THE CITY OF UPLAND

Established 1906

Every drop counts!
Conserve City Resources

Dear Consumer:

This is the 26th Annual Consumer Confidence Report (CCR) describing the features and quality of our drinking water supply. State law requires all water retailers to inform their customers about the quality of the water delivered. The Mayor and City Council are pleased to provide this information.

The City of Upland Water Division is dedicated to providing you with a safe and reliable supply of high quality drinking water. **The water delivered to you meets all State and Federal Drinking Water Standards for quality and safety.** The City continually tests our water supply using the most sophisticated equipment and advanced procedures. A summary of our 2014 laboratory test results, which demonstrates detection of trace contaminants in the water supply, is included in the Test Results Table of this report.

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2014 CONSUMER CONFIDENCE REPORT

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

I. WATER SOURCES

To better understand how the City of Upland supplies water to its customers, the following summary of 2014 water sources may be helpful. Please note that each of these sources may be impacted by drought conditions. In fact, on January 17, 2014, Governor Brown declared a Drought State of Emergency and asked all Californians to voluntarily reduce their water usage. The City Council similarly adopted Resolution No. 6210 requesting the community to voluntarily reduce water use by 20%. The City of Upland used **7.043 billion gallons** of water in 2014, which was 3% less than what was used in 2013.

1. GROUNDWATER

About **4.319 billion gallons** of groundwater was pumped from nine City of Upland wells, seven San Antonio Water Company wells, and four West End Consolidated Water Company wells, fulfilling **61%** of our customer's needs. Groundwater produced by the water wells mentioned above was extracted from the Chino, Claremont Heights, and Cucamonga Aquifers.

2. SURFACE WATER

Due to drought conditions' prevailing throughout the State of California, only about 144 million gallons of surface water was processed through the City's San Antonio Canyon Water Treatment Plant, fulfilling **2%** of our customer's needs.

3. IMPORTED WATER

About **2.590 billion gallons, or 37%** of our water, originated from high mountain streams in northern Sierra Nevada. The water flows via the State Water Project to Lake Silverwood, north of the City of San Bernardino. The journey to the City of Upland is completed through a 120-inch diameter pipeline that crosses Upland beneath 18th Street. The imported water is purchased from the Metropolitan Water District of Southern California (MWD), and treated at the Water Facilities Authority (WFA-JPA), Agua de Lejos Water Treatment Plant, located on Benson Avenue, north of 17th Street.

4. RECYCLED WATER

The City utilized **243 million gallons** of recycled water for green belts and various sites throughout the City, using a valuable asset to maintain the City of Upland's motto, "The City of Gracious Living."

II. WATER PERMIT

The permits to operate the City of Upland and West End Consolidated Water Company water systems are issued by the California Department of Public Health - Office of Drinking Water. The permits for the City of Upland and the West End Consolidated Water Company were last issued in 1993, but has since been amended to include new water facilities as they came on-line. This regulatory agency also completes yearly inspections of both the City of Upland and the West End Consolidated Water Company systems. This same regulatory agency also receives laboratory analyses directly via Electronic Data Transfer (EDT) from the State certified laboratory and monitors all laboratory analyses on a continual basis. This assures you, the consumer, that all mandatory monitoring is performed as required.

III. WATER QUALITY

DRINKING WATER STANDARDS

Individual water suppliers do not decide what constitutes "safe" water. As required by the Federal Safe Drinking Water Act, all public water suppliers in California must meet stringent quality standards set by the United States Environmental Protection Agency (USEPA) and regulated by the California Department of Public Health (CDPH) - Office of Drinking Water Division. These two organizations set standards to protect the public from potential health risks. In California, drinking water standards (also called Maximum Contaminant Levels or MCLs) are set in two categories: Primary Standards relate to public health; and, Secondary Standards relate to aesthetic qualities such as taste, color, and odor. A comprehensive list of sampling results for all Upland water sources is listed in the Test Results Section of the Consumer Confidence Report (CCR).

Before our water reaches your tap, samples from wells, water treatment plants, and the distribution system were collected and tested in State-certified laboratories. Last year, as in years past, your water met all Environmental Protection Agency and State drinking water health standards. The Public Works Department conducts more than **3,000 tests** on the water delivered to its consumers each year. These tests include sampling for over **300 different contaminants.** This regular program of water analyses and system inspection assures safe water is provided to you and your family.

IV. FINAL AND CURRENT WATER QUALITY SAMPLING

NEW: GROUNDWATER DISINFECTION RULE (GDR)

The United States Environmental Protection Agency (USEPA) issued a rule to further protect America's drinking water by requiring action to protect groundwater sources of public drinking water supplies from disease causing viruses and bacteria. The rule protects more than 100 million Americans by requiring identification of deficiencies in water systems that could lead to contamination and corrective actions to reduce risk from any identified deficiencies. The rule includes provisions for monitoring systems with sources at risk, and actions to remove or inactivate contaminants to prevent them from reaching drinking water consumers. The compliance date for triggered monitoring was December 1, 2009.

UNREGULATED CONTAMINANTS MONITORING RULE (UCMR 3)

The California Department of Public Health Service selected the City of Upland to participate in the **Unregulated Contaminants Monitoring Rule (UCMR 3)** study. The study requires each water system to provide data of special sampling for specific contaminants that could potentially be regarded as a health risk. The CDPH compiles and reviews water system results data for all contaminants listed in the UCMR sampling program. The monitoring plan was utilized with samplings beginning in November 2013 and completed in 2014. All constituent samplings that were analyzed have been reported in the 2014 Consumer Confidence Report.

STAGE 2 DISINFECTANTS / DBP RULE

The Stage 2 Disinfectant By-Product (DBP) Rule focuses on public health protection by limiting exposure to DBPs, specifically Total Trihalomethanes (TTHM) and five Haloacetic Acids (HAA5), which can form through disinfectants used to control microbial pathogens. In order to comply with the Stage 2 DBP Rule, the City of Upland devised a monitoring plan that required additional sampling points throughout the system. The City's proposed monitoring plan for sampling was approved by CDPH. The compliance schedule and compliance monitoring was implemented in April 2012. Analysis results are presented in the Test Results Table portion of the Consumer Confidence Report.

LEAD AND COPPER SAMPLING

Lead and Copper Sampling was started and completed in 2013 with the results reported in the attached **Test Tables**.

LONG TERM ENHANCED SURFACE WATER TREATMENT RULE (LTESWTR)

The purpose of the Long Term Enhanced Surface Water Treatment Rule (LTESWTR) is to reduce illnesses linked to the contaminant Cryptosporidium and other microbial pathogens in drinking water. The rule supplements existing regulations for surface water systems by targeting additional Cryptosporidium treatment requirements for systems with higher risk sources. It is important to note that the rule does not require additional Cryptosporidium treatment for public water systems. Additional treatment is required only for systems with higher risk sources found during the monitoring phase of the rule. The rule also contains provisions to reduce risks resulting from uncovered finished water reservoirs and to ensure that systems maintain microbial protection as they take steps to decrease the formation of disinfection byproducts that result from chemical water treatment. The City monitored for Cryptosporidium from October 2006 through October of 2008. The monitoring resulted in a Bin 2 classification for the City's San Antonio Canyon Water Treatment Plant (SACWTP). To comply with the Bin 2 classification, stricter guidelines for turbidity are required. Turbidity limits will be reduced from 0.30 NTUs to 0.15 NTUs for treatment plant finished water. Individual filters will be reduced to 0.10 NTUs. The City's water treatment facility has been using multi-barrier protection for source water, which consists of watershed protection, chlorination, coagulation, sedimentation, and filtration. The results of the LTESWTR monitoring are included in the **TEST RESULT TABLES on page 10 - 11** and an explanation of the City's treatment requirements under the rule.

SAN ANTONIO CANYON WATERSHED SURVEY

Every fifth year, the City of Upland, the City of Pomona, and the San Antonio Water Company prepare and submit a Watershed Survey of the San Antonio Canyon Water Flow to the CDPH. This report requires water quality sampling and monitoring of the watershed to enhance the protection of local watershed flow from potential contamination. The first report was submitted to the CDPH in March 2001. The 2010 report was completed and filed.

V. TREATMENT

The City of Upland receives imported water from the Metropolitan Water District of Southern California (MWD) via the Water Facilities Authority - Agua de Lejos Water Treatment Plant, after it undergoes a four-stage treatment process. The first process is coagulation/flocculation, which allows particles suspended in the water to cluster together and form larger particles called "floc." The second process is sedimentation, where the "floc" is allowed to settle out of the water. Filtration removes any remaining fine particles by passing the water through a filter bed. The last process is where chemicals are added to ensure the safety of the water in the distribution system. The treated water is then delivered to Upland's reservoir at 17th Street and Benson Avenue.

The surface water received from the San Antonio Creek flows to the San Antonio Canyon Water Treatment Plant (SACWTP). This surface water goes through several treatment processes, which removes impurities and disinfects the water. First, chemicals are mixed into the water to help the suspended impurities (particles) cluster together. Next, the water flows into filter modules, initially upward through first stage filters that traps some particles, and then downward through the final filters to remove any remaining particles. The final step consists of disinfection and storage in a large reservoir. From the reservoir, the treated water flows into the distribution system and then to your home.

Water that the City receives from local groundwater wells is of such good quality that it is only treated with chlorine and then pumped into reservoirs, and in some instances, blended with other water sources. This water then flows into the distribution system and then to your home.

VI. WATER QUALITY PARAMETERS AND IMPORTANT REMINDERS

Filtration and disinfection of surface water supplies are necessary for the protection of public health. The Water Facilities Authority – Agua de Lejos Water Treatment Plant, supplies a portion of the water delivered by the City of Upland. Water is filtered and disinfected with **chloramines** (a combination of chlorine and ammonia). **All of our customers should be aware their water might sometimes contain chloramines**. Except for a slight chlorine taste or odor, chloramines will not cause any problems for the general public. However, **chloramines must be removed before the water can be used in aquariums or kidney dialysis machines**.

VII. REPORTING PERIOD

The City of Upland routinely monitors for contaminants in your drinking water according to Federal and State Law. The City's Test Results table shows the results of our monitoring for the period of January 1 - December 31, 2014. All drinking water, including bottled drinking water, may be reasonably expected to contain at least small amounts of some contaminants. It is important to remember that the presence of these contaminants does not necessarily pose a health risk. More information about contaminants and potential health effects may be obtained by calling the USEPAs Safe Drinking Water Hotline at 1-800-426-4791.

VIII. SOURCE WATER ASSESSMENTS

An assessment of the City of Upland's drinking water sources was completed in March 2002. The San Antonio Creek water source assessment was completed in February 2001.

***A copy of the complete assessment may be viewed at the City of Upland Public Works Department or at the Deptartment of Drinking Water, San Bernardino District Office, 464 West 4th Street, Suite 437, San Bernardino, Ca. 92401. You may request that a summary of the assessment be sent to you by contacting the CDPH District Engineer at (909) 383-4328.