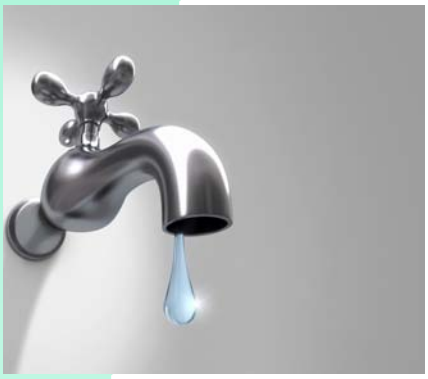
Victorville Water District
June 2012

The Water Resource

2011 CONSUMER CONFIDENCE REPORT



Source of High-Quality Water Supply

Known for its good taste and high quality, our community's water is from below your feet: a local underground basin called the Alto Subarea of the Upper Mojave River Basin.

We deliver more than seven billion gallons of water each year to over 100,000 residents through 36 wells and a large system of pipelines, pumps, reservoirs, and other facilities.

We Passed Our Annual Water Quality Checkup

Last year, as in years past, your tap water met all federal and state drinking water health standards. Victorville Water District is once again proud to report that our system is in compliance with all water quality standards. This newsletter provides a snapshot of last year's water quality, including a description of where your water comes from, answers to common questions about water quality and other useful information.

HOW WE PROTECT WATER QUALITY

Our state-certified water-quality staff works as a team to ensure that the water we provide to your home or business is safe and clean.

INTENSIVE TESTING: Water-quality technicians test water in the pipeline system weekly at 26 locations. Each year they collect hundreds of samples. An independent lab conducts thousands of intensive tests for over 100 potential contaminants.

DISINFECT FOR SAFETY: The production crew adds small amounts of chlorine to disinfect the water. Chlorine prevents the growth of bacteria as the water travels through more than 600 miles of pipeline.

FLUSH TO KEEP THE SYSTEM CLEAN: Pipelines periodically need to be cleaned, so we flush water out of fire hydrants at high volume. This removes small amounts of natural sand and minerals that slowly build up in pipelines.

WATER IN THE ENVIRONMENT

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

Microbial contaminants, such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

Inorganic contaminants, such as salts and metals, that can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

Pesticides and herbicides, that may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

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

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

WATER QUALITY STANDARDS

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (USEPA) and the State Department of Public Health (Department) 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.

FOR MORE 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 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).

PEOPLE WITH SPECIAL NEEDS

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 from their health care providers about drinking water. USEPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

DRINKING WATER SOURCE ASSESSMENT AND PROTECTION PROGRAM

A source water assessment was conducted for Well #144 and Well #209 of the Victorville Water District in June and August, 2010. These wells are used by the District to supply drinking water to District customers. The assessment, in compliance with California water quality regulations, assists the District in identifying potential sources of contamination and to develop methods to protect the water supply. All new wells are subjected to an assessment before being placed into service.

According to the assessment, the underground aquifer that is the source of supply for Well #144 is potentially vulnerable to contamination from a variety of sources, including commercial, industrial, and residential sewer collection systems; high and low density septic systems; mall parking lots; high density housing; other water supply wells; storm drain discharge points; fleet, truck, and bus terminals; injection wells, dry wells, and sumps; RV and mini storage; transportation corridors, including freeways, state highways, roads, and streets; monitoring and test wells; and contractor and government agency equipment storage yards.

The assessment concluded that the underground aquifer that is the source of supply for Well #209 is potentially vulnerable to contamination from a variety of sources, including commercial and industrial sewer collection systems; automobile gas stations; mall parking lots; hardware, lumber, and parts stores; other water supply wells; transportation corridors including freeways, state highways, roads, and streets; automobile repair shops; injection wells, dry wells, and sumps; monitoring and test wells; and motor pools.

The District regularly monitors the water quality in all groundwater wells supplying water to District customers and there have been no detected contaminants in either of these wells from the sources listed above.

A copy of the complete assessment(s) is/are available for public inspection at the Public Works/Water counter located on the second floor of Victorville City Hall by contacting Water Production Supervisor Arnold Villarreal at (760) 955-2993 or at the California Department of Public Health's San Bernardino District Office located at 464 West Fourth Street, Suite 437, San Bernardino, CA. 92401. You may request a summary of the assessment(s) be sent to you by contacting the CDPH.

RESULTS OF 2011 DRINKING-WATER-QUALITY TESTS

The Victorville Water District tests for hundreds of substances. Below is a list of substances detected in your drinking water in 2011. As the chart shows, very few substances could even be detected, and all are within strict water quality standards established to protect water customers.

Inorganic Contaminants

	VWD Average	VWD Range	MCL	PHG (MCLG)	Violation	Major Sources In Drinking Water
Arsenic* (PPB)	8.8	0 - 27.00	10	0.004	No	Erosion of natural deposits; runoff from orchards, glass and electronics production wastes
Chromium (PPB)	5.09	0 - 9.50	50	(100)	No	Discharge from steel and pulp mills and chrome plating; erosion of natural deposits
Fluoride (PPM)	0.46	0 - 1.10	2.0	1	No	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate (as No3) (PPM)	3.49	0 - 9.30	45	45	No	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits

Disinfection Byproducts

	VWD Average	VWD Range	MCL	PHG (MCLG)	Violation	Major Sources In Drinking Water
Total Trihalomethanes (TTHMs) (PPB)	1.86	0 - 6.30	80	N/A	No	By-product of drinking water disinfection

	VWD Average	VWD Range	MRDL	MRDLG	Violation	Major Sources In Drinking Water
Chlorine (PPM)	0.67	.21 - 1.20	4	4	No	Drinking water disinfectant added for treatment

Regulated Contaminants with Secondary MCLs

	VWD Average	VWD Range	Secondary MCL	Violation	Typical Source of Contaminant
Chloride (PPM)	6.99	0 - 3.10	250	No	Runoff/leaching from natural deposits; seawater influence
Specific Conductance (Micromhos)	2.53	181.00 - 459.00	1600	No	Substances that form ions when in water; seawater influence
Sulfate (PPM)	18.93	.90 - 130.00	250	No	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids (PPM)	162	100.00 - 370.00	500	No	Runoff/leaching from natural deposits
Turbidity (NTU)	0.35	0.15 - 2.40	5	No	Soil runoff

Unregulated Parameters That May Be of Interest to Consumers

	VWD Average	VWD Range	MCL	PHG (MCLG)
Alkalinity (PPM)	84.29	54.00 - 120.00	N/S	N/S
Calcium (PPM)	8.81	0 - 59.00	N/S	N/S
Hardness (PPM)	21.76	3.00 - 121.00	N/S	N/S
Magnesium (PPM)	1.36	0 - 6.30	N/S	N/S
Potassium (PPM)	1.14	0 - 2.50	N/S	N/S
Sodium (PPM)	40.7	3.80 - 65.00	N/S	N/S

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

ABBREVIATIONS AND DEFINITIONS TO HELP YOU UNDERSTAND THIS REPORT

These abbreviations and definitions of water-quality goals and standards will help you better understand the water-quality information in this report. The information shows how your water compares to requirements established by state and federal regulators to safeguard public health.

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.

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

N/A: Not applicable.

N/S: No standard.

NTU: Nephelometric turbidity unit.

pCi/L: Pico curies per liter, a measure of radiation.

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 no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

PPB: Parts per billion. 1 PPB is equal to about one drop in 17,000 gallons of water.

PPM: Parts per million, or milligrams per liter. 1 PPM is equal to about one drop in 17 gallons of water.

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

VICTORVILLE CONSERVES

Conserving Today for Tomorrow

Conservation Division
1-866-955-4426

www.Victorvillewater.com

We Need Your Help to Prevent Water Waste

Summary of Conservation Ordinance Requirements

- **Don't Let Water Run Off Your Property.** Use a trigger or automatic shut-off nozzle when washing your car.
- **Use a Broom When Cleaning the Sidewalk and Driveway.**
- **Check Your Sprinklers Once Each Week.** Make repairs and adjustments to stop waste.
- **In Warm Weather, Water at Night** 10PM to 6AM June through September. In cold weather water during the day 9AM to 3PM.
- **Don't Plant Water Intensive Plants or Grass in Your Front Yard** if it already has a drought tolerant landscaping or is prohibited by your development. Check with the City at 760-955-5135, if unsure about your development's requirements.

Got Questions? We are Here to Help

For more information about your water quality, call the Water Production Supervisor at 760/955-2993 between 7:00 a.m. and 4:00 p.m. Monday through Thursday.

How to Get Involved

City Council meetings are always open to the public. They are held the first and third Tuesdays each month at 7:00 p.m. at the Victorville City Hall, 14343 Civic Drive in Victorville. You also may visit our website at ci.victorville.ca.us.

En Español

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

CITY OF VICTORVILLE WATER DISTRICT
Bringing Water to Life
14343 Civic Drive, Victorville, CA 92392-5887
760/245-6424 general information
ci.victorville.ca.us

SAVE WATER & MONEY!

Free Home Water Audits

You may be eligible to receive FREE water saving products.

Appointments are now being scheduled for Spring & Summer 2012.

Reserve your spot today. Call the Conservation Division at 1-866-955-4426.

TAP WATER IS THE SMART CHOICE

Not only is bottled water far more expensive, and may not be as carefully tested as tap water, it requires much more energy and creates far more pollution to bottle and transport.

QUESTIONS? Call the City Of Victorville Water District: 760/245-6424