

Your 2017 Consumer Confidence Report

Trusted, Quality Service Since 1905

Su Informe De
La Confianza
Del Consumidor 2017

SBCITYWATER.ORG

City of San Bernardino Municipal Water Department
1350 S. "E" Street, San Bernardino, CA 92408 | Phone: 909.384.5141



Caring for resources and customers since 1905



Our city is fortunate to have a reliable local water supply originating from high in the San Bernardino Mountains that sustains our residents and businesses. The San Bernardino Municipal Water Department (SBMWD) takes great care in protecting this valuable asset so that it is available for future generations. As part of that stewardship and as required by law, we perform thousands of water quality tests throughout the year to ensure the water we serve meets all health and safety standards. You will find details of those tests, along with other information about your water service, contained in this Consumer Confidence Report.

I would like to take this opportunity to highlight some of the new and exciting things the Department is doing to improve our water supply and enhance communications with customers.

As part of our commitment to maintaining a reliable water supply, the Department is hard at work on a recycled water project known as the Clean Water Factory. This innovative system will capture and treat wastewater instead of sending it down the Santa Ana River. The water will be used to supplement drinking water and replenish our local groundwater basin to create a more resilient resource for our community in times of drought.

SBMWD is also collaborating with other area water agencies on a regional approach to water management. The Groundwater Council, made up of more than a dozen Inland cities and water agencies, is working on increasing storage in our groundwater basins by contributing water and funding to restore water supplies to optimum levels. This underground bank will provide a local, reliable supply during drought and save money by helping us avoid purchasing water at higher prices.

This year, the Department continues to work on expanding communications, transparency and customer service by redesigning our web portal to make online bill payment even easier. Our eBilling site will allow customers to go paperless, which will save on paper and printing costs. We have also introduced a new, easy-to-understand bill design to accompany the online improvements. Although the look of your bill has changed, you can expect the same trusted, quality service from your Water Department.

I am proud of the services that SBMWD provides. I assure you that we will continue to fulfill our promise of maintaining reliable, cost-effective water services for our community.

Sincerely,



Robin Ohama
Acting General Manager



ABOUT YOUR WATER DEPARTMENT



12.6 billion gallons of water was produced in 2017

Which served **202,000 people**

This is approximately 6.9% more than 2016.



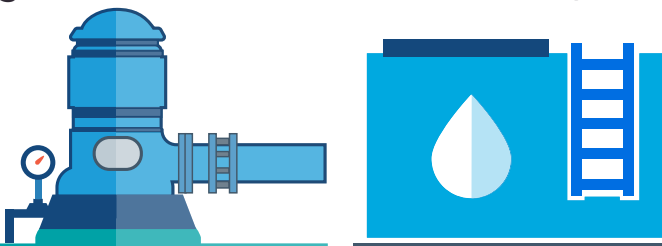
SBMWD receives 100% of its water supply from the Bunker Hill Basin. This groundwater basin is filled by snow melt, rainfall and surface water that filters through the soil into the underground basin. When available, the State Water Project fills replenishment ponds so this water can also be used to refill the basin. SBMWD plans to use recycled water for basin replenishment in the future.

4 Granular Activated Carbon (GAC) water treatment plants

2 air unit treatment plants

51 active groundwater wells

38 active storage reservoirs/tanks



126 million gallons of water storage capacity

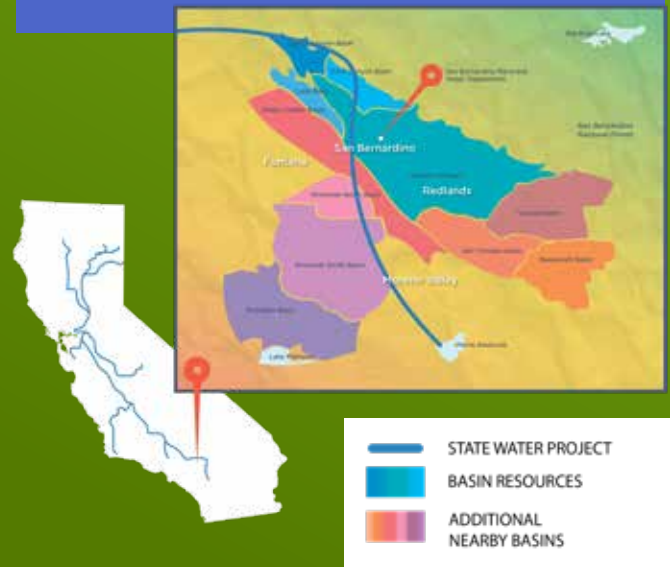
WHAT IS THE STATE WATER PROJECT?

The State Water Project was built in 1960 to provide a reliable supply of water across California. Today, this network of aqueducts and reservoirs stretches more than 700 miles to deliver water to local agencies serving more than 26 million people.

SBMWD is one of the agencies that benefits from the State Water Project. While this does not feed directly into our water system, it does help replenish the Bunker Hill Basin by filling retention ponds. The water then filters naturally into the basin.

This important source helps maintain a steady, reliable source of water even during drought.

In 2017, **4.9** billion gallons of water from the State Water Project were purchased by SBMWD to replenish the Bunker Hill Basin.



44,000+ connections

750 miles of pipeline in service area

CALIFORNIA DROUGHT

Continued conservation is the new way of life



While the drought in California was declared over, the need to conserve water continues. We can no longer treat our water supply as an unlimited resource, knowing that demands will continue to increase and the California climate guarantees stretches of drought in our future. Southern California continues to experience drier than normal conditions.

On May 31, 2018, Governor Jerry Brown signed two new laws designed to improve water efficiency. These laws recognize that cutting water use is the most effective way to stretch the state's supplies.

The new laws target water agencies, not individual customers. The State Water Resources Control Board has four years to develop new efficiency standards for indoor and outdoor water use, and methods to monitor and report water lost to leaks. These standards will also account for local climate conditions.

Local water agencies will also need to develop a water use plan by November 2023. Starting in 2025, the State Water Board will start issuing conservation orders to agencies that do not reach their goals.

CONSERVATION REGULATIONS

While the statewide drought was declared over in 2017, we continue to face dry conditions in our area. The U.S. Drought Monitor reports most of Southern California, including the SBMWD service area, under a "severe drought" as of June 2018. This is why SBMWD remains under Stage 2A Water Restrictions. These restrictions include:



Irrigation is prohibited for 48 hours following rainfall of 1/8" or more.



Irrigation is limited to Mondays, Wednesdays, and Fridays.



Maximum irrigation time of 15 minutes per station, between the hours of 6 p.m. – 8 a.m.



All hotels/motels shall provide guests with 'the option of not having towels and linens laundered daily.



Restaurants may serve water only upon request.



Watering grass in public street medians is not allowed.



The use of potable water for washing hard surfaces is prohibited.



Automatic shutoff nozzles are required on hoses when washing cars.



CONSERVATION IN OUR COMMUNITY

SBMWD knows that our customers are our greatest ally in the fight against water waste. The good news is, conservation doesn't have to mean sacrifice. We strive to provide our customers with the tools necessary to become more water efficient. For more information about SBMWD's water conservation programs, or to report water waste, please visit sbcitywater.org, or call (909) 384-5141.

SBMWD will help you save water and money!

It is our goal to help you on your way to water efficiency. To encourage our customers to use water wisely, SBMWD offers many water conservation rebates, making it easier than ever to be water efficient both in your home and outdoors. We are proud to offer one of the region's most extensive water conservation rebate programs. Each residential customer is eligible for up to \$2,000 back – just for installing water-saving appliances and taking other conservation measures! We encourage you to apply for your rebate today.

INDOOR REBATES AVAILABLE:



High-Efficiency Toilets:

Up to \$100 for toilets that use 1.28 gallons per flush or less. Limit 4 per residence.



High-Efficiency Showerheads:

\$20 rebate for showerheads that use 1.6 gallons per minute or less. Limit 4 per residence.



High-Efficiency Washing Machines:

\$100 rebate for a washing machine with a CEE rating of Tier 1 or greater. Limit one per residence.



High-Efficiency Dishwashers:

\$75 rebate for a single dishwasher with a CEE Rating of Tier 1 or greater. Limit one per residence.

New Conservation Programs Available: SBMWD is now offering new NO-COST water conservation service programs. Through these programs eligible customers can receive a FREE weather based smart irrigation controller, professional installation and set-up, as well as one-on-one onsite consultation on efficient outdoor water use.



WATER SAVING GARDEN WORKSHOPS

The average residential household in the Inland Empire uses more than half of its total water consumption outdoors. In an effort to help our customers in saving water outdoors, the San Bernardino Municipal Water Department hosts free water-saving landscape workshops every spring and fall. These workshops cover topics such as landscape design, efficient irrigation techniques, California native plant selection, and more!

Join us and learn how you can save water and money while improving the look and function of your outdoor space. Guests receive water saving giveaways and have a chance to win raffle prizes.

Please contact Customer Service at (909) 384-5141 to be placed on the invite list.

OUTDOOR REBATES AVAILABLE:



Irrigation Controller:

\$250 rebate for installing a weather-based controller or \$100 for a standard controller.



High-Efficiency Sprinkler Nozzle:

50% rebate, up to \$200, for installing selected high-efficiency sprinkler heads.



Garden Hose Shut-Off Nozzle:

Up to \$10 for an automatic shut-off nozzle for your garden hose. Limit 2 per residence.



Drip Irrigation System:

50% rebate, up to \$150, for drip irrigation systems.



Drought Tolerant Plants:

50% rebate, up to \$300, for drought tolerant trees, plants, and shrubs.



Turf Replacement Materials:

50% rebate, up to \$300, to replace grass with mulch, gravel or other water-saving materials.



Artificial Turf:

Replace grass with artificial turf and receive **\$2 per square foot**, up to \$400.



Pool Cover:

Up to \$75 for a pool cover.



Turf Removal:

\$2 per square foot, up to \$2,000, to replace grass with approved materials.

INFRASTRUCTURE RELIABILITY

In order to provide a safe and reliable water supply, SBMWD staff is continually working to maintain and improve its aging infrastructure, to meet or exceed state and federal standards. This is in large part accomplished by identifying deficient areas in our drinking water system that require enhancement, rehabilitation or replacement.

Some of the more critical system improvements that are currently in progress are:

SEISMIC RESERVOIR UPGRADES

Construction will begin soon on a project designed to protect the SBMWD water supply in the event of an earthquake.

Planning for upgrades to the department's four steel reservoir tanks began in 2012. Damage to the tanks could reduce water pressure, which would affect water quality and the ability to fight fires.

In the past year, the project plans were reviewed and updated to meet the latest safety codes. SBMWD is now soliciting bids for the construction and expects work to begin this fall.



INTERMEDIATE ZONE EXTENSION

SBMWD is growing! Construction has begun on a project to connect the east side of the San Bernardino International Airport to the water system.

This involves the installation of over 14,000 feet of 24-inch diameter pipeline from the Perris Hill area to the east side of the former Norton Air Force Base. The pipeline project is at the halfway point and is set for completion in November 2018.



ELECTRIC RESERVOIR ROOF REPLACEMENT PROJECT

Work is underway to replace the roof on the Electric Reservoir. Built in 1937, it is one of the department's oldest reservoirs. The Electric Reservoir can store 8 million gallons of water and plays a crucial role for storing water and maintaining water pressure. The original roof structure is being replaced with a roof that is structurally sound and meets current seismic standards. Completion of the project is expected by the end of the year.

CLEAN WATER FACTORY PROJECT

SBMWD is working on the Clean Water Factory, a project that will recycle treated wastewater instead of releasing it into the Santa Ana River.

The recycled water will be used to replenish the local groundwater basin, so the department won't have to pay for imported water supplies. This will create a dependable source for the community in light of current and potential drought conditions.

This innovative system will also create a new source that will supplement drinking water supplies.

A HIDDEN GEM PERRIS HILL RESERVOIR



Sitting under a hill near the St. Bernardine Medical Center, the Perris Hill Reservoir stores 10 million gallons of water. This underground storage facility was built in 1949 to meet the growing water demands of the hospital, and was expanded in 1962. Building the reservoir inside the hill keeps the water temperature lower and improves water pressure.



The reservoir is drained every eight years for maintenance. Crews went through the facility in January to inspect, repair and disinfect the reservoir. The work takes about 10 days then the reservoir is refilled.



The process is planned months in advance, so the water inside is distributed to customers and no drop is wasted.

Original story and photos courtesy of YourSoCalTapWater.org

MAINTENANCE OVERVIEW *Providing reliable service is no small task*



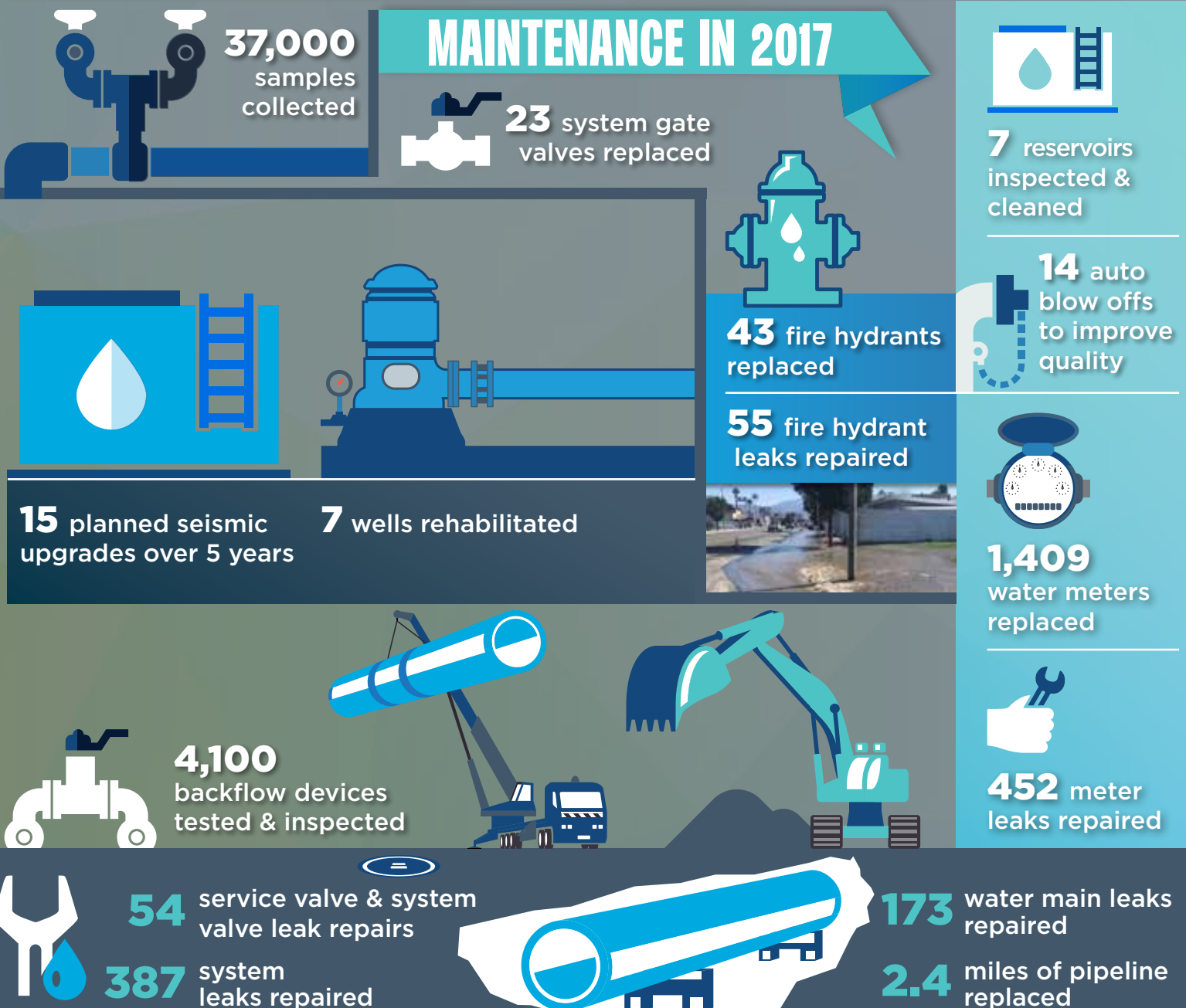
SBMWD's Water Utility Distribution Section includes Distribution Administration, Service and Repair, System Maintenance, and Water Loss Management.

The Distribution Section is responsible for operating, installing, maintaining, and repairing **750** miles of underground piping, **15,000** valves, more than **44,000** service connections, and **4,200** fire hydrants as well as air releases/vacuum breakers, automatic blow-offs, mobile and stationary leak detection, and Ultra Sonic Meter consumption reports.

While maintaining and repairing the water distribution system, a highly trained team of Certified Distribution Operators sets up traffic control to ensure pedestrians, bicyclists, and drivers can travel efficiently while protecting the onsite team.



These teams are also trained in excavation work, large mainline repair and construction, trenchless service installation, welding, proper safety procedures, and potable water technology.





WATER QUALITY REPORT

INFORME DE CALIDAD DEL AGUA

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

About this report

SBMWD is proud to announce that all of the water we served in 2017 met all the required standards for drinking water. Throughout 2017, as we do each year, the Water Department collected more than 37,000 water samples that were analyzed by our contract laboratories.

These labs conducted more than 100,000 tests to identify all of the constituents in our drinking water, ensuring its quality. This report describes in detail the constituents 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 State Water Resources Control Board, Division of Drinking Water (State Board) 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 2017, we inform you about it 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 inform 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 about the quality of their drinking water. We believe that educated consumers are more likely to help protect their drinking water sources and to understand the true costs of safe drinking water.

Sobre este informe

San Bernardino Municipal Water Department esta orgulloso en poderles reportar que toda el agua servida a nuestros clientes, en el año 2017 satisfizo todas las normas de calidad establecidas para el agua potable doméstica. Durante el 2017, tomamos más de 37,000 muestras para que fueron analizadas por laboratorios contractados por nosotros.

Estas laboratorios conducieron mas de 100,000 pruebas para identificar todos los contiyentes en nuestra agua potable y asi 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 tecnología de tratamiento que puede ser 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 los consumidores educados tienen más probabilidades de ayudar a proteger sus fuentes de agua potable y comprender los costos verdaderos del 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 also imports water from the State Water Project and spreads this water in local basins to replenish our groundwater. Both natural and imported 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. The sand and gravel act as a filtering agent and help 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 also 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 Río Colorado. Esto mantiene nuestras tarifas bajas y ayuda mantener nuestra calidad de agua.



Compartimos la cuenca subterránea con más de 20 proveedores de agua locales y privados. Todos los proveedores 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 población y las necesidades de agua de nuestra comunidad. Esto se hace de manera colaborativa con otros proveedores a través de un plan de manejo de cuenca subterránea. 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 as Nitrogen (N) in drinking water at levels above 10 mg/L is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in a serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate as N levels above 10 mg/L may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. If you are caring for an infant, or you are pregnant, you should ask advice from your health care provider. Nitrate as N 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: Since 2017, public schools have had the option of requesting local water agencies collect water samples to test for lead. New regulations now require local water agencies to test lead levels by July 1, 2019 at all K-12 schools constructed before 2010. If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. 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/lead>.

REGULATIONS

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



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 trasplantes de órganos, personas con VIH/SIDA, o otros trastornos del sistema inmunológico, algunos ancianos, y bebés podrían estar a riesgo de contraer infecciones. Estas personas deberían consultar con su médico sobre el agua potable. Las pautas de la Agencia Federal de Protección Ambiental (USEPA/Control de Enfermedades) sobre las maneras apropiadas 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 o en <http://www.epa.gov/lead>.

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 arsénico, se nos requiere divulgar la siguiente información:

NITRATO: Nitrato como Nitrógeno (N) en agua potable a niveles mas de 10 mg/L es un riesgo para la salud de bebés de menos de 6 meses de edad. Tales niveles en agua potable pueden interferir con la capacidad de cargar oxígeno en la sangre del infante, causando enfermedades serias; síntomas incluyen tono azul de piel y respiraciones cortas. Niveles de nitrato como N de mas de 10 mg/L también podrían afectar la habilidad de la sangre de cargar oxígeno 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 como N pueden incrementar rápidamente por periodos cortos de tiempo a causa de lluvia o actividades agrícolas.

ARSÉNICO: Mientras su agua potable cumple con 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: Desde 2017, las escuelas públicas han tenido la opción de solicitar a las agencias locales de agua que recojan muestras de agua para analizar el plomo. Las nuevas regulaciones ahora requieren que las agencias locales de agua prueben los niveles de plomo antes de el 1 de julio de 2019 en todas las escuelas K-12 construidas antes de 2010. 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.

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. Los reglamentos de la Administración de Alimentos y Medicamentos de los Estados Unidos y la ley de California también establece límites para contaminantes en agua embotellada que proporcionan la misma protección para la salud pública. Información adicional sobre el agua embotellada está disponible en el sitio web del Departamento de Salud Pública de California: <http://www.cdph.ca.gov/programs/Pages/fdbBVW.aspx>. 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 naturalmente y en algunos casos los materiales radioactivos, son disueltos. Al mismo tiempo, puede recoger sustancias 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, o 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 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 Board 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, SBMWD 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.

SOURCE WATER ASSESSMENT PROGRAM

In response to the Federal Safe Drinking Water Act (SDWA), the State Board 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 its DWSAP in 2002, and continues to update the plan as needed. The DWSAP is available in our Engineering office located at: 397 Chandler Place, 1st Floor, San Bernardino, CA 92418. Based on this assessment, we have concluded that our sources of drinking water are most vulnerable to historic contamination from industrial operations.

UNREGULATED CONTAMINANT MONITORING RULE (UCMR 3)

The 1996 amendments to the Safe Drinking Water Act (SDWA) require that once every five years, the U.S. Environmental Protection Agency (USEPA) issue a new list of no more than 30 unregulated contaminants to be monitored by public water systems (PWS). The Unregulated Contaminant Monitoring Rule (UCMR) provides USEPA and other interested parties with scientifically valid data on the occurrence of contaminants in drinking water. This data serves as a primary source of occurrence and exposure information that the agency uses to develop regulatory decisions.

SBMWD completed two rounds of UCMR 3 monitoring in July 2013 and January 2014. Any detected metal, chlorate, hexavalent chromium, 1,4 dioxane, volatile organics, perfluorinated compounds, and hormones detected are summarized in the Table of Constituents.



CLORO EN EL AGUA

¿Por qué ponemos cloro en el agua? El cloro es un agente oxidante que cuando se le añade al agua elimina los microorganismos 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 microorganismo.



TRATAMIENTO DEL AGUA

Una porción de la Cuenca de Bunker Hill, ha sido contaminada por descargas 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, SBMWD 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 afectará 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 llamada el Drinking Water Source Assessment and Protection Program (DWSAP). El San Bernardino Municipal Water Department completo el programa DWSAP durante el año 2002, y está disponible en nuestra oficina localizada en el Oficina de ingeniería ubicada en: 397 Chandler Place, 1st Floor, San Bernardino, CA 92418. Con los resultados de esta evaluación, hemos concluido que nuestro abastecimiento de agua es más sustible 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.

EL REGLAMENTO DE MONITOREO DE CONTAMINANTES NO REGULADOS

Las enmiendas de 1996 a la Acto Federal de Agua Potable Segura (SDWA) requieren que una vez cada cinco años, la U.S. Environmental Protection Agency (USEPA) emitirá una nueva lista de no más 30 contaminantes no regulados a ser monitoreados por los sistemas públicos de agua (PWS). El reglamento Monitoreo de Contaminantes No Regulados (UCMR) proporciona USEPA y otras partes interesadas con los datos científicamente válidos sobre la presencia de contaminantes en el agua potable. Estos datos sirven como la localidad primaria de ocurrencia y la exposición de información que la agencia utiliza para desarrollar las decisiones regulatorias.

SBMWD completó dos ciclos de UCMR 3 monitoreados en 2013 julio y enero de 2014. Cualquier metal detectado, clorato, cromo hexavalente, 1,4-dioxano, compuestos orgánicos volátiles, compuestos perfluorados, y las hormonas detectadas se resumen en la Tabla de Constituyentes.

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

Con Arrieta, Water Quality Control Officer
City of San Bernardino Municipal Water Department
P. O. Box 710, San Bernardino, CA 92402
909-453-6190 | e-mail: ccr_comments@sbmwd.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:

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Por favor, incluya su nombre, dirección y número de teléfono para que podamos responder a usted directamente.

	UNITS	YEAR SAMPLED	MCL (AL) [MRDL]	PHG (MCLG) [MRDLG]	AVERAGE VALUE	RANGE * (LOW-HIGH)	VIOLATIONS	TYPICAL SOURCE OF CONTAMINANT
PRIMARY REGULATED CONTAMINANTS								
ORGANIC CONTAMINANTS								
cis-1,2 dichloroethylene (c-1,2-DCE)	µg/L	2017	6	100	ND	ND - 0.56	No	Discharge from industrial chemical factories; major biodegradation byproduct of TCE and PCE groundwater contamination
Tetrachloroethylene (PCE)	µg/L	2017	5	0.06	ND	ND - 1.40	No	Discharge from factories, dry cleaners, and auto shops (metal degreaser)
Trichloroethylene (TCE)	µg/L	2017	5	1.7	ND	ND - 0.55	No	Discharge from metal degreasing sites and other factories
1,1-Dichloroethane	ng/L	2013-2014	5000	3000	21.1	ND - 100	No	Halogenated alkane; extraction and degreasing solvent; used in manufacture of pharmaceuticals, stone, clay and glass products; fumigant
INORGANIC CONTAMINANTS								
Aluminum	mg/L	2017	1	0.6	ND	ND - 0.63	No	Erosion of natural deposits
Arsenic	µg/L	2017	10	0.004	ND	ND - 15.0	No	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes
Total Chromium	µg/L	2017	50	(100)	1.36	ND - 2.90	No	Discharge from steel and pulp mills and chrome plating; erosion of natural deposits
Fluoride	mg/L	2017	2	1	0.48	0.2 - 1.30	No	Erosion of natural deposits; discharge from fertilizer and aluminum factories
Nitrate as NO3	mg/L	2017	45	45	17.64	ND - 39.0	No	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Nitrate as Nitrogen	mg/L	2017	10	10	3.95	ND - 8.20	No	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
RADIONUCLIDES								
Gross Alpha Particle Activity	pCi/L	2001-2016	15	(0)	2.79	ND - 6.30	No	Erosion of natural deposits
Uranium	pCi/L	2007-2016	20	0.43	3.35	ND - 4.58	No	Erosion of natural deposits
CHEMICAL DISINFECTANT								
Chlorine	mg/L	2017	[4]	[4]	0.61	0.20 - 2.00	No	Drinking water disinfectant added for treatment
DISINFECTANT BY-PRODUCT								
Total Trihalomethanes (TTHM)	µg/L	2017	80	NS	4.2	ND - 9.20	No	By-product of drinking water disinfection
Haloacetic Acids (HAA5)	µg/L	2017	60	NS	ND	ND - ND	No	By-product of drinking water disinfection
MICROBIOLOGICAL ((TT))								
Total Coliform Bacteria - Federal Revised Total Coliform Rule (rTCR)	Present/Absent	2017	((TT))	(0)	Absent	Absent - 1.07%	No	Naturally present in the environment
AT-THE-TAP MONITORING								
Copper — sites collected: 55 / sites exceeding AL: 0	mg/L	2015	(1.3)	0.3	90th Percentile = 0.19	ND - 0.60	No	Internal corrosion of household plumbing systems
Lead — sites collected: 55 / sites exceeding AL: 0	µg/L	2015	(15)	0.2	90th Percentile = ND	ND - ND	No	Internal corrosion of household plumbing systems

Note: 1 School requested lead sampling in 2017.

TERMS & ABBREVIATIONS USED ABOVE

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.

	UNITS	YEAR SAMPLED	MCL (AL) [MRDL]	PHG (MCLG) [MRDLG]	AVERAGE VALUE	RANGE * (LOW-HIGH)	VIOLATIONS	TYPICAL SOURCE OF CONTAMINANT
SECONDARY REGULATED CONTAMINANTS								
AESTHETICS								
Chloride	mg/L	2017	500	NS	27.53	4.0 - 75.0	No	Runoff/leaching from natural deposits
Corrosivity	Non-Corrosive	2017	Non-Corrosive	NS	1.16	0.65 - 1.60	No	Natural or industrially-influenced balance of hydrogen, carbon and oxygen in the water; affected by temperature and other factors
Iron	µg/L	2017	300	NS	ND	ND - 800	No	Leaching from natural deposits; industrial wastes
Specific Conductance	µS/cm	2017	1600	NS	595	340 - 780	No	Substances that form ions when in water
Sulfate	mg/L	2017	500	NS	56.47	23 - 130.0	No	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids	mg/L	2017	1000	NS	387.71	220 - 530	No	Runoff/leaching from natural deposits
Turbidity	NTU	2017	5	NS	ND	ND - 1.50	No	Soil runoff
UNREGULATED CONTAMINANT [NL]								
Dichlorodifluoromethane (Freon 12)	mg/L	2017	[1]	NS	0.00137	ND - 0.00690	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, pharmaceuticals, insecticides, paints, adhesives, and cleaners.
Hexavalent Chromium	µg/L	2017	NS	0.02	ND	ND - 3.60	No	Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits
UNREGULATED CONTAMINANT MONITORING RULE (UCMR 3)								
1,4-Dioxane	µg/L	2013-2014	[1]	NS	0.02	ND - 0.12	No	Cyclic aliphatic ether; used as a solvent or solvent stabilizer in manufacture and processing of paper, cotton, textile products, automotive coolant, cosmetics and shampoos
Chlorate	µg/L	2013-2014	[800]	NS	52.6	ND - 170	No	Agricultural defoliant or desiccant; disinfection byproduct; and used in production of chlorine dioxide
Chlorodifluoromethane	ng/L	2013-2014	NS	NS	41.6	ND - 170	No	Chlorofluorocarbon; occurs as a gas, and used as a refrigerant, as a low-temperature solvent, and in fluorocarbon resins, especially tetrafluoroethylene polymers
Molybdenum	µg/L	2013-2014	NS	NS	2.81	1.8 - 5.0	No	Naturally-occurring element found in ores and present in plants, animals and bacteria; commonly used form molybdenum trioxide used as a chemical reagent
Strontium	µg/L	2013-2014	NS	NS	385	160 - 740	No	Naturally-occurring element; historically, commercial use of strontium has been in the faceplate glass of cathode-ray tube televisions to block x-ray emissions
Vanadium	µg/L	2013-2014	[50]	NS	3.04	2.0 - 4.6	No	Naturally-occurring elemental metal; used as vanadium pentoxide which is a chemical intermediate and a catalyst
ADDITIONAL MONITORING								
Hardness (as CaCO3)	mg/L	2017	NS	NS	251.6	120 - 340	N/A	Naturally-occurring
Sodium	mg/L	2017	NS	NS	23.12	14.0 - 55.0	N/A	Naturally-occurring

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.

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

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 µg/L: parts per billion, or micrograms per liter.

PPT or ng/L: parts per trillion, or nanograms per liter.

pCi/L: picocuries per liter (a measure of radioactivity)

µS/cm: measure of electric current

* Local Groundwater

Water Board



Toni Callicott
President



David E. Mlynarski
Commissioner



Dr. Judith Valles
Commissioner



Dr. Louis A. Fernández
Commissioner



Wayne Hendrix
Commissioner

COMMENTS WELCOME

The City of San Bernardino Municipal Water Department (SBMWD) was formed by the City Charter and is governed by an appointed Board. The Water Board meets on the second and fourth Tuesday of the month. The meetings are held in the Boardroom at **399 Chandler Place, San Bernardino CA, 92408**. The public is welcome to attend these meetings.

Meeting agendas are posted in the SBMWD lobby at 1350 S. E Street, San Bernardino, CA, 92408, Feldheym Central Library, and our website, **sbcitywater.org**, at least 72 hours prior to each meeting.

For additional information on the Board meetings, contact **Robin Ohama**, Acting General Manager, at **(909) 384-7210**.

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's Hotline	(800) 222-3463

Water Department

General	(909) 384-5141
Customer Service	(909) 384-5095
Water Quality	(909) 453-6193

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City of San Bernardino Municipal Water Department
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