

General Information

We're pleased to present to you this year's Annual Water Quality Report. This report is designed to inform you about the quality of water and services we deliver to you every day. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water. Our main water source is surface water from Willow Creek, and secondarily from wells that draw from hard rock fractures deep in the earth. This report shows our water quality and what it means.

A Drinking Water Source Assessment was completed for the water sources in January 2003. It indicated that the surface water supply is most vulnerable to contamination from recreational activities in the watershed. The well sources are most vulnerable to the sewage collection system, utility stations and wastewater facilities. The assessment are available by contacting the Water Company.

If you have any questions about this report or concerning your water utility, please contact Shawn Roope at (559) 642-2494. We want our valued customers to be informed about their water utility.

The sources of 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, and can 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 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 storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

Pesticides and herbicides, which 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 that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems

Radioactive contaminants, which 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, USEPA and the California Department of Public Health prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. Department regulations also establish limits for contaminants in bottled water that must provide the same protection for public health.

All 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 the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline (1-800-426-4791).

Water Sources

Willow Creek	325 GPM	Pines Well #1	40 GPM
North Shore Well #4	40 GPM	School Road Well	125 GPM
Standby or Emergency Water Sources			
North Shore Well #1	45 GPM		

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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. USEPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline at (1-800-426-4791).

In our continuing efforts to maintain a safe and dependable water supply, it may be necessary to make improvements in your water system. The costs may be reflected in the rate structure, because rate adjustments may be necessary in order to make these improvements.

Glossary

In the following table you will find many terms and abbreviations you might not be familiar with. To help you better understand these terms we've provided the following 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): 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.

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.

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

Secondary Drinking Water Standard (SDWS): means standards that specify maximum contaminant levels that, in the judgment of the department, are necessary to protect the public welfare. Secondary drinking water standards may apply to any contaminant in drinking water that may adversely affect the odor or appearance of the water and may cause a substantial number of persons served by the public water system to discontinue its use, or that may otherwise adversely affect the public welfare. Regulations establishing secondary drinking water standards may vary according to geographic and other circumstances and may apply to any contaminant in drinking water that adversely affects the taste, odor, or appearance of the water when the standards are necessary to assure a supply of pure, wholesome, and potable water.

Maximum Residual Disinfectant Level (MRDL): The level of a disinfectant added for water treatment that may not be exceeded at the consumer's tap.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a disinfectant added for water treatment below which there is no known or expected risk to health. MRDLGs are set by the U.S. Environmental Protection Agency.

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

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

**Table I - Health-Based Primary Drinking Water Standards
Contaminants Detected in Treated Water**

Contaminants	Unit	MCL	MCLG/ PHG	Groundwater Wells			Treated Sources		Meet Primary Standard ?	Typical Source of Contaminant	
				Pines 1	North Shore 1	North Shore 4	School Road Well	Willow Creek			
<i>Radioactive</i>				Range	Range	Range	Range	Result			
Gross Alpha Particle	Range	pCi/L	15	15	1-6.07	*15-31.04	11.8	5.77	3.16	All sources, excluding North Shore 1	Erosion of natural deposits
	Average	pCi/L	15	20	2.45	*25.52	11.8	5.77	n/a	All sources, excluding North Shore 1	
Uranium	Range	pCi/L	20	20	ND-1.05	*14.7-30.1	ND-14.3	.9-10.72	0.59	All sources, excluding North Shore 1	Erosion of natural deposits
	Average	pCi/L	20	20	0.35	*23.24	6.5	7.2	n/a	All sources, excluding North Shore 1	
Uranium	Range	ug/L	30	30	n/a	*51	17	0-2.9	n/a	All sources, excluding North Shore 1	Erosion of natural deposits
	Average	ug/L	30	30	n/a	*51	17	0.42	n/a	All sources, excluding North Shore 1	

Radioactive Health Effects:

Gross Alpha: Certain minerals are radioactive and may emit a form of radiation known as alpha radiation. Some people who drink water containing alpha emitters in excess of the MCL over many years may have an increased risk of getting cancer.

Uranium: Some people who drink water containing uranium in excess of the MCL over many years may have kidney problems or an increased risk of getting cancer.

Contaminants	Unit	MCL	MCLG/ PHG	Groundwater Wells			Treated Sources		Meet Primary Standard ?	Typical Source of Contaminant
				Pines 1	North Shore 1	North Shore 4	School Road Well	Willow Creek		

Inorganic

Aluminum	ug/L	1000	1000	8.8	210	30	ND	14	Yes	Erosion of natural deposits; residue from some surface water treatment processes
Arsenic	ug/L	10	10	ND	2.3	ND	4.6	ND	Yes	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes
Asbestos	MFL	7	7	ND	ND	ND	ND	ND	Yes	Internal corrosion of asbestos cement water mains; erosion of natural deposits
Barium	ug/L	1000	1000	11	2.6	14	1.6	12	Yes	Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits
Copper	mg/L			0.035	0.01	ND	ND	ND	Yes	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Fluoride	mg/L	2	2	ND	ND	0.11	0.34	ND	Yes	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
Lead	ug/L			1.2	1.2	ND	ND	ND	Yes	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits

Contaminants	Unit	MCL	MCLG/ PHG	Groundwater Wells			Treated Sources		Meet Primary Standard ?	Typical Source of Contaminant
				Pines 1	North Shore 1	North Shore 4	School Road Well	Willow Creek		
<i>Inorganic Continued</i>										
Nickel	ug/L	100	100	ND	1.8	1.7	ND	ND	Yes	Erosion of natural deposits; discharge from metal factories
Nitrate (as NO3)	mg/L	45	45	ND	ND	ND	ND	ND	Yes	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits

Inorganic Health Effects:

Aluminum: Some people who drink water containing aluminum in excess of the MCL over many years may experience short-term gastrointestinal tract effects.

Arsenic: Some people who drink water containing arsenic in excess of the MCL over many years may experience skin damage or circulatory system problems, and may have an increased risk of getting cancer.

Barium: Some people who drink water containing barium in excess of the MCL over many years may experience an increase in blood pressure.

Copper: Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time may experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years may suffer liver or kidney damage. People with Wilson’s Disease should consult their personal doctor.

Fluoride: Some people who drink water containing fluoride in excess of the federal MCL of 4 mg/L over many years may get bone disease, including pain and tenderness of the bones. Children who drink water containing fluoride in excess of the state MCL of 2 mg/L may get mottled teeth.

Lead: Infants and children who drink water containing lead in excess of the action level may experience delays in their physical or mental development. Children may show slight deficits in attention span and learning abilities. Adults who drink this water over many years may develop kidney problems or high blood pressure.

Nickel: Some people who drink water containing nickel in excess of the MCL over many years may experience liver and heart effects.

Nitrate: Infants below the age of six months who drink water containing nitrate in excess of the MCL may quickly become seriously ill and, if untreated, may die because high nitrate levels can interfere with the capacity of the infant’s blood to carry oxygen. Symptoms include shortness of breath and blueness of the skin. High nitrate levels may also affect the oxygen-carrying ability of the blood of pregnant women.

**Health-Based Primary Drinking Water Standards
Contaminants Detected in Distribution System and Reported on a System-Wide Basis**

Contaminants	Unit	Average	Range	MCL	MCLG/ MRDL	Meet Primary Standard ?	Typical Source of Contaminant
Copper	mg/L	90th Percentile Value =.63	No. of Samples exceeding AL = 1 out of 10	1.3 AL	2	Yes	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead	ug/L	90th Percentile Value =1.4	No. of Samples exceeding AL = 0 out of 10	15 AL	0.17	Yes	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Total Chlorine Residual	mg/L	0.71	.30-1.25	4	4	Yes	Disinfectant added to drinking water
Total Coliform Bacteria	#*	0	n/a	>1/Month	n/a	Yes	Naturally present in the environment
Total Halocetic Acids	ug/L	28	n/a	60	n/a	Yes	By-product of drinking water chlorination
Total Trihalomethanes	ug/L	14	n/a	80	n/a	Yes	By-product of drinking water chlorination

* Total Coliform Bacteria is reported for compliance as the number of positive per month

**Table II - Aesthetic-Based Secondary Drinking Water Standards
Constituents-Contaminants Detected in Treated Water**

Contaminants	Unit	MCL	MCLG/ PHG	Groundwater Wells			Treated Sources		Meet Secondary Standard ?	Typical Source of Contaminant
				Pines 1	North Shore 1	North Shore 4	School Road Well	Willow Creek		
Chloride	mg/L	250	n/a	ND	3.7	4.3	ND	ND	Yes	Runoff/leaching from natural deposits; sea water
Iron	mg/L	300	n/a	ND	1.2	0.21	ND	ND	Yes	Leaching from natural deposits
Manganese	mg/L	50	n/a	ND	0.028	ND	0.02	ND	Yes	Leaching from natural deposits
Magnesium	mg/L	n/a	n/a	0.73	7.4	5.8	3.5	0.91	Yes	Erosion of natural deposits
Specific Conductance	Us/cm	900	n/a	79	410	240	270	60	Yes	Substances that form ions when in water; sea water
Turbidity	Units	5	n/a	ND	7.2	2.5	ND	see below	**	Soil runoff
Zinc	mg/L	5	n/a	0.034	0.18	0.11	0.018	0.11	Yes	Erosion of natural deposits; industrial wastes

** North Shore 1 meets all secondary drinking water standards except turbidity

Table III - Unregulated Constituents-Contaminants Detected in Treated Water

Contaminants	Unit	Groundwater Wells			Treated Sources		Typical Source of Contaminant
		Pines Well 1	North Shore 1	North Shore 4	School Road	Willow Creek	
Calcium	mg/L	3.7	61	26	31	2.9	Naturally occurring organic materials
Hardness (as CaCO ₃)	mg/L	12	180	91	93	9.3	Erosion of natural deposits
Sodium	mg/L	4	17	14	20	3.3	Erosion of natural deposits

Table IV - Willow Creek Surface Water Treatment Plant Turbidity

Turbidity Performance Standards	Meets Standard?	Highest single turbidity measurement during 2009	The number of violations of any surface water treatment requirements
1- Must be less than or equal to 0.146 NTU in 95% of measurements in a month	Yes	0.102	0
2- Not exceed 1.0 NTU for more than two consecutive	Yes		
3- Not exceed 5.0 NTU at any time.	Yes		

Abbreviations

mg/L : milligrams per liter (equivalent to ppm)

n/a: not applicable

ND: none detected

pCi/L; picoCuries per liter

ppm: parts per million

ppb: parts per billion

ug/L: micrograms per liter (equivalent to ppb)

uS/cm: micro Siemens per centimeter

North Shore Well #1 was not run in 2011.

Bass Lake Water Company has five sources of drinking water, two of which receive treatment. Willow Creek is our major source of water; water is diverted from Willow Creek at Angel Falls to the treatment plant and then onto the distribution system. We supplement Willow Creek Treatment Plant water with water from four wells during the summer months or when turbidity levels are high in the creek due to storms or high run-off periods. Each source of water can flow to any portion of the interconnected distribution system. The School Road Well has a uranium treatment facility. There is a total of approximately 1.4 million gallons of water storage in 7 storage tanks located throughout the system.

Important Information from Water Remediation Technology (WRT)

WRT has reviewed and examined the Bass Lake Water Co. uranium treatment system performance in terms of uranium removal and treated water quality. The uranium treatment system is currently performing satisfactorily, exceeding uranium removal well below State of California Department of Public Health regulations and has done so consistently from the time of initial commissioning in June of 2007. The Bass Lake Water Co. uranium treatment system consists of a two-stage semi-packed bed media vessels operated in series. Each vessel houses uranium-specific removal media designed to capture and retain uranium compounds until such time of media replacement. Media replacement has not been required to date as the primary stage of uranium removal media has consistently retained 95 to 99 percent of the entering raw water uranium. The second stage of uranium removal media is designed to provide final uranium removal 'polishing' of the treated water and act as a treatment buffer should the primary stage reach a point of near full capacity and significant uranium discharge. Uranium loading on the second treatment vessel based on the primary treatment vessel discharge is very low. Final treated water uranium values have occasionally tested in the low single digits and are typically non-detect in micrograms per liter. The regulated allowable uranium concentration in drinking water is 20 picocuries per liter or 30 micrograms per liter equivalent.

WRT will continue to monitor Bass Lake Water Co. test results and perform our own performance testing to assess the status of the uranium removal media and anticipate a pending media replacement. At present the system uranium removal media is performing quite well and no media replacement is expected in the short term.

Important Information About Lead in Drinking Water

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. Bass Lake Water Company is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.



Bass Lake Water Company

Mandatory Water Conservation Rules

Outside watering for landscape and lawn areas only **between the hours 6 p.m. and 11 a.m. every other day.**

Even numbered addresses water on Tuesday, Thursdays and Saturdays.

Odd numbered addresses water on Friday, Wednesday and Sundays.

No watering on Mondays.

Outside **hand-held hoses** used for watering landscaping and lawn areas **must have a positive shut-off valve.**

The washing of vehicles, boats, trailers, R.V.'s, patios, decks, and docks is permitted on any day but a **positive shut-off nozzle on the end of the hose must be used and not result in excessive run-off.**



Effective June 1, 2007 Bass Lake Water Company will adhere to the following two step policy in accordance with CA Public Utility Commission's Rule 11.

Step 1: In order to protect itself against serious and unnecessary waste or misuse water, the utility may meter any flat rate service and apply regularly established meter rates where the customer continues to misuse or waste beyond five days after the utility has given the customer a written notice to remedy such practices.

If a customer continues to waste or misuse water after step 1, the utility will be forced to implement step 2.

Step 2: Where negligent or wasteful use of water exists on a customer's premises, the utility may discontinue service if such practices are not remedied within five days after it has given the customer written notice to such effect.

It is up to you to help conserve water so that we will have water for domestic uses as well as fire protection all year long. We thank you for your support and assistance.

Tips for Saving Water

- Don't leave the water running when brushing teeth or washing hands.
- Water yards wisely; slow, thorough, infrequent water is best. Minimize evaporation by watering in early morning or late evening. Monitor to avoid run-off.
- Use a shut off nozzle on outside hoses. Direct runoff to water your landscaping.
- Check faucets for leaks. Just a slow leak can add up to 15 or 20 gallons a day.
- Avoid using the toilet for a wastebasket. Every flush you eliminate can save between 2 & 7 gallons of water.

Remember Every Drop Counts!

PO Box 113 . Bass Lake, Ca 93604 . Phone: 559-642-2494 . Email: Water@Basslake.com

