

The Water Resource

2014 CONSUMER CONFIDENCE REPORT

Delivering High-Quality Water is Our Commitment to You

We are pleased to provide you with this year's Annual Water Quality Report. It provides the results of our extensive water quality tests conducted during 2014. We encourage you to review this report which provides detailed information about your water quality, a description of where your water comes from, answers to common questions about water quality and provides other useful information.

Thorough Around-the-Clock Monitoring: Led by our Water Quality Coordinator, Arnold Villarreal, our water quality team takes weekly samples at 26 sites and monthly samples at 36 wells. They also test each valve and flush the distribution system.

Disinfection Keeps it Clean: We add trace amounts of chlorine to disinfect the water at each well site. This keeps the water clean as it travels through more than 350 miles of pipelines.

Hundreds of Intense Tests: An independent, state-certified lab tests your water thousands of times each year for over one hundred substances at well sites, treatment facilities, within the pipelines and even in some homes.

Our team of skilled, state-certified professionals are available full-time to ensure that high-quality water is delivered to homes and businesses in our community.



Good Tasting Water Supply

Our water comes from a local underground basin called the Alto Subarea of the Upper Mojave River Basin that is known for its good taste. It provides more than seven billion gallons of water each year to the residents we serve. We purchase additional well water from the Mojave Water Agency that also comes from wells in the Alto Subarea. Our water is delivered through a system of 36 wells and a large system of pipelines, pumps, reservoirs, treatment plants, and other facilities.

STOP WATER WASTE! Report any excess water run-off you witness to: 866/955-4426

Through the Nuisance Water Program we inform and notify residents of the Water Conservation Ordinance and offer information to assist with mitigating any issues observed and verified by Water Conservation Specialists.

Mandatory Watering Hours:
SUMMER: 10 PM to 6 AM
June 1 - September 30
WINTER: 9 AM to 3 PM
October 1 - May 31

California is entering the fourth year of the worst drought ever recorded. Everyone must do their part to conserve water. For more conservation information see page 4 and visit www.victorvillewater.com.



City Council

- Gloria Garcia, Mayor
- Jim Cox, Mayor Pro Tem
- Jim Kennedy, Councilmember
- Ryan McEachron, Councilmember
- Eric Negrete, Councilmember

VICTORVILLE WATER DISTRICT: RESULTS OF 2014 DRINKING-WATER-QUALITY TESTS

The District tests for hundreds of substances. The tables on these pages list substances detected in your drinking water in 2014. As the charts show, very few substances could even be detected.

Inorganic Contaminants							
	VWD Average	VWD Range	MCL	PHG (MCLG)	Violation	Major Sources In Drinking Water	
Arsenic ¹ (PPB)	4.72	0 - 10	10	0.004	No ⁴	Erosion of natural deposits; runoff from orchards, glass and electronics production wastes	
Total Chromium (PPB)	5.43	0 - 12	50	(100)	No	Discharge from steel and pulp mills and chrome plating; erosion of natural deposits	
Chromium 6 ² (PPB)	5.43	0 - 12	10	0.02	No	Discharge from electro-plating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, textile manufacturing facilities, erosion of natural deposits	
Fluoride (PPM)	0.64	0 - 3.50	2.0	1	No	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories	
Nitrate (as No3) (PPM)	3.94	0 - 12.0	45	45	No	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits	
Disinfectants							
	VWD Average	VWD Range	MRDL	MRDLG	Violation	Major Sources In Drinking Water	
Chlorine (as CL2) (PPM)	0.73	.31 - 1.40	4.0	4.0	No	Drinking water disinfectant added for treatment	
Disinfection Byproducts							
	VWD Average	VWD Range	MCL	PHG	Violation	Major Sources In Drinking Water	
Total Trihalomethanes (TTHMs) (PPB)	3.33	0 - 9.0	80	N/A	No ⁴	By-product of drinking water chlorination	
Total Haloacetic Acid (HAA5) (PPB)	4.35	0 - 13.0	60	N/A	No ⁴	By-product of drinking water chlorination	
Lead and Copper ³							
	# of Samples	90 th Percentile Level Detected	Sites Over AL	AL	PHG	Major Sources In Drinking Water	
Lead ³ (total) (PPB)	32	None	N/D	N/D	1.3	0.3	Customer household plumbing
Copper ³ (total) (PPM)	32	None	N/D	N/D	0.015	0.0002	Customer household plumbing
Regulated Contaminants with Secondary MCLs							
	VWD Average	VWD Range	Secondary MCL	Violation	Typical Source of Contaminant		
Chloride (PPM)	8.5	1.8 - 49.0	500	No	Runoff/leaching from natural deposits; seawater influence		
Specific Conductance (uS/cm)	264	180 - 550.0	1600	No	Substances that form ions when in water; seawater influence		
Sulfate (PPM)	21.07	2.7 - 150.0	500	No	Runoff/leaching from natural deposits; industrial wastes		
Total Dissolved Solids (PPM)	176	94.0 - 350.0	1000	No	Runoff/leaching from natural deposits		
Turbidity (NTU)	0.4	0 - 4.70	5	No	Soil runoff		
Unregulated Parameters That May Be of Interest to Consumers							
	VWD Average	VWD Range	MCL	PHG (MCLG)			
Alkalinity (PPM)	84	50 - 130	N/S	N/S			
Calcium (PPM)	9.3	0 - 53	N/S	N/S			
Hardness (PPM)	27.87	0 - 170	N/S	N/S			
Magnesium (PPM)	1.6	0 - 1.6	N/S	N/S			
Potassium (PPM)	1	0 - 2.70	N/S	N/S			
Sodium (PPM)	47.54	20 - 72	N/S	N/S			

¹**Arsenic.** The U.S. Environmental Protection Agency 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. 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.

²**Chromium 6 (Hexavalent Chromium).** Some people who drink water containing hexavalent chromium in excess of the MCL over many years may have increased risk of getting cancer.

³**Lead and Copper Rule.** Samples were drawn from 32 customer taps in September 2012.

⁴**Monitoring Requirements not met for system 3610052 in 2014.** Our water system failed to monitor as required for drinking water standards during the past year and, therefore, was in violation of the regulations. Even though this failure was not an emergency, as our customers, you have the right to know what you should do, what happened, and what we did to correct this situation. We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During compliance period January 1, 2014 to March 31, 2014 we did not complete all Distribution System monitoring or testing for contaminants and therefore cannot be sure of the quality of our drinking water during that time. In addition, during compliance period February 11, 2014 to April 9, 2014 we did not complete all Avenal Treatment Plant monitoring or testing for contaminants and therefore cannot be sure of the quality of our drinking water at that time. What should our customers do? There is nothing you need to do at this time.

Table. The table below lists the contaminants we did not properly test for during the last year, how many samples we took, when samples should have been taken, and the date that required sampling resumed.

Location	Contamination	No. of Samples Taken	When All Samples Should Have Been Taken	When Samples Were Taken
Avenal Treatment Plant	Arsenic	0	Weekly, February 11, 2014 through April 9, 2014	Resumed weekly sampling April 10, 2014
Distribution System	Total Trihalomethanes	0	6 samples quarterly, January 1, 2014 to March 31, 2014	Quarterly sampling resumed April 1, 2014
Disinfection Byproducts	Total Haloacetic	0	6 samples quarterly, January 1, 2014 to March 31, 2014	Quarterly sampling resumed April 1, 2014

What Happened? We discovered that the method of scheduling and tracking sampling was flawed. New scheduling and tracking methods have been placed into service to insure that sampling and monitoring are completed per requirements.

2014 - IMPORTED WATER FROM MOJAVE WATER AGENCY

Inorganic Contaminants						
	MWA Average	MWA Range	MCL	PHG (MCLG)	Violation	Major Sources In Drinking Water
Arsenic (PPB)	ND	ND	10	0.004	No	Erosion of natural deposits; runoff from orchards, glass and electronics production wastes
Chromium 6 (PPB)	ND	ND	10	0.02	No	Discharge from steel and pulp mills and chrome plating; erosion of natural deposits
Fluoride (PPM)	0.35	0.22 - 0.51	2	1	No	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate (as No3) (PPM)	2.5	2.2 - 3.2	45	45	No	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
nitrate + Nitrite (as N) (PPB)	476	420 - 550	10000	10000	No	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits

Disinfection Byproducts						
	MWA Average	MWA Range	MCL	PHG (MCLG)	Violation	Major Sources In Drinking Water
Total Trihalomethanes (TTHMs) (PPB)	2.4	ND - 20.3	80	N/A	No	By-product of drinking water disinfection
Total Haloacetic Acid (HAA5) (PPB)	ND	ND - 1.4	60	N/A	No	By-product of drinking water disinfection

Regulated Contaminants with Secondary MCLs					
	MWA Average	MWA Range	Secondary MCL	Violation	Typical Source of Contaminant
Chloride (PPM)	17.2	12 - 23	500	No	Runoff/leaching from natural deposits; seawater influence
Specific Conductance (uS/cm)	222	200 - 250	1600	No	Substances that form ions when in water; seawater influence
Sulfate (PPM)	13.2	11 - 16	500	No	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids (PPM)	140	130 - 160	1000	No	Runoff/leaching from natural deposits
Turbidity (NTU)	ND	ND - 0.2	5	No	Soil runoff

Unregulated Parameters That May Be of Interest to Consumers					
	MWA Average	MWA Range	MCL	PHG (MCLG)	Violation
Alkalinity (PPM)	68.8	65 - 75	N/S	N/S	No
Bicarbonate (PPM)	83.6	79 - 91	N/S	N/S	No
Barium (PPM)	ND	ND	1000	2000	No
Calcium (PPM)	23.8	21 - 27	N/S	N/S	No
Copper (PPM)	ND	ND	1000	300	No
Hardness (PPM)	72.6	65 - 84	N/S	N/S	No
Magnesium (PPM)	3.4	3.0 - 4.2	N/S	N/S	No
Potassium (PPM)	1.4	1.3 - 1.6	N/S	N/S	No
Sodium (PPM)	13.6	13 - 15	N/S	N/S	No
Vanadium (PPM)	3.68	3.4 - 4.1	N/S	N/S	No
Zinc (PPM)	ND	ND	5000	N/S	No

Radiochemistry Analysis						
	MWA Average	MWA Range	MCL	PHG (MCLG)	Violation	Units
Gross Alpha	ND	ND - 3.1	15	15	No	pCi/L

WATER IN THE ENVIRONMENT

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source water include:

Microbial contaminants, such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural

livestock operations, and wildlife.

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

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

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

agricultural application, and septic systems.

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

WATER QUALITY STANDARDS

In order to ensure that tap water is safe to drink, the State Water Resources Control Board (State Board) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. Department regulations also establish limits for contaminants in bottled water that provide the same protection for public health.

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(Continued from page 3.)

FOR MORE INFORMATION

Drinking water, including bottled water may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that 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).

PEOPLE WITH SPECIAL NEEDS

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

contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

DRINKING WATER SOURCE ASSESSMENT AND PROTECTION PROGRAM

A source water assessment was conducted for all wells of Victorville Water District to supply drinking water to customers. The assessment, in compliance with California water quality regulations, assists the District in identifying potential sources of contamination, and to develop methods to protect the water supply. All new wells are subjected to an assessment before being placed into service.

According to the assessment, the underground aquifer that is the source of supply for the District's wells is potentially vulnerable to contamination from a variety of sources, including: commercial, industrial, and residential sewer collection systems; high and low density septic systems; mall parking lots; high density housing; other water supply wells; storm drain discharge points; fleet, truck, and bus terminals; injection wells, dry wells, and sumps; RV and mini storage; transportation corridors, including

freeways, state highways, roads, and streets; and contractor and government agency equipment storage yards; automobile gas stations; hardware, lumber, and parts stores; other water supply wells; automobile repair shops; monitoring, test, injection, and dry wells, and sumps; and motor pools.

The District regularly monitors the water quality in all groundwater wells supplying water to District customers and there have been no detected contaminants from the sources listed above.

A copy of the complete assessment(s) is/are available for public inspection at the Public Works/Water counter located on the second floor of Victorville City Hall by contacting Water Quality Coordinator, Arnold Villarreal at (760) 955-2993 or at the State Water Resources Control Board-Division of Drinking Water, SWRCB-DDW, San Bernardino District Office located at 464 West Fourth Street, Suite 437, San Bernardino, CA. 92401. You may request a summary of the assessment(s) be sent to you by contacting the State Water Resources Control Board-Division of Drinking Water, SWRCB-DDW.

ABBREVIATIONS AND DEFINITIONS TO HELP YOU UNDERSTAND THIS REPORT

These abbreviations and definitions of water-quality goals and standards will help you better understand the water-quality information in this report. The information shows how your water compares to requirements established by state and federal regulators to safeguard public health.

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 U.S. Environmental Protection Agency.

Maximum Residual Disinfectant Level (MRDL): The level of a disinfectant added for water treatment that may not be exceeded at the consumer's taps.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a disinfectant added for water treatment below which there is no known or expected risk to health. MRDLGs are set by the U.S. Environmental Protection Agency.

Micro Siemens per cm (uS/cm): A measure of conductivity.

N/A: Not applicable.

N/S: No standard.

NTU: Nephelometric turbidity unit.

pCi/L: Pico curies per liter, a measure of radiation.

Primary Drinking Water Standard (PDWS): MCLs and MRDLs for contaminants that affect

health along with their monitoring, reporting 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.

PPB: Parts per billion, or micrograms per liter. 1 PPB is equal to about one drop in 17,000 gallons of water.

PPM: Parts per million, or milligrams per liter. 1 PPM is equal to about one drop in 17 gallons of water.

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

CITY OF VICTORVILLE WATER DISTRICT

14343 Civic Drive, Victorville, CA 92392-5887 | 760/245-6424 General Information | ci.victorville.ca.us

How to Get Involved

City Council Meetings are always open to the public. They are held at the Victorville City Hall 14343 Civic Drive, in Victorville on the first and third Tuesdays each month at 7:00 p.m.

Please Call With Your Questions

For more information about your water quality, call Arnold, our Water Quality Coordinator at 760/955-2993 between 7:00 a.m. and 4:00 p.m. Monday through Thursday.

En Español

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

We Can Help You Conserve With a FREE Home Water Check-up!

Call to schedule an appointment.
SAVE WATER AND MONEY.

Homeowners, businesses, schools, churches and others may be eligible to receive FREE water saving products.

CALL 866/955-4426 TO RESERVE YOUR SPOT TODAY!



**Call the Conservation Division:
866/955-4426**

Website: VictorvilleWater.com

Relandscape to a desert-adapted water-smart landscape and we'll give you CASH FOR YOUR GRASS!

See if your yard is eligible: 866/955-4426. Program is in partnership with Mojave Water Agency.

For more Drought information: SaveOurH2O.org: Ways you can help do your part during the drought.
drought.ca.gov: How California is dealing with the drought.