City of REDLANDS "A City That Works"

2015 Consumer Confidence Report

Welcome

In this issue customers will find a summary of the water quality report and other related information.

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This report contains important information about your drinking water. Translate it or speak with someone who understands it.

Este informe contiene información muy importante sobre su agua potable. Traducirlo o hablar con alguien que entiende.

Collaboration, Communication and Commitment: the Keys to Beating California's Drought

California is facing one of the most serious water supply challenges in its history. Now in its fourth year, the drought affects more than 37 million Californians and 100 percent of the state, with no end in sight. Its impacts can be seen close to home, where local groundwater levels are at historic lows, across the state, where reservoirs are nearly empty, and the Sierra Nevada, where snowpack stands at just five percent of its historic average.

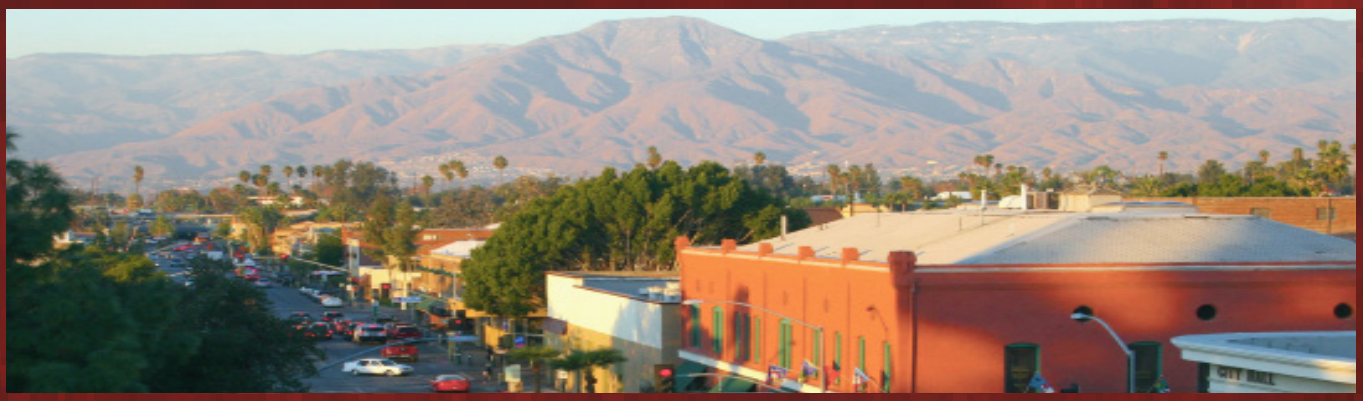
When Governor Jerry Brown announced emergency conservation regulations for California's water providers earlier this year, it was the first time in State history that mandatory conservation measures were imposed and enforced. As part of these regulations, the City of Redlands was instructed to reduce water use by 36 percent.

The City is very fortunate to have a reliable, local source of high-quality water stored naturally right below our feet and from our local mountains. This precious resource will enable us to meet the water needs of our local families and businesses, both now and in the years ahead. Nevertheless, we must commit ourselves to stewardship of our water supply in order to ensure future generations in our community have access to the resources we benefit from today. Wise use of our water resources now is the best way to ensure the City thrives in the future.

The City has dedicated itself to this task, devoting extraordinary resources and hard work to creating and maintaining a system that provides the most efficient water production, distribution, and storage system possible. Over the past eight years, the City has invested nearly $60 million in the water system, replaced approximately 43 miles of pipeline and rehabilitated numerous reservoirs and wells. This investment has shown measurable results, with increased reliability, reduced water loss, and added approximately 15 million gallons per day of restored water production. The City is also doing its part to promote conservation by strategically removing turf at several City-owned locations and replacing it with beautiful and drought-tolerant landscapes.

Despite our best efforts, we will not be able to overcome the drought's challenges or meet the State's regulations without your help. You, our customers, are the most important part of the solution. That is why we have developed an extensive rebate program, and embarked on a major outreach and communication effort to inspire and inform our citizens about water conservation. Our goal is to provide the tools and information you need to save water. Working together is the only way we can meet the State's ambitious conservation goals. Information relating to programs the City offers can be found at www.cityofredlands.org/water/conservation

In the City, we view challenges like the current drought as an opportunity to implement real and meaningful change. We know that you will answer the call and join us in creating a sustainable future together.



ACHIEVING OUR 36% REDUCTION

In response to California's historic drought, Governor Jerry Brown and the State Water Resources Control Board have asked cities across the state to make major changes to the way they use water. The State's emergency regulations require the City to reduce its water use by 36 percent, which means our customers must use 36 percent less water than in 2013. In order to help the community achieve a reduction of this size, the City developed a phased approach, shown below, to work towards our conservation goal:

Phase ONE (completed)

- Implement a water use analysis program
- Develop a water efficiency rebate program
- Develop a landscape ordinance

Phase TWO (completed)

- Implement water restrictions
- Increase water rebate amounts
- Develop water conservation videos
- Collaborate with water agencies to implement regional outreach efforts
- Increase partnerships with regional water stakeholders to ensure sufficient water supplies for agencies within the San Bernardino basin area
- Obtained permits to provide recycled water to customers

Phase THREE (in process)

- Implement hotline and email address for water waste reporting (endwaterwaste@cityofredlands.org)
- Equip all city departments with water efficiency resources for customers
- Retrofit City facilities with water efficiency products
- Establish Drought Task Force to address water use code requirements
- Convert to drought tolerant landscapes at City fire stations
- Increase outreach efforts
- Build water waste enforcement staff
- Educate and assist top 5% of highest water users to reduce use
- Enhance outdoor water efficiency rebates

Phase FOUR

- Reduce watering days
- Increase water waste enforcement staff

What has the City of Redlands done?

The City recognizes the importance of water conservation and the need to lead by example. The City has recently begun its landscape conversion projects at City fire stations, starting with Fire Station #1. Approximately 4,000 square feet of turf will be removed and replaced with drought tolerant landscape. When the conversions of the four stations have been completed, including the perimeter of the City's Corporate Yard, over 35,000 square feet of turf will be removed and replaced with water efficient landscape. That is 3.2 million gallons of water savings annually!

The City also has an internal water conservation education program to inform its staff on the importance of water conservation as well as equip staff with information on all resources available to the public. Additionally, City staff has started a program to retrofit the City facilities with water efficient products in the coming months.

Lastly, the City has completed its third phase of a meter calibration program and water meter survey of all non-residential properties. Ensuring meter reads are accurate and meter connections are properly accounted for within the billing system reduces water loss.

4 Landscape conversion projects for City fire stations

35,000 sf. of turf will be removed in total

3.2 million gallons of water savings annually!

Conservation Education Program

Drought

For the last three years, California has experienced some of the driest years on record. Snowpack, a large source of water for California, has continued to decrease, limiting anticipated supplies of surface water. Supply has shifted to dependence on water stored in reservoirs and groundwater basins, supplies that will eventually deplete if not recharged by snowpack and conservation practices. As summer approaches, water demands will be at their highest. Therefore, it is important our customers understand the process by which the City delivers water, and what staff has done to ensure efficient delivery and encourage efficient use.

We sincerely hope these articles answer questions you may have about your water supply, our dependence on water from Northern California, and our ability to use our resources and revenues efficiently to run an effective and reliable water system.

2012: Drought Begins

2014: Governor Jerry Brown Declares a State of Emergency

April 2015: Survey finds that Sierras have 5% of historic average snowpack

April 2015: Governor Jerry Brown mandated a 25% statewide reduction

2016: City of Redlands must achieve a 36% reduction in water use

iEfficient: Your Source for Regional Conservation Inspiration

Working together to overcome the drought

In 2014, more than 20 cities and water agencies in the Inland Empire united to develop the iEfficient water conservation outreach program. The goal is to change how local families and businesses think about and use water. Over the past year, the City played a key role in the development of the program and its content, which focuses on drought and conservation awareness, outdoor conservation strategies, and connecting customers to their water providers for rebates and other tools.

Outreach included a wide variety of efforts in English and Spanish, including: a website (iEfficient.com) and interactive web tools; an extensive social media campaign; a water waste reporting application; work with television and print media; advertising on billboards, buses, radio, internet, in theaters, in newspapers and in magazines; direct customer contact tools such as mailers and bill inserts; and participation in dozens of community events.

Please visit iEfficient.com and follow iEfficient on Facebook and Twitter to learn more about how to #endwaterwaste.

City of Redlands Water Conservation | iEfficient.com #endwaterwaste

Working to ensure water for the future

Water Efficiency for Redlands

The City is dedicated to helping customers improve water efficiency in their homes and workplace. Over the last eight years, major water infrastructure improvements have been completed and water sources secured to ensure supply and efficient delivery of this precious resource. It is time for customers to take action to reduce their demand. The City has and will continue to dedicate resources, such as the implementation of the programs below, to ensure customers have the information and incentives needed to decrease water use.

Water Efficient Rebate Program

Rebates are available for the purchase and installation of high efficiency toilets, synthetic turf, high efficiency washing machines, weather based irrigation controllers, high efficiency sprinklers and more! Pre-inspections and post-inspections are required for customers to be eligible for rebate. After the fact rebates will not be given. For applications, and a full list of details on eligible products, please visit www.cityofredlands.org/water/conservation

Free Water Use Analysis

The City offers free water use analyses to customers within its service area. Upon request, Water Conservation staff will conduct a site visit to discuss any need or question you may have to reduce water consumption in irrigation, leak detection, and general water conservation tips.

Irrigation Timer Assistance

With mandatory watering restrictions and irrigation limitations in effect, some customers have had difficulties setting their irrigation timers. Let us help! City staff will ensure your timer is set to ensure your watering schedule is correct. Additionally, City staff will provide further guidance on proper time durations.

Interested in these programs?
Call: 909-798-7527 ext. 2 to set up your appointment!

This past year:

- Over 200,000 square feet of grass has been pre-inspected for removal and replacement to water friendly landscapes. That's over 18 million gallons of water saved every year!
- More than $75,000 in incentives has been rebated.
- Rebate amounts have doubled and some have even tripled!
- Over 2,000 sprinkler heads have been replaced with high efficiency heads.

Call now to set up a pre-inspection: 909-798-7527 ext. 2

Redlands 311 App: Reports and Results in Real Time

With the Redlands 311 app, you can serve as the City's eyes and ears to quickly and easily report any problems you encounter with City infrastructure that need fixing. The app allows you to send images and descriptions directly to staff for a speedy resolution.

Redlands 311 is available for iPhones, Androids and Blackberries. Search for "Redlands 311" at the respective app store to find it.

No smartphone? Report online at: cityofredlands.org/311#Online

Water Use Restrictions

In response to the current drought and California's emergency conservation regulations, the City has adopted water use restrictions. These mandatory restrictions, listed below, will help the City meet its 36% reduction goal.

Approved Watering Days and Times:

Even Addresses only water on EVEN days of the month. (2, 4, 6, 8...)

Odd Addresses only water on ODD days of the month. (1, 3, 5, 7...)

No watering is permitted between the hours of 12:00 p.m. and 8:00 p.m.

Exemptions:

- Handheld hose use, faucet-filled buckets containing five gallons or less and drip irrigation systems are exempt.
- Commercial nurseries, commercial farmers, and grove settings requiring twenty-four (24) hour irrigation cycles are exempt, but shall curtail all nonessential water use.

The washing of automobiles and other mobile equipment is allowed only on designated irrigation days and is prohibited between 12:00 p.m. and 8:00 p.m.

- *Washing shall be done with a handheld bucket or a handheld hose equipped with an automatic shutoff nozzle.*

Exemptions:

- *Commercial car washes or service stations with wash water-recycling facilities*
- *Garbage trucks and vehicles to transport food and perishables, if the public health or safety requires frequent vehicle cleaning.*

Washing foundations or structures shall be allowed only by city permit.

Refilling or adding of water to swimming/wading pools or spas is allowed only on designated irrigation days and prohibited between 12:00 p.m. and 8:00 p.m.

- *The use of potable water in fountains or water features is prohibited unless the water is recirculated.*

Restaurants shall only serve water to customers upon specific customer request.

Controllable leaks must be repaired immediately.

Using water to wash driveways, sidewalks, parking areas, patios, tennis courts and other paved areas is prohibited.

Runoff from irrigation activities is prohibited.

Use of water from fire hydrants is limited to firefighting and other activities necessary to maintain the health, safety, and welfare of the citizens of Redlands.

Outdoor landscapes may not be irrigated during and within 48 hours after rainfall.

Operators of hotels and motels shall provide guests with the option of choosing not to have towels and linens laundered daily and shall prominently display notice of this option in each guestroom.

To view State and City watering restrictions in their entirety, please visit www.cityofredlands.org/drought

Note: *Hillside Memorial Cemetery, Redlands Country Club, Sports Park, Texonia Park, University of Redlands and some customers on the northwest side of the I-10 freeway are connected to the non-potable water system for irrigation needs.*

Water Source Protection

Redlands Municipal Utilities and Engineering Department is committed to protecting our water sources from possible contamination. Source water assessments have been completed for all of our drinking water supplies. *You can view the source water assessments at our office: City of Redlands, 35 Cajon Street, Suite 15A, Redlands, CA 92373.*

The assessments help to identify the vulnerability of drinking water supplies to contamination from typical human activities. These assessments are intended to provide basic information necessary for us to develop programs to protect our drinking water supplies. Possible contaminants can originate from: agricultural drainage, urban runoff, septic systems, sewer collection systems, junk/scrap/salvage operations, crop irrigation, underground storage tanks at automobile gas stations, and illegal dumping.

Anyone interested in receiving a copy of the source water assessment should contact Bill Gane, utility operations manager at (909) 798-7588 ext. 1. You can do your part to protect our precious water sources by properly disposing of household hazardous waste. To find out how to properly dispose of hazardous waste, so it does not contaminate groundwater, please phone our Customer Service office at (909) 798-7529, or *visit www.cityofredlands.org/qol/recycling*

This report was printed on recycled paper.

Important facts from the US EPA about drinking water

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 untreated source may 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 by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, agricultural application, and septic systems.

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

In order to ensure water is safe to drink, the United States Environmental Protection Agency (U.S. EPA) and the State Water Resources Control Board (SWRCB) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. SWRCB regulations also establish limits for contaminants in bottled water to provide the same protection for public health.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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 may be particularly at risk from infections. These people should seek advice from their health care providers about drinking water. The U.S. EPA/CDC (Centers for Disease Control and Prevention) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants, as well as more information about contaminants and their potential health effects can be obtained by calling the U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791 or visit water.epa.gov/drink/hotline.

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From January 1, 2014 to December 31, 2014, the City of Redlands conducted over 19,000 water quality tests from samples taken at various locations throughout the water system, in accordance with state and federal laws. The following tables list only those contaminants that were detected. It is important to note, that the presence of these contaminants, as detected in the water, does not necessarily indicate that the water poses a health risk.

**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. The City of Redlands 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 (1-800-426-4791) or at http://www.epa.gov/safewater/lead.

Primary Drinking Water Standards

CONSTITUENT	YEAR	MCL (MRDL) [TT]	PHG (MRDLG)	REDLANDS WATER	RANGE	SOURCE
MICROBIOLOGICAL CONSTITUENTS						
Total Coliform	2014	5%	0%	0.15%	N/A	Naturally present in the environment
INORGANIC CONSTITUENTS						
Aluminum (mg/L)	2014	1	0.6	0.01	ND - 0.05	Erosion of natural deposits; residue from some surface water treatment processes
Barium (mg/L)	2014	1	2	0.018	0.013 - 0.037	Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits
Chromium (µg/L)	2014	50	100	0.6	ND - 5.3	Discharge from steel and pulp mills and chrome plating; erosion of natural deposits
Fluoride (mg/L)	2014	2	1	0.64	0.34 - 0.94	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
Hexavalent Chromium (ug/L)	2014	10	0.02	1.05	0.14 - 6.6	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Nitrate as NO3 (mg/L)	2014	45	45	8.21	ND - 36	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Perchlorate (µg/L)	2014	6	6	1.12	ND – 4.5	Environmental contamination from historic aerospace or other industrial operations; found in solid rocket propellant, fireworks, explosives, flares, matches, and a variety of industries.
LEAD AND COPPER RULE						
Copper (mg/L)	2014	AL=1.3	0.3	0.21	36 sites	36 sites, No violation. Internal corrosion of household plumbing; erosion of natural deposits; leaching from wood preservatives
Lead ((µg/L)	2014	AL=15	0.2	3.34	36 sites	36 sites, No violation. Internal corrosion of household plumbing; erosion of natural deposits; leaching from wood preservatives
DISINFECTION BYPRODUCTS, DISINFECTION RESIDUALS, DISINFECTION BYPRODUCT PRECURSORS						
Total Trihalomethanes (µg/L)	2014	80	N/A	48	1 - 58	Byproduct of drinking water disinfection
Haloacetic Acids (µg/L)	2014	60	N/A	40	ND - 91	Byproduct of drinking water disinfection
Chlorine as Cl2 (mg/L)	2014	4	4	0.62	0.48 - 0.74	Drinking water disinfectant added for treatment
Total Organic Carbon (mg/L)	2014	[TT]	N/A	1.01	0.52 - 2.07	Various natural and manmade sources
RADIOACTIVE CONSTITUENTS						
Gross Alpha (pCi/L)	2014	15	0	3.24	ND - 8	Erosion of natural deposits
Gross Beta (pCi/L)	2014	50	0	3.8	N/A	Decay of natural and man-made deposits
Total Tritium (pCi/L)	2007	20000	400	188	183-194	Decay of natural and man-made deposits
Radium 226 + 228 (pCi/L)	2006	5	0	0.93	0.8 - 1.1	Erosion of natural deposits

INFORMATION ABOUT RADON - Radon is a naturally occurring gas formed from the normal radioactive decay of uranium. In 2007 testing, radon was detected in our finished water supply. There are no regulatory limits prescribed for radon levels in drinking water – the pathway to radon exposure occurs primarily through its presence in the air. Exposure over a long period of time to air containing radon may cause adverse health effects. If you are concerned about radon in your home, testing is inexpensive and easy. For more information, call your State radon program (1-800-745-7236), the National Safe Council's Radon Hotline (1-800-SOS-RADON), or the EPA Safe Drinking Water Act Hotline (1-800-426-4791).

AIR BUBBLES IN THE WATER - Tap water that appears cloudy could simply have air (bubbles) in the water. Some well sources produce water with dissolved air that remains pressurized in the distribution pipelines until reaching the consumer. When the water flows from the faucet, the air is released and may form tiny air bubbles. After filling a glass, these bubbles will slowly rise and disappear.

SAMPLING RESULTS SHOWING TREATMENT OF SURFACE WATER SOURCES - Turbidity is a measure of the cloudiness of water. We monitor turbidity because it is a good indicator of the effectiveness of our filtration system. Turbidity results, which meet performance standards, are considered to be in compliance with filtration requirements.

Treatment Technique: Conventional Filtration
Lowest Monthly % of Samples Meeting TPS No. 1: 100%
Highest single turbidity measurement during 2014: 0.21 NTU
Number of Violations to Any Surface Water Treatment Regulations: NONE

Turbidity Performance Standard No. 1 (TPS No. 1): The turbidity level of the combined filter effluent shall be less than or equal to 0.3 NTU in 95% of the measurements taken each month and shall not exceed 1.0 NTU for more than one hour. Additionally, the turbidity level of the combined filter effluent shall not exceed 1.0 NTU for more than eight consecutive hours while the plant is operating.

THIS REPORT CONTAINS IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER. TRANSLATE IT OR SPEAK WITH SOMEONE WHO UNDERSTANDS IT.

ESTE INFORME CONTIENE INFORMACIÓN MUY IMPORTANTE SOBRE SU AGUA POTABLE. TRADÚZCALO O HABLE CON ALGUIEN QUE LO ENTIENDA BIEN.

Secondary Drinking Water Standards

CONSTITUENT	YEAR	MCL	PHG (MCLG)	REDLANDS WATER	RANGE	SOURCE
Aluminum (µg/L)	2014	200	N/A	10	ND - 54	Erosion of natural deposits; residue from some surface water treatment processes
Chloride (mg/L)	2014	500	N/A	11.89	3.8 - 35	Run-off/leaching from natural deposits; seawater influence
Color (Units)	2014	15	N/A	0.12	ND - 10	Naturally occurring organic materials.
Copper (mg/L)	2014	1	N/A	0.017	ND - 0.2	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.
Iron (µg/L)	2014	300	N/A	57	ND - 390	Leaching from natural deposits; industrial wastes
Manganese (µg/L)	2014	50	N/A	1.18	ND - 5.6	Leaching from natural deposits.
MBAS (Foaming Agents) (µg/L)	2009	500	N/A	0.0028	ND - 0.03	Municipal and industrial waste discharges
Odor - Threshold (TON)	2014	3	N/A	1.25	ND - 4	Naturally-occurring organic materials
Specific Conductance (µmhos/cm)	2014	1600	N/A	375	280 - 600	Substances that form ions when in water; seawater influence
Sulfate (mg/L)	2014	500	N/A	29	16 - 56	Run-off/leaching from natural deposits; industrial wastes
Total Dissolved Solids (mg/L)	2014	1000	N/A	228	170 - 360	Run-off/leaching from natural deposits
Turbidity, Laboratory (NTU)	2014	5	N/A	0.11	ND - 2.3	Soil runoff

Additional Monitoring for UCMR

CONSTITUENT	YEAR	NOTIFICATION LEVEL	REDLANDS WATER	RANGE
Chlorate (ug/L)	2014	800	N/A	48 - 230
Molybdenum (ug/L)	2014	N/A	N/A	ND - 7.5
Strontium (mg/L)	2014	N/A	N/A	ND - 0.36
Vanadium	2014	50	N/A	0.26 - 5.9

Additional Monitoring Constituents with no MCLs

Alkalinity mg/L	2014	N/A	117	82 - 160
Bicarbonate mg/L	2014	N/A	153	110 - 190
Calcium mg/L	2014	N/A	44	30 - 58
Langelier Index at 25 C	2014	N/A	0.37	-0.13 - 0.7
Magnesium mg/L	2014	N/A	9	6.4 - 12
pH	2014	N/A	7.9	7.2 - 8.9
Potassium mg/L	2014	N/A	2.8	1.8 - 3.9
Sodium mg/L	2014	N/A	20	10-74
Hardness mg/L	2014	N/A	145	100-190

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 US Environmental Protection Agency (US EPA).

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that the 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. MRDLG's do not reflect the benefits of the use of disinfectants to control microbial contaminants.

ND: Not detectable at testing limit.

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.

N/A: Not applicable

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

Units of Measure: Parts per million (ppm) or milligrams per liter (mg/L). Parts per billion (ppb) or micrograms per liter (ug/L). Parts per trillion (ppt) or nanograms per liter (ng/L). Picocuries per liter (pCi/L): a measure of radiation. Umhos/cm: A measure of conductivity in water.

Redlands Water: Water source site average for water supplied to customers.

Range of Detection: The range (lowest to highest) of detected constituents.

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

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

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

Please contact us if you have any questions regarding the information presented in this report:

City of Redlands Municipal Utilities & Engineering Department PO Box 3005, 35 Cajon Street, Suite 15A, Redlands, CA 92373
(909) 798-7698 www.cityofredlands.org/MUED/water

Investing in our Community

Infrastructure Enhancement: Wise Investment in Redlands' Future

The City is committed to providing the services and amenities that enhance the quality of life of our citizens. City staff work tirelessly to protect, maintain, and improve our community's assets, from parks to streets to the pipes underground. Proactive maintenance and improvement projects do more than just increase efficiency – they save money in the long run by preventing expensive repairs and keeping systems running effectively.

Below are just a few highlights of the work being done every day in your City.

Investments:

Over the last eight years the City has worked aggressively to upgrade aging water infrastructure. Antiquated infrastructure causes excessive water main leaks, decreased well production, decreased reservoir life and exposure to water quality issues. Recognizing that these issues will only increase cost if left unaddressed, the City has made great strides to rehabilitate and replace important assets. Since 2007, water rates have allowed the City to complete many projects including:

43 miles of replaced water pipeline

16 well rehabilitations

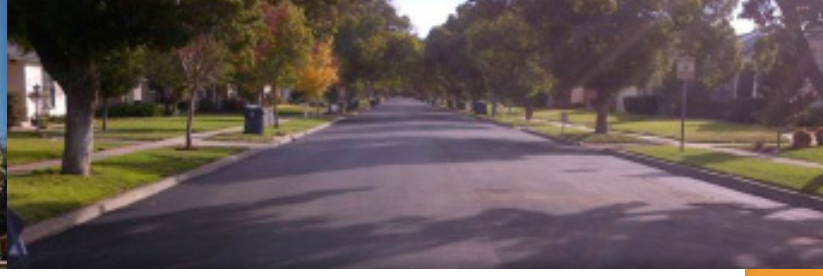
9 reservoir rehabilitations

Cost of Investment:

In the past eight years, 62 million dollars has been invested in Redlands' water system. This investment was made possible due to revenue enhancement. Although much work has been accomplished, there is more to be done. Future water system investments include rehabilitation of the remaining two steel water storage reservoirs, the replacement of a critical transmission water pipeline, and the replacement of over 30 miles of drinking water pipeline, to name a few.

Investment Results:

As water has become increasingly limited, efficiency of its production, delivery, use and storage has become more important. Investment in rehabilitating wells improves water production, and extends the life of the well and pump. Replacing deteriorating and leaking water pipelines reduces staff time to make repairs, disruptions in water service, and potable water loss. Rehabilitation of reservoirs improves water quality, reduces risk of water loss, and extends the life of the reservoir. With these improvements complete, the City has not only increased water reliability, it also increased its water production capacity by 15 million gallons per day.



The Orange Blossom Trail

The Orange Blossom Trail (OBT) will construct 7 ½ miles of trail between Mountain View Avenue and Opal Avenue, in the City, primarily within existing flood control and railroad right-of-way. In areas where space permits, the OBT will be a dual track trail, with a paved trail for fast traffic such as bicycles and a reinforced, decomposed granite trail for slower pedestrian traffic. Upon completion, the OBT will provide non-motorized transportation as well as a recreational corridor linking residents with a variety of facilities including parks, open space areas, schools and historic Downtown Redlands. Additionally, the OBT will link the City to regionally significant outdoor areas surrounding the City such as Crafton Hills and San Timoteo Canyon. More specifically, at its eastern and western terminus, the OBT will provide access to the regional Santa Ana River Trail, connecting the OBT to the Pacific Ocean.

Pavement Accelerated Repair Implementation Strategy

On September 18, 2012, City Council adopted Resolution 7219 authorizing the Pavement Accelerated Repair Implementation Strategy (PARIS), which outlined methodologies, to repave two-thirds of streets within Redlands over a five year period. The City has approximately 640 lane miles of streets within its boundaries, meaning about 425 lane miles of Redlands streets will be paved within the first five years of the PARIS program. By the end of 2015, the City will have paved nearly 200 lane miles of the 425 lane miles in the PARIS program. This achievement has been recognized by many and is being delivered ahead of schedule.

7.5 miles of trail

Dual Track Trail | *Pedestrian Track* | *Bicycle Trail* | *Linking Corridor*

PARIS

640 *Lane Miles of Street*

425 *Lanes Will Be Paved*

Within First 5 years!

LED Conversions

The City has nearly 6,100 street lights. The cost savings in operation and maintenance to convert to LED (Light Emitting Diode) is approximately $12,000 annually, $7,000 of which comes from reduced energy costs to power the lights.

Prior to 2007, there were no LED conversions in the City.

1 *The first LED conversion project completed in 2012 converted the following from high pressure sodium to LED:*

2012

46 cobra head street lights

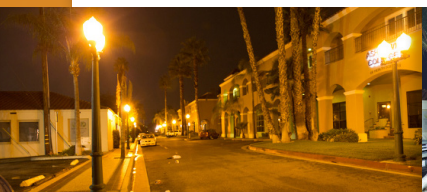
203 decorative acorns

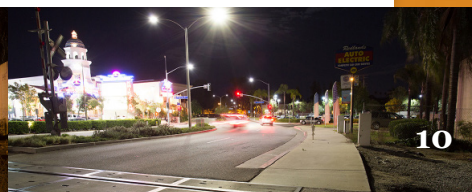
2 *The second LED conversion project completed in 2015 converted the following from high pressure sodium to LED:*

2015

67 cobra head street lights

140 decorative acorns





City of REDLANDS
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CITY COUNCIL

Paul W. Foster - *Mayor*
Jon Harrison - *Mayor Pro Tempore*
Pat Gilbreath - *Council Member*
Paul Barich - *Council Member*
John James - *Council Member*

N. Enrique Martinez - *City Manager*
Chris Diggs - *Municipal Utilities and Engineering Director*

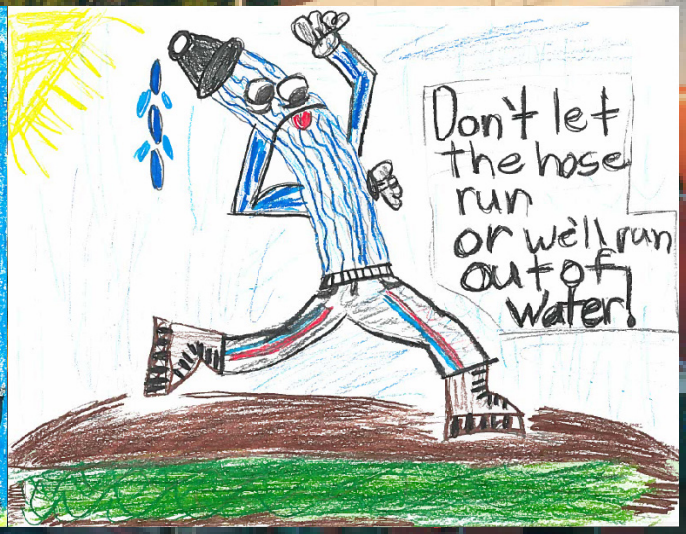
We welcome your comments about water issues in Redlands at our City Council Meetings held in the Council's Chambers at 35 Cajon Street in Redlands on the first and third Tuesdays of every month at 6:00 p.m.

POSTAL CUSTOMER

ART, EDUCATION & WATER CONSERVATION

The Municipal Utilities & Engineering Department holds its annual water conservation poster art contest to engage local elementary school students in water conservation. Each year, the contest produces wonderful examples of art and water awareness in our community. We would like to thank all of the participants for their wonderful artwork and commitment to being water smart.

The winners of this year's contest are displayed below.



"REDUCING IRRIGATION IS THE KEY TO CONSERVATION."

From left to right:
Crafton Elementary
Riley Simmons - Grade 3 & Jared Dennis - Grade 4