FERN VALLEY WATER DISTRICT
Newsletter

NUMBER 57 JUNE 2017

CONSUMER CONFIDENCE REPORT

Monitoring Data & Test Results from Calendar Year 2016

A message from the United States Environmental Protection Agency (USEPA) and State Water Resources Control Board, (State Board): *In order to ensure that tap water is safe to drink, the USEPA and the State Board prescribe regulations that limit the amounts of certain contaminants in water provided by public water systems. The State Board regulations also establish limits for contaminants in bottled water that provide the same protection for public health.*

While Fern Valley Water District (FVWD) works hard to ensure that our water is safe and pleasing for our customers, all drinking water, including bottled drinking water, may be reasonably expected to contain at least small amounts of some contaminants. It's important to remember that the presence of these contaminants does not necessarily pose a health risk. More information about contaminants and potential health effects can be obtained by calling the U.S. Environmental Protection Agency's Safe Drinking Water Hotline 1-800-426-4791.

This yearly report describes where your water comes from, what is in it, and how its quality compares with the regulatory standards set by the Division of Drinking Water.

OUR PRECIOUS WATER SUPPLY is a function of the amount of precipitation that falls locally in the watershed. The District produced a total of 40.79 million gallons of water from our surface water and groundwater supplies. Under licenses issued by the California State Water Resources Control Board, 24.14 million gallons or 59.2% of the water delivered to you last year was obtained from Tahquitz Creek; and 2.16 million gallons or 5.3% was obtained from Strawberry Creek. These diversion sites are located at an elevation high above Fern Valley. We filter this water through our surface water treatment plant. The filtered water then enters a granular activated carbon adsorption facility, further removing a wide variety of potential contaminants. Chlorine disinfectant is added to protect you against microbial contaminants. A Source Water Assessment of FVWD's surface water supply was completed in 2012. A copy is available at the District office.

Groundwater supplies (Wells): When there is insufficient surface water supply, the District supplements your water supply from a combination of 11 vertical groundwater wells. Last year 14.5 million gallons or 35.5% of the water delivered to you was from wells. This deep well water is obtained from fractured rock, not from a large underground aquifer. An assessment of the drinking water sources for FVWD was completed in December 2002. The sources are most vulnerable to the following activities not associated with any detected contaminants: low density septic systems, campgrounds/recreational areas, and surface water streams. A copy of the complete assessment is available at the District office. You may also request a summary of the assessment be sent to you by contacting Office Manager, Jessica Priefer at (951) 659-2200.

The well water is aerated to remove carbon dioxide (CO2), a corrosive gas naturally present in groundwater. The aeration process removes the CO2, which in turn elevates the pH producing water that is less corrosive to the District's water system and your household plumbing**.** This reduces the risk of lead and copper from leaching into the water from your plumbing. 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. Fern Valley Water District is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at http://www.epa.gov/safewater/lead

Contaminants that may be present in source water include:

- ***Microbial contaminants,*** such as viruses and bacteria, which 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 storm water runoff, and residential uses.
- ***Organic chemical contaminants,*** including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, agricultural application, and septic systems.
- ***Radioactive contaminants,*** that can be naturally occurring or be the result of oil and gas production and mining activities.

Informational Statement

The sources of drinking water in both tap water and bottled water include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Water industry professionals are dedicated to removing any materials that might prove harmful to customers. FVWD uses effective, multi-barrier treatment processes to ensure our water continues to meet state and federal standards.
Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer that are undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

The following are definitions and notations used in this report:

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.

Primary Drinking Water Standards (PDWS): MCLs and MRDLs for contaminants that affect health, along with their monitoring and reporting requirements, and water treatment requirements.

Public Health Goal (PHG): The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency (CAL EPA).

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency (USEPA).

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

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

Maximum Residual Disinfection 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 Disinfection Level Goal (MRDLG): The level of 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.

LRAA: Locational Running Annual Average

N/A: Not applicable

None: The USEPA and CAL EPA, have not set a Public Health Goal or Maximum Contaminant Level for this substance.

(ND) Not detectable: At testing limit.

Nephelometric Turbidity Units (NTU): A measurement of the cloudiness of water.

Parts per million (ppm): Or milligrams per liter (mg/L).

Parts per billion (ppb): Or micrograms per liter (ug/L).

FERN VALLEY WATER DISTRICT

Monitoring Data & Test Results from Calendar Year 2016

All water produced and delivered by the District meets or exceeds standards for public drinking water established by the State Board and the USEPA.

In the following tables, you will find detailed information about the water that comes from your tap. Your water is regularly tested for more than 120 chemicals and other substances, as well as radioactivity. Only substances that were detected are listed in the tables. Unless otherwise noted, the data presented in the table is from testing done January 1 through December 31, 2016. The state allows us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, may be from more than one year of sample results.

If you have additional questions or concerns regarding the quality of your water, please contact Victor Jimenez, General Manager at (951) 659-2200.

PRIMARY DRINKING WATER STANDARDS

Parameter	Range of Detection	Average	Unit Measurement	MCL	PHG (MCLG) [MRDLG]	Typical Sources in Drinking Water
Radionuclides						
Gross Alpha Activity Groundwater (2012-2016)	0.12 – 5.14	1.9	pCi/L	15	(0)	Erosion of natural deposits
Uranium Groundwater (2010)	2.4 - 8.9	5.7	pCi/L	20	0.43	Erosion of natural deposits

Household Lead and Copper Test Results 2016	No. of Samples Collected	90^{th} Percentile level detected	Number of sites exceed action level	AL	MCLG	Typical Source in Drinking Water
Lead (ppb)	10	ND	None	15	0.2	Internal corrosion of household plumbing systems; erosion of natural deposits
Copper (ppm)	10	ND	None	1.3	0.3	Internal corrosion of household plumbing systems; erosion of natural deposits

Disinfection Byproducts	Range of Detections	Highest LRAA	Unit Measurement	MCL [MRDL]	PHG (MCLG) [MRDLG]	Typical Sources in Drinking Water
Total Trihalomethanes (TTHMs)	< 0.5 - 35	21.2	ppb	80	None	By-product of drinking water chlorination
Halo acetic Acids (HAA5)	< 2 - 33	18.4	ppb	60	None	By-product of drinking water chlorination
Total Chlorine Residual	0.4 – 0.61	0.51	ppm	[4.0 as Cl2]	[4 as Cl2]	Disinfectant added for treatment

Sampling Results for Microbiological					
Microbiological Contaminants	Highest No. of Detections	No. of months in violation	MCL	MCLG	Typical Source of Bacteria
Total Coliform Bacteria	0 (in one month)	0	1 positive monthly sample	0	Naturally present in the environment
Fecal Coliform or *E. coli*	0 (in the year)	0	A routine sample & a repeat sample detect total coliform & either sample also detects fecal coliform or E.coli	0	Human and animal fecal waste

N/A – signifies that data was not applicable
ND – signifies that contaminant was not detected

SECONDARY DRINKING WATER STANDARDS

Groundwater (2015 sampling results)

Parameter	Range of Detections	Average	Unit Measurement	MCL	PHG MCLG	Typical Sources in Drinking Water
Chloride	1.7 - 3.6	2.9	ppm	500	None	Runoff/leaching from natural deposits
Sodium	8.4 – 12	10.7	ppm	None	None	Generally, found in ground and surface water
Total Hardness	11 - 48	37.7	ppm	None	None	Erosion of natural deposits
Total Dissolved Solids	79 - 110	90.7	ppm	1000	None	Runoff/leaching from natural deposits
Turbidity	< 0.2 - 0.58	0.1	NTU	5	None	Soil runoff
Sulfate	0 - 1.2	0.7	ppm	500	None	Runoff/leaching from natural deposits
Iron	< 100 - 200	< 100	ppb	300	None	Runoff/leaching from natural deposits

Surface water (year sampled 2016)

Chloride	1.8 – 2.2	2.0	ppm	500	None	Naturally occurring organic materials
Total Hardness	16 - 22	19	ppm	None	None	Erosion of natural deposits
Sodium	4.8 – 7.5	6.15	ppm	None	None	Generally, found in ground and surface water
Sulfate	0.5 – 1.0	0.75	ppm	500	None	Runoff/leaching from natural deposits

Sampling Results Showing Treatment of Surface Water Sources

Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our surface water filtration system.	
Treatment Technique [(a)] Alternative Technology Filtration	EPD (Environmental Products Division) two stage pressure filter
Turbidity Performance Standards [(b)] (that must be met through the water treatment process)	Turbidity of the filtered water must: 1 – Be less than or equal to 0.2 NTU in 95% of measurements in a month. 2 – Not exceed 1.0 NTU for more than eight consecutive hours. 3 – Not exceed 5.0 NTU at any time.
Lowest monthly percentage of samples that met Turbidity Performance Standard No. 1.	100%
Highest single turbidity measurement during the year	0.157
Number of violations of any surface water treatment requirements	0

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

(b) Turbidity (measured in NTU) is a measurement of the cloudiness of water and is a good indicator of water quality and filtration performance. Turbidity results which meet performance standards are considered to be in compliance with filtration requirements.

Stage 1 Water Restrictions in Effect

Dear Customer,
On April 21, 2017, the Fern Valley Board of Directors approved the most recent stage reduction to Stage 1 in keeping with the Governor's most recent Declaration and the District remains in Stage 1 at this time.

Water Conservation Stage 1 ***Upon implementation of Water Conservation Stage***

(1) Users of District water shall prohibit irrigation runoff and shall eliminate water leaks on their property.

(2) Users of District water shall voluntarily limit the quantity of water used to that quantity, absolutely necessary for domestic and business purposes.

(3) Users of District Water shall take all steps necessary to prevent waste of water and to assure that all water is beneficially used to the maximum extent possible.

(4) Users of District water shall not wash hard or paved surface areas, including driveways, parking areas, patios, tennis courts, and similar impermeable surfaces, and shall not sprinkle unplanted areas for dust control or other purposes, except to alleviate immediate fire or sanitary hazards.

Water Conservation Stage 2 Upon implementation of Water Conservation Stage 2, Users of District water shall continue to follow water conservation measures under Water Conservation Stage 1 in addition to the further measures under Water Conservation Stage 2, as follows:

(1) Users of District water shall only irrigate outdoor plants and gardens between the hours of 6 p.m. and 8 a.m. and shall prohibit irrigation runoff.

(2) Restaurants shall provide drinking water to patrons only upon request

(3) Users of District water may wash automobiles, trucks, trailers, and other types of mobile equipment at any time, but only with a hand-held bucket and a hand-held hose equipped with an automatic, positive, shut-off nozzle. Such users shall not permit continuous flow during washing and rinsing. Such washings are exempted from these regulations where the health and safety, and welfare of the public is contingent upon frequent vehicle cleanings, such as ambulances, garbage trucks and vehicles used to transport food and perishables.

Water Conservation Stage 3 Upon implementation of Water Conservation Stage 3, Users of District water shall continue to follow water conservation measures under Water Conservation Stages 1 and 2 in addition to the further measures under Water Conservation Stage 3, as follows:

(1) Users of District water shall not fill or refill swimming pools, except to replace evaporation losses.

(2) Users of District water shall not use water from fire hydrants except for emergencies, the maintenance of system water quality, or the delivery of construction water.

Violations: All violations of the water use restrictions and prohibitions set forth herein shall result in the following actions.

(1) First Violation - Notice of Violation. The General Manager is authorized and directed to issue a written notice of violation to any person who fails or refuses to comply with the water use restrictions set forth herein. The notice shall specify a reasonable period of time in which compliance is to be achieved.

(2) Second Violation - Excessive Use Charge. For a second violation of the water use restrictions set forth herein, an excessive water use charge shall be imposed. The excessive use charge shall be a fine in the amount of $100, which shall be added to the water bill for the period in which the violation occurred. Failure to make payment of the entire amount due, including the excessive use charge, shall subject the person to the normal consequences for failure to timely pay a water bill as set forth in the District's Rules and Regulations.

(3) Third Violation -Extreme Use Charge. For a third violation of the water use restrictions set forth herein, an extreme water use charge shall be imposed. The extreme use charge shall be a fine in the amount of $200, which shall be added to the water bill for the period in which the third violation occurred. Failure to make payment of the entire amount due, including the extreme use charge, shall subject the person to the normal consequences for failure to timely pay a water bill as set forth in the District's Rules and Regulations.

(4) Fourth Violation - Termination of Service. For a fourth violation of the water use restrictions set forth herein, the General Manager has the authority to impose an additional fine in amount of $200 and to terminate service to the premises involved.

BRIEF SYSTEM DESCRIPTION

Fern Valley Water District was established in 1958 as a California Water District under Section 34000, Division 13 of the California Water Code. The District employs a staff of four, two office personnel and two field operators. Our system consists of approximately 22 miles of pipeline ranging in size from 4 to12 inches in diameter. We currently have 1,185 service connections, eleven groundwater wells with a total pumping capacity of 320-gpm (gallons per minute), four aeration plants to treat the well water, one 250-gpm surface water treatment plant, and a 250-gpm surface water granular activated carbon adsorption system. Water storage includes five storage reservoirs with a capacity of 4,499,431 gallons for finished water, three reservoirs with a capacity of 2,340,000 gallons for raw or untreated water; the total water storage capacity is 6,839,431 gallons. Because our system is "gravity-feed" we can provide continued service even during short-term power outages and disruptions in supply.

MESSAGE FROM THE DISTRICT

The Fern Valley Water District is dedicated to providing the finest customer service and water quality possible. The District's Office Manager, Jessica Priefer, has been with the District for over 11 years and is dedicated to providing the best customer service possible to all of the District's customers. She is in charge of the District's Office and everything associated with the it. If you ever have questions, she is happy to help in any way she can.

The District wants to assure our customers that your water service is provided by certified professionals that far exceed the minimum State Board standards. The Fern Valley Water District has been classified as a T2/D2 system which requires a minimum of T2/D2 certifications for Chief Operator and T1/D1 certifications for Shift Operators. Currently the General Manager, Victor Jimenez, holds a T3 in water treatment and a D4 in water distribution and over 20 years of experience in the water industry. The veteran operator, James Nutter, holds a T3 in water treatment and a D3 in water distribution and over 21 years of experience in the water industry. The District's newest operator, Adam Baker, has five years of experience in the water industry and has already acquired his T2 in water treatment, D3 in water distribution and has taken the State exam for his T3 and is awaiting notification of the results. In addition, we have staff certified as cross connection control specialists.

WHAT'S NEW

In the past year the District purchased two pre-owned 2016 Ford F250 diesel 4x4 trucks to replace the aging service trucks which were becoming unreliable and costly to maintain. The new trucks were outfitted, by District personnel, with sliding tool storage which makes all of the tools accessible to the operators from the rear of the trucks. This eliminates the danger of walking into the street to retrieve tools from side boxes of utility beds. The trucks were also equipped with LED emergency lighting and directional arrow stick lights mounted inside the rear windows to enhance safety for both the operators and the public while working in the roadways. They were also outfitted with folding, locking tonneau covers to protect the tools from theft and the elements while still allowing the operators ease of access to their equipment. In addition, the trucks were stocked with an array of new tools to help the operators work as efficiently as possible. All of the outfitting of the trucks was performed in-house by District personnel which resulted in a substantial cost savings to the District as opposed to sending the trucks to outside vendors for completion.

WHAT'S COMING

The District realizes that a big part of customer service on the hill is fire protection, and we are dedicated to providing the most reliable fire protection facilities possible to aid the Fire Protection Agencies in protecting the community from the threat of fires. The District is currently evaluating any deficiencies in this area, and as part of the Capital Improvement Program, planning on upgrading as many of the smaller 4" fire hydrants to 6" commercial hydrants as quickly as possible, where main size will permit.

The District is also planning on a two-year, system-wide meter upgrade. The existing meters will be replaced with state-of-the-art smart meters with data logging capabilities. The new meters will be capable of tracking usage, which will aid in leak verification when needed. These meters will also be automated and will reduce the time spent reading meters and increase reading accuracy.

The Fern Valley Water District would like to host an Open-House for the District's customers, where customers could visit some of the District facilities, meet the Staff and ask questions. If this is something that interests you, please contact the office and let us know. Once we have put together a list of interested customers, we will schedule one or more dates where we can make some of the facilities available and offer tours of those facilities to our customers.

PUBLIC PARTICIPATION

The general public is welcome to attend the regularly scheduled FVWD's Board of Directors meeting, scheduled for the third Friday of each month at 9:00 a.m. The meetings are held in the boardroom at the District Office located at 55790 South Circle Drive in Fern Valley. For meeting agendas, or if you have a topic that you would like to put on the Agenda, please contact Office Manager, Jessica Priefer at (951) 659-2200.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it.

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

WATER CONSERVATION

EASY WAYS TO SAVE WATER

Since water is a limited resource and it is essential to each of us every day, water conservation is important. By following these water conservation tips in the home, you can help conserve water, every day.

LAUNDRY ROOM

- Use washing machine for full loads only.
- Purchase a high efficiency washer. You can save 20 gallons per load.

LANDSCAPE

- Irrigate early in the morning (before 9AM) and evening (after 5PM) when temperatures are cooler.
- Check your sprinkler system frequently to make sure it is functioning properly, and there is no run-off.
- Water deeply but less frequently,
- Put mulch around trees and plants.
- Plant drought-resistant trees and plans.

KITCHEN

- Wash vegetables in container, not under running water.
- Use dishwasher for full loads only.
- Cool drinking water in the refrigerator.
- Install aerators on the kitchen faucet.

BATHROOM

- Install low flow shower heads.
- Take shorter showers. Showers kept under 5 minutes can save about 15 gallons per shower.
- Install a low flow toilet.
- Install aerators on bathroom faucets.
- Turn water off when brushing teeth.
- Fill basin when shaving. Do not let the water run.
- Don't use the toilet as a wastebasket.

CLEANUP

- Use a broom or blower to clean driveways and decks.
- Wash cars with a bucket and hose with an automatic shut-off nozzle.

TIPS ON LEAKS

Lots of water can be lost by little leaks. A small drip can waste 70 gallons of water in a day and more than 1,000 gallons a day can pour through a steady leak of one-sixteenth inch in size. Fix leaky faucets and toilets right away. When hot water is dripping, energy is also being wasted. Since a leak can be a major water waster, always fix it right away.

PIPE LEAKS: To detect any unseen leaks, read your water meter. Don't run any water for one hour and then read the meter again. If the meter has moved, you may have a leak. Many meters have a leak detector dial which will move in the event of even a small leak.

FAUCET LEAKS: Most leaks, besides the toilet leaks, are in the faucets and most are mainly due to worn washers. Replace the washer to stop that drip.

TOILET LEAKS: Put food coloring or a dye tablet in your toilet tank and let the toilet stand for 20 minutes. If the color seeps into the toilet bowl, you have a leak. It is usually a simple washer in the tank, and a do-it-yourself manual may help you fix it. Dye tablets are available at the District Office.

DISTRICT LEAKS: We do our best to locate and repair any District leaks as quickly as possible, but if we miss one and you see it, please call us day or night and let us know. If you see any signs of water leaking from a meter box or coming up through the street or hillside, give us a call and we will get on it. We appreciate any help we can get in saving our precious resource.

WHEN YOU GO AWAY

It is always a good idea to shut your water off at the customer valve, located near the meter, when you leave your property for any length of time. Pipes can break from earth movement in the summer and freeze during the winter. If you have a sprinkler system and leave it on, make sure you have someone check on it periodically and ensure that it is functioning properly.

SHUT-OFF VALVE: The District has provided you with a shut off valve as a courtesy to you. Please remember, everything on the customer side of the meter is your responsibility to maintain.

METER STAKES: The District has placed three foot green/white stakes at each meter location to assist you locating your mater and customer valve. If your stake is missing, please notify the office as soon as possible so that we can replace it. This also assists us in locating the meter in the snow. It is important to know where your meter is located, and always a good idea, winter or summer, to shut off your water when leaving your property unattended for any length of time.

CHECKLIST: Make a check list and leave instructions for guests. It is also a good idea to have the name and phone number of a plumber handy as well as the District's phone number.

UPDATE INFORMATION: Make sure the District has your current phone number or a number where you can be reached in an emergency. Should there be a problem at your property, we will make every attempt to reach you. If we can't reach you, we will turn off the water at the customer valve and attempt to leave you a message or note at your property.

WATER SAVER KITS AVAILABLE AT THE DISTRICT OFFICE

FERN VALLEY WATER DISTRICT
55790 SOUTH CIRCLE DRIVE
P.O. BOX 3039
IDYLLWILD, CA 92549

FIRST CLASS MAIL
U.S. POSTAGE
PAID
Permit No. 17
Idyllwild, CA 92549

FERN VALLEY WATER DISTRICT

BOARD OF DIRECTORS

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JIM NUTTER, Field Operator

P O BOX 3039

55790 S. CIRCLE, IDYLLWILD CA 92549

PH: (951) 659-2200 - FAX: (951) 659-0350 - EMAIL fvwd@verizon.net - Website: www.fernvalleywater.com

It is our policy to be responsive to our customers' needs, and we are available for emergency assistance 24 hours a day. Our emergency phone number is (951) 659-2200.
Our office hours are 8:30 a.m. - 4:00 p.m. Monday through Friday.
Closed from 12:00p.m. - 12:30 p.m. for lunch