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Drinking Water Program
Santa Rosa Office

ATTACHMENT 7

Consumer Confidence Report Certification Form

(to be submitted with a copy of the CCR)

Water System Name: **Glenhaven Mutual Water Company**

Water System Number: **#1700508**

The water system named above hereby certifies that its Consumer Confidence Report was distributed on _____ (*date*) 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 California Department of Public Health.

Certified by:

Name: **Dana Obermeyer**

Signature: Dana Obermeyer

Title: **Water Treatment & Distribution Operator**

Phone Number: **(707) 998-9203 ext. 101** Date: **June 19, 2013**

To summarize report delivery used and good-faith efforts taken, please complete the below by checking all items that apply and fill-in where appropriate:

X CCR was distributed by mail or other direct delivery methods. Specify other direct delivery methods used: _____

☐ "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:

- ☐ Posting the CCR on the Internet at www._____
- ☐ Mailing the CCR to postal patrons within the service area (attach zip codes used)
- ☐ Advertising the availability of the CCR in news media (attach copy of press release)
- ☐ Publication of the CCR in a local newspaper of general circulation (attach a copy of the published notice, including name of newspaper and date published)
- ☐ Posted the CCR in public places (attach a list of locations)
- ☐ Delivery of multiple copies of CCR to single-billed addresses serving several persons, such as apartments, businesses, and schools
- ☐ Delivery to community organizations (attach a list of organizations)
- ☐ Other (attach a list of other methods used)

☐ *For systems serving at least 100,000 persons*: Posted CCR on a publicly-accessible internet site at the following address: www._____

☐ *For privately-owned utilities*: Delivered the CCR to the California Public Utilities Commission

This form is provided as a convenience and may be used to meet the certification requirement of section 64483(c), California Code of Regulations.

2012 Consumer Confidence Report

Water System Name: **Glenhaven Mutual Water Company** Report Date: June 19, 2013

We test the drinking water quality for many constituents as required by state and federal regulations. This report shows the results of our monitoring for the period of January 1 - December 31, 2012 and may include earlier monitoring data.

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

Type of water source(s) in use: Two (2) wells

Name & location of source(s): 9375 E. Highway 20, Glenhaven, CA
Well #1 (#1700508-002) and Well #2 (#1700508-001)

Drinking Water Source Assessment information:
September 7, 2007 – due to test results showing high manganese levels, Glenhaven must test raw and finished water on a quarterly basis to continue monitoring these levels.

Time and place of regularly scheduled board meetings for public participation:
Fourth Tuesday of every month except July, August, November & December, 7:00 pm, Glenhaven Water Office

For more information, contact: Dana Obermeyer Phone: (707) 998-9203 ext. 101

TERMS USED IN THIS REPORT

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 (USEPA).

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.

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

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

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

Secondary Drinking Water Standards (SDWS): MCLs for contaminants that affect taste, odor, or appearance of the drinking water. Contaminants with SDWSs do not affect the health at the MCL levels.

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

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

Variances and Exemptions: Department permission to exceed an MCL or not comply with a treatment technique under certain conditions.

ND: not detectable at testing limit

ppm: parts per million or milligrams per liter (mg/L)

ppb: parts per billion or micrograms per liter (µg/L)

ppt: parts per trillion or nanograms per liter (ng/L)

ppq: parts per quadrillion or picogram per liter (pg/L)

pCi/L: picocuries per liter (a measure of radiation)

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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 by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.
- *Radioactive contaminants*, that can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the USEPA and the California 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 provide the same protection for public health.

Tables 1, 2, 3, 4, 5, 7, and 8 list all of the drinking water contaminants that were detected during the most recent sampling for the constituent. The presence of these contaminants in the water does not necessarily indicate that the water poses a health risk. The Department allows us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of the data, though representative of the water quality, are more than one year old.

TABLE 1 – SAMPLING RESULTS SHOWING THE DETECTION OF COLIFORM BACTERIA

Microbiological Contaminants (complete if bacteria detected)	Highest No. of Detections	No. of months in violation	MCL	MCLG	Typical Source of Bacteria
Total Coliform Bacteria	Absent	0	More than 1 sample in a month with a detection	0	Naturally present in the environment
Fecal Coliform or *E. coli*	Absent	0	A routine sample and a repeat sample detect total coliform and either sample also detects fecal coliform or *E. coli*	0	Human and animal fecal waste

TABLE 2 – SAMPLING RESULTS SHOWING THE DETECTION OF LEAD AND COPPER

Lead and Copper (complete if lead or copper detected in the last sample set)	No. of samples collected	90th percentile level detected	No. sites exceeding AL	AL	PHG	Typical Source of Contaminant
Lead (ppb)	5	.0069	0	15	0.2	Internal corrosion of household water plumbing systems; discharges from industrial mfg., erosion of natural deposits
Copper (ppm)	5	.128	0	1.3	0.3	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives

TABLE 3 – SAMPLING RESULTS FOR SODIUM AND HARDNESS

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	MCL	PHG (MCLG)	Typical Source of Contaminant
Sodium (ppm)	May 17, 10 May 17, 10	19 17	Well #1 Well #2	none	none	Salt present in the water and is generally naturally occurring
Hardness (ppm)	May 17, 10 May 17, 10	189 182	Well #1 Well #2	none	none	Sum of polyvalent cations present in the water, generally magnesium and calcium, and are usually naturally occurring

**Any violation of an MCL or AL is asterisked. Additional information regarding the violation is provided later in this report.*

TABLE 4 – DETECTION OF CONTAMINANTS WITH A PRIMARY DRINKING WATER STANDARD						
Chemical or Constituent (and reporting units)	**Sample Date**	**Level Detected**	**Range of Detections**	**MCL [MRDL]**	**PHG (MCLG) [MRDLG]**	**Typical Source of Contaminant**
Barium	May 17, 10 May 17, 10	100 ug/L 100 ug/L	Well #1 Well #2	1,000 ug/L		Erosion of natural deposits
Nitrate	May 9, 12 May 9, 12	1.4 mg/L 2.3 mg/L	Well #1 Well #2	45 mg/L		Fertilizer run-off or septic system leaching
Lab Turbidity	May 17, 10 May 17, 10	.1 NTU 4 NTU	Well #1 Well #2	5 NTU		Soil run-off
Total Trihalomethanes	Sept 14, 10	5.03 ug/L		80 ug/L		Byproduct of drinking water chlorination
Haloacetic Acids	Sept 14, 10	1.3 ug/L		60 ug/L		Byproduct of drinking water chlorination
Fluoride	May 17, 10 May 17, 10	.12 mg/L .15 mg/L	Well #1 Well #2	2 mg/L		Erosion of natural deposits

TABLE 5 – DETECTION OF CONTAMINANTS WITH A SECONDARY DRINKING WATER STANDARD						
Chemical or Constituent (and reporting units)	**Sample Date**	**Level Detected**	**Range of Detections**	**MCL**	**PHG (MCLG)**	**Typical Source of Contaminant**
**** Manganese**	May 4, 12 May 4, 12	260ug/L 110 ug/L	Well #1 Well #2	50 ug/L		Leaching from natural deposits
****Manganese**	Oct 18, 12 Oct 18, 12 Oct 18, 12	300 ug/L 2300 ug/L 140 ug/L	Well #1 Well #2 Treated Watr	50 ug/L		Leaching from natural deposits
Specific Conductance	May 17, 10 May 17, 10	420 410 umho/cm	Well #1 Well #2	1,600 umho/cm		Substances that form ions when in water
Sulfate	May 17, 10 May 17, 10	12 mg/L 12 mg/L	Well #1 Well #2	500 mg/L		Leaching from natural deposits; industrial wastes
Total Filterable Residue	May 17, 10 May 17, 10	250 mg/L 240 mg/L	Well #1 Well #2	1,000 mg/L		Leaching from natural deposits
Chloride	May 17, 10 May 17, 10	12 mg/L 11 mg/L	Well #1 Well #2	500 mg/L		Leaching from natural deposits

TABLE 6 – DETECTION OF UNREGULATED CONTAMINANTS					
Chemical or Constituent (and reporting units)	**Sample Date**	**Level Detected**	**Range of Detections**	**Notification Level**	**Health Effects Language**

**Any violation of an MCL, MRDL, or TT is asterisked. Additional information regarding the violation is provided later in this report.*

Additional General Information on Drinking Water

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that 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).

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 microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

Lead-Specific Language for Community Water Systems: 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. [INSERT NAME OF UTILITY] 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.

Summary Information for Violation of a MCL, MRDL, AL, TT, or Monitoring and Reporting Requirement

VIOLATION OF A MCL, MRDL, AL, TT, OR MONITORING AND REPORTING REQUIREMENT				
Violation	**Explanation**	**Duration**	**Actions Taken to Correct the Violation**	**Health Effects Language**

For Water Systems Providing Ground Water as a Source of Drinking Water

TABLE 7 – SAMPLING RESULTS SHOWING FECAL INDICATOR-POSITIVE GROUND WATER SOURCE SAMPLES					
Microbiological Contaminants (complete if fecal-indicator detected)	**Total No. of Detections**	**Sample Dates 2012**	**MCL [MRDL]**	**PHG (MCLG) [MRDLG]**	**Typical Source of Contaminant**
E. coli (MPN/100ml)			0	(0)	Human and animal fecal waste
Well #1	0				
Well #2	1	Dec 16			
Treated Water	0				
Coliform (MPN/100ml)		Feb 24, Mar 26, Apr 27, Jun 15, Jul 10, Sep 7, Oct 13, Dec 16	TT	n/a	Human and animal fecal waste
Well #1	8				
Well #2	8				
Treated Water	0				

Summary Information for Fecal Indicator-Positive Ground Water Source Samples, Uncorrected Significant Deficiencies, or Ground Water TT

SPECIAL NOTICE OF FECAL INDICATOR-POSITIVE GROUND WATER SOURCE SAMPLE
N/A

SPECIAL NOTICE FOR UNCORRECTED SIGNIFICANT DEFICIENCIES
N/A

VIOLATION OF GROUND WATER TT				
TT Violation	**Explanation**	**Duration**	**Actions Taken to Correct the Violation**	**Health Effects Language**
N/A				

For Systems Providing Surface Water as a Source of Drinking Water

TABLE 8 - SAMPLING RESULTS SHOWING TREATMENT OF SURFACE WATER SOURCES	
Treatment Technique [a] (Type of approved filtration technology used)	
Turbidity Performance Standards [b] (that must be met through the water treatment process)	Turbidity of the filtered water must: 1 – Be less than or equal to _____ NTU in 95% of measurements in a month. 2 – Not exceed _____ NTU for more than eight consecutive hours. 3 – Not exceed ____ NTU at any time.
Lowest monthly percentage of samples that met Turbidity Performance Standard No. 1.	
Highest single turbidity measurement during the year	
Number of violations of any surface water treatment requirements	

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

(b) Turbidity (measured in NTU) is a measurement of the cloudiness of water and is a good indicator of water quality and filtration performance. Turbidity results which meet performance standards are considered to be in compliance with filtration requirements.

** Any violation of a TT is marked with an asterisk. Additional information regarding the violation is provided below.*

Summary Information for Violation of a Surface Water TT

VIOLATION OF A SURFACE WATER TT				
TT Violation	**Explanation**	**Duration**	**Actions Taken to Correct the Violation**	**Health Effects Language**
N/A				

Summary Information for Operating Under a Variance or Exemption