@eastvalleywater

the PIPELINE

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

Highland, California

CONSUMER CONFIDENCE REPORT

PUBLISHED JUNE 2025

LEADERSHIP • PARTNERSHIP • STEWARDSHIP
EAST VALLEY WATER DISTRICT

This report is a summary of the quality of the water that East Valley Water District provided to its customers in 2024.

In This Issue

Leadership

James Morales, Jr.
Chairman of the Board

Ronald L. Coats
Vice Chairman of the Board

Chris Carrillo
Governing Board Member

David E. Smith
Governing Board Member

Phillip R. Goodrich
Governing Board Member

Brian Tompkins
Chief Financial Officer

Jeff Noelte
Director of Engineering & Operations

Justine Hendricksen
District Clerk

Kerrie Bryan
Director of Administrative Services

Manny Moreno
Water Reclamation Manager

Patrick Milroy
Operations Manager

Ryan Ritualo
IT Manager

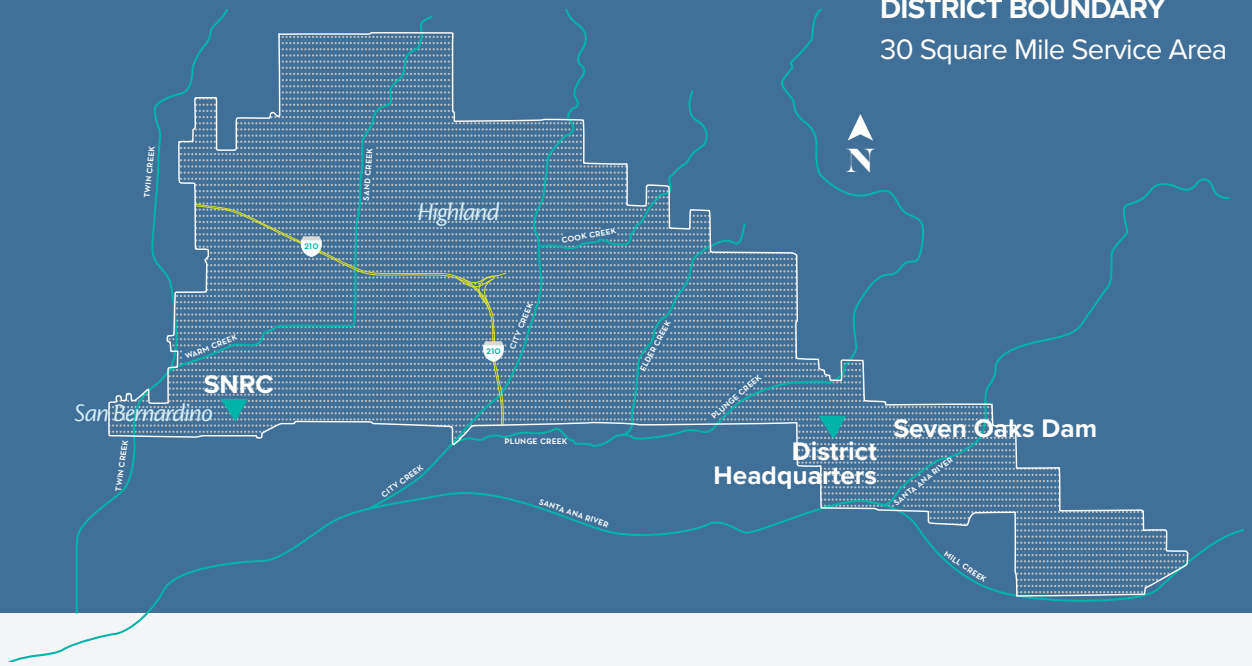
William Ringland
Public Affairs/Conservation Manager

Customer Service Centers

District Headquarters
31111 Greenspot Road
Highland, CA 92346

Sterling Natural Resource Center (SNRC)
25318 5th Street
San Bernardino, CA 92410

DISTRICT BOUNDARY
30 Square Mile Service Area



A Message from the General Manager/CEO

East Valley Water District was formed in 1954 and provides water and wastewater services to 108,000 residents within the cities of Highland, San Bernardino, and portions of San Bernardino County.

East Valley Water District is committed to providing safe and reliable drinking water to residents by performing proactive maintenance and investing in the water and wastewater system infrastructure.

DEAR NEIGHBOR,

Since 1990, California public utilities like East Valley Water District (District) have provided an annual water quality report to the communities they serve. **This year's report includes water quality testing and reporting data for samples collected in 2024.** Samples are collected at various points in the system including the water treatment plant, key locations within the community and groundwater wells to ensure quality throughout the system. From source to tap—your drinking water is constantly being monitored for regulated and unregulated constituents.

While the U.S. Environmental Protection Agency (EPA) and State Water Resources Control Board, Division of Drinking Water (DDW) provide sampling and treatment guidelines that all agencies must follow, the District strives to exceed standards. As part of this commitment, the District tested every drinking water source for more than 40 chemicals not currently regulated by the EPA and DDW.

In the following pages you will also learn about District operations and Capital Improvement Projects that help build resiliency and maintain reliability so that we may continue to meet the community's water needs. Additionally, we invite you to take part in our upcoming conservation workshops, held year-round to help residents create water-wise landscapes, fix leaks, and discover other practical ways to save water.

We remain dedicated to transparency, environmental stewardship, and proactive water quality management. Thank you for your continued trust. If you have any questions about this year's Water Quality Report or the measures we take to safeguard your water supply, please don't hesitate to contact us or visit our website for more information.

Yours in Service,

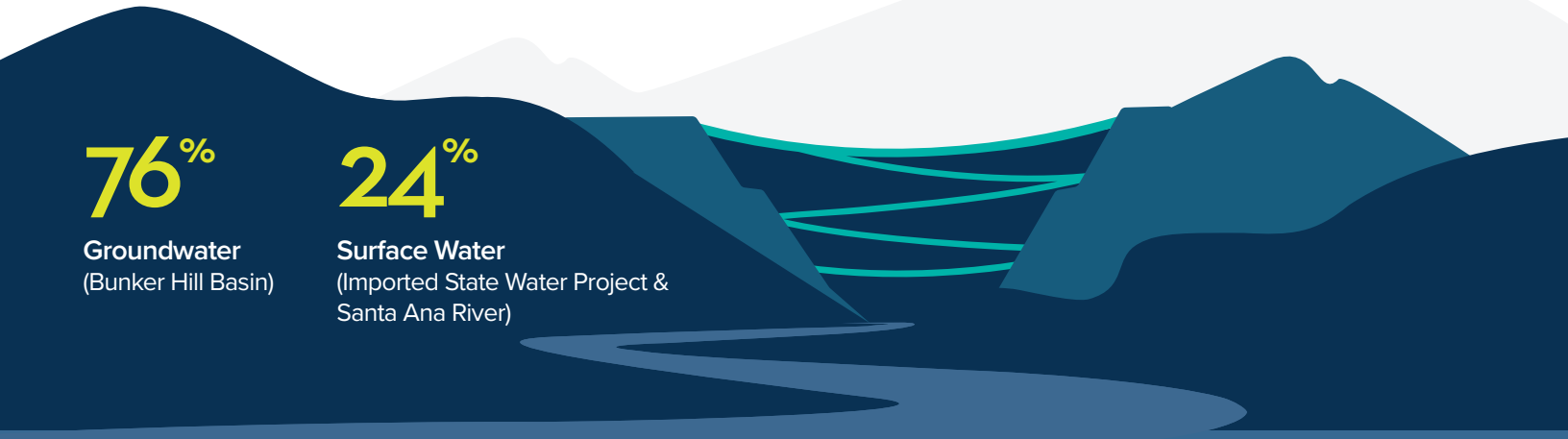
Michael Moore, P.E.
General Manager/CEO

Where Does Your Water Come From?

With a service area just over 30 square miles, the District has two sources of water: surface water and groundwater from the Bunker Hill Groundwater Basin. Water from the basin is drawn from a natural underground storage area made up of soil, sand, and gravel using a series of 12 wells that pump water deep below the surface.

Surface water is filtered and treated at the District's water treatment plant. Surface water can be sourced from either the Santa Ana River or Northern California. The Santa Ana River starts with natural springs and snow melt high in the San Bernardino Mountains. Along the way, it powers the Southern California Edison Santa Ana River Hydroelectric Plant, and then travels down the North Fork Canal to the District's Water Treatment Plant (Plant 134).

A portion of the District's water is imported from Northern California through the State Water Project. East Valley Water District has access to this water through San Bernardino Valley Municipal Water District with its use and availability varying year-to-year.



76%
Groundwater
(Bunker Hill Basin)

24%
Surface Water
(Imported State Water Project & Santa Ana River)

Keeping Water Supplies Safe

Protecting drinking water sources helps the community to avoid the difficult and costly task of installing expensive treatment facilities or locating an alternate source.

Household hazardous waste such as cleaners, glues, soaps, pesticides, paints, fertilizers, medicines, chlorine, motor oil and batteries can work their way into water supplies. 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, and consider natural alternatives.

You Can Help

Help protect our precious water supply by disposing of harmful household products and other toxic chemicals in the proper manner.

Visit **sbcfire.org/collectionfacilities** for a list of collection facilities available to San Bernardino County residents.

2024 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 2024 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, 2024.

More information about contaminants and potential health effects can be obtained by calling the **USEPA's Safe Drinking Water Hotline (800) 426-4791.**

Contaminants

To ensure 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. East Valley Water District is required to treat water according to the SWRCB-DDW 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 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 healthcare providers.

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.*

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.

Reporting Requirements

SWRCB-DDW requires East Valley Water District 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.

The sources of most drinking water (both tap and bottled water) originate from 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.

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 **eastvalleywater.gov/waterquality**.

2024 Water Quality Data

East Valley Water District has dedicated, state certified team members to test water quality and ensure all members of the community receive safe drinking water.

Chemical	MCL	PHG (MCLG)	Average Level Detected	Unit of Measure	Range of Detection	Violation Y/N	Likely Source of Contamination
MICROBIOLOGICAL CONTAMINANTS SAMPLED IN 2024							
Total Coliform Bacteria *(Total Coliform Rule)*	<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	47	ppb	1-72	N	By-product of drinking water disinfection
Haloacetic Acids* (HAA5)	60 ug/L	N/A	17	ppb	0-30	N	By-product of drinking water disinfection
Chlorine	MRDL = 4.0 mg/L	MRDL = 4.0 mg/L	0.63	ppm	0.22-1.83	N	Drinking water disinfectant
RADIOACTIVE CONTAMINATES SAMPLED IN 2024							
Gross Alpha Particle Activity (*when Gross Alpha particle activity exceeds 5.0 pCi/L, then analyze for uranium)*	15 pCi/L	N/A	<1.3	pCi/L	<1.3-<1.3	N	Decay of natural and man-made deposits
Uranium‡	20 pCi/L	N/A	0.407	pCi/L	<0.038-0.95	N	Decay of natural and man-made deposits
INORGANIC CHEMICAL ANALYSES							
Aluminum	1	0.6	0.005	ppm	<0.014-<0.05	N	Erosion of natural deposits; residue from some surface water treatment processes
Fluoride	2	1	1.02	ppm	0.21-1.4	N	Erosion of natural deposits
Nitrate (as N)	10	10	4.79	ppm	<0.4-6.2	N	Runoff or leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Arsenic	0.01	0.000004	0	ppb	<0.0010-0.0020	N	Erosion of natural deposits; runoff from orchards; glass and electronics production waste
Chromium [Total]	100 ppb	2.5	0	ppb	<0.001-<0.01	N	Discharge from electroplating factories

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

‡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. East Valley Water District is well within MCL standards after analysis calculations.

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-Dichoroethane (1,1-DCA); cis-1,2-Dichloroethylene (c-1,2-DCE); Carbon Tetrachloride; 1,1,1-Trichloroethane (1,1,1-TCA); Benzene; 1,2-Dichlorothane (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

The MCL for Hexavalent Chromium became effective October 1, 2024, with an MCL of 0.010 mg/L.

SURFACE WATER TURBIDITY

	MCL	Secondary MCL (NTU)	Highest Level Found	Range of Detection	Violation Y/N	Likely Source of Contamination
Turbidity	TT=1 NTU TT=95% of Samples<0.3 NTU	5	0.34	<0.2-0.34	N	Soil runoff

LEAD AND COPPER AT RESIDENTIAL TAPS (INORGANIC CONTAMINATES) SAMPLED IN 2024

Lead and Copper Samples are collected on a tri-annual basis.

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	ppm	51	0	N	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Copper	1300	0	0.3	ppm	51	310	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 2022-2024

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	ppm	<0.05-0.1	N	Erosion of natural deposits
Chloride	500	1	28	ppm	24-30	N	Runoff/leaching from natural deposits; seawater influences
Color	15	3.0 CU	1.3	Unit	<3.0-5.0	N	Naturally-occurring organic matter
Conductivity	1600	2	365	micro umho/cm	360-370	N	Substances that form ions when in water; seawater influence
Ground Water Turbidity	5	0.1	0.121	NTU	<0.02-2.4	N	Soil runoff
Manganese	0.05	20	0.579	ppb	<0.8-12.0	N	Leaching from natural deposits
Odor	3	1	1	TON	<1-2 TON	N	Naturally-occurring organic materials
Sulfate	500	0.5	21	ppm	19-22	N	Runoff/leaching from natural deposits; industrial waste
Total Dissolved Solids (TDS)	1000	5	235	ppm	220-250	N	Runoff/leaching from natural deposits
Vanadium	N/A	50	0	ppb	<0.003-0.<0.003	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 2022-2024

Analyte	Recommended Limit	Average Level Detected	Unit of Measure	Violation Y/N
Alkalinity	500	106	ppm	N
Bicarbonate	1000	130	ppm	N
Calcium	200	39	ppm	N
Hardness (Total)	N/A	130	ppm	N
Magnesium	N/A	6.8	ppm	N
o-Phosphate	N/A	0.53	ppm	N
pH	6.5-8.5	7.2	ppm	N
Potassium	100	2	ppm	N
Sodium	200	23	ppm	N

†*Contaminants not regulated.*

UNREGULATED CONTAMINANTS

Monitoring for additional contaminants helps the United States Environmental Protection Agency and State Water Resources Control Board Division of Drinking Water determine where certain contaminants occur and whether the contaminants need to be regulated.

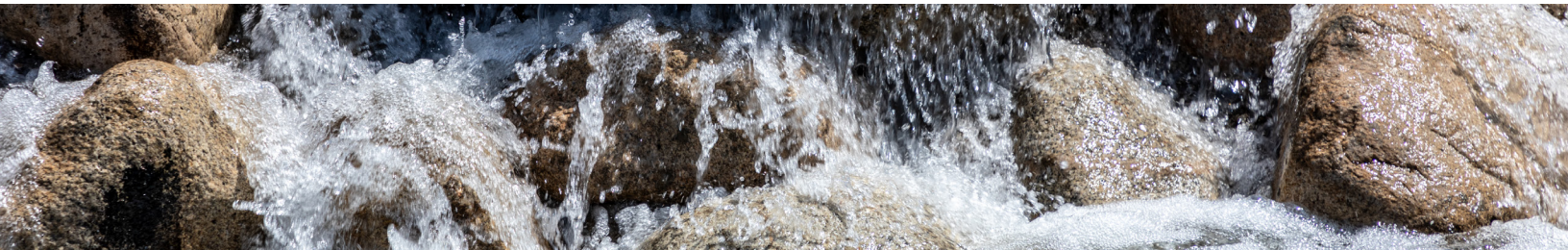
Federal UCMR 5 (2023 – 2025 Monitoring)

The Fifth Unregulated Contaminant Monitoring Rule (UCMR5) was published by the U.S. EPA in December 2021. As part of this rule, public water systems are required to monitor for 29 PFAS and lithium. The table below shows each of the chemicals included in monitoring and the associated minimum reporting level.

UCMR 5 CHEMICALS AND MINIMUM REPORTING LEVELS SAMPLED IN 2024

Chemical	Minimum Reporting Level (µg/L)	Sample Results Range (µg/L)	Sample Results Average (µg/L)
11-chloroeicosafluoro-3-oxaundecane-1-sulfonic acid (11Cl-PF3OUdS)	0.005	NON-DETECT	NON-DETECT
1H,1H, 2H, 2H-perfluorodecane sulfonic acid (8:2FTS)	0.005	NON-DETECT	NON-DETECT
1H,1H, 2H, 2H-perfluorohexane sulfonic acid (4:2FTS)	0.003	NON-DETECT	NON-DETECT
1H,1H, 2H, 2H-perfluorooctane sulfonic acid (6:2FTS)	0.005	NON-DETECT	NON-DETECT
4,8-dioxa-3H-perfluorononanoic acid (ADONA)	0.003	NON-DETECT	NON-DETECT
9-chlorohexadecafluoro-3-oxanonane-1-sulfonic acid (9Cl-PF3ONS)	0.002	NON-DETECT	NON-DETECT
hexafluoropropylene oxide dimer acid (HFPO-DA)(GenX)	0.005	NON-DETECT	NON-DETECT
nonafluoro-3,6-dioxaheptanoic acid (NFDHA)	0.02	NON-DETECT	NON-DETECT
perfluoro (2-ethoxyethane) sulfonic acid (PFEESA)	0.003	NON-DETECT	NON-DETECT
perfluoro-3-methoxypropanoic acid (PFMPA)	0.004	NON-DETECT	NON-DETECT
perfluoro-4-methoxybutanoic acid (PFMBA)	0.003	NON-DETECT	NON-DETECT
perfluorobutanesulfonic acid (PFBS)	0.003	<0.002-0.0081	0.00067
perfluorobutanoic acid (PFBA)	0.005	NON-DETECT	NON-DETECT
perfluorodecanoic acid (PFDA)	0.003	NON-DETECT	NON-DETECT
perfluorododecanoic acid (PFDoA)	0.003	NON-DETECT	NON-DETECT
perfluoroheptanesulfonic acid (PFHpS)	0.003	NON-DETECT	NON-DETECT
perfluoroheptanoic acid (PFHpA)	0.003	NON-DETECT	NON-DETECT
perfluorohexanesulfonic acid (PFHxS)	0.003	<0.002-0.004	0.00033
perfluorohexanoic acid (PFHxA)	0.003	NON-DETECT	NON-DETECT
perfluorononanoic acid (PFNA)	0.004	NON-DETECT	NON-DETECT
perfluorooctanesulfonic acid (PFOS)	0.004	<0.00-0.01	0.00083
perfluorooctanoic acid (PFOA)	0.004	<0.00-0.0078	0.00065
perfluoropentanesulfonic acid (PFPeS)	0.004	NON-DETECT	NON-DETECT
perfluoropentanoic acid (PFPeA)	0.003	NON-DETECT	NON-DETECT
perfluoroundecanoic acid (PFUnA)	0.002	NON-DETECT	NON-DETECT
N-ethyl perfluorooctanesulfonamidoacetic acid (NEtFOSAA)	0.005	NON-DETECT	NON-DETECT
N-methyl perfluorooctanesulfonamidoacetic acid (NMeFOSAA)	0.006	NON-DETECT	NON-DETECT
perfluorotetradecanoic acid (PFTA)	0.008	NON-DETECT	NON-DETECT
perfluorotridecanoic acid (PFTrDA)	0.007	NON-DETECT	NON-DETECT
lithium	9	<9.00-56.2	21.5

For more information, please visit https://www.epa.gov/dwucmr/fifth-unregulated-contaminant-monitoring-rule.



Source Water Assessments

East Valley Water District completed Source Water Assessments in March 2002 on all of the active groundwater wells. Assessments are conducted periodically with the next one currently being updated. The report includes a section listing the vulnerability to activities associated with contaminants detected in water supplies. Below is a list of potential activities that can further contribute to groundwater contamination:

- *Airport Maintenance and Aircraft Fueling*
- *Agricultural Drainage*
- *Artificial Recharge Projects - Spreading Basins*
- *Automobile Body Shops, Car Washes, Gas Stations, Repair Shops*
- *Boat Repair Services and Refinishing*
- *Chemical, Petroleum Processing, and 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*
- *High Density Housing*
- *Scrap and Salvage Yards*
- *Known Contaminant Plumes*
- *Lumber Processing and Manufacturing*
- *Machine Shops*
- *Metal Plating, Finishing and Fabricating*
- *Military Installations*
- *Mall Parking Lots*
- *Parks and Schools*
- *Septic Systems Within High and Low Density*
- *Sewer Collection Systems*
- *Surface Water, Streams, Lakes, and Rivers*
- *Transportation Corridors, Roads and Right-of-Ways*
- *Underground Storage Tanks*
- *Utility Station Maintenance Areas*
- *Recycling Stations*
- *Water Supply, Agricultural, Irrigation, and Abandoned Wells*

With the range of elevations within our community, it is important for the District to have wells located throughout the service area, for both emergency preparedness and system efficiencies.

DICTIONARY TERMS & DEFINITIONS

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 percent, 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 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 determine 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): A flow rate measurement expressed in million of gallons per day.

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. Measuring turbidity is a good indication of the effectiveness of 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).

Perfluorooctane sulfonic acid (PFOS): One of a group of related chemicals known as perfluorinated alkylated substances (PFAS). These are also called perfluorochemicals (PFCs). This group of chemicals is commonly used in a wide range of industrial processes and found in many consumer products.

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 (RCTR): The state RCTR became effective July 1, 2021. The revised rule maintains the purpose to protect public health by ensuring the integrity of the drinking water distribution system and monitoring for the presence of microbials (i.e., total coliform and E. coli bacteria). The U.S. EPA anticipates greater public health protection as the rule requires water systems that are vulnerable to microbial contamination to identify and fix problems. Water systems that exceed a specified frequency of total coliform occurrences are required to conduct an assessment to determine if any sanitary defects exist. If found, these must be corrected by the water system.

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.

Drinking Water Contaminant Information

FLUORIDE. At low levels, fluoride can help prevent cavities, but children drinking water containing more than 2 milligrams per liter (mg/L) of fluoride may develop cosmetic discoloration of their permanent teeth (dental fluorosis). Dental fluorosis can 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 contains fluoride above 2.0 mg/L, older children and adults may safely drink the water. Water sampling throughout the District showed fluoride levels less than 2.0 mg/l.

You can obtain more information about fluoridation, oral health and current issues at: www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Fluoridation.shtml.

NITRATE. 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. Water sampling throughout the District showed nitrate levels less than 10 mg/L.

TOTAL TRIHALOMETHANES (TTHM) AND HALOACETIC ACIDS (HAA5). Federal and California/State Maximum Contaminant Level (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.

LEAD. Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. East Valley Water District is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time.

You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period.

If you are concerned about lead in your water and wish to have your water tested, contact Water Quality at (909) 806-4222.

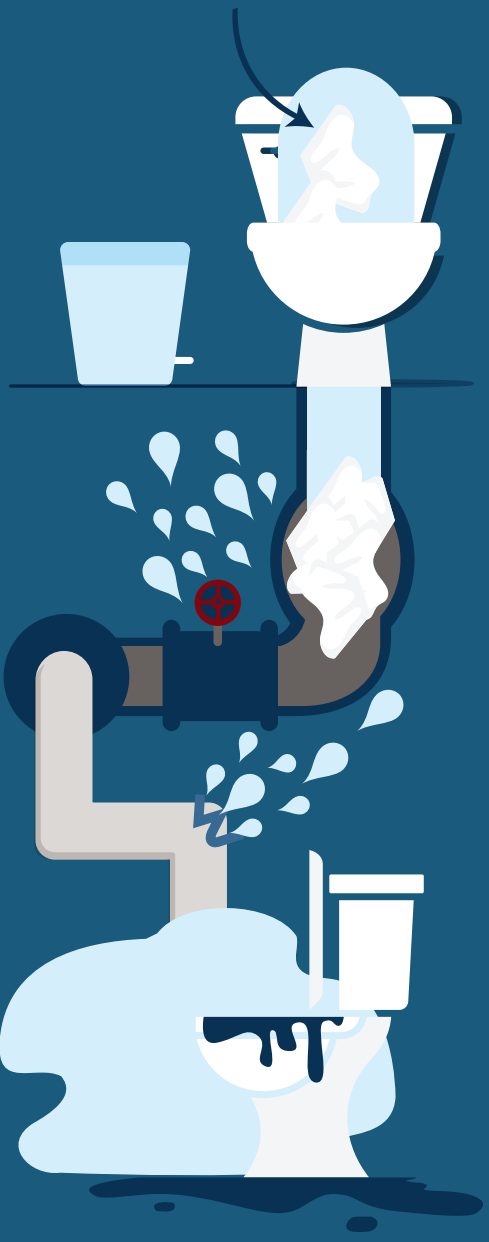
Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at https://www.epa.gov/safewater/lead.

East Valley Water District strives to maintain or exceed State water quality standards by routinely sampling and testing of its water supply throughout key areas of the community.

THE NOT SO FLUSHABLE DUO

Cleaning Wipes

Small and strong, even one cleaning wipe can create a system blockage! To help keep things flowing, toss cleaning wipes, baby wipes, and sanitary wipes in the trash.



FACT

About 90% of wipes sold are not meant to be flushed because they don't disintegrate like toilet paper.

In fact, it can take up to 100 years for a non-flushable wipe to disintegrate.

Paper Towels

Strong for clean up, but bad for pipes—paper towels are designed to be strong and absorbent thanks to their tightly woven fibers. These stay together even when wet and don't break apart like toilet paper does.

FACT

Just because paper towels flush, it doesn't mean they won't clog pipes further along in the system. They can accumulate and cause serious blockages. Be sure to have a trash can in all restrooms to facilitate the proper disposal of paper towels.

REMEMBER, WHEN IN DOUBT,

Throw it Out!

Efficient Together

Did you know that 30-60% of a home's water usage happens outdoors?

Efficient watering techniques, like irrigating in the early morning or late evening, using an automatic shut-off nozzle, and choosing drought-resistant plants, can significantly reduce outdoor water usage.

More water saving tips:

- **Watering Times Between 6:00pm - 6:00am**
- **No Excessive Water Waste**
- **No Washing Down Hard Surfaces**
- **Use Automatic Shut-off Nozzle When Washing Vehicles**

Small changes can make a big impact in protecting our precious water resources.

Save the Date!

Mark your calendars and join us at these free workshops to learn how to maintain a healthy landscape year-round. Don't forget to bring your landscape questions! Each event features a Q&A session with our gardening expert.

2025
SATURDAY
SEPTEMBER
6

Prepping Your Garden to Thrive in the Fall

2025
SATURDAY
NOVEMBER
8

Thriving Landscapes 101

Hosted at the:
Sterling Natural Resource Center
25318 5th Street in San Bernardino

Register to attend:
Scan QR code or visit:
eastvalleywater.gov/workshops

Rebate Programs

Ditch your old, inefficient fixtures! East Valley Water District offers rebates to help upgrade fixtures and irrigation systems to newer, high-efficient models. Visit eastvalleywater.gov/rebates to see the complete list of rebates available to help make you water efficient!

FREE SOIL SENSOR

Easily measure moisture levels in soil to determine whether your plants need water or not.

Receive a free sensor by presenting this coupon at any of the District's offices. Limit one per household, while supplies last.

Employee of the Year
Shayla Antrim

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

"I am deeply honored to receive this award. Being part of a team that feels like family and working in a role where I can make a difference is truly rewarding.

My time at the District has reinforced the importance of gratitude and appreciation for those around me."

For some, public service is just part of the job. For Administrative Specialist Shayla Antrim, it's a passion and a lifelong commitment. Her dedication to transparency, community engagement, and service has made her an invaluable part of East Valley Water District. This year, her colleagues recognized that commitment by selecting her as the 2024 Employee of the Year.

Prior to joining the District, Shayla worked in the customer service industry and served as a volunteer firefighter and Emergency Medical Technician. In 2014, she joined the East Valley Water District team as a Customer Service Representative, where she worked closely with the community. Shortly after, she was promoted to her current role in the Administrative Department, where she plays a pivotal role in upholding agency transparency efforts.

A lifelong resident of the Inland Empire, she enjoys spending time in the mountains with her family and her dog, hiking and off-roading in the forest. She's always willing to lend a helping hand to her fellow coworkers. Shayla's dedication to the community and commitment to public service make her a valued member of the East Valley Water District team and a deserving recipient of the award.

Multi-Lingual Support

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.

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

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

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

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 matulungan sa wikang Tagalog.

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.

On the Job

Enhancing the Water and Wastewater System

Proactive investments in the water and wastewater system enhance supply availability, maintain water quality standards, and help meet our community's service needs. East Valley Water District currently has several projects underway to replace aging infrastructure and increase system resiliency. These projects benefit the 108,000 residents served by the District.

New Groundwater Well

The District is constructing a new groundwater well and pump house at Plant 129. The 18-month project will involve drilling a well that will reach approximately 500 feet below the ground to access water from the local basin. A pump house is being constructed to protect the well and other water system components from harsh weather conditions and debris.

Community Benefits

- Enhance plant operations to maintain a reliable service.
- Allow the District to continue meeting the community's water needs.
- Create system resiliency.

The last well drilled by the District was in 2009!

Water Main Enhancement Projects

East Valley Water District field staff replaced over 400 feet of water main on Oakridge Court, north of Piedmont Drive in Highland. Crews replaced a 4-inch water main with a 6-inch iron pipe. By replacing the undersized main, the probability of main breaks and leak repairs is significantly reduced, water quality standards are maintained, and the life of the system is extended.

Community Benefits

- Replacements enhance service.
- Allow the District to continue meeting local, State, and Federal system requirements.
- Continue to meet the community's water needs.

Increasing Wastewater Treatment Capacity

The SNRC wastewater treatment facility utilizes a multi-step process to treat and recycle an average of 8 million gallons of wastewater per day. As the East Valley Water District community continues to grow, so does the need for the facility's treatment capacity. Over the next 12 months, the District's contractor will begin installing a fifth treatment train at the SNRC's Membrane Bioreactors (MBR) to increase overall facility treatment capacity to 10 million gallons per day.

Community Benefits

- Ehance facility operations.
- Increase facility treatment capacity.
- Groundwater supply replenishment.

District-at-a-Glance

[30.1 SQUARE MILE SERVICE AREA]

15,310,926
Average Gallons of Water Produced Daily

28,977,000
Gallons of Water Storage

300
Miles of Water Main

279
Water Leaks Repaired

1,250 Feet of Water Main Replaced

6,300,000
Average Gallons of Wastewater Collected Daily

140 Miles of Wastewater Main Cleaned

64 Miles of Wastewater Monitored by Video

230
Miles of Wastewater Mains

1,137
Hydrants Repaired, Replaced, Inspected

578
Hydrants Flushed

5,100 Manholes

3,600 Water Samples Collected

1,800 Water Samples Collected at the SNRC

12 Active Groundwater Wells

Identify Leaks, Set Usage Alerts & More

Smart Meter Portal

With just a few clicks, the new Smart Meter Portal provides you with access to near 'real-time' water consumption information and the ability to set usage alerts, manage your account, and more at no added cost to you.

- **View Hourly, Daily, & Monthly Usage**
- **Compare Water Use to the Weather**
- **Leak Notifications**
- **Set Consumption Threshold Alerts**
- **Account Management**
- **Submit Service Requests**

Go to the Billing Portal
eastvalleywater.gov/account
Click on the 'Utility Billing' tab.

Log into Your Account
Select your account number.
Then, click on the 'Consumption' tab.

View Your Water Usage
Navigate the portal to view your usage and set threshold alerts.

Put efficiency at your finger tips with just a few clicks!

District Headquarters

31111 Greenspot Road
Highland, California 92346

East Valley Water District

District Board Meetings

Second and Fourth Wednesday
of Each Month at 5:00pm
District Headquarters Board Room
31111 Greenspot Road, Highland, CA 92346

Sterling Natural Resource Center

You can get account assistance
and make payments at the:
Sterling Natural Resource Center
25318 5th Street, San Bernardino, CA 92410

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

eastvalleywater.gov

@eastvalleywater

If after reading this report, you have any questions regarding water quality, please contact Water Quality at (909) 806-4222.