



SOQUEL CREEK  
WATER DISTRICT

2017

## Consumer Confidence / Water Quality Report

IMPORTANT INFORMATION  
REGARDING YOUR WATER



WHERE YOUR WATER COMES FROM



WATER QUALITY



FOR MORE INFORMATION



**Información muy importante:** este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

*Soquel Creek Water District is proud to report that in 2017 the District's water met all established drinking water health standards set by the U.S. Environmental Protection Agency (USEPA) and the State Water Resources Control Board (State Water Board).*



## IMPORTANT INFORMATION REGARDING YOUR WATER

DRINKING WATER STANDARDS are established by the U.S. Environmental Protection Agency (USEPA) and the State Water Resources Control Board (State Water Board). In order to be considered safe, water supplies must stay within USEPA and State Water Board maximums when measured for certain constituents. Drinking water standards are enforced by the California Division of Drinking Water (DDW). This Water Quality Report communicates whether there is a detectable presence and the levels of each of the detected constituents in our water supply. This year's report covers calendar year 2017 testing and presents the results of test data from all of our groundwater wells that pump water from underground aquifers in two geologic formations – the Purisima and Aromas Red Sands.

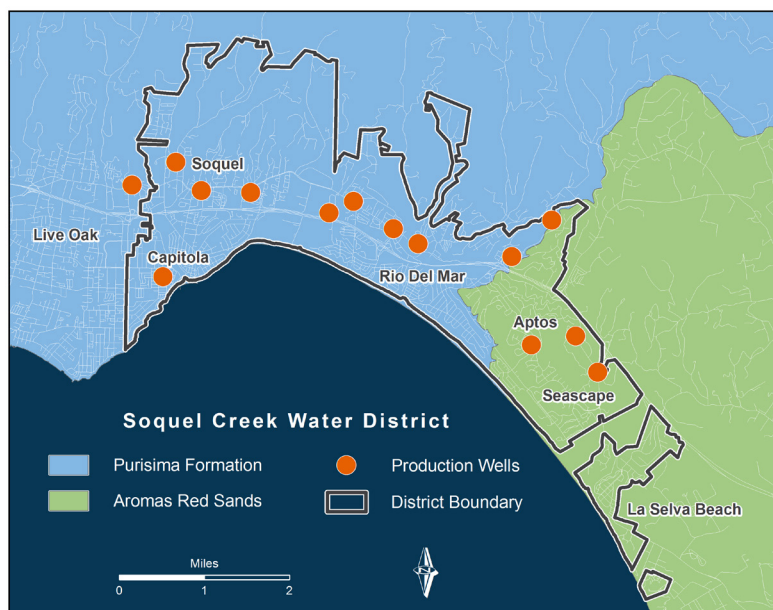
Soquel Creek Water District (District) provides only groundwater from wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.



## WHERE YOUR WATER COMES FROM?

In 2017, **DISTRICT CUSTOMERS** received water from 14 wells pumping from the Santa Cruz Mid-County groundwater basin – specifically the Purisima Formation and the Aromas Red Sands. Aquifers are comprised of layers of rock, sand, sandstone, fractured rock, or other permeable layers that allow for water to be collected and stored in the pore spaces (voids) between the soil and rocks. Groundwater wells are designed to pump water from the most permeable layers of the aquifer – areas where water can flow easily from pore spaces into the constructed well pipe – and eventually to the surface. The groundwater is then treated and served to customers through distribution system pipes, ultimately reaching customers' taps.

The Purisima Formation is naturally high in iron and manganese, and the water supplied from these aquifers is treated using oxidation and filtration to reduce these elements. Delivered water from both the Purisima Formation and the Aromas Red Sands aquifer meets all current drinking water health standards. To learn more about aquifers, watch the following video <https://vimeo.com/180918902>.



The District maintains interties (connections) with neighboring water districts that can be opened during emergencies to share water supplies.

Last year, in May, June, and December of 2017, the District imported small quantities of water from Central Water District (CWD) during emergency water main repairs that lasted only one to two days in duration. The groundwater that District customers received during those time periods had a similar water chemistry to the District's own water supply since CWD also pumps from the same aquifers. For CWD water quality information, please visit their website at <https://sites.google.com/view/centralwaterdistrict>



## WATER QUALITY

### SOURCE WATER ASSESSMENTS

In 2015, the District updated its 2002 source water assessments of thirteen of its wells. Initial source water assessments for two additional wells were completed in 2011. These assessments identify activities that could potentially contaminate a drinking water well.

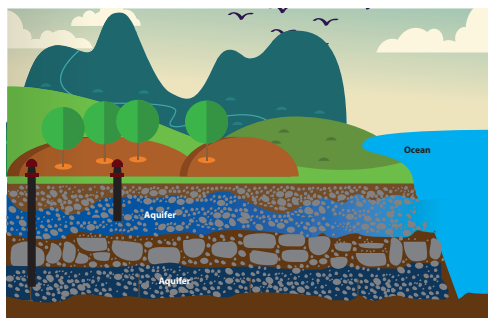
#### Aromas Red Sands

Aromas Red Sands Aquifer supplies are considered to be the most vulnerable to on-site residential septic systems and potential leakage from sewer lines. Some of these wells are also vulnerable to contamination from nearby parks, a nearby golf course, irrigated crops, fertilizer/pesticide/herbicide applications, high density housing, transportation corridors, other supply wells, and/or chemicals used at the drinking water treatment plants.

#### Purisima Formation

Purisima Formation supplies are considered to be the most vulnerable to contamination from dry cleaners, historic and active automobile gas stations and repair shops, sewer collection systems, photo processing/printing establishments, high density housing, transportation corridors, parking lots, other supply wells, and utility stations/maintenance areas.

Excerpts of the drinking water source assessments are available on the District's website at: [http://www.soquelcreekwater.org/documents/reports?field\\_report\\_type\\_value=Water+Quality&keys=drinking+water+source+assessment&=Search](http://www.soquelcreekwater.org/documents/reports?field_report_type_value=Water+Quality&keys=drinking+water+source+assessment&=Search) and the full reports are available by contacting the District's office.



### CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

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

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

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

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

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

In order to ensure that tap water is safe to drink, the USEPA and the State Water Board prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The U.S. Food and Drug Administration (USFDA) regulations and California law also establish limits for contaminants in bottled water that provide the same protection for public health. Additional information on bottled water is available on the California Department of Public Health website: <https://www.cdph.ca.gov/Programs/CEH/DFDCS/Pages/FDBPrograms/FoodSafetyProgram/Water.aspx>

## WATER QUALITY TESTING

During the past year, the District tested for over 190 constituents. All test samples are collected and reported in accordance with standards and requirements established by the USEPA and the State Water Board. These test results reflect all of our groundwater. Only those regulated constituents that had detected levels are shown. All tests showed compliance with State and Federal Drinking Water Standards.

## WHAT ARE WATER QUALITY GOALS?

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 Water Quality Analysis Table 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 Office of Environmental Health Hazard Assessment (OEHHA).

## WHAT ARE WATER QUALITY STANDARDS?

Drinking Water Standards established by USEPA and the State Board set limits for substances that may affect consumer health or aesthetic qualities of drinking water. The Water Quality Analysis Table 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.

### 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.

**Secondary MCLs:** Are set to protect the odor, taste and appearance of drinking water.

### Primary Drinking Water Standards:

MCLs and MRDLs (see definitions above) 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.





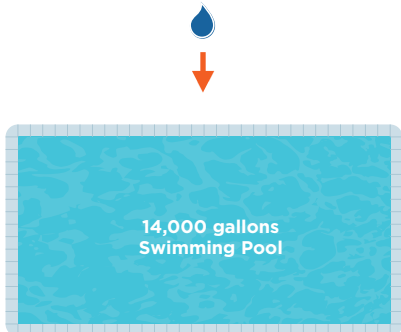
## HOW ARE CONSTITUENTS MEASURED?

Water is sampled and tested throughout the year. Detected constituents are measured in:

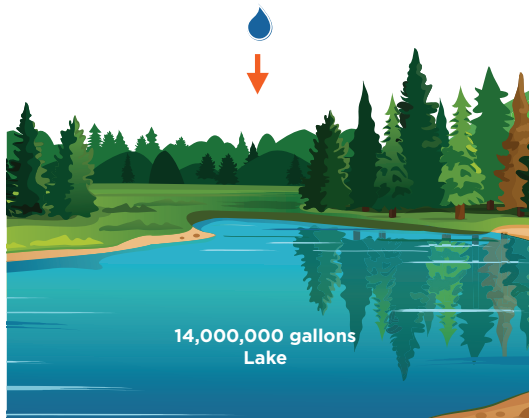
**Parts per million (ppm) or milligrams per liter (mg/L) –**  
equivalent to 1 drop in 14 gallons



**Parts per billion (ppb) or micrograms per liter (ug/L) –**  
equivalent to 1 drop in 14,000 gallons



**Parts per trillion (ppt) or nanograms per liter (ng/L) –**  
equivalent to 1 drop in 14,000,000 gallons



## IMPORTANT HEALTH INFORMATION

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/ Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

### LEAD

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 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 do so, you may wish to collect the flushed water and reuse it for another beneficial purpose, such as watering plants. 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>.

## 2017 WATER QUALITY ANALYSIS TABLE

PRIMARY HEALTH STANDARDS	MCL or [MRDL]	PHG, (MCLG) or [MRDLG]	Year Tested	Range of Detections	Average Amount	Typical Sources of Constituent
<b>Disinfection Byproducts (DBPs)<sup>1a</sup></b>						
Total Trihalomethanes - TTHMs (ppb)	80	N/A	2017	2.5 - 44	39	By-product of drinking water disinfection
Haloacetic Acids - HAA5 (ppb)	60	N/A	2017	ND - 7.7	6	By-product of drinking water disinfection
<b>Disinfectant Residual<sup>1b</sup></b>						
Chlorine Residual (ppm)	[4.0]	[4.0]	2017	0.11 - 1.7	0.72	Drinking water disinfectant added for treatment
PRIMARY HEALTH STANDARDS	MCL	PHG or (MCLG)	Year Tested	Range of Detections	Average Amount	Typical Sources of Constituent
<b>Inorganic Constituents</b>						
Arsenic (ppb) <sup>2</sup>	10	0.004	2017	ND - 2.0	ND	Erosion of natural deposits
Fluoride (ppm)	2.0	1	2017	0.12 - 0.38	0.21	Erosion of natural deposits
Nitrate (as N) (ppm)	10	10	2017	ND - 5.0	0.61	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
<b>Radioactive Constituents</b>						
Gross Alpha particle activity (pCi/L) <sup>3</sup>	15	(0)	2016-2017	ND - 3.3	ND	Erosion of natural deposits
Radium-226 + Radium-228 (combined) (pCi/L) <sup>3</sup>	5	Ra-226 = 0.05 Ra-228 = 0.019	2016-2017	ND - 2.6	ND	Erosion of natural deposits
SECONDARY AESTHETIC STANDARDS	MCL	PHG or (MCLG)	Year Tested	Range of Detections	Average Amount	Typical Sources of Constituent
Chloride (ppm)	500	N/A	2017	19 - 76	37	Runoff/leaching from natural deposits; seawater influence
Color (units) <sup>2</sup>	15	N/A	2017	ND - 2.0	ND	Naturally occurring materials
Foaming Agents [Methylene Blue Activated Substances (MBAS)] (ppb)	500	N/A	2017	ND - 150	18	Municipal waste discharges
Iron (ppb) <sup>2</sup>	300	N/A	2017	ND - 240	ND	Leaching from natural deposits
Manganese (ppb) <sup>2</sup>	50	NL = 500; HA = 300	2017	ND - 23	ND	Leaching from natural deposits
pH (unitless)	6.5 - 8.5 (USEPA)	N/A	2017	7.4 - 8.2	7.7	A measure of the acidity or alkalinity
Specific Conductance (microsiemens/centimeter)	1,600	N/A	2017	385 - 917	627	Substances that form ions when in water; seawater influence
Sulfate (ppm)	500	HA = 500	2017	17 - 160	66	Runoff/leaching from natural deposits
Total Dissolved Solids (TDS) (ppm)	1,000	N/A	2017	223 - 723	413	Runoff/leaching from natural deposits
Turbidity [Nephelometric Turbidity Units (NTUs)] <sup>2,3</sup>	5	N/A	2016 - 2017	ND - 0.54	0.24	Runoff/leaching from natural deposits
UNREGULATED CONSTITUENT MONITORING <sup>4</sup>	MCL	PHG or (MCLG)	Year Tested	Range of Detections	Average Amount	Typical Sources of Constituent
Chlorate (ppb) <sup>5,6</sup>	N/A	NL = 800	2013	ND - 1,400	176	By-product of drinking water disinfection
Chromium, hexavalent (ppb) <sup>2,3,7</sup>	N/A	0.02	2013 - 2017	ND - 7.9	ND	Naturally occurring chromium-bearing minerals
1,1-Dichloroethane (ppb) <sup>8</sup>	5	3	2013	ND - 0.097	ND	Extraction and degreasing solvent; fumigant
1,4-Dioxane (ppb) <sup>8</sup>	N/A	NL = 1	2013	ND - 0.11	ND	Extraction and degreasing solvent stabilizer
Molybdenum (ppb) <sup>5</sup>	N/A	HA = 40	2013	ND - 3.1	1.5	Leaching from natural deposits
Strontium (ppb) <sup>5</sup>	N/A	HA = 4,000	2013	86 - 550	259	Leaching from natural deposits
1,2,3-Trichloropropane (ppt) <sup>9</sup>	N/A	0.7; NL = 5	2017	ND - 11	ND	Discharge from industrial and agricultural chemical factories; leaching from hazardous waste sites; used as cleaning and maintenance solvent, paint and varnish remover, and cleaning and degreasing agent; byproduct during the production of other compounds and pesticides
Vanadium (ppb)	N/A	NL = 50	2017	ND - 11	2.2	Leaching from natural deposits

N/A = Not Applicable

ND = Not Detected at or above the DDW Detection Limit for Purposes of Reporting

NL = Notification Level; a health-based advisory level established by DDW for constituents in drinking water that lack maximum contaminant levels (MCLs).

HA = USEPA Drinking Water Health Advisory

pCi/L = Picocuries per liter (a measure of radioactivity)

ppm = Parts per million or milligrams per liter (mg/L)

ppb = Parts per billion or micrograms per liter (ug/L)

ppt = Parts per trillion or nanograms per liter (ng/L)

## 2017 WATER QUALITY ANALYSIS TABLE CONTINUED

OTHER MONITORING RESULTS	MCL	PHG or (MCLG)	Year Tested	Range of Detections	Average Amount	Typical Sources of Constituent
Hardness (as CaCO <sub>3</sub> ) (ppm)	N/A	N/A	2017	136 - 366	211	Sum of polyvalent cations present in the water, generally magnesium and calcium. The cations are usually naturally occurring.
Sodium (ppm) <sup>10</sup>	N/A	HA = 20	2017	18 - 100	46	Salt present in water; generally naturally occurring
RESIDENTIAL TAP MONITORING FOR LEAD AND COPPER	Action Level (AL)	PHG or (MCLG)	Year Tested	90th Percentile Value	Sites Exceeding AL/Number of Sites	Typical Sources of Constituent
Lead (ppb)	15	0.2	2016	ND	0/31	Internal corrosion of household plumbing systems; erosion of natural deposits
Copper (ppm)	1.3	0.3	2016	0.37	0/31	Internal corrosion of household plumbing systems; erosion of natural deposits
LEAD SAMPLING OF DRINKING WATER IN CALIFORNIA SCHOOLS (AB 746/HSC 116277)			Year Tested	Number of Schools Requesting Lead Sampling		Typical Sources of Constituent
Lead			2017	8		Internal corrosion of school site plumbing systems; erosion of natural deposits

### Footnotes for Water Quality Analysis Table

- 1a Sampled within the distribution system; Compliance is based on locational running annual average (LRAA); Average amount listed is the highest LRAA for 2017.
- 1b Sampled within the distribution system; Compliance is based on quarterly running annual average (RAA).
- 2 Sampled immediately after treatment where treated.
- 3 DDW allows monitoring for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of the data, although representative, are more than one year old.
- 4 Unregulated contaminant monitoring helps the USEPA and DDW to determine where certain contaminants occur and whether the contaminants need to be regulated. This section includes the Unregulated Contaminant Monitoring Rule 3 assessment and subsequent monitoring results.
- 5 Sampled at all entry points to the distribution system and points within the distribution system.
- 6 Chlorate is an "unregulated" compound. The sole detection above the NL was determined by DDW not to be an NL exceedence based upon followup testing.
- 7 There is currently no MCL for hexavalent chromium. The previous MCL of 0.010 mg/L was withdrawn on September 11, 2017.
- 8 Sampled at all entry points to the distribution system.
- 9 1,2,3-Trichloropropane (1,2,3-TCP) is found only in the District's Country Club Well. Country Club well ceased production in July 2017. Some people who use water containing 1,2,3-TCP in excess of the MCL over many years may have an increased risk of getting cancer; based on studies in laboratory animals. 1,2,3-trichloropropane (1,2,3-TCP) had a notification level (NL) of 5 ppt until December 14, 2017, when the MCL of 5 ppt became effective.
- 10 The 20 ppm USEPA Health Advisory is for individuals on a 500 mg/day restricted sodium diet.

## LEAD TESTING IN SCHOOLS

The State Water Board, through the DDW, in collaboration with the California Department of Education, has taken the initiative to begin testing for lead in drinking water at all public K-12 schools. In early 2017, DDW issued amendments to the domestic water supply permits of community water systems so that schools that are served by a public water system could request assistance from their public water system to conduct water sampling for lead and receive technical assistance if an elevated lead sample is found. To further safeguard water quality in California's K-12 public schools, California Assembly Bill 746 (AB 746), effective January 1, 2018, requires community water system to test lead levels, by July 1, 2019, in drinking water at all California public, K-12 school sites that were

constructed before January 1, 2010, and preschools and child day care facilities located on public school property.

The District has already completed water sampling for lead at eight schools which requested testing through the District's amended domestic water supply permit. As part of the new requirements for AB 746, the District will be conducting water sampling for lead at all remaining public, K-12 sites within the District's service area, as well as at any preschools and child day care facilities located on public school property. For more information about the Lead Sampling of Drinking Water in California Schools Program, visit: [https://www.waterboards.ca.gov/drinking\\_water/certlic/drinkingwater/leadsamplinginschools.html](https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/leadsamplinginschools.html)



## FOR MORE INFORMATION

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline (1-800-426-4791).

The presence and level of constituents varies throughout the District. If you have questions, suggestions, or comments regarding this report or questions regarding the specific water quality for your neighborhood, please contact Carla James, the District's Water Quality Program Coordinator, at 831-475-8501 ext. 138 or [carlaj@soquelcreekwater.org](mailto:carlaj@soquelcreekwater.org).

The District's annual Water Quality Report is electronically delivered. If you wish to obtain a print copy, please call the District Office at 831-475-8500. Owners and operators of multi-residential units such as apartments and condominium complexes should ensure that tenants receive this important information.

There is also a wealth of information on the internet about drinking water quality and water issues in general. In addition to the District's website, [www.soquelcreekwater.org](http://www.soquelcreekwater.org), other reliable and trustworthy sites include:

California State Water Resources Control Board,  
Division of Drinking Water (DDW) [http://www.waterboards.ca.gov/drinking\\_water/programs/index.shtml](http://www.waterboards.ca.gov/drinking_water/programs/index.shtml)

U.S. Environmental Protection Agency (USEPA)  
<http://water.epa.gov/drink/index.cfm>

## GET INVOLVED IN DECISIONS THAT AFFECT YOUR DRINKING WATER

The District encourages public participation in its decision-making processes. The District is governed by a five-person, publicly elected Board of Directors. The Board meets the first and third Tuesday of each month at 6:00 pm. Check the District's website [soquelcreekwater.org](http://soquelcreekwater.org) for meeting locations.

We are a public agency dedicated to providing a safe, high quality, reliable, and sustainable water supply to meet our community's present and future needs in an environmentally sensitive and economically responsible manner.

### Board of Directors

Dr. Bruce Daniels, President

Dr. Thomas LaHue, Vice President

Dr. Bruce Jaffe

Carla Christensen

Rachél Lather

Ron Duncan, General Manager

Soquel Creek Water District  
5180 Soquel Drive, Soquel, CA 95073

Mailing Address:

PO Box 1550, Capitola, CA 95010

Phone: 831-475-8500/Fax: 831-475-4291  
[custserv@soquelcreekwater.org](mailto:custserv@soquelcreekwater.org)  
[www.soquelcreekwater.org](http://www.soquelcreekwater.org)

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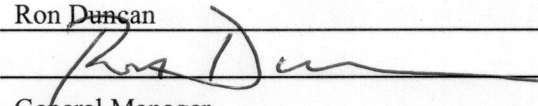
## Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name: Soquel Creek Water District

Water System Number: CA 4410017

The water system named above hereby certifies that its Consumer Confidence Report was distributed on April XX, 2018 to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the State Water Resources Control Board, Division of Drinking Water (DDW).

Certified by: Name: Ron Duncan  
Signature:   
Title: General Manager  
Phone Number: (831) 475-8501 x144 Date: 08/28/2018

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

- ☐ CCR was distributed by mail or other direct delivery methods (attach description of other direct delivery methods used).
- ☒ CCR was distributed using electronic delivery methods described in the Guidance for Electronic Delivery of the Consumer Confidence Report (water systems utilizing electronic delivery methods must complete the second page).
- ☒ "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:
  - ☒ Posting the CCR at the following URL: www.soquelcreekwater.org/waterqualityreports/2017wqr.pdf
  - ☐ Mailing the CCR to postal patrons within the service area (attach zip codes used)
  - ☐ Advertising the availability of the CCR in news media (attach copy of press release)
  - ☐ Publication of the CCR in a local newspaper of general circulation (attach a copy of the published notice, including name of newspaper and date published)
  - ☐ Posted the CCR in public places (attach a list of locations)
  - ☐ Delivery of multiple copies of CCR to single-billed addresses serving several persons, such as apartments, businesses, and schools
  - ☐ Delivery to community organizations (attach a list of organizations)
  - ☒ Publication of the CCR in the electronic city newsletter or electronic community newsletter or listserv (attach a copy of the article or notice)
  - ☒ Electronic announcement of CCR availability via social media outlets (attach list of social media outlets utilized)
  - ☐ Other (attach a list of other methods used)
- ☐ For systems serving at least 100,000 persons: Posted CCR on a publicly-accessible internet site at the following URL: www.
- ☐ For privately-owned utilities: Delivered the CCR to the California Public Utilities Commission

## Consumer Confidence Report Electronic Delivery Certification

*Water systems utilizing electronic distribution methods for CCR delivery must complete this page by checking all items that apply and fill-in where appropriate.*

- ☒ Water system mailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available website where it can be viewed (attach a copy of the mailed CCR notification). URL: [www.soquelcreekwater.org/waterqualityreports/2017wqr.pdf](http://www.soquelcreekwater.org/waterqualityreports/2017wqr.pdf)
- ☒ Water system emailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available site on the Internet where it can be viewed (attach a copy of the emailed CCR notification). URL: [www.soquelcreekwater.org/waterqualityreports/2017wqr.pdf](http://www.soquelcreekwater.org/waterqualityreports/2017wqr.pdf)
- ☐ Water system emailed the CCR as an electronic file email attachment.
- ☐ Water system emailed the CCR text and tables inserted or embedded into the body of an email, not as an attachment (attach a copy of the emailed CCR).
- ☐ *Requires prior DDW review and approval.* Water system utilized other electronic delivery method that meets the direct delivery requirement.

*Provide a brief description of the water system's electronic delivery procedures and include how the water system ensures delivery to customers unable to receive electronic delivery.*

- (1) The CCR was posted to the District's website on April 09, 2018.
- (2) All customers who receive a paper bill (~15,000) were mailed a bill insert in their May 2018 bills notifying them of the CCR's availability and were provided a direct URL (listed above) to the CCR on the District's website.
- (3) The availability of the CCR and URL was included in the District's monthly email blast to the local community on June 06, 2018. Out of 10,054 emails sent, 50 were bounce-backs.
- (4) Customer accounts with an associated email address (8,138 accounts) were directly emailed a notification of the CCR availability on April 12, 2018 (CCR availability included in email subject line). There were 53 bounce-backs. However, these 53 customers also received a bill insert notification, unlike the bounce-back e-bill customers described next, in (5) below.
- (5) Of the 8,138 direct emails sent in (4) above, 1,183 email addresses belonged to customers who opted out of paper bills. There were 4 bounce-backs of these emails. Each customer who had a bounce-back email was mailed a paper copy of the CCR.
- (6) Social media – The availability of the CCR and URL was posted to the District's Twitter feed and Facebook page on April 12, 2018, and on NextDoor community webpages on July 20, 2018.
- (7) All notices included a statement that a paper copy can be mailed upon request and provided the phone number and address to make such a request. [carlaj@soquelcreekwater.org](mailto:carlaj@soquelcreekwater.org) / 831-475-8501 x138
- (8) The CCR was uploaded to both the SWRCB's DRINC Portal and the US EPA's "Find Your Local CCR" page on June 27, 2018.

See attachments for proof of electronic delivery procedures and attempts to ensure CCR delivery to customers unable to receive electronic delivery.

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



# SOQUEL CREEK WATER DISTRICT <sup>(/)</sup>

Webpage posting on April 12, 2018

## Water Quality Report

Soquel Creek Water District's number one priority is providing all of our customers with a safe and reliable supply of water that can be used with confidence. The District regularly tests for over 140 contaminants. We are proud to report that the water provided by the District meets or exceeds established State and Federal drinking water standards.

### Water Quality Report

([http://www.soquelcreekwater.org/sites/default/files/documents/Reports/2017wqr.pc](http://www.soquelcreekwater.org/sites/default/files/documents/Reports/2017wqr.pdf))

The annual Water Quality Report presents the results of test data from all of our groundwater wells that pump water from the Purisma and Aromas Red Sands Geologic Formations.

Download the 2017 Annual Water Quality Report (</sites/default/files/documents/Reports/2017wqr.pdf>)

If you wish to have a paper copy of the above report mailed to you, please email (<mailto:carlaj@soquelcreekwater.org>) or call the District office at 831.475.8501 x138. Please order as many additional printed copies as you need to ensure your tenants receive this information.

If you have questions, concerns or problems regarding water quality issues such as taste, odor, appearance, etc., please review the frequently asked questions or contact:

**Carla Rose James, Water Quality Program Coordinator**

831-475-8501 x138

[carlaj@soquelcreekwater.org](mailto:carlaj@soquelcreekwater.org) (<mailto:carlaj@soquelcreekwater.org>)

**Water Quality Report Archive:**

**From:** Soquel Creek Water District <melanies=soquelcreekwater.org@mail158.suw161.rsgsv.net> on behalf of Soquel Creek Water District <melanies@soquelcreekwater.org>  
**Sent:** Wednesday, June 06, 2018 12:06 PM  
**To:** Carla James  
**Subject:** Coffee Talks, What's on Tap, Greywater Workshop, and New Greywater Rebate!

Monthly Email Blast on June 06, 2018  
See page 3 for CCR announcement

[View this email in your browser](#)



Happy Summer! We thank you for staying updated on the happenings at the District. This month's newsletter highlights:

- Coffee Talks with Board Members and Staff this Summer
- What's on Tap - The District's Quarterly Newsletter
- 2017 Water Quality Report is Now Available
- Community Water Plan Update
- July Greywater Workshop and Rebate (up to \$1000)



- New Procedures for Retrofit On Resale
- Dates to Remember
- Video Corner

We welcome customers and community input. Please share this email update with others and encourage them to [sign up](#) to receive our monthly updates—first Wednesday of the month.

Sincerely,



Ron Duncan

*General Manager*

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## Coffee Talk with District Board Member & Staff

Join a District Board member and staff for our 2018 Coffee Talks! It's a chance to connect, share and learn about our groundwater conditions, ways to save water, and our current activities and projects with your elected Board Members from the District! We hope this will be a monthly opportunity for customers and District representatives to connect at local cafes.



**Date:** Friday, June 8 **Time:** 11am –12pm

**Location:** California Surf City Coffee, 9105 Soquel Dr., Aptos, CA

**Date:** Thursday, July 12 **Time:** 9-11am

**Location:** Peet's Coffee, 819 Bay Ave Suite A, Capitola, CA 95010

**Date:** Friday, August 17 **Time:** 11am - 1pm

**Location:** Ground Control Coffeehouse and Eatery, 10 Seascapes Blvd, Aptos, CA 95003

## What's on Tap - The District's Quarterly Newsletter

*What's On Tap* is our in-house publication printed quarterly and mailed to all of our District customers. Our new issue features the importance of infrastructure, the finance of water, and more! [To read online, click HERE.](#)



### Your 2017 Soquel Creek Water District Consumer Confidence/Water Quality Report is Now Available!

Your 2017 Soquel Creek Water District Consumer Confidence/Water Quality Report is now available! In 2017, we continued to meet or exceed all safety and water quality standards, as we have for many years. Read our 2017 Consumer Confidence/Water Quality Report to learn about where your water comes from, what it contains, and how it compares to the standards. Visit [soquelcreekwater.org/waterqualityreports/2017wqr.pdf](http://soquelcreekwater.org/waterqualityreports/2017wqr.pdf) to access the report. You must have Adobe Acrobat Reader installed on your computer to view the report. If you would like a paper copy of the report mailed to you, please call Carla James at 831-475-8501 x138, or email [carlaj@soquelcreekwater.org](mailto:carlaj@soquelcreekwater.org).



Este reporte contiene las instrucciones mas recientes para obtener información importante sobre su agua potable. Traducir, o hablar con alguien que lo entienda.

### Update on Pure Water Soquel Project, River Water Transfers, Desal, and Stormwater Supply Options

This is a historical time in our water District's Community Water Plan history. We are at the cross roads of several water supply and groundwater recharge projects that will help protect our critically overdrafted groundwater aquifers from seawater contamination. Continue reading our latest [Water Wisdom](#) column for an update on the four water supply options being evaluated.



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## Greywater Rebate and Workshop!

The District recently increased the greywater rebate up to \$400 for a laundry water to landscape rebate and up to \$1000 for a greywater connection from the bath/shower and bathroom sink. You can save water and money during the irrigation season when you use greywater to irrigate instead of or in addition to potable (i.e. drinking) water. A benefit of using graywater is that it is generated year-round and is thus readily available when needed during the irrigation season. For details and how to apply go to <https://www.soquelcreekwater.org/conserving-water/rebates/graywater-landscape>



Also, learn how to use, re-purpose, and redirect your laundry wastewater for landscape and garden irrigation, and get hands-on experience installing a greywater system in a residential setting at an upcoming Cabrillo College Extension Greywater Workshop in July!

**Date:** July 28 **Time:** 9am – 4pm

**Location:** Cabrillo College Room 711 and offsite for installation

**Cost:** \$85

[Register Online](#) Today!

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## Retrofit On Resale

There are new procedures for Retrofit on Resale effective **June 1, 2018**. The procedures depend upon where the property is located.

[Click here for all the details.](#)



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## Dates to Remember

Upcoming public meetings and events ([check our website for up-to-date information](#)):

June 7-8 - Learning Center Closed

June 8 - Coffee Talk

June 12 - Public Outreach Committee

June 12 - Water Resources Management & Infrastructure Committee

June 19 - Finance Plan Workshop

June 19 - District Board Meeting

June 25 - Water Rates Advisory Committee

June 26 - Board Workshop

July 3 - Board Meeting Cancelled

July 4 - Office Closed for Independence Day



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## Video Corner







Share



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Soquel Creek Water District is 100% dependent on groundwater. Our shared groundwater basin is currently in a state of overdraft, which means more water has historically been extracted than naturally replenished by rainfall. The overdraft condition has led to seawater intrusion at our coastline which, if left unresolved, will eventually move inland and contaminate the groundwater drinking wells. We're working on long-term solutions to our supply issues and encourage all residents and customers to conserve whenever possible. Contact us to learn how [we can help you conserve water](#).



For more information, please visit our District website at [www.soquelcreekwater.org](http://www.soquelcreekwater.org) or call Melanie Schumacher at 831.475.8500. **Please share these updates with others!**

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Bill Insert (Front)

# IMPORTANT ANNOUNCEMENT REGARDING WATER QUALITY

## The 2017 Water Quality Report is now available on the District website

*Este reporte contiene las instrucciones mas recientes para obtener información importante sobre su agua potable. Traducir, o hablar con alguien que lo entienda.*

Please use the following DIRECT URL to access the report:

**[www.soquelcreekwater.org/waterqualityreports/2017wqr.pdf](http://www.soquelcreekwater.org/waterqualityreports/2017wqr.pdf)**

The Water Quality Report includes information on source water, levels of any detected compounds, and compliance with drinking water regulations, plus educational information.

If you would like a paper copy of the 2017 Water Quality Report mailed to you, please contact our Water Quality Program Coordinator at 831-475-8501 ext. 138 or email [carlaj@soquelcreekwater.org](mailto:carlaj@soquelcreekwater.org).

# Do you currently use a home water treatment device, or are you considering purchasing one?

Sequel Creek Water District is proud to report that in 2017 the District's water met all established drinking water health standards set by the U.S. Environmental Protection Agency (USEPA) and the State Water Resources Control Board (State Water Board).

The District understands that some customers may still be concerned about a specific contaminant, tastes and odors of chlorine, deposits on plumbing, or worried about a family member who may be vulnerable to illness due to a weakened immune system or other factor.

The California Division of Drinking Water (DDW) maintains the **State of California Water Treatment Device Registration Program** to ensure that devices sold in California have been independently evaluated and tested to reduce "health-related" contaminants as claimed by the packaging. Health related contaminants include: nitrates; arsenic; bacteria, viruses and cysts; and organic chemicals.

The District recommends reviewing the Performance Data Sheet (PDS) associated with a registered water treatment device. The PDS is a document that covers:

- Which contaminants the device has been certified to reduce
- How many gallons of water can be produced by the device per day
- Limitations and disclaimers on the use of the device

For current listings of registered devices, PDS documents, and other related information, please visit the DDW online portal for Residential Water Treatment Devices at: [http://www.waterboards.ca.gov/drinking\\_water/certlic/device/watertreatmentdevices.shtml](http://www.waterboards.ca.gov/drinking_water/certlic/device/watertreatmentdevices.shtml)

Bill Insert (Back)

«Customer\_Account»  
«First\_Name» «Last\_Name»  
«Street\_Address»  
«City», «State» «Zip»

Undeliverable E=Bill Email Address  
Example Letter

Re: 2017 Water Quality/Consumer Confidence Report (enclosed)  
Undeliverable Email Address on File

Date

Dear E-Bill Customer,

Please find enclosed the District's 2017 Consumer Confidence/Water Quality Report (CC/WQR). This annual report contains information about the source and quality of your drinking water.

The District notifies customers of the availability of the CC/WQR through billing inserts. Customers can then find the report online or request a paper copy to be mailed to them. Since you have opted out of paper billing, our mode of communication with you is via email.

The District attempted to email you regarding the availability of the CC/WQR. A bounce-back notification message was received, indicating that the following email address was undeliverable:

«Email\_Address»

Our records indicate this undeliverable email address is associated with the following service address:

«Full\_Address»

Please contact the District's Customer Service staff at 831-475-8500 so that we may update your email address in our database and keep you apprised of important District notifications.

Sincerely,

Carla James

Water Quality Program Coordinator  
Soquel Creek Water District



Soquel Creek Water District  
CCR Delivery

Facebook Posting – April 12, 2018



Soquel Creek Water District  
@soquelcreekwater

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Your 2017 Soquel Creek Water District Consumer Confidence/Water Quality Report is now available! - <https://mailchi.mp/.../your-2017-soquel-creek-water-district-...>



**SOQUEL CREEK WATER DISTRICT**  
**2017**  
**Consumer Confidence / Water Quality Report**

IMPORTANT INFORMATION REGARDING YOUR WATER

WHERE YOUR WATER COMES FROM

WATER QUALITY

FOR MORE INFORMATION

Información importante acerca de la entrega de agua potable. Traducción a la versión en español. Traducción a la versión en español. Traducción a la versión en español.

Soquel Creek Water District is proud to report that in 2017 the District's water met all established drinking water health standards set by the U.S. Environmental Protection Agency (USEPA) and the State Water Resources Control Board (State Water Board).

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**SoquelCreekWater** @SoquelCreekH2O · 4h

Your 2017 Soquel Creek Water District Consumer Confidence/Water Quality Report is now available! - [mailchi.mp/soquelcreekwat...](mailto:mailchi.mp/soquelcreekwat...)



 **SOQUEL CREEK  
WATER DISTRICT**

**2017**  
**Consumer Confidence /  
Water Quality Report**

IMPORTANT INFORMATION  
REGARDING YOUR WATER

WHERE YOUR WATER COMES FROM

WATER QUALITY

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NextDoor Posting 07/20/18



Public Outreach Coordinator Rebecca Rubin, Soquel Creek Water Distric...



## **Your 2017 Soquel Creek Water District Consumer Confidence/Water Quality Report is now available!**

Dear Soquel Creek Water District Customer,

The Confidence/Water Quality Report is now available! In 2017, we continued to meet or exceed all safety and water quality standards, as we have for many years. Read our 2017 Consumer Confidence/Water Quality Report to learn about where your water comes from, what it contains, and how it compares to the standards.

Visit [soquelcreekwater.org/waterqualityreports/2017wqr.pdf](http://soquelcreekwater.org/waterqualityreports/2017wqr.pdf) to access the report. You must have Adobe Acrobat Reader installed on your computer to view the report.

If you would like a paper copy of the report mailed to you, please call Carla James at 831-475-8501 x138, or email [carlaj@soquelcreekwater.org](mailto:carlaj@soquelcreekwater.org).



[SOQUELCREEKWATER.ORG](http://SOQUELCREEKWATER.ORG)

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### 2017 CONSUMER CONFIDENCE REPORT FOR CA4410017 - SOQUEL CREEK WATER DISTRICT

Filename: CCR2017CA4410017.pdf

File Size: 1833 KB

URL: <http://drinc.ca.gov/EAR/CCR/CCR2017CA4410017.pdf>

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Consumer Confidence Reports (CCR)

Annual Drinking Water Quality Reports for "California"

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The results for your search is listed below. Use the search fields below to change the report search criteria.

State	Water System Name	City, Town, or County	<b>Search</b>
California ▼	Soquel Creek Water District		

Q ▼	Go	Rows	25	<b>Filter Report</b>	<b>Select Columns</b>	<b>Reset Report</b>	<b>Download Report</b>
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Water System Name ↑	CCR Website	Water System Website	Water System Alias	Population Served	Source Type	System Address	Contact Phone	Cities Served	Counties Serve
SOQUEL CREEK WATER DISTRICT	<a href="http://www.soquelcreekwater.org/waterqualityreports/2017wqr.pdf">http://www.soquelcreekwater.org/waterqualityreports/2017wqr.pdf</a> <a href="#">Exit</a>	<a href="http://www.soquelcreekwater.org/">http://www.soquelcreekwater.org/</a> <a href="#">Exit</a>		37,720	Ground water	5180 Soquel Drive SOQUEL, CA 95073	831-475-8501		

1 - 1 of 1

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**"Find Your Local CCR"**

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some of the files on this page. See  
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