City of San Bernardino Municipal Water Department

Trusted, Quality Service Since 1905

July 2013 — June 2014 Calendar
Includes 2012 Consumer Confidence Report

Información en Español

Water Conservation

In 2008, a State law known as SB7x7 was approved. It requires California to achieve a 20% reduction in overall water use by the year 2020. We can only achieve this goal by working together with you, our customers. By installing high efficiency appliances and fixtures indoors and using water efficient irrigation systems and drought tolerant landscaping outdoors, you can maximize your water efficiency, reduce your water bill and help us meet our goal.

Stacey R. Aldstadt
General Manager

About the Calendar

There are a number of ways to save water, and they all start with you. Conserving is easy for everyone to do, from the more simple things like turning the water off while brushing your teeth to the more complex like installing a drip irrigation system. Water conservation is never out of reach. Once again we take a look at water conservation through the eyes of children, and all they have to teach us.

Cover: Borda K., 4th Grade, Palm Ave. Elementary

Conservación Del Agua

En el 2008, la ley estatal conocida como SB7x7 fue aprobada.Ésta require que, para el año 2020, el consumo de agua total sea reducido por el 20%.Esta meta solamente se podrá lograr trabajando junto con ustedes, nuestros clientes.Al instalar electrodomésticos de alta eficiencia dentro de sus casas, utilizar sistemas de riego hidrológicamente eficientes y arquitectura paisajista resistente a la sequía fuera de sus casas, usted no solamente podrá maximizar su eficiencia hidrológica, si no también reducir su factura de agua y ayudarnos a lograr nuestra meta.

Sobre Este Calandario

Existen varias maneras de preservar agua, y todas dependen de usted. El preservar agua es fácil: desde lo más sencillo como el cerrar de llave al cepillarse los dientes, hasta lo más complejo como la instalación de un sistema de riego por goteo. La conservación de agua la tenemos a mano.Nuevamente tenemos el gusto de presentarles la preservación de agua vista a través de los ojos de nuestros niños.

Toni Callicott
President

B. Warren Cocke
Commissioner

Judith Valles
Commissioner

Dr. Louis A. Fernandez
Commisioner

Wayne Hendrix
Commisioner

"While we try to teach our children all about life, our children teach us what life is all about."
—Angela Schwindt

Your Comments Are Welcome

The City of San Bernardino Municipal Water Department (SBMWD) was formed by the City Charter and is governed by an appointed Board of Water Commissioners. The Water Board meets on the first and third Tuesdays of each month. The meetings are held in the Water Department Boardroom, Fifth Floor of City Hall. The public is welcome to attend these meetings. Meeting agendas are posted in the first floor lobby of City Hall, the Feldheym Central Library, and our website **www.sbcitywater.org**, at least 72 hours prior to each meeting. For additional information on the Board meetings, call Robin L. Ohama, Deputy General Manager, at **(909) 384-7210**.

About Your Water Department

In 2012, we served in excess of 49,556 acre feet of water (16.2 billion gallons) to approximately 188,931 people in our service area. This means that the city uses an average of about 234 gallons of water per person each day for both residential and commercial purposes. All of our water is produced locally from 55 groundwater wells. We have more than 114 million gallons of water storage in 37 covered reservoirs. These reservoirs enable us to meet our peak-hour water demand on hot summer days, and to provide water storage for emergencies and fire protection. In order to deliver this water to you, we operate and maintain more than 719 miles of water mains that reach homes and businesses throughout the city.

Sus Comentarios Son Bien Venidos

El Departamento Municipal de Agua de la Ciudad de San Bernardino fue formado por Carta Constitucional Municipal y es gobernado por un Consejo de Comisionados de Agua. El Consejo de Agua se reúne el primer y tercer Martes de cada mes. Las reuniones se llevan a cabo en el Salón de Juntas del Departamento en el quinto piso de la Alcaldía Municipal. El público es bienvenido a asistir a estas reuniones. Las agendas de las reuniones se exhiben en el primer piso del vestíbulo de la alcaldía, en la biblioteca central de Feldheym, y también se pueden encontrar en la página de internet de la ciudad por lo menos 72 horas antes de cada reunión. Para obtener más información sobre las reuniones del Consejo, llame a Robin L. Ohama, Gerenta General Adjunta al (909) 384-7210.

Sobre Su Departamento Del Agua

En el 2012, nosotros suministramos mas de Agua de la Ciudad de San Bernardino, suministro más de 49,556 pies-acres (16.2 billones de galones) de agua a nuestra área de servicio. La cantidad promedia usada por persona en la ciudad es equivalente a 234 galones de agua al día, para uso residencial y comercial. Todo nuestro suministró es producido en 55 pozos de agua subterránea. Tenemos más de 114 millones de galones de agua almacenados en 37 presas cubiertas. Las presas nos permiten satisfacer la demanda de agua durante las horas de mayor uso en los días calientes del verano, almacenar agua en casos de emergencia, y para proteger contra incendios. Utilizamos más de 719 millas de una red de suministro de agua para abastecer las necesidades de agua de la ciudad

Genesis R., 2nd Grade, Roger Anton Elementary

1st Place: K-2nd Grade Category

June 2013

Su	M	T	W	T	F	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

JULY 2013

August 2013

Su	M	T	W	T	F	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2 *Board of Water Commissioners Meeting*	3	4 *Independence Day* *City Hall Closed*	5	6
7	8	9	10	11	12	13
14	15	16 *Board of Water Commissioners Meeting*	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	*Using mulch around plants and flower/vegetable beds reduces water evaporation and protects the roots from extreme climate conditions.*		

Saving Water Outdoors

Did you know that more than 50% of your average monthly water usage goes towards watering your landscape? You can reduce your irrigation needs by following these three steps:

1. Replace thirsty plants, bushes and grass with low-water use plants. For example, grass requires much more water than California native or drought tolerant plants. These plants are also very low maintenance.
2. Adjust your irrigation clock by season Automatic timers are only efficient if the run times reflect the changing weather conditions.
3. Maintain your irrigation system. By setting appropriate run times, you will avoid watering your driveway, the sidewalk and the street. Check for leaks and adjust spray patterns on a regular basis. You will see a reduction in your water usage and in your water bill.

Sierra C., 2nd Grade, Palm Ave Elementary

2nd Place: K-2nd Grade Category

July 2013

Su	M	T	W	T	F	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

AUGUST 2013

September 2013

Su	M	T	W	T	F	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Free residential conservation kits are available to our water customers. For more info, call ***(909) 384-5141.***				1	2	3
4	5	6 *Board of Water Commissioners Meeting*	7	8	9	10
11	12	13	14	15	16	17
18	19	20 *Board of Water Commissioners Meeting*	21	22	23	24
25	26	27	28	29	30	31

Where Does Your Water Go?

Have you ever wondered where the water inside your home goes when you open a faucet or flush a toilet? Your drains are connected in the street to a system of pipes that transports the water, now called wastewater, to our water reclamation plant. There it is treated (cleaned) and it can be reused in different ways, such as irrigating golf courses, medians and recharging our groundwater basin.

Please Don't Use Your Toilet As A Trash Can

There are certain items that should never be flushed down a toilet, including:

- Prescription medications
- Paint
- Dental Floss
- Personal hygiene products
- Chemicals/cleaning supplies
- Paper towels
- Cigarettes

Think before you flush!

www.sbcitywater.org

909/384-5095

Audrey M., 1st Grade, Roger Anton Elementary ***3rd Place: K-2nd Grade Category***

August 2013

Su	M	T	W	T	F	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

SEPTEMBER 2013

October 2013

Su	M	T	W	T	F	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2 *Labor Day* *City Hall Closed*	3 *Board of Water Commissioners Meeting*	4	5	6	7
8	9	10	11	12	13	14
15	16	17 *Board of Water Commissioners Meeting*	18	19	20	21
22	23	24	25	26	27	28
29	30	*Please call us at **(909) 384-5141** to reserve a seat in our Fall Water Smart Landscape Class.*				

Do You Have Any Questions About Your Drinking Water?

Within this calendar you will find our annual Consumer Confidence Report (CCR). The CCR is full of important information about the source of your water, as well as the regulations and programs that we employ to protect your health. The CCR is also available on our website, www.sbcitywater.org. Please take a few minutes to review this useful information.

We are proud to announce that all the water we served you, our customers, in 2012 either met or exceeded all Federal, State and local standards for drinking water. Throughout the year our highly trained and certified water quality staff collected more than 12,500 water samples and our lab ran more than 90,000 tests to insure its quality.

We are committed to providing our customers with the highest quality drinking water at the most economical price.

Nathan C., 3rd Grade, Roger Anton Elementary

1st Place: 3rd-4th Grade Category

September 2013

Su	M	T	W	T	F	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

OCTOBER 2013

November 2013

Su	M	T	W	T	F	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 *Board of Water Commissioners Meeting*	2	3	4	5
6	7	8	9	10	11	12
13	14 *Columbus Day*	15 *Board of Water Commissioners Meeting*	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31 *Halloween*	*Plant in the fall when conditions are cooler and rainfall is more plentiful.*	

Fall Means Cooler Temperatures

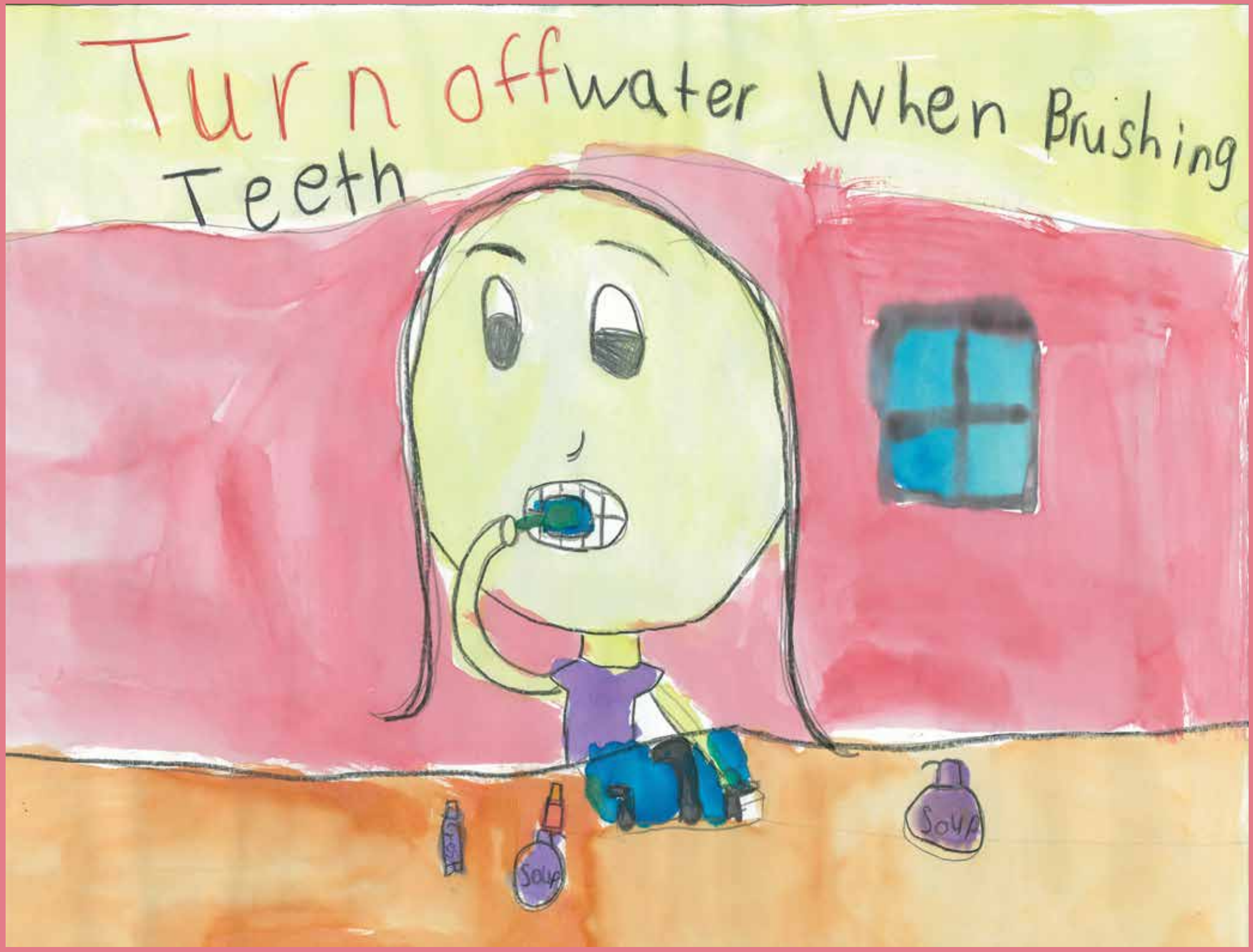
Cooler weather and shorter days reduce evaporation so lawns and gardens need less water. Landscapes require about half the amount of water in the late Fall through early Spring, as compared to Summer. Be sure to adjust your irrigation schedule accordingly.

Free Water Smart Landscape Class

To help our customers reduce their landscape irrigation usage, without sacrificing the outdoor beauty of their home, we offer free water smart landscaping classes each Fall and Spring. These classes are divided into three one hour sections, and cover landscape design, drought tolerant plant selection and drip irrigation systems.

www.sbcitywater.org

909/384-5095



Zoey C., 3rd Grade, Kimbark Elementary

2nd Place: 3rd-4th Grade Category

October 2013

Su	M	T	W	T	F	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

NOVEMBER 2013

December 2013

Su	M	T	W	T	F	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
If anyone approaches you claiming to be a SBMWD employee, ask to see their ID. Our employees have City of SB Water Department ID cards. Still have doubts, please call us at ***(909) 384-5141****.*					1	2
3 *Daylight Savings Time Ends*	4	5 *Board of Water Commissioners Meeting*	6	7	8	9
10	11 *Veterans Day* *City Hall Closed*	12	13	14	15	16
17	18	19 *Board of Water Commissioners Meeting*	20	21	22	23
24	25	26	27	28 *Thanksgiving Day* *City Hall Closed*	29 *City Hall Closed*	30

Our Customers Are Our #1 Priority

Our professional customer service staff is dedicated to providing our customers with the best experience possible; in person, on the telephone or online. They take great pride in their ability to assist you. This past fiscal year they received over 135,000 phone calls. Over the course of many years, our staff has developed a well-earned reputation for consistently providing a high level of customer service to the public.

Good Neighbors

We take pride in our community involvement. For example, we sponsor an ongoing Water Education Program, which is free and available to all elementary and middle schools within our service territory. Upon request and availability, we meet with HOA's and other neighborhood groups.

We host an annual elementary and middle school Water Conservation Poster Contest for our local children. This year we had over 800 entries! You can see the young artist's efforts in this calendar. We also sponsor the annual Solar Cup, where Inland Empire High School students build and race solar-powered boats, learning about the conservation of natural resources, and much more.

Gavin M., 3rd Grade, Roger Anton Elementary

3rd Place: 3rd-4th Grade Category

November 2013

Su	M	T	W	T	F	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

DECEMBER 2013

January 2014

Su	M	T	W	T	F	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3 *Board of Water Commissioners Meeting*	4	5	6	7
8	9	10	11	12	13	14
15	16	17 *Board of Water Commissioners Meeting*	18	19	20	21
22	23	24 *Christmas Eve* **City Hall Closed**	25 *Christmas Day* **City Hall Closed**	26	27	28
29	30	31 *New Year's Eve* **City Hall Closed**	*According to the Environmental Protection Agency, a leaky toilet can waste up to 200 gallons of water per day!*			

Saving Water Indoors

Did you know that almost 50% of your average monthly water consumption is indoors? You can reduce indoor water usage by focusing on these three areas:

Showers: Shorten your showers. Upgrade the shower head to a new, high efficiency (HE) model, using 1.6 gallons per minute or less. Rebates up to $20 per qualified shower head available.*

Toilets: Check to see if they are leaking. You can also upgrade to a HE model, using 1.28 Gallons per flush or less. Rebates up to $100 per qualified toilet available.*

Faucets: Check for drips or leaks. Install aerators to reduce water flow.

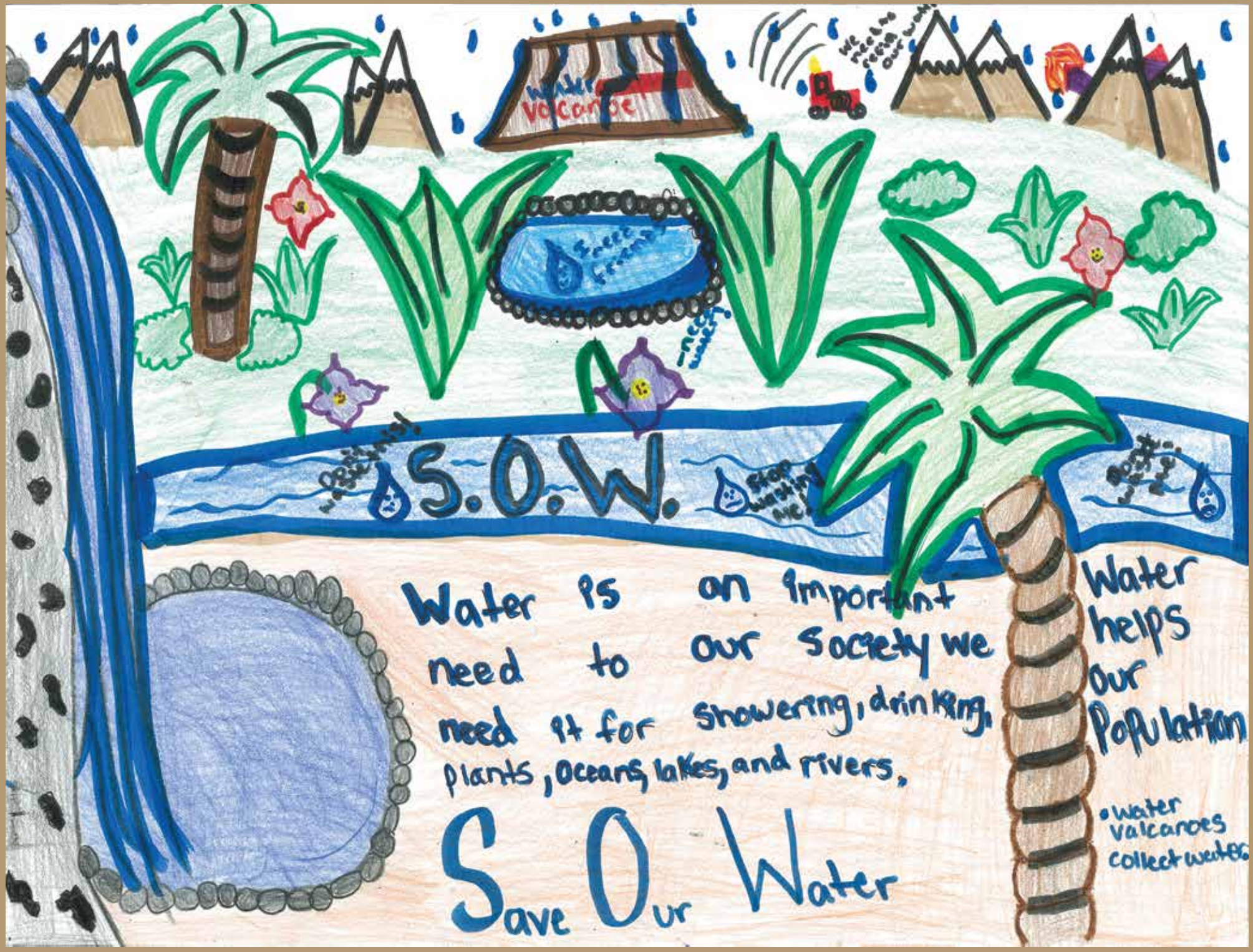
We offer free residential water conservation kits to all our water customers. They include:

- 1 Shower timer
- 1 Low flow shower head
- 2 Bathroom faucet aerators
- 1 Kitchen swivel faucet aerator
- 2 Toilet dye packets

*check rebate program for rules and limitations

www.sbcitywater.org

909/384-5095



Jasmine G., 5th Grade, Lincoln Elementary

1st Place: 5-6th Grade Category

December 2013

Su	M	T	W	T	F	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

JANUARY 2014

February 2014

Su	M	T	W	T	F	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
This year, resolve to be healthier by drinking more water.			1 *New Years Day* *City Hall Closed*	2	3	4
5	6	7 *Board of Water Commissioners Meeting*	8	9	10	11
12	13	14	15	16	17	18
19	20 *Martin Luther King Jr. Day* *City Hall Closed*	21 *Board of Water Commissioners Meeting*	22	23	24	25
26	27	28	29	30	31	

One Of The Best Deals Around—Tap Water

Water is essential in our daily lives and it is a great deal. Our tap water costs you less than one penny per gallon! This is a true bargain when you compare it to the average cost of bottled drinking water, which is about $1.00 per 16 ounces or $4.00 per gallon.

The Environmental Protection Agency (EPA) and the State of California Department of Health regulate our water agency and they have very strict rules and requirements in the testing of your water for possible contaminants. They require that we provide our customers with an annual report, called the Consumer Confidence Report (CCR), which is located at the end of this calendar. You can also view it on our website: **www.sbcitywater.org**. Once again, we met or exceeded all Federal and State standards.

The Food and Drug Administration (FDA) regulates the water quality for bottled water companies. However, you have to contact the companies directly to request their testing information.

Many consumers think there is a big difference in the quality of bottled water versus tap water, which simply is not true. The biggest difference is in the price.

Alexis M., 5th Grade, Roger Anton Elementary

2nd Place: 5-6th Grade Category

January 2014

Su	M	T	W	T	F	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

FEBRUARY 2014

March 2014

Su	M	T	W	T	F	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

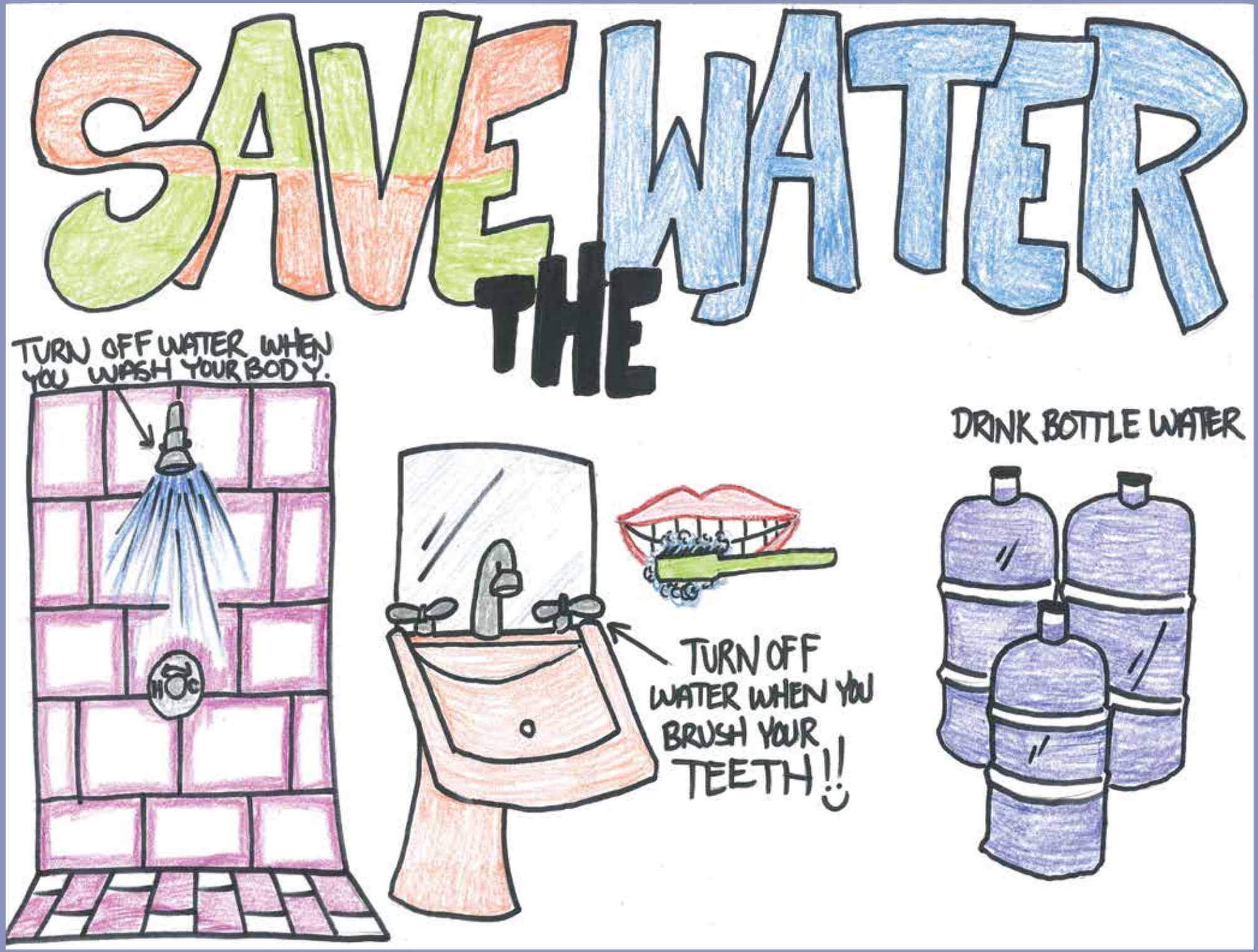
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
The Department takes advantage of thousands of dollars of rebates offered by SCE to replace inefficient pumping equipment with more efficient equipment.						1
2	3	4 *Board of Water Commissioners Meeting*	5	6	7	8
9	10	11	12 *Ash Wednesday*	13	14 *Valentines Day*	15
16	17 *Presidents Day* *City Hall Closed*	18 *Board of Water Commissioners Meeting*	19	20	21	22
23	24	25	26	27	28	

Working Harder, To Serve You

The Department has replaced miles of old pipelines, valves, meters, and sampling stands, installed 6.5 miles of transmission mains (36”), constructed 5 MG and 12 MG water storage reservoirs (tanks), and four pumping stations, improving water supply reliability.

Working with Southern California Edison (SCE), the Water Department annually tests 55 wells and pumps to improve efficiency.

The Department purchases State Water Project (SWP) water to spread in local spreading basins for groundwater recharge. Since 2010, we have purchased and recharged over 60,000 acre-feet in these local spreading basins to provide future water supply for our customers.



Xzavier A., 5th Grade, Roger Anton Elementary

3rd Place: 5-6th Grade Category

February 2014

Su	M	T	W	T	F	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

MARCH 2014

April 2014

Su	M	T	W	T	F	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Next time you add or replace a flower, plant or shrub, choose a California native plant; they are well suited to the changes in climate.						1
2	3	4 *Board of Water Commissioners Meeting*	5	6	7	8
9 *Daylight Savings Time Starts*	10	11	12	13	14	15
16	17 *St. Patrick's Day*	18 *Board of Water Commissioners Meeting*	19	20	21	22
23 30	24 31	25	26	27	28	29

Spring Is Right Around The Corner

1. Plant trees to help lower air and soil temperatures; this reduces plant and soil moisture loss.
2. Lay a two to four inch layer of mulch on plants and flower beds; it keeps the soil cool in the upcoming hot days and allows for better water absorption.
3. Routinely cultivate your soil; it improves its ability to retain moisture and resist evaporation.

Free Water Smart Landscape Class

To help our customers reduce their landscape irrigation usage without sacrificing the outdoor beauty of their home, we offer free water smart landscaping classes each Fall and Spring. These classes are divided into three one hour sections, and cover landscape design, drought tolerant plant selection and drip irrigation systems.

Valeria C., 5th Grade, Roger Anton Elementary

3rd Place: 5-6th Grade Category

March 2014

Su	M	T	W	T	F	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

APRIL 2014

May 2014

Su	M	T	W	T	F	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 *Board of Water Commissioners Meeting*	2	3	4	5
6	7	8	9	10	11	12
13	14	15 *Board of Water Commissioners Meeting*	16	17	18	19
20 *Easter*	21	22	23	24	25	26
27	28	29	30	*When buying new appliances, consider high efficiency models that offer cycle and load size adjustments. Contact us about available rebates.*		

Make Water Conservation A Priority With These Easy Steps:

Outdoors

- Sweep rather than hose sidewalks
- Water only before 7:00 am or after 6:00 pm
- Adjust your irrigation controller monthly to reflect climate changes
- Don't run sprinklers in the rain

Indoors

- Take five minute showers
- Turn off the water while brushing your teeth
- Run the dishwasher and washing machines only with full loads
- Install low flow shower heads and faucet aerators

Sarah L., 7th Grade, Shandin Hills Middle

1st Place: 7-8th Grade Category

April 2014

Su	M	T	W	T	F	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

MAY 2014

June 2014

Su	M	T	W	T	F	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
By installing a new drip system, you could be eligible for a rebate of up to $100.				1	2	3
4	5 *Cinco De Mayo*	6 *Board of Water Commissioners Meeting*	7	8	9	10
11 *Mother's Day*	12	13	14	15	16	17
18	19	20 *Board of Water Commissioners Meeting*	21	22	23	24
25	26 *Memorial Day* *City Hall Closed*	27	28	29	30	31

When Drips Are Good

- Plants absorb most of their moisture through their roots, so it makes sense to water the soil around the roots and not the leaves.
- If you have rows of plants in a full bed, consider weaving a soaker hose through the vegetation.
- An even more efficient approach is the use of a drip system, which uses emitters. These are placed right in the plant root zone and the water drips just around the emitter. Drip systems are ideal for plants and bushes, delivering water only where it is needed while reducing evaporation and soil erosion.

www.sbcitywater.org

909/384-5095

Adam B., 7th Grade, Shandin Hills Middle ***2nd Place: 7-8th Grade Category***

May 2014

Su	M	T	W	T	F	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

JUNE 2014

July 2013

Su	M	T	W	T	F	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3 *Board of Water Commissioners Meeting*	4	5	6	7
8	9	10	11	12	13	14 *Flag Day*
15 *Father's Day*	16	17 *Board of Water Commissioners Meeting*	18	19	20	21
22	23	24	25	26	27	28
29	30	*Allow your lawn to grow an extra inch in the summer; the taller blades prevent water evaporation.*				

Got Runoff?

If it's Summer in San Bernardino...it's hot!! And because of the soaring temperatures, lawns need watering to stay green. But if the water is running off the lawn, it's being wasted.

If your lawn is green, and you have runoff, cut back on your watering time. If the lawn looks like it isn't getting enough water and there is still runoff, your soil can't absorb the water fast enough. In this case, replace your current watering cycle(s) with more frequent, but shorter cycles.

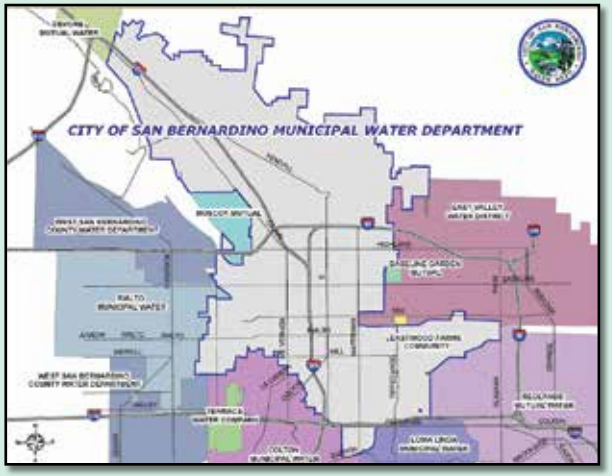
The City of San Bernardino's 2012 Consumer Confidence Report

La ciudad del informe dela calidad del agua de la publicación anual del San Bernardino 2012

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

ABOUT THIS REPORT

SBMWD is proud to announce that all of the water we served in 2012 met all the required standards for drinking water. Throughout 2012, as we do each year, the Water Department took more than 12,500 water samples that we provided to our contract labs. These labs conducted more than 90,000 tests to identify all of the constituents in our drinking water, ensuring its quality. This report describes in detail the constituents we found in the drinking water we served and how much of each constituent was present. Some of these constituents are naturally occurring while others are man-made. The California Department of Public Health regulates some of these constituents, both natural and man-made, and has set maximum contaminant levels (MCLs). In some cases, there are Federal maximum contaminant level goals (MCLGs) for chemical or mineral constituents. If any of these limits were exceeded in the drinking water during the year 2012, we tell you so in this report. If any MCL or MCLG was exceeded, we also describe treatment technology that can be used to eliminate the contaminants. State law also requires that we tell you, our customers, how much it will cost to install the treatment equipment, and how much it will increase the cost of your water. We do all of this in this report because consumers have a right to know what is in their drinking water.



We believe that an educated consumer is more likely to help protect their drinking water sources and to understand the true costs of safe drinking water.

SOBRE ESTE INFORME

El Departamento Municipal de Agua de San Bernardino esta orgulloso en poderles reportar que toda el agua servida a nuestros clientes, en el año 2012 satisfizo todas las normas de calidad establecidas para el agua potable doméstica. Durante el 2012, tomamos más de 12,500 muestras para que nuestros laboratorios pudieran conducir más de 90,000 pruebas para identificar todos los constituyentes en nuestra agua potable y así poder asegurar su calidad. En este reporte, describimos en detalle cuales constituyentes encontramos en el agua potable que suministramos, y que cantidad de cada constituyente se encontró presente. Algunos de estos constituyentes ocurren naturalmente mientras que otros son causados por presencia de animales y actividades humanas. El Departamento de Salud Publica de California establece y regula los niveles máximos de contaminantes (MCLs). En ciertos casos, existen Metas Federales de Máximo Nivel de Contaminante (MCLGs), para los constituyentes químicos o minerales. Si se excedió cualquiera de estos límites en el agua potable durante el año pasado, nosotros lo divulgamos en este informe. Si MCLs o MCLGs fueron excedidos, también revelamos la tec2nología de tratamiento que fue empleada para eliminar los contaminantes. Leyes Estatales también requieren que avisemos a nuestra clientela cual será el costo de instalar el equipo de tratamiento y cuanto aumentara el costo de su agua. Nosotros creemos que al educar al consumidor a cerca de los costos verdaderos del agua potable segura, es más probable que este ayude a proteger sus fuentes de agua potable.

ABOUT OUR WATER SOURCE

The water that we serve comes from a natural underground aquifer called the Bunker Hill Groundwater Basin. This basin was formed by ancient earthquakes that tilted huge portions of the bedrock deep under the surface of the earth to form the sides and bottoms of the basin. These bedrock formations prevent the groundwater from flowing away underground to the Pacific Ocean.

Rain and melting snow from the local mountains replace the water we take out of the basin, replenishing our water supply. SBMWD imports water from the State Water Project and spreads this water in local spreading basins to replenish our groundwater basin. This water percolates through the ground to be captured and stored in the Bunker Hill Basin.

It is estimated there is as much as 1.6 trillion gallons of water in the basin. This water fills all of the pores and open spaces in between grains of sand and gravel that also fill the basin. This sand and gravel acts as a filtering agent and helps to give us the high quality water that we enjoy. This valuable natural resource significantly reduces the need to import water from Northern California or from the Colorado River, as many other cities in Southern California must do. This keeps our rates relatively low and helps to keep our water quality high.

We share the water in the Bunker Hill Groundwater Basin with more than 20 other local public and private water suppliers. All of these water suppliers have developed long-term plans to protect the quality of water in the basin and to protect the watershed. It is now one of our highest priorities to follow and update these plans as the Inland Empire's population and water needs change. This is done collaboratively with other suppliers through a groundwater basin management plan. In all, more than 600,000 residents of the greater Riverside-San Bernardino area depend on the basin for their water, making our jobs a tremendous responsibility.

SOBRE EL ABASTECIMIENTO DE AGUA SUBTERRANEA

El agua que proveemos a nuestros clientes viene de un depósito de agua subterráneo natural llamado Bunker Hill Ground Water Basin. Esta cuenca fue formada por temblores que inclinaron grandes porciones de roca profunda bajo la superficie de la tierra para formar los lados y el suelo de la cuenca.

Nuestro abastecimiento de agua subterránea constantemente es reabastecido por la nieve derretida y por el escurrimiento de las lluvias que provienen de las montañas locales. Bajo ciertas circunstancias, importamos agua por parte del Proyecto de Agua Estatal (State Water Project) para reabastecer nuestra cuenca, lo cual también hacen otras agencias que usan la cuenca. Esta agua se filtra al suelo y es almacenada en la cuenca.

Se calcula que existen aproximadamente 1.6 trillones de galones de agua en la cuenca. Esta agua llena todos los poros y espacios entre granos de tierra y piedras que también llenan la cuenca. La tierra y piedra ayudan a filtrar el agua de alta calidad que disfrutamos. Este valioso recurso natural libera a nuestra ciudad de los costos de importar agua del norte de California o del Rió Colorado. Esto mantiene nuestras tarifas bajas y ayuda mantener nuestra calidad de agua.

Compartimos la cuenca subterránea con más de 20 abastecedores de agua públicos y privados. Todos los abastecedores de agua han desarrollado planes de largo plazo para proteger la calidad de agua en la cuenca y para proteger la tierra que almacena nuestra agua potable. Es una de nuestras prioridades más importantes ponernos al corriente de estos planes más ahora que cambia la poblacion y necesidades de agua de nuestra comunidad. Nosotros creemos que esto puede ser realizado con la implementación de un plan comprensivo con capacidad de imponer, para la operación de la cuenca. En total, más de 600,000 residentes de la gran área de Riverside-San Bernardino dependen de la cuenca para recibir su agua.

VULNERABLE POPULATION

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. The U.S. Environmental Protection Agency (USEPA) and the 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).

ADDITIONAL REQUIRED INFORMATION

The Safe Drinking Water Act requires additional health information based on finding contamination at a certain level within a utility sample. Although we have met all of the state MCLs for nitrate, arsenic and lead, we are required to report the following information:

NITRATE: Nitrate in drinking water at levels above 45 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 45 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.

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. The USEPA 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.

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. SBMWD is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline (1-800-426-4791) or at http://www.epa.gov.safewater/lead.

POBLACIONES VULNERABLES

Algunas personas son más vulnerables a los contaminantes en el agua que la población general. Personas con el sistema inmunológico comprometido, tales como las personas con cáncer sometidas a quimioterapia, personas que han sido sometidas a transplantes de órganos, personas con VIH/SIDA, o otros trastornos del sistema inmunológico, algunos ancianos, y bebes podrían estar a riesgo de contraer infecciones. Estas personas deberían consultar con su medico sobre el agua potable. Las pautas de la Agencia Federal de Protección Ambiental (USEPA/Control de Enfermedades) sobre las maneras apropriadas para reducir el riesgo de infección por Cryptosporidio y otros contaminantes microbianos están disponibles por medio de la línea telefónica para agua potable segura (Safe Drinking Water Hotline) 1-800-426-4791.

INFORMACIÓN ADICIONAL REQUERIDA

El Decreto de Agua Potable Segura requiere que se de información adicional sobre la salud si se encuentran ciertos niveles de contaminantes dentro de la muestra de utilidad. Aunque cumplimos con todos los MCLs del estado para nitrato y arsenic, se nos requiere divulgar la siguiente información:

NITRATO: Nitrato en agua potable a niveles mas de 45mg/L es un riesgo a la salud de bebes de menos de 6 meses de edad. Tales niveles en agua potable pueden interferir con la capacidad de cargar oxigeno en la sangre del infante, causando enfermedades serias; síntomas incluyen tono azul de piel y respiraciones cortas. Niveles de nitrato de mas de 45mg/L también podrían afectar la habilidad de la sangre de cargar oxigeno en otros individuos así como mujeres embarazadas y aquellos con deficiencias de enzimas. Si usted cuida infantes o esta embarazada debería pedir el consejo de su doctor. Los niveles de Nitrato pueden incrementar rápidamente por periodos cortos de tiempo a causa de lluvia o actividades agrícolas.

ARSÉNICO: Mientras su agua potable encuentra el estándar actual de la Agencia Federal de Protección Ambiental (USEPA) para el arsénico, contiene niveles mínimos de este mismo. El estándar equilibra la comprensión actual de efectos posibles de salud contra los costos de quitar el arsénico del agua potable. El USEPA continua investigando los efectos de la salud de niveles mínimos de arsénico, el cual es un mineral capaz de causar cáncer en altas concentraciones y es ligado a otros efectos de la salud tales como daño a la piel y problemas circulatorios.

PLOMO: Niveles elevados de plomo, si existen, podrían causar serios problemas de salud especialmente para mujeres embarazadas y Niños pequeños. La presencia de plomo en el agua potable es causada por materiales y componentes asociados con las líneas de servicio y la tubería de la casa. El Departamento Municipal de Agua de la Ciudad de San Bernardino toma mucho orgullo en suministrarle agua potable de alta calidad, pero no puede controlar la variedad de materiales utilizados en los componentes de su plomería. Usted puede minimizar el riesgo de ser expuesto al plomo dejando que el agua de su grifo corre de 30 segundos a 2 minutos antes de utilizar.

REGULATIONS

In order to ensure that tap water is safe to drink, USEPA and the California Department of Public Health prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The California Department of Public Health regulations also establish limits for contaminants in bottle water that provide the same protection for public health. The sources of drinking water (both tap 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 storm water 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 byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural applications, and septic systems.
- Radioactive contaminants that can be naturally-occurring or be the result of oil and gas production and mining activities.

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 USEPA's Safe Drinking Water Hotline (1-800-426-4791).

CHLORINE IN THE WATER

Why do we put chlorine in the water? Chlorine is an oxidizing agent used as a disinfectant that, when added to water, kills microorganisms such as bacteria and viruses. The State of California requires that we maintain a minimum residual of 0.2 parts per million (ppm) of chlorine in our water at all times to kill any potential microorganism(s).

WATER TREATMENT

A portion of the Bunker Hill Basin has been contaminated by historic discharges of volatile organic compounds (VOCs) known as trichloroethylene (TCE) and tetrachloroethylene (PCE). In partnership with the USEPA and under the auspices of a Superfund Project, the Water Department has undertaken a project to clean up this contamination. The project will cost approximately $70 million over the project's 50-year lifetime. Because of the agreement, this project will not affect the cost of your drinking water. The project's primary method of removing these compounds involves passing contaminated water through a series of large vessels, each containing 30,000 pounds of granular activated carbon. Operating in pairs, the vessels can treat up to 750 gallons of water per minute. This process removes the TCE and PCE contaminants from your drinking water.

REGULACIONES

Para asegurar que el agua que sale del grifo sea segura para beber, la Agencia de Protección Ambiental de los Estados Unidos (USEPA) y el Departamento de Salud Pública de California (DPH) prescriben regulaciones que limitan la cantidad de ciertos contaminantes en el agua proporcionada por los sistemas públicos de agua. El DPH también establece regulaciones que limitan la cantidad de contaminantes contenidos en el agua embotellada, las cuales deben proveer la misma protección para la salud pública. Si desea más información a cerca de estas regulaciones, puede contactar a la Oficina de Plantas, Comidas Lácteas, y Bebidas, de la FDA llamando al (301) 436-2023. Las fuentes de nuestra agua potable (del grifo o embotellada) incluyen ríos, lagos, arroyos, estanques, cuencas y pozos. Cuando el agua pasa por la superficie de la tierra o por el suelo, los minerales que ocurren naturalmentey en algunos casos los materiales radioactivos, son disueltos. Al mismo tiempo, puede recoger substancias que son resultado de presencia de animales y actividades humanas.

Los contaminantes que pueden estar presentes en las fuentes de agua incluyen:

• Contaminantes microbianos, tales como el virus y la bacteria, los cuales pueden resultar a causa de plantas de tratamiento de aguas negras, sistemas sépticos, y operaciones agrícolas de ganado y fauna.

• Contaminantes inorgánicos, tales como sales y metales, los cuales pueden ocurrir naturalmente o ser el resultado de escurrimiento urbano de aguas lluvias, vertidos de aguas negras industriales o domesticas, de la producción de petróleo y gas, minas o agrícola.

• Plaguicidas y herbicidas los cuales pueden resultar de una variedad de fuentes tales como la agricultura, escurrimiento urbano de aguas lluvias, y usos residenciales.

• Contaminantes químico-orgánicos, incluyendo químicos sintéticos y orgánicos volátiles los cuales son subproductos de procesos industriales y de la producción de petróleos o también a causa de gasolineras, escurrimiento urbano de aguas lluvias, o de sistemas sépticos.

• Contaminantes radioactivos, pueden ocurrir naturalmente o pueden ser el resultado de la producción petrolera y gas o de actividades mineras.

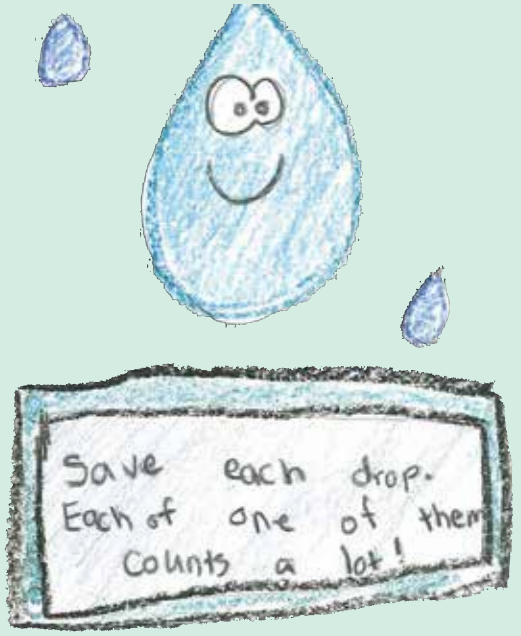
Es razonable esperar que el agua potable, incluyendo el agua embotellada, contenga por lo menos pequeñas cantidades de algunos contaminantes. La presencia de contaminantes no indica necesariamente que el agua presente un riesgo a su salud. Puede obtener más información sobre los contaminantes y los posibles efectos a su salud llamando a la Línea de Agua Potable Segura (Safe Drinking Water Hotline) de la USEPA al (800) 426-4791.

CLORO EN EL AGUA

¿Por qué ponemos cloro al agua? El cloro es un agente oxidante que cuando se le añade al agua elimina los microrganismos tales como la bacteria y el virus. El estado de California requiere que mantengamos un residuo mínimo de 0.2 partes por millón (ppm) de cloro en nuestra agua en todo momento para eliminar cualquier posible microrganismo.

SOURCE WATER ASSESSMENT PROGRAM

In response to the Federal Safe Drinking Water Act (SDWA), California Department of Public Health Division of Drinking Water and Environmental Management developed a program, called the Drinking Water Source Assessment and Protection Program (DWSAP), to assess the vulnerability of drinking water sources to contamination. The San Bernardino Municipal Water Department completed our DWSAP in 2002, and continues to update the plan as needed. The DWSAP is available in our offices at San Bernardino's City Hall, 300 North D Street, on the fifth floor. Based on this assessment, we have concluded that our sources of drinking water are most vulnerable to historical contamination from industrial operations.



TRATAMIENTO DEL AGUA

Una porción de la Cuenca de Bunker Hill, ha sido contaminada por vertidos de compuestos orgánicos volátiles (VOCs) conocidos como tricloroetileno (TCE) y tetracloroetileno (PCE). En colaboración con la Agencia Federal de Protección Ambiental (USEPA) y bajo el auspicio de un Proyecto de Fondo Mayor, el Departamento Municipal de Agua de San Bernardino ha iniciado un proyecto para limpiar esta contaminación. El costo aproximado del proyecto es $70 millones; este será adjudicado durante los 50 años de vida del proyecto. Gracias a una resolución legal, este proyecto no afectara el costo de su agua potable. El método principal de extirpación de estos compuestos, consiste en pasar el agua contaminada por una serie de buques los cuales contienen 30,000 libras de granulado de carbón activado. Estos buques funcionan en pares, que pueden tratar 750 galones de agua por minuto. Este proceso extirpa el TCE y PCE del agua, convirtiéndola en agua segura para beber.

PROGRAMA DE EVALUACIÓN DE FUENTES DE AGUA

En respuesta al Acto Federal de Agua Potable Segura (SDWA), La división de Agua Potable y Manejo del Ambiente del Departamento de Servicios de Salud de California (CDPH) ha desarrollado un programa para evaluar la vulnerabilidad de las fuentes de agua potable a la contaminación, el cual se llama Evaluación y Protección de las Fuentes de Agua Potable (DWSAP). El Departamento Municipal de Agua de San Bernardino completo el programa DWSAP durante el año 2002, y está disponible en nuestra oficina localizada en el quinto piso de la Alcaldía de San Bernardino, 300 Norte Calle "D." Con los resultados de esta evaluación, hemos concluido que nuestro abastecimiento de agua es más susceptible a contaminación histórica de actividades industriales. Las actividades industriales del último siglo han dejado ciertos compuestos orgánicos volátiles en la tierra que ahora han contaminado porciones de la Cuenca Subterránea Bunker Hill. Su agua potable es tratada para extirpar este tipo de compuestos antes de su suministro.

If you have questions regarding the information in this report, please contact:

George Castillo, Administrative Services Manager
City of San Bernardino Municipal Water Department
PO Box 710
San Bernardino, CA 92402
Voice: (909) 384-5141 / Fax: (909) 384-7211
e-mail: ccr_comments@sbcitywater.org

Please include your name, address, and phone number so that we can respond to you directly.

Si usted tiene cualquier pregunta sobre la información contenida en este informe por favor comuníquese con:

George Castillo, Gerente de Servicios Administrativos
City of San Bernardino Municipal Water Department
PO Box 710
San Bernardino, CA 92402
Voice: (909) 384-5141 / Fax: (909) 384-7211
e-mail: ccr_comments@sbcitywater.org

Por favor incluya su nombre, dirección y número de teléfono

TABLE TERMS AND DEFINITIONS

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.

Terms to Know

Contaminant:

Any physical chemical, biological, or radiological substance or matter in water.

Primary Drinking Water Standard (PDWS):

MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

Secondary Drinking Water Standard:

Secondary Drinking Water Standards shall not be exceeded in the water supplied to the public because these constituents may adversely affect the taste, odor, or appearance of drinking water.

Maximum Contaminant Level (MCL):

The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

Maximum Contaminant Level Goal (MCLG):

The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the United States Environmental Protection Agency.

Public Health Goal (PHG):

The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

Maximum Residual Disinfectant Level (MRDL):

The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG):

The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Regulatory Action Level (AL):

The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

Detection Level Reported (DLR):

Detection limit for purposes of reporting. The designated minimum level at or above which any analytical finding of a contaminant in drinking water resulting from monitoring required by Title 22, Chapter 15, shall be reported to the California Department of Public Health.

Treatment Technique (TT):

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

SBMWD Average:

Numerical average of constituent values in active wells above the DLR in SBMWD's water system.

No Standard (NS):

No standard has been established as a guideline for a contaminant.

NL:

Notification Level

ND:

Non-Detect

NTU:

Nephelometric Turbidity Units

PPM or mg/L:

parts per million, or milligrams per liter.

PPB or ug/L:

parts per billion, or micrograms per liter.

pCi/L:

picocuries per liter (a measure of radioactivity)

µS/cm:

measure of electric current

Note: PPM, or mg/L, is parts per million, or milligrams per liter, and PPB, or ug/L, is parts per billion, or micrograms per liter. One part per million is the equivalent of 1/2 of a dissolved aspirin tablet in a full bathtub of water (approximately 50 gallons). One part per billion is equivalent to 1/2 of a dissolved aspirin tablet in 1,000 bathtubs of water (approximately 50,000 gallons).

2012 Consumer Confidence Report Table of Constituents

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

Substance (Units)	Year Sampled	MCL (AL) [MRDL] [NL]	PHG (MCLG) [MRDLG]	Local Groundwater		Violation	Typical Source
				Average Value	Range (Low-High)		
Regulated by Primary Drinking Standards (in order to protect against possible adverse health effects)							
Organic Contaminants							
cis-1, 2 dichloroethylene (c-1, 2-DCE) (ug/L)	2012	6	100	ND	ND - 0.58	No	Discharge from industrial chemical factories; major biodegradation byproduct of TCE and PCE in groundwater contamination
Tetrachloroethylene (PCE) (ug/L)	2012	5	0.06	ND	ND - 2.10	No	Discharge from factories, dry cleaners and auto shops (metal degreaser)
Trichloroethylene (TCE) (ug/L)	2012	5	1.7	ND	ND - 1.3	No	Discharge from metal degreasing sites and other factories
Inorganic Contaminants							
Arsenic (ug/L)	2012	10	0.004	ND	ND - 7.0	No	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes
Fluoride (mg/L)	2012	2	1	0.49	0.3 - 1.40	No	Erosion of natural deposits; discharge from fertilizer and aluminum factories
Nitrate as $N0_3$ (mg/L)	2012	45	45	25.2	3.6 - 37.0	No	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Radionuclides							
Gross Alpha Particle Activity (pCi/L)	2001-2012	15	(0)	3.39	ND - 13.16	No	Erosion of natural deposits
Uranium (pCi/L)	2007-2012	20	0.43	4.30	ND - 17.39	No	Erosion of natural deposits
Chemical Disinfectants							
Chlorine (mg/L)	2012	[4]	[4]	0.62	0.2 - 2.3	No	Drinking water disinfectant added for treatment
Disinfectant By-Products							
Total Trihalomethanes (TTHM) (ug/L)	2012	80	NS	4.0	ND - 11.0	No	By-product of drinking water disinfection
HAA5 (ug/L)	2012	60	NS	3.3	ND - 10.0	No	By-product of drinking water disinfection

Microbiological							
Total Coliform Bacteria (Present/Absent)	2012	MCL: If more than 5% of monthly samples are positive	(0)	Absent	Absent - 1.0%	No	Naturally present in the environment
At-The-Tap-Monitoring							
Copper (mg/L) No. of sites collected: 56 No. of sites exceeding AL: 0	2012	(1.3)	0.3	90th percentile = 0.24	ND - 0.38	No	Internal corrosion of household plumbing systems
Regulated by Secondary Drinking Water Standards (in order to protect the odor, taste and appearance of drinking water)							
Aesthetics							
Chloride (mg/L)	2012	500	NS	18.99	3.20 - 43.0	No	Runoff/leaching from natural deposits
Corrosivity (Non-Corrosive)	2012	Non-Corrosive	NS	0.35	0.0 - 0.68	No	Natural or industrially-influenced balance of hydrogen, carbon and oxygen in the water; affected by temperature and other factors
Specific Conductance (uS/cm)	2012	1600	NS	552.7	300 - 650	No	Substances that form ions when in water
Sulfate (mg/L)	2012	500	NS	49.72	14.0 - 100.0	No	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids (mg/L)	2012	1000	NS	356.0	180 - 450	No	Runoff/leaching from natural deposits
Turbidity (NTU)	2012	5	NS	0.83	ND - 3.50	No	Soil Runoff
Unregulated Contaminant							
Dichlorodiflouromethane (Freon 12) (mg/L)	2012	[1]	NS	0.00159	ND - 0.00610	No	Polymerization processes, food sterilization, home and commercial refrigeration, paint and varnish remover manufacturing and use, water purification, copper and aluminum production, glass bottle manufacturing, leak detecting agent in thermal expansion valves. Prior to 1979, frequently used as an aerosol propellant for cosmetics, pharmaceutics, insecticides, paints, adhesives, and cleaners.
Additional Monitoring							
Hardness (as $CACO_3$) (mg/L)	2012	NS	NS	246.2	110 - 320	N/A	Naturally occurring
Sodium (mg/L)	2012	NS	NS	21.82	14.0 - 53.0	N/A	Naturally occurring

Emergency Numbers

Police-Fire-Medical Emergencies Only	911
Poison Control	(800) 222-1222
National Suicide Prevention Lifeline	(800) 273-8255
Emergency Mental Health Hospital Services	(909) 580-1800
California Missing Children Hotline	(800) 222-3463
Water Department :	
General	(909) 384-5141
Customer Service	(909) 384-5095

SBMWD WATER CONSERVATION REBATE PROGRAM

Qualified water customers can receive substantial rebates for the purchase of water-saving devices inside and outside the home. Inside the home: $100 for a high-efficiency (HE) toilet. $200 for a HE clothes washing machine, $100 for a HE dishwasher, and $20 for low-flow shower heads. Outside the home: $250 for a weather based, smart irrigation controller, $100 for standard controllers, up to $150 for HE sprinkler nozzles; up to $200 for drought tolerant plants. Up to $100 for a drip irrigation system, and up to $200 if a customer installs mulch/gravel with their drip system.

Rules and restrictions apply, so please visit our website at **www.sbcitywater.org** or call **(909) 384-5141** for program qualifications.

City of San Bernardino
Municipal Water Dept.
PO Box 710
San Bernardino, CA 92402

PRESORT STD
U. S. Postage
PAID
Permit No. 126
San Bernardino, CA
92402

ECRWSS
Residential Customer

WE ARE SOCIAL!

for service information
&
water conservation tips

Follow Us On Twitter

http://twitter.com/sbcitywater
@sbcitywater

Like Us On Facebook

http://www.sbcitywater.org