



**2017 Water Quality Report**  
Del Oro Water Company – Tulare District, East Plano Service Area  
Public Water System Number 5400767

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

**Del Oro Water Company**  
is firmly committed to producing and delivering a safe,  
dependable supply of quality water in an efficient, cost effective manner,  
with service that exceeds the expectations of our customers.

## Getting to know Del Oro Water Company (DOWC).....

DOWC was established in 1963 to meet the water needs of the Paradise Pines area in Magalia, California. Since then, the company has expanded throughout California, and currently provides service to over 20,000 customers in ten counties: Shasta, Humboldt, Tehama, Butte, Glenn, Colusa, Tuolumne, Fresno, Tulare and Kern. DOWC is a Class B water utility under the direction of the California Public Utilities Commission (CPUC).

DOWC works diligently upgrading and improving each of its nineteen districts. Because of their diverse geology, each district requires unique water quality testing (hundreds of water quality tests each year) and maintenance. DOWC completes CPUC-approved projects to replace and maintain over 700,000 feet of distribution piping; 96 pumps, booster pumps, and wells; and 32 storage tanks with over 8 million gallons of storage capacity. Five of DOWC's districts utilize surface water (springs, lakes, rivers or canals) to provide drinking water to their customers.

DOWC is proud to offer its customers excellent service provided by fourteen field service technicians including seven that are certified treatment plant operators and eight certified distribution operators. DOWC field technicians work earnestly to maintain the individual water systems as the costs to provide water service continues to increase, not just for DOWC customers, but throughout the United States.

DOWC tests the drinking water quality for all constituents as required by the State Water Resources Control Board – Division of Drinking Water (SWRCB-DDW) and the United States Environmental Protection Agency – Federal Regulations (EPA). This report shows the results of our most current monitoring for the period of **January 1 - December 31, 2017** including results which are current but were taken in previous years.

DOWC is proud to assure its customers that all drinking water in its 19 districts is under SWRCB-DDW's established Maximum Contaminant Levels (MCL). DOWC is in compliance with all health and safety regulations mandated by SWRCB-DDW and EPA

DOWC tests for both "Regulated and Unregulated" contaminants. This consumer confidence report provides results for only contaminants which were detected in your districts system. Tests with "ND" results will not be listed on this report.

Water for Del Oro Water Company, Tulare District, East Plano Service Area (DOWCTU-EP) originates from ground water source known as Well No. 1.

A Source Water Assessment was completed in December 2016, and found that sources are considered most vulnerable to the following activities not associated with any detected contaminants: 1. Septic Systems 2. Transportation Corridors- Roads and Streets and 3. Gas Stations/Auto Repair. A copy of the complete assessment may be viewed by calling the District office at 1-877-335-6764.

If DOWCTU-EP has information (public meetings, rate increase, water quality issues, drought information, or district improvements) of which you should be notified, your billing will contain a message indicating the information or directing you to DOWC's website: [www.delorowater.com](http://www.delorowater.com). For additional information concerning your drinking water, you can contact Community Relations at P.O. Drawer 5172, Chico, CA 95927, 1-530-717-2500.

### Continuing Drought Information.....

State of California Executive Order B-40-17 lifts the drought emergency in all California counties except a few counties in the southern half of California. However, please keep in mind that Californians should always use water wisely. Water conservation tips apply to all areas of California throughout the year.

- Limit watering outside to three (3) days per week. Set up a schedule so you remember what days are your “watering” days
- Look for and fix leaks in your home or business and on your property
- Never use water to clean driveways and sidewalks
- Use water restricting devices in your home
- Always use a nozzle on your hose to control water usage

### Concerns about Lead in your drinking water.....

*Del Oro Water Company would like to inform its customers about the safety of lead and copper testing.* While DOWC ***does not*** use lead pipes in the distribution lines that serve its customers, older homes may have been built using lead pipes or lead connectors. In California, lead in drinking water comes primarily from materials and components used for in-home plumbing (for example, lead solder used to join copper plumbing, brass and other lead-containing fixtures). Therefore, the Lead and Copper Rule established is critical to the water quality monitoring program.

DOWC is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. If your home’s plumbing contains lead piping or pipe fittings, lead solder, or brass fixtures that may contain lead, 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 do so, you may wish to collect the flushed water and reuse it for another beneficial purpose, such as watering plants.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. ***Lead and Copper Tap Monitoring*** by DOWC is conducted at designated customers’ homes and is an important part of a water utility’s monitoring schedule.

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/safewater/lead> .

In January 2017, the State of California issued new guidelines on lead testing in schools. DOWC is committed to supporting its school districts’ efforts to protect students by ensuring that the drinking water at the school sites meets lead requirements. DOWC has completed lead testing in schools (K through 12) that have requested lead testing within the DOWC service areas. There are no schools in the Tulare District, East Plano Service Area of Del Oro Water Company.

## Explanation of Terms 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.

**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).

**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 level of a disinfectant added for water treatment that may not be exceeded at the consumer's tap.

**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. MRDLG's are set by the U.S. Environmental Protection Agency.

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

**Secondary Drinking Water Standards (SDWS):** MCLs for contaminants that affect taste, odor, or appearance of the drinking water. Contaminants with SDWSs do not affect the health at the MCL levels.

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

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

**Variations and Exemptions:** Department permission to exceed an MCL or not comply with a treatment technique under certain conditions.

**ND:** Not detectable at testing limit

**pCi/L:** Picocuries per liter - a measure of radiation

**ppm:** Parts per million or milligrams per liter (mg/L)

**ppb:** Parts per billion or micrograms per liter (ug/L)

**µS/cm:** microsiemens per centimeter (measure of specific conductance)

**ppt:** Parts per trillion or nanograms per liter (ng/L)

**ppq:** Parts per quadrillion, or picograms per liter

**NTU:** Nephelometric Turbidity Units

**MFL:** Million fibers per liter

**TON:** Threshold odor number

**All sources of drinking water** (both tap water and bottled water) come 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. All 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 at 1-800-426-4791.

**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, agriculture 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**, which 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 application, and septic systems.
- **Radioactive contaminants**, which can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, EPA and the (SWRCB-DDW) 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 provide the same protection for public health.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised people, such as those with Cancer undergoing chemotherapy, those who have undergone organ transplants, and those with HIV/AIDS or other immune system disorders; some elderly people; and infants can be particularly at risk from infections. These people should seek advice from their health care providers about drinking water. EPA and Centers for Disease Control and Prevention (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.

**Tables 1, 2, 3, 4 and 6 list all of the drinking water contaminants that were detected during the most recent sampling for the constituent.**

The presence of these contaminants in the water does not necessarily indicate that the water poses a health risk. The State Board 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, are more than one year old.

Results followed by an \* indicate a detected level over the MCL, MRDL, or TT and will have a footnote (<sup>1</sup>). Additional information regarding any violations (if applicable) will be provided later in this report.

**TABLE 1 – Sampling Results Showing the Detection of Coliform Bacteria – 2017 Monthly**

Microbiological Contaminants (and reporting units)	Highest No. of Detections	No. of Months in Violation	MCL	In Compliance?	Typical Source of Bacteria
Total Coliform Bacteria <sup>(1)</sup>	1	0	1 positive monthly sample	Yes	Naturally present in the environment
Fecal Coliform or <i>E. Coli</i>	0	0	A routine sample and a repeat sample are total coliform positive, and one of these is also fecal coliform or <i>E. coli</i> positive	Yes	Human and animal fecal waste
<i>E. Coli</i> (Federal Revised Total Coliform Rule)	0	0	Routine & repeat samples are total coliform-positive & either is <i>E. coli</i> -positive or system fails to take repeat samples following <i>E. coli</i> -positive routine sample or system fails to analyze total coliform-positive repeat sample for <i>E. coli</i>	Yes	Human and animal fecal waste

**TABLE 2 – Sampling Results Showing the Detection of Lead and Copper – Sample Date: 7/14/2016**

Lead and Copper (and reporting units)	Number of Samples Collected	90 <sup>th</sup> Percentile Level Detected	No. sites exceeding AL	AL	MCLG	In Compliance?	Typical Source of Contaminant
Lead (ppm)	5	0.0019	None	0.015	0.2	Yes	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits; leaching from wood preservatives.
Copper (ppm)	5	0.0145	None	1.3	0.3	Yes	Internal corrosion of household water plumbing systems; erosion of natural deposits; leaching from wood preservatives.

**TABLE 3 – Sodium and Hardness**

Chemical of Constituent (and reporting units)	Sample Date	Average Level Detected	Range of Detections	MCL	In Compliance?	Typical Source of Contaminant
Sodium (ppm)	5/15/2015	18.2	N/A	None	Yes	Salt present in the water and is generally naturally occurring
Hardness (ppm)	5/15/2015	119	N/A	None	Yes	Sum of polyvalent cations present in the water, generally magnesium and calcium, and are usually naturally occurring

**TABLE 4 – Detection of Contaminants with a PRIMARY Drinking Water Standard**

Chemical of Constituent (and reporting units)	Sample Date	Average Level Detected	Range of Detections	MCL	In Compliance?	Typical Source of Contaminant
Antimony (ppb)	5/15/2015	ND	N/A	6	Yes	Discharge from petroleum refineries; fire retardants; ceramics; electronics; solder
Arsenic (ppb)	5/15/2015	ND	N/A	10	Yes	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes
Barium (ppb)	5/15/2015	70.70	N/A	1,000	Yes	Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits

**TABLE 4 – Detection of Contaminants with a *PRIMARY* Drinking Water Standard - Continued**

<b>Chemical of Constituent</b> (and reporting units)	<b>Sample Date</b>	<b>Average Level Detected</b>	<b>Range of Detections</b>	<b>MCL</b>	<b>In Compliance?</b>	<b>Typical Source of Contaminant</b>
Beryllium (ppb)	5/15/2015	ND	N/A	4	Yes	Discharge from metal refineries, coal-burning factories, and electrical, aerospace, and defense industries
Cadmium (ppb)	5/15/2015	3.3	N/A	5	Yes	Internal corrosion of galvanized pipes; erosion of natural deposits; discharge from electroplating and industrial chemical factories; and metal refineries; runoff from waste batteries & paints
Chromium (total) (ppb)	5/15/2015	ND	N/A	50	Yes	Discharge from steel and pulp mills and chrome plating; erosion of natural deposits
Copper (ppb)	5/15/2015	ND	N/A	1,000	Yes	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Fluoride (ppm)	5/15/2015	ND	N/A	2	Yes	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits
Hexavalent Chromium (ppb)	1/6/2016	4.0	N/A	*	Yes	Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits.
Mercury (ppb)	5/15/2015	ND	N/A	2	Yes	Erosion of natural deposits; discharge from refineries and factories; runoff from landfills and cropland
Nickel (ppb)	5/15/2015	ND	N/A	100	Yes	Erosion of natural deposits; discharge from metal factories
Nitrate (ppb)	8/1/2017	1.01	N/A	10	Yes	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Nitrite (ppm)	5/15/2015	150.0	N/A	1,000	Yes	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits

\* There is currently no MCL for hexavalent chromium. The previous MCL of 10 ppb was withdrawn on September 11, 2017. A new MCL is now being considered.

<b>TABLE 4 – Detection of Contaminants with a <i>PRIMARY</i> Drinking Water Standard - Continued</b>						
<b>Chemical of Constituent</b> (and reporting units)	<b>Sample Date</b>	<b>Average Level Detected</b>	<b>Range of Detections</b>	<b>MCL</b>	<b>In Compliance?</b>	<b>Typical Source of Contaminant</b>
Perchlorate (ppb)	5/15/2015	ND	N/A	6	Yes	Perchlorate is an inorganic chemical used in solid rocket propellant, fireworks, explosives, flares, matches, and a variety of industries. It usually gets into drinking water as a result of environmental contamination from historic aerospace or other industrial operations that used or use, store, or dispose of perchlorate and its salts
Selenium (ppb)	5/15/2015	ND	N/A	50	Yes	Discharge from petroleum, glass and metal refineries; erosion of natural deposits; discharge from mines and chemical manufacturers; runoff from livestock lots (feed additive)
1,2,3-Trichloropropane (ppb)	12/29/2017	ND	N/A	0.005	Yes	Discharge from industrial & agricultural chemical factories; leaching from hazardous waste sites; used as cleaning and maintenance solvent, paint and varnish remover, and cleaning and degreasing agent; byproduct during the production of other compounds and pesticides.

<b>TABLE 5 – Detection of Contaminants with a <i>SECONDARY</i> Drinking Water Standard</b>						
<b>Chemical of Constituent</b> (and reporting units)	<b>Sample Date</b>	<b>Average Level Detected</b>	<b>Range of Detections</b>	<b>MCL</b>	<b>In Compliance?</b>	<b>Typical Source of Contaminant</b>
Aluminum (ppb)	5/15/2015	ND	N/A	1,000	Yes	Erosion of natural deposits; residual from some surface water treatment processes
Color (units)	5/15/2015	ND	N/A	15	Yes	Naturally-occurring organic materials
Foaming Agents (MBAS) (ppm)	5/15/2015	ND	N/A	0.5	Yes	Municipal and industrial waste discharges
Iron (ppb)	5/15/2015	ND	N/A	300	Yes	Leaching from natural deposits; industrial wastes
Manganese (ppb)	5/15/2015	ND	N/A	50	Yes	Leaching from natural deposits
Methyl- <i>tert</i> -butyl ether (MTBE) (ppb)	8/5/2014	ND	N/A	13	Yes	Leaking underground storage tanks; discharge from petroleum and chemical factories
Odor – Threshold (TON)	5/15/2015	ND	N/A	3	Yes	Naturally-occurring organic materials
Silver (ppb)	5/15/2015	ND	N/A	100	Yes	Industrial discharges
Turbidity (NTU)	5/15/2015	0.16		5	Yes	Soil Runoff
Zinc (ppb)	5/15/2015	ND	N/A	5,000	Yes	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids (TDS) (ppm)	5/15/2015	202.0	N/A	1,000	Yes	Runoff/leaching from natural deposits
Specific Conductance (µS/cm)	5/15/2015	348	N/A	1,600	Yes	Substances that form ions when in water; seawater influence



**TABLE 5 – Detection of Contaminants with a *SECONDARY* Drinking Water Standard - Continued**

<b>Chemical of Constituent</b> (and reporting units)	<b>Sample Date</b>	<b>Average Level Detected</b>	<b>Range of Detections</b>	<b>MCL</b>	<b>In Compliance?</b>	<b>Typical Source of Contaminant</b>
Chloride (ppm)	5/15/2015	7.5	N/A	500	Yes	Runoff/leaching from natural deposits; seawater influence
Sulfate (ppm)	5/15/2015	6.4	N/A	500	Yes	Runoff/leaching from natural deposits; industrial wastes

**TABLE 6 – Radioactive Contaminants**

<b>Chemical of Constituent</b> (and reporting units)	<b>Sample Date</b>	<b>Average Level Detected</b>	<b>Range of Detections</b>	<b>MCL</b>	<b>In Compliance?</b>	<b>Typical Source of Contaminant</b>
Gross Alpha (pCi/L)	7/3/2012	0.1670	N/A	15	Yes	Erosion of natural deposits

(1) 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.

In September 2017 Del Oro Water Co., Tulare District – East Plano Service Area (DOWCTU-EP) had one (1) positive coliform bacteria result. Follow-up testing later in September 2017 was done with negative results. In October 2017 four (4) additional follow-up tests were required, along with one (1) routine test. The routine testing was completed with a negative result, however, DOWC failed to complete the four additional follow-up testing. Routine testing for the months of November and December 2017 have also been negative.

Because DOWC does not know what the results for positive coliform bacteria would have been for the four (4) follow-up tests in October 2017, we are required to notify you, our customers, of the missed testing.

Usually, coliforms are a sign that there could be a problem with the treatment or distribution system (pipes). Whenever we detect coliform bacteria in any sample, we do follow-up testing to see if other bacteria of greater concern, such as fecal coliform or E. coli, are present. We did not find any of these bacteria in our subsequent testing. If we had, we would have notified you immediately.

People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from U.S. EPA’s Safe Drinking Water Hotline at 1(800) 426-4791.

**ADDITIONAL GENERAL INFORMATION ON DRINKING WATER:**

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 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.

All 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 the 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 at 1-800-426-4791.

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 individuals, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. The USEPA/Center 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 at 1-800-426-4791. Infants and young children are typically more vulnerable to lead in drinking water than the general populations. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your homes plumbing.