply.

To learn more about how WVWD is investing for the communities it serves, visit: www.wvwd.org/roemer

INVESTMENT

in the Community

Community Outreach

EARTH DAY 2024

This event provides an opportunity to bring together our Inland Empire families, local organizations and the WVWD team for a day of learning and fun. Our Earth Day celebration featured family-friendly activities, informational booths, water treatment tours, landscape workshops, interactive demonstrations and complimentary food and refreshments.



INLAND SOLAR CHALLENGE

As Chair of the 2023 and 2024 Inland Solar Challenge, WVWD staff diligently worked to support this year-long event that brings together high school students in the Inland Empire. This event allows students to expand the horizon of education through hands-on activities, allowing students to create innovative ideas, while providing a positive forum to implement their problem-solving and creativity skills.



FIELD TRIPS & TOURS

Through field trips and tours, students and community members gain valuable insights into the inner workings of water treatment facilities, understanding the processes involved in providing clean and safe water. The tours not only offer a behind-the-scenes look at the District's operations but also serve as practical means to educate students about the importance of water conservation.



COMMUNITY ENGAGEMENT

Recognizing the importance of community engagement, WVWD participates in local community events as part of its outreach initiatives. These events serve as a platform to interact directly with the community it serves, by providing essential resources such as water-saving devices, educational materials, and information. WVWD aims to raise awareness about the importance of responsible water usage during these events.



West Valley Water District is proud to offer our customers free resources that promote water conservation in our community!

Water Conservation Kit Guide

West Valley Water District is committed to helping our customers achieve their water-saving goals and this kit is the perfect way to implement conservation solutions throughout your home!

EXPLORE YOUR WATER CONSERVATION KIT

Automatic Shutoff Hose Nozzle

High-Efficiency Shower Head

Kitchen and Bathroom Aerators

Toilet Leak Detection Tablets

5-Minute Shower Timer

Toilet Tank Bank

**Items listed are subject to change or may not be present based on inventory.

Water Conservation Starts with You!

Free Water Conservation Kits - Indoor/Outdoor Rebates



Free Community Workshops Offered in the Spring and Fall



Free Resources and Information at a community event near you!

For Our Youngest Water Stewards

LET'S LEARN ABOUT THE WATER CYCLE

All around you, water is constantly moving and changing form. The water cycle is how water travels through the Earth's system.

- 1 Evaporation:** The sun heats water into vapor that rises into the air.
- 2 Condensation:** The vapor cools, turns into droplets and forms clouds.
- 3 Precipitation:** The water returns to the Earth as rain or snow.

WATER YOU LAUGHIN' AT?

Q: Why were the student's grades underwater?

A: They were all below C level.

Q: Why does the river never get lost?

A: She always finds the right pathway.

Q: Why is the ocean always on time

A: She likes to stay current.

TAKE THE WATER SAVER PLEDGE! WITH CREEK AND HALLE!

I pledge to conserve water every day, Use it wisely, not waste it away. I will save every drop I can, Every day of the week, Here is my plan! I promise to:







OFFICE HOURS

Monday 8:00 am - 5:30 pm
Tuesday 9:00 am - 5:30 pm
Wednesday 8:00 am - 5:30 pm
Thursday 8:00 am - 5:30 pm
Friday 8:00 am - 5:30 pm

Customer Service

(909) 875-1804, option 3
(909)875-1849 - Fax
customerservice@wvwd.org - Email

Emergency Services: (909) 875-1804, option 7
(During Business Hours)

After Hours Services: (909) 875-1804

Rialto, Ca

BASELINE ROAD

CACTUS AVENUE



Follow us!

If you have any questions about this report, please contact our Water Quality Department at 909-875-1804. Thank you!