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## POSTAL CUSTOMER

### Is Our Tap Water Safe to Drink?

The water provided by the City of Upland meets all State and Federal standards and regulations for domestic drinking water. The City will continue to strive to provide the citizens of Upland with the highest quality of water that they have come to expect from the “City of Gracious Living.”



Este informe contiene información muy importante sobre su agua potable.  
Tradúzcalo o hable con alguien que lo entienda bien.

**2011** CONSUMER CONFIDENCE REPORT

## I. WATER SOURCES

To better understand how the City of Upland supplies water to its customers, the following summary of 2011 water sources may be helpful. Each of these sources may be impacted by drought conditions, which periodically plague Southern California. The City of Upland used **7.238 billion gallons** of water in 2011.

### 1. GROUNDWATER

About **4.249 billion gallons** of groundwater was pumped from 7 City of Upland wells, 7 San Antonio Water Company wells, and 3 West End Consolidated Water Company wells, fulfilling **58.69%** of our customer's needs. Groundwater produced from these wells was extracted from the Chino, Claremont Heights and Cucamonga Aquifers.

### 2. SURFACE WATER

Approximately **1.294 billion gallons**, or **17.87%** of the City's water, is gravity fed from the San Antonio Creek to the San Antonio Canyon Water Treatment Plant where it is processed and delivered to the system.

### 3. IMPORTED WATER

About **1.696 billion gallons**, or **23.43%** of our water, originated from high mountain streams in Northern Sierra Nevada. It flows via the State Water Project to Lake Silverwood, north of the City of San Bernardino. The journey to the City of Upland is completed through a 120-inch diameter pipeline that crosses Upland beneath 18th Street. Imported water is purchased from the Metropolitan Water District of Southern California (MWD), and treated at the Water Facilities Authority (WFA-JPA), Agua de Lejos Water Treatment Plant, located on Benson Avenue, north of 17th Street.

## II. WATER PERMIT

The permits to operate the City and West End Consolidated Water Company's water systems are issued by the California Department of Public Health - Office of Drinking Water (CDPH). The permit for the City of Upland and West End Consolidated Water Company was last issued in 1993, but has been amended to include new water facilities as they are constructed. This regulatory agency also completes yearly inspections of both the City's and West End Consolidated Water Company systems. This same regulatory agency also receives laboratory analyses directly via Electronic Data Transfer (EDT) from the State certified laboratory and monitors all laboratory analyses on a continual basis. This assures you, the consumer, that all mandatory monitoring is performed as required.

## III. WATER QUALITY

### DRINKING WATER STANDARDS

Individual water suppliers do not decide what constitutes "safe" water. As required by the Federal Safe Drinking Water Act, all public water suppliers in California must meet stringent quality standards set by the United States Environmental Protection Agency (USEPA) and regulated by the CDPH - Office of Drinking Water Division. These two organizations set standards to protect the public from potential health risks. In California, drinking water standards (also called Maximum Contaminant Levels or MCL's) are set in two categories. Primary Standards relate to public health, and Secondary Standards relate to aesthetic qualities such as taste, color, and odor. A comprehensive list of sampling results for all Upland water sources is listed in the Test Result Section of the Consumer Confidence Report (CCR).

Before water reaches your tap, samples from wells, water treatment plants, and the distribution system have been collected and tested in State-certified labs. Last year, as in years past, your water met all USEPA and State drinking water health standards. The Public Works Department conducts more than **3000 tests** on the water delivered to its consumers each year, which includes sampling for over **300 different contaminants**. This regular program of water analysis and system inspection assures safe water is provided to you and your family.

## **IV. FINAL AND CURRENT WATER QUALITY SAMPLING**

### **NEW: GROUNDWATER DISINFECTION RULE (GDR)**

The USEPA issued a rule to further protect America's drinking water by requiring action to protect groundwater sources of public drinking water supplies from disease causing viruses and bacteria. The rule will protect more than 100 million Americans by requiring identification of deficiencies in water systems that could lead to contamination and corrective actions to reduce risk from any identified deficiencies. The rule includes provisions for monitoring for systems with sources at risk, and actions to remove or inactivate contaminants, if found, to prevent them from reaching drinking water consumers. The compliance date for triggered monitoring was December 1st 2009.

### **CONTINUING: UNREGULATED CONTAMINANTS MONITORING RULE (UCMR 2)**

The California Department of Health Services selected the City of Upland to participate in the upcoming **Unregulated Contaminants Monitoring Rule (UCMR 2)** study. The study requires each water system to provide data of special sampling for specific contaminants that could potentially be regarded as a health risk. The California Department of Public Health (CDPH) compiles and reviews the water systems results data for all contaminants listed in the UCMR sampling program. The monitoring plan for the study has been drafted with sampling beginning in 2009 and completed in 2010. All constituents that were tested in this study were non-detect.

### **STAGE 2 DISINFECTANTS / DBP RULE**

The Stage 2 Disinfectant By-Product (DBP) Rule focuses on public health protection by limiting exposure to DBPs, specifically Total Trihalomethanes (TTHM) and five Haloacetic Acids (HAA5), which can form through disinfectants used to control microbial pathogens. In order to comply with the Stage 2 DBP Rule, the City of Upland devised a monitoring plan that required additional sampling points throughout the system. The City's proposed monitoring plan for sampling has been reviewed for approval by CDPH. The compliance schedule will be on going and compliance monitoring shall be required through April 2012.

### **LONG TERM ENHANCED SURFACE WATER TREATMENT RULE (LTESTWTR)**

The purpose of the Long Term Enhanced Surface Water Treatment Rule (LTESTWTR) is to reduce illness linked with the contaminant Cryptosporidium and other microbial pathogens in drinking water. The rule will supplement existing regulations for surface water systems by targeting additional Cryptosporidium treatment requirements for systems with higher risk sources. It is important to note that the rule does not require additional Cryptosporidium treatment for Public Water Systems. Additional treatment is required only for those systems with higher risk sources found during the monitoring phase of the rule. The rule also contains provisions to reduce risks resulting from uncovered finished water reservoirs and to ensure that systems maintain microbial protection as they take steps to decrease the formation of disinfection byproducts that result from chemical water treatment. The City monitored for Cryptosporidium from October 2006 through October of 2008. The monitoring resulted in a Bin 2 classification for the City's San Antonio Canyon Water Treatment Plant (SACWTP). To comply with the Bin 2 classification, stricter guidelines for turbidity are required. Turbidity limits will be reduced from 0.30 NTU's for the individual filters and treatment plant finished water to 0.10 for individual filters and to 0.15 NTU's for finished treated water. The City had been using multi-barrier protection for the source water which consists of watershed protection, chlorination, coagulation, sedimentation, and filtration. The results of the **LTESTWTR** monitoring are included in the **TEST RESULT TABLES** and an explanation of the City's treatment requirements under the rule.

### **SAN ANTONIO CANYON WATERSHED SURVEY**

Every fifth-year, the City of Upland, City of Pomona, and San Antonio Water Company prepare and submit a Watershed Survey of the San Antonio Canyon Water Flow to the CDPH. This report requires water quality sampling and monitoring of the watershed to enhance the protection of our local watershed flow from potential contamination. The first report was submitted to the CDPH in March 2001. The 2011 report will be delivered in mid year 2012.

## V. TREATMENT

The City of Upland receives imported water from Metropolitan Water District of Southern California (MWD) via the Water Facilities Authority - Agua de Lejos Water Treatment Plant after it undergoes a four stage treatment process. The first process is coagulation/flocculation which allows particles suspended in the water to cluster together and form larger particles called "floc". The second process is sedimentation, where the "floc" is allowed to settle out of the water. Filtration removes any remaining fine particles by passing the water through a filter bed. The last process is where chemicals are added to ensure the safety of the water in the distribution system. The treated water is then delivered to Upland's reservoir at 17th Street and Benson Avenue.

The surface water we receive from San Antonio Creek flows to the San Antonio Canyon Water Treatment Plant (SACWTP). This surface water goes through several treatment processes, which removes impurities and disinfects the water. First, chemicals are mixed into the water to help the suspended impurities (particles) cluster together. Next, the water flows into filter modules, initially upward through the first stage filters, which trap some particles. Then the water flows downward through the final filters to remove any remaining particles. The final step consists of disinfection and storage in a large reservoir. From the reservoir the treated water flows into the distribution system and then to your home.

Water that the City receives from local ground water wells is of such good quality that it is only treated with chlorine and then pumped into reservoirs, and in some instances blended with other water sources. This water then flows into the distribution system and to your home.

## VI. WATER QUALITY PARAMETERS AND IMPORTANT REMINDERS

Filtration and disinfection of surface water supplies are necessary for the protection of public health. The Water Facilities Authority – Agua de Lejos Water Treatment Plant supplies a portion of the water delivered by the City of Upland, and that water is filtered and disinfected with chloramines (a combination of chlorine and ammonia). **All of our customers should be aware that their water might contain Chloramines.** Except for a slight chlorine taste or odor, Chloramines will not cause any problems for the general public. However, **Chloramines must be removed before the water can be used in aquariums or kidney dialysis machines.**

## VII. REPORTING PERIOD

The City of Upland routinely monitors for contaminants in your drinking water according to Federal and State Law. The City's Test Results table shows the results of our monitoring for the period of January 1st to December 31st, 2011. All drinking water, including bottled drinking water, may be reasonably expected to contain at least small amounts of some contaminants. It is important to remember that the presence of these contaminants does not necessarily pose a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline at (800) 426-4791.

## VIII. SOURCE WATER ASSESSMENTS

An assessment of the City of Upland's drinking water sources was completed in March 2002. The San Antonio Creek water source assessment was completed in February 2001.

\*\*\*A copy of the complete assessment may be viewed at the City of Upland Public Works Department or at the Dept. of Drinking Water, San Bernardino District Office, 464 West 4th Street, Suite 437, San Bernardino, Ca. 92401. You may request a summary of the assessment be sent to you by contacting the CDPH District Engineer at (909) 383-4328.

## IX. DEFINITIONS AND ABBREVIATIONS

### Less Than Number Shown (<)

**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 MCLs) 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 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 USEPA.

**Nephelometric Turbidity Unit (NTU):** Nephelometric Turbidity unit is a measure of clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

**Non-Detects (ND):** Laboratory analysis indicates that the contaminant is below detection level.

### No Standards (NS)

**Parts per billion (ppb) or Micrograms per liter (ug/l):** One Part per billion corresponds to one minute in 2,000 years, or a single penny in \$10 million.

**Picocuries per liter (pCi/L):** Picocuries per liter is a measurement of the radioactivity in water.

**Parts per million (ppm) or Milligrams per liter (mg/l):** One part per million corresponds to one minute in two years, or a single penny in \$10,000.

**Parts per Trillion (PPT):** One part per trillion corresponds to one minute in 2,000,000 years or a single penny in \$10 billion.

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

**Public Health Goal (PHG):** The level of a contaminant in drinking water below which there is now known or expected risk to health. PHGs are set by the California Environmental Protection Agency's (Cal/EPA) Office of Environmental Health Hazard Assessment (OEHHA).

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

**Treatment Technique (TT):** A treatment technique is a required process intended to reduce the level of contaminants in drinking water.

## **X. SYMBOLS**

- (a) = Results are based on distribution system sampling of approximately 1,000 samples.
- (b) = Sources are blended to meet state MCL.
- (c) = Calculations on a running annual average in the distribution system.
- (e) = State level is dependent upon air temperature.
- (f) = To convert the data from NO<sub>3</sub> to N, divide by 4.43.
- (g) = Negative values occur when the background count, as part of the analytical result, exceeds the count in the actual count.
- (h) = Standard is for Radium 226 & 228 combined.
- (j) = Figures are weighted averages based on percent of production.

## **XI. TEST RESULT TABLE HEALTH EFFECT LANGUAGE**

The following health effect language is required for this report if any contaminant has been detected in the water supply. The City's domestic water supply meets all State and Federal Water Quality Standards.

### **Aluminum**

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

### **Dibromochloropropane (DBCP)**

Some people who use water containing Dibromochloropropane (DBCP) in excess of the MCL over many years may experience reproductive difficulties and may have an increased risk of getting cancer.

### **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's MCL of 2 mg/L may get mottled teeth.

### **Nitrate**

Nitrate in drinking water at levels above 45 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 serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate levels above 45 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.

### **Tetrachloroethylene (PCE)**

Some people who use water containing Tetrachloroethylene (PCE) in excess of the MCL over many years may experience liver problems, and may have an increased risk of getting cancer.

### **Turbidity**

Turbidity has no health effects. However, high levels of turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

### **Total Organic Carbon**

Total organic carbon (TOC) has no health effects. However, total organic carbon provides a medium for the formation of disinfection byproducts. These byproducts include Trihalomethanes (THM's) and Haloacetic acids, (HAA's). Drinking water containing these byproducts in excess of the MCL may lead to adverse health effects, liver or kidney problems, or nervous system effects, and may lead to an increased risk of cancer.

### **Chlorine Dioxide**

Some infants and young children who drink water containing chlorine dioxide in excess of the MRDL could experience nervous system effects. Similar effects may occur in fetuses of pregnant women who drink the water.

### **Chlorite**

Some infants and young children who drink water containing chlorite in excess of MCL could experience nervous system effects. Similar effects may occur in fetuses of pregnant women who drink water containing chlorite in excess of MCL. Some people may experience anemia.

### **Chlorine**

Some people who use water-containing chlorine well in excess of MRDL could experience irritating effects to their eyes and nose. Some people who drink water containing chlorine well in excess of the MRDL could experience stomach discomfort.

### **Chloramines**

Some people who use water containing chloramines well in excess of the MRDL could experience irritating effects to their eyes and nose. Some people who drink water containing chloramines well in excess of the MRDL could experience stomach discomfort.

### **Cryptosporidium**

Cryptosporidium is a microbial pathogen found in surface water throughout the United States. Although filtration removes Cryptosporidium, the most commonly used treatment methods cannot guarantee 100 percent removal. Ingestion of Cryptosporidium may cause Cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However immuno-compromised people, infants, small children, and the elderly are at a greater risk of developing life threatening illness. Individuals at risk should consult their doctor regarding appropriate precautions to take to avoid infection. Cryptosporidium must be ingested to cause disease, and it may be spread through means other than drinking water.

### **Bromate**

Some people who drink water containing Bromate in excess of the MCL over many years may have an increased risk of getting cancer.

### **Haloacetic Acids**

Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.

### **TTHMs Total Trihalomethanes**

Some people who use water-containing Trihalomethanes in excess of the MCL over many years may experience liver, kidney, or central nervous system problems, and may have an increased risk of getting cancer.

## **Chromium VI**

Some humans who were exposed to high levels of this chemical suffered liver and kidney damage, dermatitis, and respiratory problems, “The California Department of Public Health has set the drinking water standard for chromium at 0.05 part per million (ppm) to protect against the risk of these adverse health effects. Drinking water that meets the CDPH standard is associated with little to none of this risk and is considered safe with respect to chromium.”

## **Gross Beta Particle Activity**

Certain minerals are radioactive and may emit forms of radiation known as photons and beta radiation. Some people who drink water containing beta and photon emitters in excess of the MCL over many years may have an increased risk of getting cancer.

## **Combined Radium 226/228**

Some people who drink water containing Radium 226 or 228 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 an increased risk of getting cancer.

## **XII. Public Health Information**

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 **EPA’s Safe Drinking Water Hotline 800-426-4791**.

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 provider. **United States Environmental Protection Agency (USEPA)/Center for Disease Control (CDC)** guidelines on appropriate means to lessen the risk of infections by *Cryptosporidium* and or other microbial contaminants are available from the **Safe Drinking Water Hotline 800-426-4791**.

### **Drinking Water Sources:**

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 natural-occurring minerals and in some cases radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

## **XIII. 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 salt and metals, which 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**, which may come from a variety of sources such as agricultural, urban stormwater runoff or residential use.

**Organic chemical contaminants**, includes synthetic and volatile organic chemicals, that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.

**Radioactive contaminants**, which can be naturally occurring or be the result of oil and gas production and mining activities.

## Certification Form

**Water System Name: City of Upland**

**PWS I.D. No.: CA3610050**

**Water System Name: West End Consolidated Water Company**

**PWS I.D. No.: CA3610086**

The water system named above hereby confirms that its Consumer Confidence Report has been distributed to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the primacy agency.

**Certified By: Mark F. Wiley**

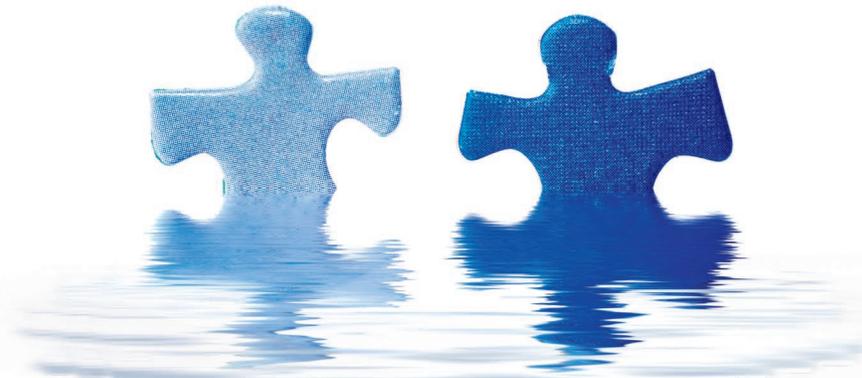
**Water Operations Manager**

**Phone No. 909-291-2945 Date: March 28, 2012**

**“Good Faith” efforts were used to reach non-bill-paying consumers. These efforts include the following methods as recommended by the primacy agency:**

**Posting the Consumer Confidence Report on the City of Upland Web Site at [www.ci.upland.ca.us](http://www.ci.upland.ca.us)**

**Mailing The City of Upland Consumer Confidence Report to customers by the City of Upland.**



Piecing the information together for your peace of mind.



**TEST RESULT TABLE I  
2011**

CONTAMINANT	VIOLATION	UNITS	STATE MCL	STATE PHG ( MCLG )	GROUNDWATER 71 % SUPPLY LOWEST/HIGHEST RANGES	SURFACE WATER 29 % SUPPLY LOWEST/HIGHEST RANGES	LIKELY CONTAMINATION SOURCE
CLARITY: Turbidity Weighted Ave.	No Violation 0.13	NTU	TT	TT	.02 / 1.40	0.03 / 0.05	Soil runoff
Fecal Coliform and E. Coli	No Violation	% Positive	5 Per Cent	No State PHG	ND / ND	ND / ND	Human and animal waste
A routine sample and repeat sample are total positive, and one is also Fecal Coliform or E. Coliform positive.							
<b>SYNTHETIC ORGANIC</b>	<b>CONTAMINANTS</b>						
DIBROMOCHLOROPROPANE (B) Weighted Ave.	No Violation 0.040	PPB	0.2	0.0017	ND / .093	ND	Banned Nematocide that may still be present in soils due to runoff/leaching from former use on soybeans cotton, vineyards, tomatoes, and tree fruit.
CHLOROETHANE Weighted Ave.	No Violation ND	PPB	NS	NS	ND / ND	ND	Leaching from PVC pipes; discharge from factories, dry cleaners, and auto shops ( metal degreasers )
TETRACHLOROETHYLENE ( PCE ) Weighted Ave.	No Violation 0.05	PPB	5	0	ND / 1.8	ND	
<b>UNREGULATED INORGANICS</b>							
VANADIUM Weighted Ave.	No Violation 0.43	PPB	50	NS	ND / 4.10	ND / .80	Naturally occurring; the primary PCA appears in steel manufacturing and disposal of some metallic and paperboard food containers, and hazardous waste sites
Chromium, Hexavalent ( Chr. VI ) Weighted Ave.	No Violation 0.3	PPB	50	2.5	ND / 1.50	ND / .09	Runoff from old mining operations and improper waste disposal from plating operations
<b>Radioactive Contaminants</b>							
Alpha Active, Gross ( g ) Weighted Avg.	No Violation 1.53	Pci/L	15	15	ND / 8.48	ND / 3.50	Decay of natural and man-made deposits
Beta Activity, Gross Weighted Avg.	No Violation 0.695	Pci/L	50	50	ND / ND	ND / 4.2	Erosion of natural deposits
Radium 226 Total ( h ) Radium 228 Weighted Avg.	No Violation No Violation 0.07	Pci/L Pci/L	5 5	0.05 0.019	ND / 1.14 ND / 1.14	ND ND	Erosion of natural deposits Erosion of natural deposits
Uranium Weighted Avg.	No Violation 1.1	Pci/L	20	0.43	ND / 6.9	ND / 2.70	Erosion of natural deposits

**TEST RESULT TABLE 2  
2011**

CONTAMINANT	VIOLATION	UNITS	STATE MCL	STATE PHG ( MCLG )	GROUNDWATER 71 % SUPPLY LOWEST/HIGHEST RANGES	SURFACE WATER 29 % SUPPLY LOWEST/HIGHEST RANGES	LIKELY CONTAMINATION SOURCE
<b>SECONDARY STANDARDS</b>							
CHLORIDE WEIGHTED AVG.	No Violation 14.56	PPM	250	NS	ND/22	3.2 / 36	Runoff and leaching from natural deposits;
COLOR Weighted Ave.	No Violation < 3	UNITS	15	NS	< 3	< 3	Natural occurring organic materials
ODOR THRESHOLD WEIGHTED AVG.	No Violation 0.77	UNITS	< 1	< 1	ND/1	1.0 / 1.0	Natural occurring organic materials
pH Weighted Ave.	No Violation 7.94	UNITS	NS	NS	7.00/7.80	8.0/ 8.46	
SPECIFIC CONDUCTANCE Weighted Ave.	No Violation 388.1	UMHO/CM	900	NS	340/680	300 / 303	Substances that form ions when in water;
SULFATE Weighted Ave.	No Violation 27.94	PPM	250	NS	ND/72	16 / 34	Runoff and leaching from natural deposits; Industrial wastes.
TOTAL DISSOLVED SOLIDS WEIGHTED AVG.	No Violation 232.57	PPM	500	NS	220/430	165 / 190	Runoff and leaching from natural deposits.
CALCIUM Weighted Ave.	No Violation 52.66	PPM	NS	NS	53 / 100	15 / 50	Leaching from natural deposits
HARDNESS Weighted Avg.	No Violation 170.19	PPM	NS	NS	170 / 340	69 / 160	Leaching from natural deposits.
MAGNESIUM Weighted Avg.	No Violation 10.99	PPM	NS	NS	8.20 / 24	7.7 / 8.70	Leaching from natural deposits.
POTASSIUM WEIGHTED AVG.	No Violation 1.95	PPM	NS	NS	1.60/2.90	1.8 / 1.9	Leaching from natural deposits.
SODIUM Weighted Avg.	No Violation 15.47	PPM	NS	NS	6.70/24	7.30 / 31	Leaching from natural deposits.
TOTAL ALKALINITY WEIGHTED AVG.	No Violation 135.56	PPM	NS	NS	140/230	54 / 140	Leaching from natural deposits.
CARBONATE WEIGHTED AVG.	No Violation ND	PPM	NS	NS	ND	ND	
BICARBONATE WEIGHTED AVG.	No Violation 162.62	PPM	NS	NS	160/280	64 / 170	

**TEST RESULT TABLE 3  
2011**

CONTAMINANT	VIOLATION	UNITS	STATE MCL	STATE PHG (MCLG)	GROUNDWATER 71 % SUPPLY LOWEST/HIGHEST RANGES	SURFACE WATER 29 % SUPPLY LOWEST/HIGHEST RANGES	LIKELY CONTAMINATION SOURCE
<b>UNREGULATED ORGANICS</b>							
DICHLORODIFLUOROMETHANE	No Violation	PPB	NS	NS	ND / 1.2	ND	Discharge from industries, factories, propellants, and refrigerants
FREON 12 Weighted Ave.	0.04						
<b>LEAD AND COPPER</b>							
LEAD	No Violation	PPB	ACTION LEVEL	2	ND/0.01	ND	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
WEIGHTED AVG.	ND		15 PPB				
COPPER		PPM	ACTION LEVEL	0.17	ND / 5.2	ND	
WEIGHTED AVG.	0.21		1.3 PPM				
<b>INORGANIC CONTAMINANTS</b>							
ALUMINUM	No Violation	PPB	1000	60	ND / 22	36 / 210	Erosion of natural deposits; residue from surface water treatment processes
Weighted Ave.	62.15						
FLOURIDE	No Violation	PPM	2	1	.22/.45	ND / 0.30	Erosion of natural deposits; water additives which promote strong teeth, discharges from fertilizer, and aluminum factories.
WEIGHTED AVG.	0.24						
NITRATE	No Violation	PPM	45	45	1.6/28	0.04 / .99	Runoff and leaching from fertilizer use; leaching from septic tanks; erosion of natural deposits.
Weighted Ave.	6.42						
NITRITE	No Violation	PPM	1	1	.02 / .32	ND / 0.30	Runoff and leaching from fertilizer use; leaching from septic tanks; erosion of natural deposits.
Weighted Ave.	0.025						
PERCHLORATE	No Violation	PPB	6	NS	ND	ND	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 environmental contamination from historic aerospace or other industrial operations that used or use, store, or dispose of perchlorate and its salts.
Weighted Ave.	ND						
ARSENIC	No Violation	PPB	10	0.004	ND / 1.60	ND / 1.20	Erosion of natural deposits; runoff from orchards glass and electronic production wastes.
WEIGHTED AVG.	0.35						

**TEST RESULT TABLE 4  
2011**

CONTAMINANT	VIOLATION	UNITS	STATE MCL	STATE PHG (MCLG)	GROUNDWATER 71 % SUPPLY LOWEST/HIGHEST RANGES	SURFACE WATER 29 % SUPPLY LOWEST/HIGHEST RANGES	LIKELY CONTAMINATION SOURCE
<b>DISINFECTANT BYPRODUCTS</b>							
TOTAL TRIHALOMETHANES	No Violation	PPB	80	0	ND / 93	3.6 / 52	By-product of drinking water disinfection
Highest Rolling Annual Avg.	14.34						
HALOACETIC ACIDS	No Violation	PPB	60	0	ND / 32	7.5 / 8	By-product of drinking water disinfection
Highest Rolling Annual Avg.	4.96						
BROMATE	No Violation	PPB	10	0	ND	ND	By-product of drinking water disinfection
Weighted Ave.	ND						
CHLORINE	No Violation	PPB	MRDL	MRDL	0.38 / 1.53	1.31 / 1.50	
Weighted Ave.	0.68		4	4			
CHLORAMINES	No Violation	PPM	MRDL	MRDL	N/A	N/A	
Weighted Ave.	Not Taken		4	4			
TOTAL ORGANIC CARBONS	No Violation	PPM	TT	TT	ND	0 / 2.0	Various natural and man-made sources
WEIGHTED AVG.	0.5						
<b>WATER BORN PATHOGENS</b>							
CRYPTOSPORIDIUM	Bin 2		TT	TT	ND	0 / .471	The findings for Cryptosporidium placed the City's water treatment facility in a Bin 2 classification.  This required the City to decrease the turbidity requirement from less than or equal to 0.30 NTU's to less than or equal to 0.15 NTU on individual filter performance and finished water or tertiary treated water.
	0.47						





Thank you for allowing the City of Upland to continue providing you, your family, friends and neighbors with clean quality water this year. Upland employees work around the clock to provide high quality water to every tap and we appreciate your assistance in protecting our water sources, which are the heart of our community, our way of life, and our children's future. In order to maintain a safe and dependable water supply, the City sometimes needs to make improvements that will benefit all customers. **These improvements are sometimes reflected as rate structure adjustments.** Thank you for understanding.

Our City Council meetings are held on the second and fourth Mondays of every month, and our Public Works Committee meetings are held on the second Tuesday of every month. All items that are heard by the City Council or the Public Works Committee are placed on the required agendas and posted at City Hall, located at 460 North Euclid Avenue, Upland, California. The City of Upland Consumer Confidence Report can also be found on the City's Web Site [www.ci.upland.ca.us](http://www.ci.upland.ca.us).

If you have any questions or concerns regarding this report or your water utility, please contact Mr. Nate Pendergraft, Chief Water Systems Operator, at (909) 291-2948, or Mr. Mark Wiley, Water Operations Manager, at (909) 291-2945. It is the City's goal for you, our valued customers, to be informed about their water quality.

**Stephen Dunn**  
City Manager

**2011** CONSUMER CONFIDENCE REPORT