City of Chino Hills

2015
Water Quality Report

Important Information About the Quality of Your Drinking Water

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

此份有关你的食水报告,内有重要资料和讯息,请找他人为你翻译及解释清楚。

Mahalaga ang impormasyong ito. Mangyaring ipasalin ito.

이 안내는 매우 중요합니다.
본인을 위해 번역인을 사용하십시요.

Introduction

This is the 24th annual Consumer Confidence Report (CCR) describing the features and quality of our (Chino Hills') drinking water supply. State Law requires all water retailers to inform their customers as to the quality and supply-reliability of the water system. The City of Chino Hills is dedicated to providing you with a safe and reliable supply of high-quality drinking water. Before water reaches your faucet, it undergoes an extensive treatment and testing process as dictated by the State Water Resources Control Board (SWRCB) and the U.S. Environmental Protection Agency (U.S. EPA).

There are two types of water on earth, surface water and groundwater. The availability of surface and groundwater is dependent upon the climate. In years of low precipitation, the amount of available water is reduced and the need to conserve becomes paramount. In the past four years, precipitation in California has dipped to historic low-levels, and the Governor has issued several executive orders in order to safeguard the states remaining water supply. As a result, in May of 2015, the SWRCB adopted certain regulations complying with the Governors orders. In particular, the SWRCB required our City to reduce its water use by 28% from 2013 water consumption levels. Consequently, the City revised its Water Conservation Ordinance and adopted a Stage III – High Water Conservation Alert. Stage III limits irrigation use to two days per week and prohibits other wasteful practices. The ordinance may be found on the City's website at: www.chinohills.org/WaterAlert. It is imperative that we continue to do our part to conserve this critical resource for future generations. We all MUST make water conservation a way of life!

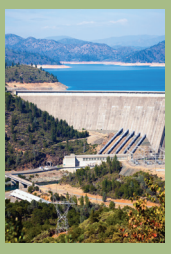
For more information on how you can conserve water, contact our Utility Conservation Hotline at (909) 364-2850 or email questions to waterconservation@chinohills.org. For questions about this report, call (909) 364-2800 or email publicworks@chinohills.org.

Where Does Chino Hills' Water Come From?

The City's water sources are comprised of surface water, supplied by the Metropolitan Water District (MWD) via the Water Facilities Authority (WFA) and the Monte Vista Water District (MVWD); and groundwater that is pumped through City-owned wells, MVWD wells, and Chino Basin Desalter Authority (CDA) wells. Recycled water is also provided by the Inland Empire Utilities Agency (IEUA).

Water enters the City of Chino Hill's distribution system from the Chino Basin Desalter Authority, Water Facilities Authority, Monte Vista Water District, and from City wells via transmission lines. The water then enters a distribution network where it is pressurized and delivered to local homes and businesses.

Local Groundwater: This source of water comes from underground water-bearing soil called an aquifer. This water originated from rain, snow, and irrigation. Over several years, water from those sources percolates through the soil and reach the groundwater table. The ground acts as a large filter, so that only chlorination is normally required to produce safe drinking water at the well site. The City's groundwater supply is comprised of City-owned wells in Chino, Chino Desalter Authority wells in Chino, and Monte Vista Water District wells in Montclair.



Surface Water: The City purchases and imports treated surface water via the Water Facilities Authority in Upland and the Monte Vista Water District in Montclair. The source of the surface water is the State Water Project, which provides water from Nothern California through the California Aqueduct system.

Watering Your Lawn

Water your lawn two days per week to conserve water.

Check for Leaks

Check your sprinkler system for leaks, over-spray, and broken sprinkler heads, and repair promptly.

Mulch!

Save hundreds of gallons of water a year by using organic mulch around plants to reduce evaporation.

How Safe Drinking Water Levels are Set

The Federal Safe Drinking Water Act of 1974, and its 1986 amendment, are intended to ensure the quality of our nation's water supplies. In order to ensure that tap water is safe to drink, the U.S. EPA and the SWRCB prescribe regulations that limit the amount of certain contaminants in water provided by public water systems.

Special Note to Persons with Compromised Immune Systems

Some people may be more vulnerable to contaminants in drinking water than the general population. Immune-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. U.S. EPA and 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 at 1 (800) 426-4791.

Abbreviations:

mS/cm = microsiemens
N/A = not applicable
ND = not detectable at testing limit
ppb = parts per billion or micrograms per liter
ppm = parts per million or milligrams per liter
ppt = parts per trillion

TT = Treatment Techniques
AL = Action Level
NL = Notification Level
pCi/L = picocuries per liter (a measure of radiation)
DDW = Divison of Drinking Water

NTU = Nephelometric Turbidity Units
TON = Threshold Odor Number
TDS = Total Dissolved Solids
UCMR = Unregulated Contaminant Monitoring Rules
Umho/cm = micromhos per centimeter

2015 Water Quality Results

Parameters [units]	State MCL [DLR]	PHG [MCLG]	Range and Average	Chino Hills Water System			Typical Source of Contaminant
				Chino Hills Wells	Chino 1 Desalter	Monte Vista Water	
PRIMARY STANDARDS - Mandatory Health Related Standards, Sampled 2013-2015, No MCL Violations							
INORGANIC CONTAMINANTS							
Aluminum [ppm]	1	0.6	Range	ND	N/A	ND - .13	Residue from water treatment process; erosion of natural deposits
			Average	ND	ND	ND	
Arsenic [ppb]	10	0.004	Range	ND - 12	N/A	ND - 3.3	Erosion of natural deposits; glass and electronics production wastes
			Average	4.2	ND	2	
Barium [ppm]	1	2	Range	ND	N/A	ND - .054	Oil and metal refineries discharge; erosion of natural deposits
			Average	ND	0.064	0.03	
Chromium [ppb]	50	[100]	Range	7.3 - 11	N/A	ND - 5.3	Discharge from steel, pulp mills and chrome plating; erosion of natural deposits
			Average	8.5	ND	2.4	
Copper [ppm]	AL = 1.3	0.3	Range	ND	N/A	ND - .10	Erosion of natural deposits; leaching from wood preservatives
			Average	ND	ND	0	
Fluoride [ppm]	2	1	Range	.2 - .3	N/A	.16 - .27	Erosion of natural deposits, water additive that promotes strong teeth; discharge from fertilizer & aluminum factories
			Average	0.23	0.0001	0.2	
Hexavalent Chromium [ppb]	10	0.02	Range	4.1 - 8.5	N/A	ND - 5.7	Discharge from electroplating, leather tanneries, wood preservation, chemical synthesis, refractory, and textile facilities; erosion of natural deposits
			Average	3.8	ND	2.6	
Lead [ppb]	AL = 15	0.2	Range	ND	N/A	ND - 4.2	Discharge from industrial manufacturers; erosion of natural deposits
			Average	ND	ND	ND	
Nitrate (as N) [ppm]	10	10	Range	4.3 - 7.5	NA	1.8 - 6.4	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
			Average	6.2	4.1	4	
Perchlorate [ppb]	6	6	Range	ND	N/A	ND - 2.7	Industrial waste discharge
			Average	ND	ND	ND	
Selenium [ppb]	50	30	Range	ND - 6.7	N/A	ND	Refineries, mines, and chemical waste discharge; runoff from livestock
			Average	3.4	ND	ND	
SYNTHETIC ORGANIC CONTAMINANTS							
Dibromochloropropane (DBCP) [ppt]	200	1.7	Range	ND	N/A	ND - .11	Banned nematocide that may still be present in soils due to leaching from former agriculture uses
			Average	ND	ND	0.03	

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Parameters [units]	State MCL [DLR]	PHG [MCLG]	Range and Average	Chino Hills Water System			Typical Source of Contaminant
				Chino Hills Wells	Chino 1 Desalter	Monte Vista Water	
PRIMARY STANDARDS - Mandatory Health Related Standards, Sampled 2013-2015, No MCL Violations							
DISINFECTION BYPRODUCTS, DISINFECTION RESIDUALS, AND DISINFECTION BYPRODUCTS PRECURSORS							
TTHM's* [ppb]	80	N/A	Range	ND - 40	N/A	ND - 73	Byproduct of drinking water disinfection
			Average	33	N/A	25.9	
Haloacetic Acids* [ppb]	60	N/A	Range	ND - 18	N/A	ND - 13	Byproduct of drinking water disinfection
			Average	13	N/A	4.3	
Control of DBP precursors [TOC]	TT	N/A	Range	N/A	N/A	TT	Various natural and man-made sources
			Average	N/A	ND	TT	
Total Chlorine Residual System [ppm]	4	4	Range	.2 - 1.77	N/A	.11 - 1.23	Drinking water disinfectant added for treatment
			Average	0.46	0.88	0.75	
MICROBIOLOGICAL CONTAMINANTS							
Total Coliform Bacteria	5% per month	[0]	Range	0	N/A	N/A	Naturally present in the environment
			Average	0	0%	N/A	
Fecal Coliform and E. Coli	(a)	[0]	Range	0	N/A	N/A	Human and animal fecal waste
			Average	0	0%	N/A	
RADIOLOGICAL CONTAMINANTS							
Gross Alpha [pCi/L]	15	[0]	Range	1.4 - 2.28	N/A	ND - 3.7	Erosion of natural deposits
			Average	1.9	ND	1.2	
Radium 228 [pCi/L]	5	[0]	Range	ND - .16	N/A	ND	Erosion of natural deposits
			Average	0.032	ND	ND	
Uranium [pCi/L]	20	0.43	Range	ND	N/A	2 - 4	Erosion of natural deposits
			Average	ND	ND	3	

Footnotes:

(a): Fecal coliform and E. coli MCL = a routine sample and a repeat sample are total coliform positive, and one of these is also fecal coliform or E. coli positive. The MCL was not violated in 2014. (b) = Aluminum has both primary and secondary standards. (c) = Arsenic MCL is based on running annual average. *Trihalomethanes and Haloacetic Acids are a collection of sample results taken throughout the City from imported and blended water as a blended supply of water. Average is highest location running annual average.

The Water Quality table lists all drinking water contaminants that were detected during the 2014 calendar year. The presence of the contaminants in the water does not necessarily indicate that the water poses or did pose a health risk. Unless otherwise noted, the data presented in this table is from testing conducted January 1, 2014 through December 31, 2014. The State allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, is more than one year old.

Parameters [units]	State MCL [DLR]	PHG [MCLG]	Range and Average	Chino Hills Water System			Typical Source of Contaminant
				Chino Hills Wells	Chino 1 Desalter	Monte Vista Water	
SECONDARY STANDARDS - Aesthetic Standards - Sampled 2013-2015, No MCL Violations							
Aluminum [ppb]	200	N/A	Range	ND	N/A	ND - 130	Erosion of natural deposits; residue from some surface water
			Average	ND	ND	ND	
Color [Units]	15	N/A	Range	ND	N/A	ND - 10	Naturally-occuring organic material
			Average	ND	<3	0.7	
Chloride [ppm]	500	N/A	Range	8.9 - 27	N/A	9 - 83	Runoff/leaching from natural deposits; seawater influence
			Average	19.5	ND	47	
Foaming Agents [ppb]	500	N/A	Range	ND	N/A	ND - .6	Municipal and industrial waste discharges
			Average	ND	80	ND	
Iron [ppb]	300	N/A	Range	ND	N/A	ND - 290	Leaching from natural deposits; industrial waste
			Average	ND	ND	ND	
Manganese [ppb]	50	N/A	Range	ND	N/A	ND - 9.6	Leaching from natural deposits
			Average	ND	ND	4.3	
Odor-Threshold [Units]	3	N/A	Range	ND	N/A	ND - 2	Naturally-occuring organic material
			Average	ND	ND	1	
Specific Conductance [mS/cm]	1,600	N/A	Range	330 - 650	N/A	420 - 630	Substances that form ions when in water; seawater influence
			Average	513	540	531	
Sulfate [ppm]	500	N/A	Range	20 - 79	N/A	37 - 84	Runoff/leaching from natural deposits; industrial wastes
			Average	50	8.2	59	
Turbidity [Units]	5	N/A	Range	ND - .24	N/A	.1 - 4.8	Soil runoff
			Average	0.011	<.20	0.5	
Total Dissolved Solids [ppm]	1,000	N/A	Range	240 - 450	N/A	260 - 380	Runoff/leaching from natural deposits
			Average	363	330	319	

Common Contaminants

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

- 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-occuring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- Pesticides and herbicides - 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 - can be naturally occuring or be the result of oil and gas production and mining activities.
- In order to ensure that tap water is safe to drink, the U.S. 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. State Board regulations also establish limits for contaminants in bottled water that provide the same protection for public health.

Abbreviations:

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				Chino Hills Wells	Chino 1 Desalter	Monte Vista Water
SECONDARY STANDARDS - Aesthetic Standards - Sampled 2013-2015, No MCL Violations						
STATE REGULATED CONTAMINANTS with NO MCLs - Sampled 2013-2015						
Boron [ppb]	N/A	NL = 1,000	Range	ND	N/A	ND - 235
			Average	ND	120	101
Trichloropropane (1,2,3-TCP) [ppt]	N/A	NL = 5	Range	ND	N/A	ND
			Average	ND	25	ND
Vanadium [ppb]	N/A	NL = 50	Range	ND	N/A	3.8 - 7.1
			Average	ND	ND	6.4
ADDITIONAL CONTAMINANTS - Sampled 2013-2015						
Aggressive Index	N/A	N/A	Range	12 - 12.2	N/A	ND
			Average	12.2	ND	ND
Alkalinity [ppm]	N/A	N/A	Range	120 - 170	N/A	77 - 210
			Average	148	85	112
Bicarbonate [ppm]	N/A	N/A	Range	140 - 200	N/A	75 - 250
			Average	178	100	131
Calcium [ppm]	N/A	N/A	Range	31 - 84	N/A	29 - 92
			Average	62	51	45
Carbonate [ppm]	N/A	N/A	Range	ND	N/A	ND
			Average	ND	<3	ND
Hardness [ppm]	N/A	N/A	Range	100 - 270	N/A	113 - 300
			Average	203	170	154
Hydroxide [ppm]	N/A	N/A	Range	ND	N/A	ND
			Average	ND	<3	ND
Magnesium [ppm]	N/A	N/A	Range	5.8 - 15	N/A	5.3 - 18
			Average	11.5	11	10.3
pH [Units]	N/A	N/A	Range	7.6 - 8	N/A	7.6 - 8.2
			Average	7.8	7.2	8
Potassium [ppm]	N/A	N/A	Range	1.3 - 2.1	N/A	2.1 - 3
			Average	1.8	1.1	2.4
N-Nitrosodimethylamine (NDMA) [ppb]	N/A	N/A	Range	ND	N/A	ND
			Average	ND	<0.0040	ND
Sodium [ppm]	N/A	N/A	Range	18 - 27	N/A	13 - 77
			Average	21	30	48
Total Silica [ppm]	N/A	N/A	Range	ND	N/A	ND
			Average	ND	11	ND
Total Organic Carbon (TOC) [ppm]	N/A	N/A	Range	ND	N/A	1.2 - 2.6
			Average	ND	ND	1.9
UCMR3 DISTRIBUTION SAMPLES - Sampled 2013						
Chlorate [ppb]	N/A	N/A	Range	31 - 76	N/A	N/A
			Average	43	N/A	N/A
Chromium 6 [ppb]	N/A	N/A	Range	.55 - 6.6	N/A	N/A
			Average	2.4	N/A	N/A
Molybdenum [ppb]	N/A	N/A	Range	ND - 2.6	N/A	N/A
			Average	1.6	N/A	N/A
Strontium [ppb]	N/A	N/A	Range	ND - 450	N/A	N/A
			Average	303	N/A	N/A
Total Chromium [ppb]	N/A	N/A	Range	ND - 5.4	N/A	N/A
			Average	2	N/A	N/A
Vanadium [ppb]	N/A	N/A	Range	ND - 8.5	N/A	N/A
			Average	4.5	N/A	N/A
1,2,3-Trichloropropane [ppb]	N/A	N/A	Range	ND - .048	N/A	N/A
			Average	0.01	N/A	N/A

Water Quality Terms

Blending: The mixing of high-quality water with lower quality water to a calculated ratio to meet or exceed approved standards before delivery to customers.

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the Primary Health Goal (PHG) or the Maximum Contaminant Level Goal [MCLG] 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. 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. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

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 health risk. PHGs are set by the California Environment Protection Agency.

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

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

Turbidity: A measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system.

Units: A unit of measurement is a definite magnitude of a physical quantity, defined and adopted by convention and/or by law, that is used as a standard for measurement of the same physical quantity.

Commonly Asked General Water Questions

If I have a leak, who is responsible for repairing it?

It depends on the location of the leak. If the leak on a waterline is located on any line after the water meter, it is the customer's responsibility to have it repaired. If the leak is located at, or prior to, the water meter, it is the City's responsibility to repair it.

Who do I call if I have a water emergency in the middle of the night?

The City has personnel on-call 24-hours a day, seven (7) days a week, to assist customers with water and sewer emergencies. For any water or sewer related emergency, call the City office at (909) 364-2800 during normal business hours and at (909) 364-2860 after 4:45 p.m. and on weekends.

I need to make repairs to my plumbing or irrigation. How do I shut-off my water?

The City recommends that all customers use their house (gate) valve to shut off the water supply to their home to make repairs. If you cannot locate your house (gate) valve or it is necessary to shut the water off at the water meter, call the City office (day or night) for a customer service representative to shut off the water at the meter. You can reach the City office at (909) 364-2800 during normal business hours, and at (909) 364-2860 after 4:45 p.m. and on weekends. Please note that a specialized tool is required to shut the water off at the meter. Attempting to turn the water off at the meter without this tool may result in damage to the mechanism and additional repair charges will be assessed.

Am I responsible for the condition of the plumbing system where it is connected to the City's meter?

Yes, in fact the City from time to time will make improvements to its system by replacing older water service laterals and meters with new components. During the course of this work, if reconnection to the customer's plumbing is difficult or impossible due to its deteriorated condition, the customer will be responsible for making any necessary upgrades. The City will provide notification when this situation arises.

For general water questions or questions regarding leaks, please call the Public Works Department during normal business hours at (909) 364-2800.

Drinking Water and Your Health

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 U.S. EPA's Safe Drinking Water Hotline 1 (800) 426-4791.

LEAD – 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 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 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 www.epa.gov/safewater/lead.

The U.S. EPA promulgated National Primary Drinking Water Regulations for Lead and Copper on June 7, 1991. Three monitoring protocols are included in the final rule: (1) Water Monitoring for Lead and Copper; (2) Water Quality Parameter Monitoring; (3) Source Water Monitoring for Lead and Copper. Monitoring tap water for lead and copper determines the lead and copper concentrations in drinking water. In 2015, the City took its latest round of sampling as required by the U.S. EPA. The established action level for lead is 15 ppb. Sample results for the 90th percentile was 0 ppb. The established action level for copper is 1.3 mg/L. The 90th percentile for copper was .45 mg/L. Of 30 sites sampled, none exceeded the established action level.

NITRATE – In drinking water at levels above 10 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 a serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate levels above 10 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. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity.

PERCHLORATE – Has been shown to interfere with uptake of iodide by the thyroid gland, and thereby can reduce the production of thyroid hormones, leading to adverse affects associated with inadequate hormone levels. Thyroid hormones are needed for normal prenatal growth and development of the fetus, as well as for normal growth and development in the infant and child. In adults, thyroid hormones are needed for normal metabolism and mental function.

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.

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. U.S. EPA 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.

Arsenic found in City wells is caused by erosion of natural deposits in the deep aquifers. Some people who drink water containing arsenic in excess of the MCL over many years could experience skin damage or problems with their circulatory system, and may have an increased risk of getting cancer.

City of Chino Hills Assessment of Source Water

The State Water Resources Control Board (SWRCB) conducted a source water assessment of all operable City water wells in May 2002. The assessment was designed to make the public and the City aware of contaminants detected in the City's groundwater supply. In addition, the assessment highlights possible sources of these and future contaminants. The focus of the program was information gathering with attention to activities that may affect drinking water quality. The program enables public water systems to better protect and manage surface and groundwater resources. A copy of the complete assessment is available at SWRCB's San Bernardino District Office at 464 West 4th Street, Suite 437, San Bernardino, California, 92401. You may request a summary of the assessment by contacting SWRCB at (909) 383-4320.

The active sources are considered most vulnerable to the following activities associated with contaminants detected in the water supply: known contaminant plumes, agricultural drainage, furniture repair/manufacturing, electrical/electronic manufacturing, sewer collection systems, appliance/electronic repair, chemical/petroleum processing/storage, and metal plating/finishing/fabricating. The sources are considered most vulnerable to the following activities not associated with any detected contaminants: fleet/truck/bus terminals, furniture repair/manufacturing, railroad yards/maintenance/fueling areas, chemical/petroleum processing/storage, and airport maintenance/fueling areas. As all potable water in existence continues to recycle for our use, pure quality does not exist; all water contains chemicals, organic and inorganic. While this lists chemicals detected in City-owned well water, no chemicals at or above allowable limits enter the water distribution system or reach our customers. Water from the wells is treated by trained and certified City staff using approved treatment processes and approved blending plans.

The City of Chino Hills publishes this Water Quality Consumer Confidence Report annually. A copy of this report can also be found on the City's website at www.chinohills.org/ccr. For additional information, or to get answers to questions you may have about your water, call the City of Chino Hills Water Quality Technician at (909) 364-2808.

Public Meeting Schedule

The City of Chino Hills City Council meets on the second and fourth Tuesday of each month at 7:00 p.m. in the Council Chambers, 14000 City Center Drive, Chino Hills, unless otherwise noted. All meetings are open to the public and agendas are posted prior to the meeting at City Hall or online at www.chinohills.org/agendas.

Stage III High Conservation Alert

Mandatory Water Use Restrictions Are In Effect!

In response to the Governor's statewide mandatory water-use reductions, and the State Water Resources Control Board's (SWRCB) emergency regulations that require a 28% reduction in water use in Chino Hills, the City Council adopted an Urgency Ordinance on May 26, 2015. If the City does not implement and enforce the new regulations, and achieve the 28% reduction by February of 2016, the SWRCB can fine the City $10,000 per day. This is an extraordinary challenge and we all must do our part.

Outdoor Watering is Limited to Two Days Per Week

Residents and businesses are limited to two outdoor watering days per week and shall not exceed 15 minutes (use multiple start times) per watering-station/zone, except for drip or micro-spray irrigation systems, which shall not exceed 30 minutes per station; and are prohibited from watering from 9:00 a.m. to 6:00 p.m.

Designated Days By Address

Residential addresses ending in an even number may use water for irrigation on Wednesdays and Saturdays.
Residential addresses ending in an odd number may use water for irrigation on Thursdays and Sundays.
Non-residential addresses may use water for irrigation on Tuesdays and Fridays.

These regulations do not apply to properties using recycled water. Also, non-residential customers may be exempted from this prohibition by reducing their potable water usage by 28% from their usage in 2013.

Manage Your Irrigation!

Set the controller for multiple start times at each watering station/zone.
For sprinkler zones do not exceed 15 minutes total; for drip or microspray systems do not exceed 30 minutes total.
The multiple start times will allow you water more effectively and avoid water runoff.

Adjust sprinkler heads to avoid overspray.

Remember that your turf will be
stressed when you reduce consumption.

Use mulch around trees and planting beds to retain moisture.

If there is a power outage, don't forget to reset the irrigation controller.

HIGH Water ALERT Stage III

Current Water Restrictions

- No hose washing of sidewalks, driveways, parking areas, etc.
- The application of potable water to outdoor landscapes during and within 48 hours after rainfall of 1/10" or more is prohibited.
- Water may not run off or leak from landscaped areas onto streets, sidewalks, or other paved areas, due to incorrectly directed or maintained sprinklers, or over watering.
- Washing of vehicles or boats is prohibited except when using a hose with a shut-off valve or when washed in either an automatic or manual commercial car wash, on any day of the week. Temporary car washes held for fundraising purposes are prohibited.
- Use of a misting system in a business is prohibited.
- Decorative water fountains at commercial properties may only be operated if the water is part of a re-circulating system.
- Water customers must repair all water leaks in a timely manner and no later than 48 hours after being notified by the City.
- Swimming pool refilling or new-construction swimming pool filling shall be limited to the same designated watering days as previously described.
- Restaurants may not serve water unless the customer requests water.
- Operators of hotels and motels shall provide guests with the option of choosing to not have towels and linens laundered daily (The hotel or motel shall prominently display notice of this option in each guest room using clear and easily understood language).
- Use of potable water for dust control is prohibited where recycled water is readily available for connection by the property owner.
- Fire hydrants may only be used for firefighting (An exception may be made for construction use through a City-designated meter when recycled water is not available).

Enforcement

Upon the first report of a High Water Alert Stage III violation, the Utility Conservation Coordinator will send the resident a warning letter and educational flyer that outlines the Stage III water restrictions and requests compliance and corrective measures for any violations that have been reported. Upon the second report of a violation at the same address, that has been confirmed, the resident will receive a Code Enforcement Compliance Order that specifies the terms of the corrective action(s) and a time frame in which the corrective action(s) must occur. If the compliance is not achieved within the timeframe and terms specified in the Compliance Order, the first administrative fine will occur. The fine for the first violation is $100, $200 for the second, and $500 for the third.

Frequently Asked Questions About the Stage III Water Alert

How do I report a violation or leak?

You can report a violation or leak on our website at www.chinohills.org/reportwaterwaste or you may call our hotline at (909) 364-2850.

Why is new construction OK during the drought?

Cities do not have the ability to withhold permits for projects that have been approved. Entitlement rights are conveyed to the property owners. To take those rights away would be considered an act of condemnation and the City would have to compensate the property owner for their loss. If the State goes to the next level and restricts water delivery, or issues cease and desist orders based on actual water availability, cities might then have a defendable position and the City Manager could recommend that the City Council restrict the issuance of permits.

Will Code Enforcement contact me if my grass is yellow?

Code Enforcement is aware of the impacts that the drought has had on landscape maintenance and the drought conditions will be taken into consideration when investigating reports of landscaping violations.

Check Your Water Usage

Water customers can check their water consumption and compare it with previous month's and/or year's usage levels. Visit www.chinohills.org/BillPay - click on the "online bill pay system" icon. Water customers must use the account number and bill group found on the water/utility bill, and a password to create an online account. Once you have an account, and have logged in, click on "consumption report" located in the blue column on the left side of the page. Under the "consumption" column, click on the "view" hyperlink. The first view is a table that shows water usage for monthly billing periods as far back as 2012 (depending upon the individual account). Number of days in the billing cycle, daily usage, and total usage are included. The data is also available in bar graph views.

The units are measured in CCF (hundred cubic feet). To determine the number of gallons used, multiply the total usage by 748.

How Does My Water Use Compare With Others?

In calculating water use for all households in Chino Hills, the "average" gallons used per person, per day is 157. A variety of factors, including property size, number of people in the household, etc., may increase or decrease usage in any particular household. This example has been provided to show customers where their usage is in relation to the "average" household. To reduce consumption by 28% the average person would need to reduce their use from 157 gallons to 115 gallons per day (rounded). Calculating the "average" reduction needed to reach a 28% reduction in water use (and translated to CCF), a household of three persons should strive to reach 14 CCF per month on their monthly water bill.

1 CCF = 748 Gallons
#CCF x 748 = # Gallons

Residential & Commercial Rebates

All rebates, programs, and incentives are provided by the Inland Empire Utilities Agency (IEUA) and the Metropolitan Water District of Southern California (MWD). To apply for rebates, or for additional information, please visit www.socalwatersmart.com or www.ieua.org.

Residential Rebates & Programs

Indoor Examples:
High-efficiency Washers
High-efficiency Toilets
Water Softener Rebate
*Rebates are subject to change

Outdoor Examples:
Turf Removal
Rain Barrels
Weather Controlled Irrigation Controllers
Residential Landscape Retrofit Program

No Cost Rebates & Programs

Outdoor Irrigation Equipment Upgrades (controllers/high efficiency nozzles)
Residential Landscape Training Workshops
General Landscape Workshops
Landscape Audits/Evaluations

Commercial Rebates & Programs

Flow Restrictors and Plumbing Devices
Toilets, Kitchen Equipment, Cleaning Equipment, Irrigation and Landscape-Related Items
Detailed Information Available at www.ieua.org
*Rebates, incentives, and programs are available on a first-come, first-served basis. Rebates are subject to change.

Resources

www.chinohills.org
www.chinohills.org/WaterAlert
www.chinohills.org/WaterRebates
www.chinohills.org/WaterConservation
www.chinohills.org/ReportWaterWaste
Inland Empire Utilities Agency (IEUA) - www.ieua.org
Metropolitan Water District of Southern California (MWD) – www.mwdh2o.com
SoCal Water Smart – www.socalwatersmart.com
Water Education Water Awareness Committee (WEWAC) – www.usewaterwisely.com
Chino Basin Water Conservation District (CBWCD) – www.cbwcd.org
Water Conservation Hotline : (909) 364-2850 or www.chinohills.org/ReportWaterWaste

THE METROPOLITAN WATER DISTRICT OF SOUTHERN CALIFORNIA

Inland Empire Utilities Agency
A MUNICIPAL WATER DISTRICT

Tips To Save Water

While hand watering, focus on dry spots, making sure to pay attention to avoid runoff (saves 750-1,500 gallons per month).

Reduce irrigation cycles (saves 15-25 gallons per minute).

Irrigate your landscape only in the early morning hours (5 a.m.) (saves 20-25 gallons on your watering day).

Adjust sprinklers to avoid unnecessary overspray (saves 500 gallons per month).

Fix leaky and broken sprinkler heads (saves 20 gallons per day).

Replace spray head nozzles with efficient nozzles (saves 1,200 gallons per year per nozzle).

Use drip systems or bubblers to irrigate your flower and shrub beds (saves 20-25 gallons per day).

Put 2-4 inches of mulch around bushes, trees, and shrubs.

Take your car to the carwash, or at least use a hose with a shut-off nozzle.

Use pool and spa covers (saves 30 gallons per day).

Repair leaks around hosebibs, spigots, and pool and spa pumps (saves 15-20 gallons per day).

Clean pool filter manually rather than backwash (saves 250-1,000 gallons per cleaning).

Fix leaky faucets and toilets (saves 20-50 gallons per day per fixture).

Install aerators on all faucets (saves 4.7 gallons per day per faucet).

Run only full loads in your clothes and dish washers (saves 300-800 gallons per month).

Keep showers to less than 10 minutes (saves 700 gallons per month).

Turn water off while brushing teeth or shaving (saves 240 gallons per month).

City of
Chino Hills