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ABOUT THE DISTRICT

MISSION SPRINGS WATER DISTRICT BOARD OF DIRECTORS

Nancy Wright President Randy Duncan

Vice President

Steve Grasha, Director Russ Martin, Director Ivan Sewell, Director

Know Your Water

Mission Springs Water District is committed to keeping you informed about the quality of your drinking water. This report is provided annually and includes information on where your drinking water comes from, the constituents found in your drinking water, and how the water quality compares with regulatory standards. We are proud to report that during 2019, the drinking water provided by Mission Springs Water District met or surpassed all Federal and State drinking water standards. We remain dedicated to providing you with a reliable supply of high-quality drinking water.

GROUNDWATER GUARDIAN

For more information or questions regarding this report, please contact Victoria Llort at **760.329.6448**, ext. **145**, or by email at **info@mswd.org**.



Este informe contiene información muy importante sobre su agua potable. Para más información ó traducción, favor de contactar a Victoria Llort al telefono: 760.329.6448, ext. 145 o por correo electrónico a info@mswd.org.

OFFICE HOURS: Monday - Thursday 7:30 a.m. – 5:00 p.m. Friday 7:30 a.m. – 4:00 p.m. PHONE: 760.329.6448 | ADDRESS: 66575 Second Street, Desert Hot Springs, CA 92240 | mswd.org

While the District lobby remains closed to in-person business, our staff continues working to help customers pay their bills and conduct other transactions over the phone. Visit our website at mswd.org for updates.

MISSION SPRINGS WATER DISTRICT

PROTECTING YOUR WATER, NOW & INTO THE FUTURE

At MSWD, we are honored to be a steward of some of the best-tasting water in the world, drawn from the Mission Creek Subbasin aquifer. As a Groundwater Guardian, we work to proactively protect and preserve your water, making it clean and available for generations to come.

We actively participate in the Groundwater Guardian Program, which is a community educational program developed by the internationally recognized Groundwater Foundation.

Groundwater Guardians must "demonstrate an ongoing participatory approach to protecting groundwater resources." As part of the program, MSWD annually submits a proposed plan of activities that promotes community outreach, completes those actions and provides a report summarizing the year's accomplishments.

Learn more about our sustainability efforts at <u>mswd.org</u>. To learn more about The Groundwater Foundation and the Groundwater Guardian Program, go to <u>www.groundwater.org</u>.



Letter from the General Manager

PROVIDING, PROTECTING & PRESERVING YOUR WATER SUPPLY

We are experiencing an unprecedented time in our community, and the world. As we all grapple with the coronavirus (COVID-19) outbreak, Mission Springs Water District (MSWD) has remained committed to doing whatever it takes to continue to deliver safe, reliable, water.

We want to thank **YOU**, our customers, for your patience as we worked to adapt to this evolving public health emergency. We shifted the way we provided certain services, and you responded with understanding. We have worked to do what we can to alleviate the financial burden some of you are experiencing by temporarily suspending water shutoffs due to non-payment and discussing payment plan options with customers in need.

We are fortunate to have some of the finest water in the world. Growing up, I didn't think much about water having a taste. This taste is because of the unique blend of minerals, and those minerals are also essential to our health. MSWD has won nine international medals over the past two decades and both understands and is proud of the value of that accomplishment. MSWD's Mission is to "*Provide, Protect and Preserve our most valuable resource...water.*"

MSWD **provided** 2,506,405,760 gallons of water to our customers in 2019. All the while, maintaining and operating three separate water systems consisting of hundreds of miles of pipe, 24 reservoirs (storing 22.5 million gallons of water), and 13 production wells. Furthermore, the water must be safe! We sample throughout the system daily and complete thousands of tests annually to be sure that this water is safe.

Protecting this wonderful water may be the most important and challenging task we face. Threats to our groundwater, our only source of water, present themselves in many ways. As septic tanks are deemed an imminent threat to our water supply, failing to replace them with sewers could increase costs by 10-100 times. Over the past several decades, MSWD took the lead to initiate the Groundwater Quality Protection Program that has resulted in replacing over 4,000 septic tanks using

\$50 million in grants and other sources of matching funds.

Preserving this valuable resource requires careful planning. Benjamin Franklin had a popular adage, "Failing to plan is planning to fail," and MSWD has developed nearly a dozen plans addressing almost every aspect of our operations from emergency management to financial responsibility.



MSWD is governed only by the communities we serve. Being able to Provide, Protect, and Preserve our water supply is possible because the residents of Desert Hot Springs had the foresight to create this District nearly 70 years ago.

Sincerely,

Arden Wallum | General Manager



WaterMatters



ARTURO CEJA

Accounting Manager

Arturo has been a great fiscal steward for the District since joining MSWD in 2011 as the Accounting Manager. Arturo has over 15 years of accounting experience. Raised in Thermal, Arturo attended Coachella Valley High School and College of the Desert, before moving on to California State University, San Bernardino. Arturo's pursuit of knowledge and commitment to excellence have inspired him to return to school and soon he will graduate with a Master's Degree in Business Administration with an Accounting emphasis.

MSWD Team Spotlight



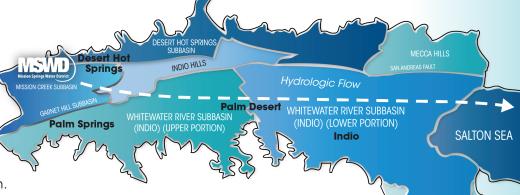
ROBERT LOPEZ

Purchasing & Warehouse Specialist

Robert, an Indio native, joined MSWD in 2006 as a Construction Maintenance Worker 1 and was promoted to Purchasing & Warehouse Specialist three years later. In this position, Robert ensures that MSWD has all the necessary parts and materials for needed repairs and system upgrades. You may have seen Robert around the District taking care of our purchasing needs!

Where Does my Drinking Water Come from? WATER SOURCES

drinking water to a **135-square-mile** service area that includes the city of Desert Hot Springs, a portion of Palm Springs, and the unincorporated communities of North Palm Springs, West Garnet, Desert City, portions of the Desert Edge Community, Painted Hills, Mission Lakes Country Club and west to the Cabazon Indian Reservation.



For the Desert Hot Springs area, the Mission Creek Subbasin provides the majority of the municipal water supply. It is bounded on the north by the Mission Creek Fault and on the south by the Banning Fault. Nine deep water wells within the Mission Creek Subbasin and one within the Indio Basin (Garnet Subbasin) provide water to the District's distribution system. MSWD's western-most service area includes the West Palm Springs Village and Palm Springs Crest areas. These areas receive water produced from the Cabazon Groundwater Basin, which is in the eastern portion of the San Gorgonio Pass Subbasin.

Covid-19 Update : RESPONDING TO AN EVOLVING PANDEMIC





As the coronavirus (COVID-19) outbreak continues to impact local residents, Mission Springs Water District remains committed to our promise of providing safe, reliable water while protecting the health and safety of our employees and the community.

Your water is safe to drink and use, just like always. The virus is not transmitted through water. It spreads from person to person through droplets produced when an infected person talks, coughs or sneezes. If it ever was detected in water, our treatment system would remove or inactivate the virus.

In addition to protecting your water, MSWD also took steps to alleviate the financial burden on customers facing challenges related to the virus, including suspending water shutoffs due to nonpayment, offering payment plans to those in need, and doubling MSWD's bill assistance credit through the Help2Others Program.

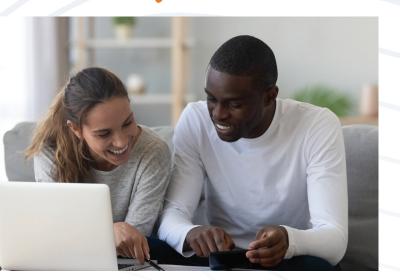
We understand the importance of helping our customers through this crisis. To maintain fiscal responsibility in our operations, MSWD is deferring **\$5.2 million** of a planned **\$8.3 million** in capital



projects, reducing all programs and spending on essential items only and pausing employee pay increases. In addition, the District has proposed a "balanced" budget and no revenue growth will be considered. Work on the regional Wastewater Treatment Plant (WWTP) will move forward as scheduled in order to continue to provide wastewater service that meets the needs of our customers.

As the coronavirus situation evolves, MSWD will continue to monitor the impacts and keep our customers informed. More information is available at **mswd.org/coronavirus**.

Providing Bill Assistance to Customers in Need







United Way of the Desert

MSWD, in partnership with United Way of the Desert (UWD), has a program that helps low-income customers pay their water bills. Help2Others, or H2O, is funded in part by contributions from MSWD employees and MSWD vendors, who donate thousands of dollars each year to the program and UWD. Eligible customers receive a \$100 credit on their water bill once in a 12-month period.

To apply for assistance or find additional resources, visit **mswd.org/bill_assistance.aspx**





With up to 70% of your home's water being used outdoors, the lawn and garden are good places to start a water efficiency checkup. Fine-tuning where and how you use water will also help save on your water bill. And as outside temperatures hit the triple digits, there is no better time than now to think about conservation.

MSWD, as a partner in the CV Water Counts collaborative, offers numerous tips and resources on water savings. Here are some ideas to get started:



Minimize evaporation by programming irrigation timers to run at night or in the early morning

Install drip irrigation to feed plants at their roots

Replace grass with native and drought-tolerant landscaping

Check sprinkler systems for leaks, overspray and broken sprinkler heads and repair promptly

Simple changes like these can save you thousands of gallons of water per month and ensure we shave water for all our needs, now and in the future.

Water COUNTS For more ideas, visit cvwatercounts.com.

Use a broom instead of a hose to clean driveways and sidewalks

Consider installing a smart irrigation timer that adjusts watering based on the weather, soil type and plant type and placement



New Advanced Meter Devices Save Water & Resources

Customers will soon have access to "real time" water use data as MSWD finishes updating its meters across its service area with an Advanced Meter Infrastructure (AMI) system. The new technology replaces monthly manual readings with wireless data collection. The more precise data helps households improve conservation efforts, including the ability to immediately detect leaks, saving money and water.

The AMI system also reduces costs associated with meter reading and improves customer service. The upgrade is part of MSWD's normal meter change out program, which occurs every 15-20 years. As meters age, they lose accuracy. There is no additional cost for the upgrade. For more information, visit **mswd.org/ami**.



About Your Water Quality



WHAT IS IN MY DRINKING WATER?

Your drinking water is tested by certified professional water system operators and certified laboratories to ensure its safety. The chart in this report shows the average and range of concentrations of the constituents detected in tests of your drinking water during year 2017 or from the most recent tests. 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, are more than one year old. The chart lists all the contaminants detected in your drinking water that have Federal and State drinking water standards. Detected unregulated contaminants distance to the laboratories and state drinking water standards.

DRINKING WATER ASSESSMENT

Source water assessments for the District's wells were completed by May 2007, as required by law. The assessments indicated that the wells are not being impacted by surface development. Although no manmade contaminants have been detected, the Source Water Assessments found that septic systems, illegal dumping, and chemical/petroleum lines are potential sources of contamination. Assessment reports are available for review at MSWD's Administrative Offices located at 66575 Second Street, Desert Hot Springs, CA 92240.



WHAT CONTAMINANTS MAY BE PRESENT IN SOURCES OF DRINKING WATER?

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



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



including synthetic and volatile organic chemicals that are by-products of industrial processes and petroleum production, and can also come from gasoline stations, urban stormwater runoff, agricultural application, and septic systems.



In order to ensure that tap water is safe to drink, the United States Environmental Protection Agency (USEPA) and the State Water Resources Control Board, Division of Drinking Water (DDW), prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The U.S. Food and Drug Administration regulations and California law also establish limits for contaminants in bottled water that provide the same protection for public health.

Drinking water standards established by USEPA and DDW set limits for substances that may affect consumer health or aesthetic qualities of drinking water. The chart in this report shows the following types of water quality standards:

- 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 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.
- Primary Drinking Water Standard (PDWS): MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements and water treatment requirements.
- Regulatory Action Level (AL): The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements that a water system must follow.
- Notification Level (NL): An advisory level which, if exceeded, requires the drinking water system to notify the governing body of the local agency in which users of the drinking water reside (i.e. city council/county board of supervisors).

In addition to mandatory water quality standards, USEPA and DDW have set voluntary water quality goals for some contaminants. Water quality goals are often set at such low levels that they are not achievable in practice and are not directly measurable. Nevertheless, these goals provide useful guideposts and direction for water management practices. The chart in this report includes three types of water quality goals:

- 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 USEPA.
- 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.
- 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.

INFORMATION ON LEAD IN DRINKING WATER

Since 2017, public schools have had the option of requesting local water agencies collect water samples to test for lead. New regulations now require local water agencies to test lead levels by July 1, 2019 at all K-12 schools constructed before 2010. 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.

Mission Springs Water District 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: https://www.epa.gov/lead.

				DESERT HOT SPRING			IOT SPRINGS	W. PALM SPRINGS VILLAGE		PALM SPRINGS CREST			
	ANALYTE	YEAR Sampled	UNIT	MCL (MRDL) (MRDLG)	PHG (MCLG)	RANGE	AVERAGE	RANGE	AVERAGE	RANGE	AVERAGE	VIOLATION	MAJOR SOURCE OF Contaminant
SUBSTANCES	Aluminum	2017	mg/L	(MRDLd) 0.2	0.6	ND	ND	ND - 0.08	ND	ND	ND	No	Erosion of natural deposits; residue from some surface water treatment processes
	Arsenic	2017	µg/L	10	.004	ND - 2.7	ND	ND	ND	ND	ND	No	Erosion of natural deposits: glass/ electronics production waste
	Chlorine [CL2]	2019	mg/L	4	4	0.20 - 1.29	0.56	0.26-1.08	0.59	0.3 - 0.88	0.56	No	Drinking water disinfectant added for treatment
	Chromium	2017	µg/L	50	100	ND	ND	ND	ND	ND	ND - 27	No	Discharge from steel and pulp mills and chrome plating; erosion from natural deposits
G	Fluoride Gross Alpha Particle	2017	mg/L	2.0	1	0.51 - 0.84	0.65	0.47 - 0.75	0.61	1.3	1.3	No	Erosion of natural deposits
REGULAT	Activity	2017/2019	pCi/L	15	(0)	ND - 0.5	0.44	ND	ND	ND	ND	No	Erosion of natural deposits
	Total Chromium	2017	µg/L	10	0.02	ND - 27.0	ND	ND	ND	ND	ND	No	Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities, erosion of natural deposits
	Nitrate [N]	2019	mg/L	10	10	ND - 1.5	0.70	2.5-3.3	2.90	0.84-1.1	0.97	No	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
	Uranium	2017/2019	pCi/L	20	0.43	ND-12.43	6.86	ND - 2.5	1.25	4.1 - 5.5	4.80	No	Erosion of natural deposits
	Bicarbonate Alkalinity	2017	mg/L	NA	NA	93-210	160.30	210-270	240.00	230-250	240.00	No	Runoff/leaching from landfills and other sites where alkaline or basic chemicals have been dumped
	Calcium	2017	mg/L	NA	NA	19 - 100	53.60	48 - 74	61.00	53 - 54	53.50	No	Runoff/leaching from natural deposits
STANDARDS	Chloride Hardness (as	2017	mg/L	500	NS	5.9 - 92	30.09	14 - 45	29.50	8.5 - 8.6	8.55	No	Runoff/leaching from natural deposits
	CaCO ₃)	2017	mg/L	NA	NA	58 - 360	191	160 - 300	230	190	190	No	Runoff/leaching from natural deposits
	Iron	2017	μg/L	NA	NA	ND-490	49.00	ND	ND	ND	ND	No	Erosion of natural deposits
	Magnesium	2017	mg/L	NA	NA	2.4-28	13.96	11.0-27.0	19.00	13-14	13.50	No	Erosion of natural deposits Erosion of natural deposits and leaching
	Manganese	2017	µg/L	NA	NA	ND-34	3.40	ND	ND	ND	ND	No	from Mn-containing fungicides such as mancozeb, may also occur
RY	Odor-Threshold [6]	2019	TON	3	NS	1	1	1	1	1	1	No	Naturally occurring organic materials
DA	pH Specific	2017	Unit	NA	NA	7.6 - 7.8	7.70	7.6 - 7.7	7.65	7.6 - 7.7	7.65	No	Hydrogen ion concentration
NO	Conductance	2017	µS/cm	1,600	NS	320 - 990		440 - 720	580	430 - 440	435	No	Substances that form ions in water
EC	Sodium	2017	mg/L	NA	NA	48 - 110	66.20	27 - 35	31.00	18 - 21	19.50	No	Runoff/leaching from natural deposits
S	Sulfate	2017	mg/L	500	NS	35 - 280	160.40	19 - 70	44.50	16 - 20	18.00	No	Runoff/leaching from natural deposits and industrial wastes.
	Total Dissolved Solids	2017	mg/L	1,000	NS	190 - 640	425	240 - 450	345	220 - 270	245	No	Runoff/leaching from natural deposits
	Turbidity	2019	NTU	5	NS	ND - 1.0	0.09	ND - 0.3	0.13	ND - 0.3	0.04	No	Soil Runoff
	Zinc	2017	µg/L	5	NS	ND	ND	ND	ND	ND	ND	No	Runoff/leaching from natural deposits
LEAD & DISTRIBUTION UNREGULATED COPPER SYSTEM CONTAMINANTS	Boron Chromium VI	2017	µg/L	NA	NA	ND - 100	ND	ND	ND	ND	ND	No	Runoff/leaching from natural deposits
	(Hexavalent Chromium)	2017	µg/L	10	0.02 ¹	ND - 15	7.40 Natar District is requi	1.2 - 4.2	2.70	ND - 4.7	2.35	No latad Sama pao	Runoff/leaching from natural deposits ple who drink water containing hexavalent
	chromium in excess of the MO	rs may have			ncer.								
	Potassium	2017	mg/L	NIA	NIA	4.6-11	7.83	2.8-7.1	4.95	3.3-4.0	3.65	No	Runoff/leaching from natural deposits
	Vanadium	2017 Year	µg/L	NA MCL	NA Phg	6.9 - 72	19.68	5.3 - 12	8.65	8.1 - 8.6	8.35	No	Runoff/leaching from natural deposits
	ANALYTE Haloacetic Acids	SAMPLED 2019	unit µg/L	(MRDL) 60	(MCLG) NA	RANGE ND - 1.3	average 0.65	range ND	average ND	1.5	average 1.5		R SOURCE OF CONTAMINANT drinking water disinfection
	TTHMs [Total Trihalomethanes]	2019	μg/L	80	NA	2.4 - 20.3	11.35	1.0	1.0	20.4	20.4		drinking water disinfection
	ANALYTE	YEAR	UNIT	AL	PHG	90TH	SITES ABOVE	90TH	SITES ABOVE	90TH	SITES ABOVE	VIOLATION	MAJOR SOURCE OF
	Copper	SAMPLED 2017	mg/L	1.3	(MCLG) 0.3	0.16mg/L		%TILE 0.13mg/L	AL 0/7	%TILE 0.2mg/L	AL 0/45	No	CONTAMINANT Corrosion of household plumbing
	Lead	2017	µg/L	15	0.2	ND	0/10	ND	0/7	ND	1/45	No	Corrosion of household plumbing
	In 2017, 0 schools requested lead testing ANALYTE		ing.	YEAR	UNIT	(1	MCL	MCLG	NUMBER OF	NO OF VI	OLATIONS	OLAM	R SOURCE OF CONTAMINANT
STEM	Total Coliform Bacteria (state Total Coliform R		n Bule)	AMPLED positive/		(MRDL) 5.0% of monthly samples		(MRDLG) O	DETECTIONS 0%	None		Naturally present in the environment	
DISTRIBUTION SYSTEM Coliform Bacteria	Fecal Coliform or E. coli (state Total Coliform F			negative		are positive;		0	0 %				
			tule) 2017 negative e are total coliform positive, and o		(a) one of these is also fecal coliform				N	None		Human and animal fecal waste	
	E. coli (federal Revised Tot		2017 positive/ negative			(b)		0 0		None		Human and animal fecal waste	
									. coli-positive routine sample		e or system fails to analyze total coliform-positive		
AL = Action Level DLR = Detection Limit for Purposes of Reporting MCL = Maximum Contaminant Level				G = Maxim Goal = parts per grams per li = parts per grams per	r million or iter trillion or	Di m Di N	Disinfectant Level NS = MRDLG = Maximum Residual TON = Disinfectant Level Goal NTU = NA = No Applicable Limit Turbic			= Notification Level = No Standard = Threshold Odor Number = Nephelometric idity Units I = picoCuries per liter		PHG = Public Health Goal µg/I = parts per billion or micrograms per liter µS/cm = microsiemens per centimeter NOTES	



MISSION SPRINGS WATER DISTRICT 66575 2ND STREET DESERT HOT SPRINGS, CA 92240-9803

We value your input

Regularly scheduled meetings of the Mission Springs Water District Board of Directors are held on the third Monday of each month at 3 p.m. in the District Administration Building, 66575 Second Street, Desert Hot Springs, CA 92240. Study sessions are the Thursday prior to the Board meeting. These meetings provide an opportunity for public participation in decisions that affect your water district.

Visit mswd.org for meeting agendas and minutes. The meeting agendas will contain information about any adjustments to participation procedures due to COVID-19.

