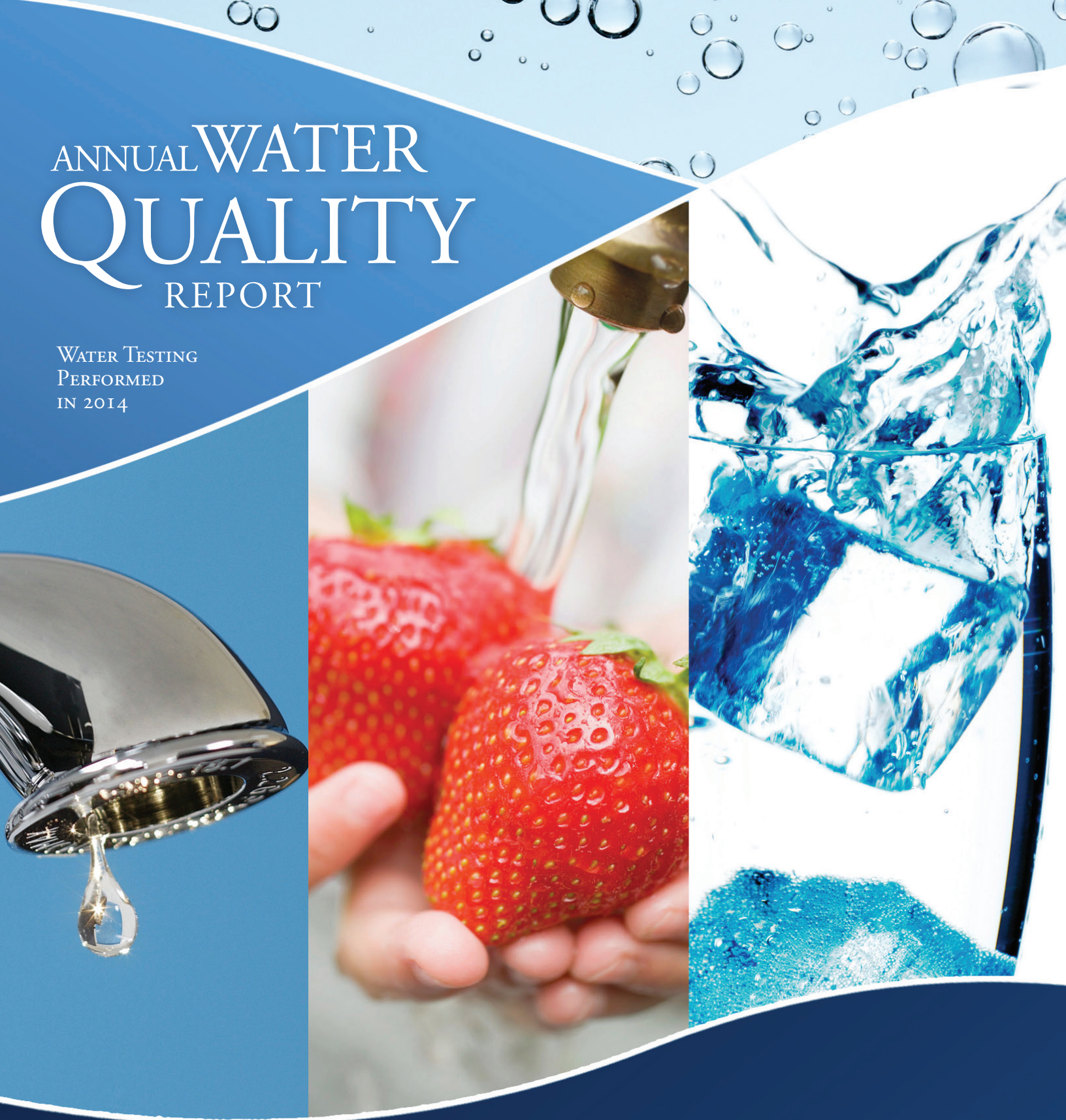


# ANNUAL WATER QUALITY REPORT

WATER TESTING  
PERFORMED  
IN 2014



***Presented By***  
**Rimforest**

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

PWS ID#: 3610045

## Our Mission Continues

We are proud to present once again our annual water quality report covering all testing performed between January 1 and December 31, 2014. Most notably, last year marked the 40th anniversary of the Safe Drinking Water Act (SDWA). This rule was created to protect public health by regulating the nation's drinking water supply. We celebrate this milestone as we continue to manage our water system with a mission to deliver the best quality drinking water. By striving to meet the requirements of SDWA, we are ensuring a future of healthy, clean drinking water for years to come.

Please let us know if you ever have any questions or concerns about your water.

## Community Participation

You are invited to participate in our public forum and voice your concerns about your drinking water. Regular meetings of the Board of Directors are held on the second and fourth Tuesdays of every month (with the exception of December) at 5:30 p.m. at the District Board Room (27307 State Hwy 189) in Blue Jay. Special meetings may be held, if necessary, throughout the year, with dates, times, and locations to be determined.

## Important Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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 may be particularly at risk from infections.

These people should seek advice about drinking water from their health care providers. The U.S. EPA/CDC (Centers for Disease Control and Prevention) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791 or <http://water.epa.gov/drink/hotline>.

## Substances That Could Be in Water

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.

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

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 can 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, which are by-products of industrial processes and petroleum production, and which can also come from gas stations, urban stormwater runoff, agricultural applications, and septic systems;

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

More information about contaminants and potential health effects can be obtained by calling the U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791.





## What's Your Water Footprint?

You may have some understanding about your carbon footprint, but how much do you know about your water footprint? The water footprint of an individual, community, or business is defined as the total volume of freshwater that is used to produce the goods and services that are consumed by the individual or community or produced by the business. For example, 11 gallons of water are needed to irrigate and wash the fruit in one half-gallon container of orange juice. Thirty-seven gallons of water are used to grow, produce, package, and ship the beans in that morning cup of coffee. Two hundred and sixty-four gallons of water are required to produce one quart of milk, and 4,200 gallons of water are required to produce two pounds of beef.

According to the U.S. EPA, the average American uses over 180 gallons of water daily. In fact, in the developed world, one flush of a toilet uses as much water as the average person in the developing world allocates for an entire day's cooking, washing, cleaning, and drinking. The annual American per capita water footprint is about 8,000 cubic feet; twice the global per capita average. With water use increasing six-fold in the past century, our demands for freshwater are rapidly outstripping what the planet can replenish.

To check out your own water footprint, go to [www.gracelinks.org/824/water-program](http://www.gracelinks.org/824/water-program) or visit [www.waterfootprint.org](http://www.waterfootprint.org) to see how the water footprints of other nations compare.

## Where Does My Water Come From?

The primary source of drinking water supplied to Rimforest customers in Arrowhead Woods is from the Crestline-Lake Arrowhead Water Agency (CLAWA). CLAWA treats the water and delivers it into the District's distribution system. CLAWA uses a state-of-the-art treatment processes to ensure that the water delivered to your home is safe and pleasant tasting.

## Water Conservation

You can play a role in conserving water and saving yourself money in the process by becoming conscious of the amount of water your household is using and by looking for ways to use less whenever you can. It is not hard to conserve water. Here are a few tips:

- Automatic dishwashers use 15 gallons for every cycle, regardless of how many dishes are loaded. So get a run for your money and load it to capacity.
- Turn off the tap when brushing your teeth.
- Check every faucet in your home for leaks. Just a slow drip can waste 15 to 20 gallons a day. Fix it and you can save almost 6,000 gallons per year.
- Check your toilets for leaks by putting a few drops of food coloring in the tank. Watch for a few minutes to see if the color shows up in the bowl. It is not uncommon to lose up to 100 gallons a day from an invisible toilet leak. Fix it and you save more than 30,000 gallons a year.
- Use your water meter to detect hidden leaks. Simply turn off all taps and water using appliances. Then check the meter after 15 minutes. If it moved, you have a leak.



## QUESTIONS?

For more information about this report, or for any questions relating to your drinking water, please call Marc Lippert, Water Treatment Supervisor, at (909) 336-7113 or Customer Service at (909) 336-7100. You may also visit our Web site at <http://www.lakearrowheadcsl.com>.

## Lead in Home 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. We are 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 [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead).

## Tap vs. Bottled

Thanks in part to aggressive marketing, the bottled water industry has successfully convinced us all that water purchased in bottles is a healthier alternative to tap water. However, according to a four-year study conducted by the Natural Resources Defense Council, bottled water is not necessarily cleaner or safer than most tap water. In fact, about 25 percent of bottled water is actually just bottled tap water (40 percent according to government estimates).

The Food and Drug Administration is responsible for regulating bottled water, but these rules allow for less rigorous testing and purity standards than those required by the U.S. EPA for community tap water. For instance, the high mineral content of some bottled waters makes them unsuitable for babies and young children. Further, the FDA completely exempts bottled water that's packaged and sold within the same state, which accounts for about 70 percent of all bottled water sold in the United States.

People spend 10,000 times more per gallon for bottled water than they typically do for tap water. If you get your recommended eight glasses a day from bottled water, you could spend up to \$1,400 annually. The same amount of tap water would cost about 49 cents. Even if you installed a filter device on your tap, your annual expenditure would be far less than what you'd pay for bottled water.

For a detailed discussion on the NRDC study results, check out their Web site at [www.nrdc.org/water/drinking/bw/exesum.asp](http://www.nrdc.org/water/drinking/bw/exesum.asp).

## Sampling Results

During the past year we have taken hundreds of water samples in order to determine the presence of any radioactive, biological, inorganic, volatile organic or synthetic organic contaminants. The table below shows only those contaminants that were detected in the water. The requires us to monitor for certain substances less than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data are included, along with the year in which the sample was taken.

REGULATED SUBSTANCES									
				Rimforest (Distribution System Samples)		Crestline-Lake Arrowhead Water Agency (CLAWA)			
SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL [MRDL]	PHG (MCLG) [MRDLG]	AMOUNT DETECTED	RANGE LOW-HIGH	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Chlorine (ppm)	2014	[4.0 (as Cl <sub>2</sub> )]	[4 (as Cl <sub>2</sub> )]	0.71	0.48–0.91	NA	NA	No	Drinking water disinfectant added for treatment
Fluoride (ppm)	2014	2.0	1	NA	NA	0.16	0–0.32	No	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
Haloacetic Acids–Stage 2 <sup>1</sup> (ppb)	2014	60	NA	12.7	12.1–13.3	8	2.7–9.6	No	By-product of drinking water disinfection
Nitrate [as nitrate] (ppm)	2014	45	45	NA	NA	1.85	0–3.4	No	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
TTHMs [Total Trihalomethanes]–Stage 2 <sup>1,2</sup> (ppb)	2014	80	NA	69	65–73	56	18.9–87 <sup>2</sup>	No	By-product of drinking water disinfection
Tap water samples were collected for lead and copper analyses from sample sites throughout the community									
SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AL	PHG (MCLG)	AMOUNT DETECTED (90TH%TILE)	SITES ABOVE AL/TOTAL SITES	VIOLATION	TYPICAL SOURCE		
Copper (ppb)	2014	1,300	300	74	0/5	No	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives		
SECONDARY SUBSTANCES									
				Rimforest (Distribution System Samples)		Crestline-Lake Arrowhead Water Agency (CLAWA)			
SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	SMCL	PHG (MCLG)	AMOUNT DETECTED	RANGE LOW-HIGH	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Chloride (ppm)	2014	500	NS	NA	NA	98.13	84–120	No	Runoff/leaching from natural deposits; seawater influence
Color (Units)	2014	15	NS	1	1–2	NA	NA	No	Naturally-occurring organic materials
Iron (ppb)	2014	300	NS	NA	NA	7.5	0–120	No	Leaching from natural deposits; industrial wastes
Odor–Threshold (TON)	2014	3	NS	1.8	1–4	1.06	1–2	No	Naturally-occurring organic materials
Specific Conductance (µS/cm)	2014	1,600	NS	617	574–671	NA	NA	No	Substances that form ions when in water; seawater influence
Sulfate (ppm)	2014	500	NS	NA	NA	72.25	58–85	No	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids (ppm)	2014	1,000	NS	NA	NA	360.63	340–380	No	Runoff/leaching from natural deposits
Turbidity (Units)	2014	5	NS	0.166	0.11–0.2	NA	NA	No	Soil runoff

## UNREGULATED AND OTHER SUBSTANCES

		Rimforest (Distribution System Samples)		Crestline-Lake Arrowhead Water Agency (CLAWA)	
SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	AMOUNT DETECTED	RANGE LOW-HIGH
<b>Boron</b> (ppb)	2014	NA	NA	189.38	150–270
<b>pH</b> (Units)	2014	8.27	8.04–8.38	7.94	7.7–8.2
<b>Sodium</b> (ppm)	2014	NA	NA	85.38	77–96
<b>Total Hardness</b> (ppm)	2014	NA	NA	103.69	99–120
<b>Vanadium</b> (ppb)	2014	NA	NA	3.62	0–7.8

<sup>1</sup> 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 a 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. Between October 1, 2013, and September 30, 2014, we did not complete all monitoring or testing for TTHM and HAA5 and therefore cannot be sure of the quality of our drinking water during that time. Lake Arrowhead CSD took over the Rimforest Water System on 10/1/14 from Big Bear DWP. Big Bear DWP failed to do required TTHM and HAA5 sampling between October 1, 2013, and September 30, 2014. Immediately after Lake Arrowhead CSD found out about this, we sampled for TTHM and HAA5 in the Rimforest area. We have since taken the required samples, as described in the table above. The samples results show that we are meeting the drinking water standards.

<sup>2</sup> Total Trihalomethanes are reported as the Highest Locational Running Annual Average.

## Definitions

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

**µS/cm (microsiemens per centimeter):** A unit expressing the amount of electrical conductivity of a solution.

**MCL (Maximum Contaminant Level):** 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 (SMCLs) are set to protect the odor, taste and appearance of drinking water.

**MCLG (Maximum Contaminant Level Goal):** 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. EPA.

**MRDL (Maximum Residual Disinfectant Level):** 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.

**MRDLG (Maximum Residual Disinfectant Level Goal):** 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.

**NA:** Not applicable

**NS:** No standard

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

**PHG (Public Health Goal):** 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 EPA.

**ppb (parts per billion):** One part substance per billion parts water (or micrograms per liter).

**ppm (parts per million):** One part substance per million parts water (or milligrams per liter).

**TON (Threshold Odor Number):** A measure of odor in water.