

2019 CONSUMER CONFIDENCE REPORT



Cucamonga Basin #6 | Upland, CA

Dear Consumer:

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

The City of Upland remains in a Level High Water Shortage Stage, which in simple terms means the call for water savings must continue. 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.** We continually test our water using the most sophisticated equipment and advanced procedures. A summary of our 2019 laboratory test results, which demonstrate detection of trace contaminants in the water supply, is included in the Test Results Table of this report.

For Information on City of Upland Consumer Confidence Report in Spanish, contact Michelle Madriz (909) 291-2935.

Para obtener información sobre el Informe de confianza del consumidor de la ciudad de Upland en español, comuníquese con Michelle Madriz (909) 291-2935.

I. WATER SOURCES

To better understand how the City of Upland supplies water to its customers, the following summary of water sources may be helpful. Each of these sources may be impacted by drought conditions. Over the past five years the City of Upland, along with the rest of California, has grappled with significant water challenges from aging infrastructure, water quality, and ultimately water scarcity, mostly driven by persistent drought conditions.

The City of Upland remains in a Level High Water Shortage Stage, which in simple terms means the call for water savings must continue. Understanding our local water supply provides clarity to the question of why are we still in a High Level Water Shortage Stage when other areas of the state are not. Upland gets its water from three primary sources: groundwater, local surface water from San Antonio Creek, and imported water. All our groundwater and local surface water depend on rainfall for replenishment. Our groundwater basins are still at historically low levels and will need several years of above normal precipitation to return the groundwater to pre-drought levels. To protect this valuable resource, the City asks customers to continue using water as efficiently as possible. We as a community must embrace “conservation as a California way of life.” Conserving water saves money, allows us to avoid buying costly imported supplies, and helps to ensure we can maintain the resiliency we have long benefited from. The City is committed to encouraging efficient water use with programs, incentives, and by providing informational assistance to customers to help our customers implement water conserving measures at home or place of business. The City is proud to showcase our Drought Tolerant Landscape Demonstration Garden at City Hall where customers can obtain free educational materials to help them in their conservation efforts. These services remain an important part of fulfilling the City of Upland’s promise to maintain a robust and resilient water system for our community. For more ways to save water, please call (909) 291-2935 or visit <https://www.uplandca.gov/water-conservation>.

The City of Upland used **5.7 billion gallons** of water in 2019.

1. GROUNDWATER ~ About **3.86 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 **67.7%** 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 the local rain and snow fall, the City was able to receive approximately **655.8 million gallons** of surface water that was processed through the City’s San Antonio Canyon Water Treatment Plant fulfilling **11.6%** of our customer’s needs.

3. IMPORTED WATER ~ About **1.25 billion gallons, or 21.9%** of our water, originated from high mountain streams in Northern Sierra Nevada. It 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 **214.3 million gallons** of recycled water for green belts and various sites, 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 the West End Consolidated Water Company water systems were issued by the State Water Resources Control Board (State Board), Division of Drinking Water. The permit for the City of Upland and West End Consolidated Water Company was last issued in 1993, but has been amended to include new water facilities as they are constructed. 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 completes yearly inspections of both the City of Upland and the West End Consolidated 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 Agency (USEPA) and regulated by the State Water Resources Control Board (SWRCB) - Division of Drinking Water. These two organizations set standards to protect the public from potential health risks. In California, drinking water standards (also called Maximum Contaminant Levels or MCL's) 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 Result Section of the Consumer Confidence Report (CCR).

Before the water reaches your tap, samples from wells, water treatment plants, and the distribution system have been 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, which includes sampling for over **300 different contaminants**. This regular program of water analysis and system inspection assures safe water is provided to you and your family.

IV. FINAL AND CURRENT WATER QUALITY SAMPLING

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 will protect 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 for systems with sources at risk, and actions to remove or inactivate contaminants, if found, to prevent them from reaching drinking water consumers. The compliance date for triggered monitoring was December 1, 2009.

UNREGULATED CONTAMINANTS MONITORING RULE (UCMR 4)

The California Department of Health Services selected the City of Upland to participate in the **Unregulated Contaminants Monitoring Rule (UCMR 4)** 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. SWRCB compiles and reviews the water systems results data for all contaminants listed in the UCMR sampling program. The monitoring plan was utilized with sampling beginning in May 2019 and completed in December 2020.

STAGE 2 DISINFECTANTS BY-PRODUCT / 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 SWRCB. The compliance schedule and compliance monitoring was implemented in April 2012. Analyses results are presented in the Test Table Result portion of the Consumer Confidence Report.

LEAD AND COPPER SAMPLING

Lead and Copper Sampling will be completed by 2020.

LONG TERM ENHANCED SURFACE WATER TREATMENT RULE (LTSWTR)

The purpose of the Long Term Enhanced Surface Water Treatment Rule (**LTSWTR**) is to reduce illness linked with the contaminant *Cryptosporidium* and other microbial pathogens in drinking water. The rule will supplement 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 NTU's to 0.15 NTU's for treatment plant finished water. Individual filter limits will be reduced to 0.10 NTU's. The City's water treatment facility has been using multi-barrier protection for the source water which consists of watershed protection, chlorination, coagulation, sedimentation, and filtration. The results of the **LTSWTR** monitoring are included in the **TEST RESULT TABLES** and an explanation of the City's treatment requirements under the rule.

SAN ANTONIO CANYON WATERSHED SURVEY

Every fifth-year, the City of Upland, City of Pomona, and San Antonio Water Company prepare and submit a Watershed Survey of the San Antonio Canyon Water Flow to the SWRCB. This report requires water quality sampling and monitoring of the watershed to enhance the protection of our local watershed flow from potential contamination. The first report was submitted to the CDPH in March 2001. The 2016 report was completed and filed, the next report is due in March 2021.

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 that 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 we receive from 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 the first stage filters, which trap some particles. Then the water flows 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 into 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 into 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 that 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 through December 31, 2019. 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 can be obtained by calling the USEPA's 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 2014. The San Antonio Creek water source assessment was completed in 2016.

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

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER
Este informe contiene información muy importante sobre su agua potable.
Tradúzcalo o hable con alguien que lo entienda bien.

Monitoring Requirements Not Met for the City of Upland

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 your drinking water meets health standards. During 2017 - 2019, we did not complete all monitoring for lead and copper and therefore, cannot be sure of the quality of your drinking water during that time.

- There is nothing you need to do at this time.
- The table below lists the contaminant(s) we did not properly test for during the last year, how many samples we are required to take and how often, how many samples we took, when samples should have been taken, and the date on which follow-up samples were (or will be) taken.

Contaminant	<i>Required Sampling Frequency</i>	<i>Number of Samples Taken</i>	<i>When All Samples Should Have Been Taken</i>	<i>When Samples Were or Will Be Taken</i>
Lead and Copper	Minimum of 30 samples during sampling period every 3rd year	0	June 1st, 2019 to September 30th, 2019	June 1st, 2020 to September 30th 2020

- If you have health issues concerning the consumption of this water, you may wish to consult your doctor.

What is being done?

We plan to take the required samples soon, as described in the last column of the table above.

For more information, please contact Mr. John Robles, Chief Water Treatment Operator at (909) 291-2930 or 460 N Euclid Ave, Upland, CA 91786

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this public notice in a public place or distributing copies by hand or mail.

Secondary Notification Requirements

Upon receipt of notification from a person operating a public water system, the following notification must be given within 10 days [Health and Safety Code Section 116450(g)]:

- **SCHOOLS:** Must notify school employees, students, and parents (if the students are minors).
- **RESIDENTIAL RENTAL PROPERTY OWNERS OR MANAGERS** (including nursing homes and care facilities): Must notify tenants.
- **BUSINESS PROPERTY OWNERS, MANAGERS, OR OPERATORS:** Must notify employees of businesses located on the property.

This notice is being sent to you by the City of Upland.

State Water System ID#: 3610050. Date distributed: July 1, 2020.

IX. DEFINITIONS AND ABBREVIATIONS

Less Than Number Shown (<)

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 MCLs) 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 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 Disinfectant Level Goal (MRDLG): 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.

Nephelometric Turbidity Unit (NTU): Nephelometric Turbidity Unit is a measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

Non-Detects (ND): Laboratory analysis indicates that the contaminant is below detection level.

No Standards (NS)

Parts per billion (ppb) or Micrograms per liter (ug/l): One part per billion corresponds to one minute in 2,000 years, or a single penny in \$10 million.

Parts per million (ppm) or Milligrams per liter (mg/l): One part per million corresponds to one minute in two years, or a single penny in \$10,000.

Parts per Trillion (PPT): One part per trillion corresponds to one minute in 2,000,000 years or a single penny in \$10 billion.

Picocuries per liter (pCi/L): Picocuries per liter is a measurement of the radioactivity in water.

Primary Drinking Water Standard (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.

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

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

X. SYMBOLS

(a) = Results are based on distribution system sampling of approximately 1,000 samples.

(b) = Sources are blended to meet state MCL.

(c) = 1,2,3-trichloropropane (1,2,3-TCP) had a notification level (NL) of 5 ppt until December 14, 2017, when the MCL of 5 ppt became effective.

(d) = There is currently no MCL for hexavalent chromium. The previous MCL of 0.010 mg/L was withdrawn on September 11, 2017.

(e) = Negative values occur when the background count, as part of the analytical result, exceeds the count in the actual count.

(f) = Standard is for Radium 226 & 228 combined.

(g) = No schools requested lead sampling during 2018.

(h) = State level is dependent upon air temperature.

XI. TEST RESULT TABLE HEALTH EFFECT LANGUAGE

The following health effect language is required for this report if any contaminant has been detected in the water supply. The City's domestic water supply meets all State and Federal Drinking Water Quality Standards.

The state allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old.

Aluminum

Some people who drink water containing Aluminum in excess of the MCL over many years may experience short-term gastrointestinal tract effects.

Bromate

Some people who drink water containing Bromate in excess of the MCL over many years may have an increased risk of getting cancer.

Chloramines

Some people who use water containing chloramines well in excess of the MRDL could experience irritating effects to their eyes and nose. Some people who drink water containing chloramines well in excess of the MRDL could experience stomach discomfort.

Chlorine

Some people who use water-containing chlorine well in excess of MRDL could experience irritating effects to their eyes and nose. Some people who drink water containing chlorine well in excess of the MRDL could experience stomach discomfort.

Chlorine Dioxide

Some infants and young children who drink water containing chlorine dioxide in excess of the MRDL could experience nervous system effects. Similar effects may occur in fetuses of pregnant women who drink the water.

Chlorite

Some infants and young children who drink water containing chlorite in excess of MCL could experience nervous system effects. Similar effects may occur in fetuses of pregnant women who drink water containing chlorite in excess of MCL. Some people may experience anemia.

Chromium

Some people who use water containing chromium in excess of the MCL over many years may experience allergic dermatitis.

Combined Radium 226/228

Some people who drink water containing Radium 226 or 228 in excess of the MCL over many years may have an increased risk of getting cancer.

Cryptosporidium

Cryptosporidium is a microbial pathogen found in surface water throughout the United States. Although filtration removes Cryptosporidium, the most commonly used treatment methods cannot guarantee 100 percent removal. Ingestion of Cryptosporidium may cause Cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However immuno-compromised people, infants, small children, and the elderly are at a greater risk of developing life threatening illness. Individuals at risk should consult their doctor regarding appropriate precautions to take to avoid infection. Cryptosporidium must be ingested to cause disease, and it may be spread through means other than drinking water.

Dibromochloropropane (DBCP)

Some people who use water containing Dibromochloropropane (DBCP) in excess of the MCL over many years may experience reproductive difficulties and may have an increased risk of getting cancer.

Fluoride

Some people who drink water containing Fluoride in excess of the Federal MCL of 4 mg/L over many years may get bone disease, including pain and tenderness of the bones. Children who drink water-containing fluoride in excess of the state's MCL of 2 mg/L may get mottled teeth.

Gross Beta Particle Activity

Certain minerals are radioactive and may emit forms of radiation known as photons and beta radiation. Some people who drink water containing beta and photon emitters in excess of the MCL over many years may have an increased risk of getting cancer.

Haloacetic Acids

Some people who drink water containing Haloacetic Acids in excess of the MCL over many years may have an increased risk of getting cancer.

Hexavalent Chromium

Some people who drink water containing hexavalent chromium in excess of the MCL over many years may have an increased risk of getting cancer.

Lead

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. The City of Upland is responsible for providing high quality drinking water, but the City 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 drinking 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>.

Microbiological Contaminants – Total Coliform bacteria, Fecal coliform and E. coli

Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.

Fecal coliforms and *E. coli* are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems.

Nitrate

Nitrate in drinking water at levels above 10 mg/L is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate levels above 10 mg/L may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. If you are caring for an infant, or you are pregnant, you should ask advice from your health care provider.

Tetrachloroethylene (PCE)

Some people who use water containing Tetrachloroethylene (PCE) in excess of the MCL over many years may experience liver problems, and may have an increased risk of getting cancer.

Total Organic Carbon

Total Organic Carbon (TOC) has no health effects. However, total organic carbon provides a medium for the formation of disinfection byproducts. These byproducts include Trihalomethanes (THM's) and Haloacetic Acids, (HAA's). Drinking water containing these byproducts in excess of the MCL may lead to adverse health effects, liver or kidney problems, or nervous system effects, and may lead to an increased risk of cancer.

Total Trihalomethanes (TTHMs)

Some people who drink water containing Trihalomethanes (THM's) in excess of the MCL over many years may experience liver, kidney or central nervous system problems and may have an increased cancer risk.

1,2,3-Trichloropropane

Some people who drink water containing 1,2,3-trichloropropane in excess of the MCL over many years may have an increased risk of getting cancer.

Turbidity

Turbidity has no health effects. However, high levels of turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

Uranium

Some people who drink water-containing Uranium in excess of the MCL over many years may have kidney problems and an increased risk of getting cancer.

XII. Public Health Information

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; it also 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 salt and metals, which can be natural-occurring or result from urban storm water 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 agricultural, urban storm water runoff, and residential use.
- **Organic chemical contaminants**, includes synthetic and volatile organic chemicals, that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, 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, the U.S. Environmental Protection Agency (USEPA) 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 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. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline (1-800-426-4791). Additional information on bottled water is available on the California Department of Public Health website (<https://www.cdph.ca.gov/Programs/CEH/DFDCS/Pages/FDBPrograms/FoodSafetyProgram/Water.aspx>).

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).



2019 CONSUMER CONFIDENCE REPORT IS OUR WATER SAFE TO DRINK?



The water provided by the City of Upland meets all State and Federal standards and regulations for domestic drinking water. The City will continue to strive to provide the citizens of Upland with the highest quality of water that they have come to expect from “The City of Gracious Living.”

If you have any questions or concerns regarding this report or your water utility, please contact Mr. John Robles, Chief Water Treatment Operator, at (909) 291-2930. It is the City’s goal for you, our valued customers, to be informed about their water quality.

City Council meetings are held on the second and fourth Monday of every month, and Public Works Committee meetings are held quarterly, on the second Tuesday of January, April, July, and October. All items that are heard by the City Council or the Public Works Committee are placed on the required agendas and posted at City Hall located at 460 North Euclid Avenue, Upland, California. The City of Upland Consumer Confidence Report can also be found on the **City’s Web Site** www.uplandca.gov.

Thank you for allowing the City to continue providing you, your family, friends and neighbors with clean, quality water this year; and for your effort to conserve our precious water supply. In order to maintain a safe and dependable water supply, the City sometimes needs to make improvements that will benefit all customers. These improvements are sometimes reflected as rate structure adjustments. Thank you for understanding.

The City works around the clock to provide top quality water to every tap and requests that all of our customers help protect and preserve our water sources, which are the heart of our community, our way of life, and our children’s future.

Sincerely,

Rosemary Hoerning, PE, PLS, MPA
City Manager

**2019 TEST RESULTS
TABLE 1**

CONTAMINANT	VIOLATION	UNITS	STATE MCL	STATE PHG (MCLG)	GROUNDWATER SUPPLY RANGE	SURFACE WATER SUPPLY RANGE	LIKELY CONTAMINATION SOURCE
CLARITY: TURBIDITY	No Violation	NTU	TT	TT	ND - 7.90	0.038 - 0.10 Highest	Soil runoff
Weighted Avg.	0.90					% ≤ 0.3 100%	
MICROBIOLOGICAL CONTAMINANTS							
TOTAL COLIFORM BACTERIA (a)	No Violation	% Positive	5%	No State PHG	0 - 0	0 - 0	Naturally present in the environment
FECAL COLIFORM AND E. COLI							Human and animal fecal waste
			A routine sample and repeat sample are total positive , and one is also Fecal Coliform or E. Coli positive.				
SYNTHETIC ORGANIC CONTAMINANTS INCLUDING PESTICIDES AND HERBICIDES							
DIBROMOCHLOROPROPANE (b)	No Violation	ppt	200	1.7	ND - 40.00	ND - ND	Banned Nematocide that may still be present in soils due to runoff/leaching from former use on soybeans cotton, vineyards, tomatoes, and tree fruit.
Weighted Avg.	0.026						
1,2,3-TRICHLOROPROPANE (c)	No Violation	ppt	0.005	0.0007	ND - ND	ND - ND	Discharge from industrial and 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.
Weighted Avg.	ND						
VOLITALE ORGANIC CONTAMINANTS							
PCE	No Violation	ppb	5	0.06	ND - 4.24	ND - ND	Discharge from factories, dry cleaners, and auto shops (metal degreaser)
Weighted Avg.	0.287						
UNREGULATED INORGANICS							
VANADIUM	No Violation	ppb	NOTIFICATION LEVEL	NS	ND - 4.90	ND - ND	Naturally-occurring; the primary PCA is steel manufacturing, also used in the manufacturing of phthalic anhydride, sulfuric acid, pesticides, dyes, inks, pigments, and other chemicals; has been found in association with hazardous waste sites.
Weighted Avg.	0.06		50				
CHROMIUM, HEXAVALENT (d) (Chr. VI)	No Violation	ppb	10	0.02	ND - 5	ND - ND	Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits.
Weighted Avg.	0.62						
Radioactive Contaminants							
ALPHA ACTIVE, GROSS (e)	No Violation	pCi/L	15	0	ND - 5.80	ND - 1	Decay of natural and man-made deposits
Weighted Avg.	0.643						
BETA ACTIVITY, GROSS	No Violation	pCi/L	50	0	ND - 0.17	ND - ND	Erosion of natural deposits
Weighted Avg.	0.243						
RADIUM 226	No Violation	pCi/L	See Below	0.05	ND - ND	ND - ND	Erosion of natural deposits
RADIUM 228	No Violation	pCi/L	See Below	0.019	ND - ND	ND - ND	Erosion of natural deposits
RADIUM 226 & 228 COMBINED (f)			5				
Weighted Avg.	ND						
URANIUM	No Violation	pCi/L	20	0.43	ND - .92	ND - ND	Erosion of natural deposits
Weighted Avg.	1.567						

**2019 TEST RESULTS
TABLE 2**

CONTAMINANT	VIOLATION	UNITS	STATE MCL	STATE PHG (MCLG)	GROUNDWATER SUPPLY RANGE	SURFACE WATER SUPPLY RANGE	LIKELY CONTAMINATION SOURCE
SECONDARY STANDARDS							
ALUMINUM	No Violation	µg/L	200	NS	ND - 0.56	ND - 0.13	Erosion of natural deposits; residue from surface water treatment processes
Weighted Avg.	69.03						
CHLORIDE	No Violation	mg/L	500	NS	3.30 - 16	1.30 - 48	Runoff and leaching from natural deposits.
Weighted Avg.	16.27						
COLOR	No Violation	Units	15	NS	< 3 - 10	< 3	Natural occurring organic materials.
Weighted Avg.	< 3						
COPPER	No Violation	mg/L	1	NS	ND - 0.038	ND - ND	Wood preservatives.
Weighted Avg.	43.17						
ODOR THRESHOLD	No Violation	Units	3	NS	ND - .42	0.12 - 0.34	Natural occurring organic materials.
Weighted Avg.	0.98						
pH	No Violation	Units	NS	NS	7.60 - 8.20	7.50 - 8.10	
Weighted Avg.	N/A						
SPECIFIC CONDUCTANCE	No Violation	µS/cm	1600	NS	370 - 660	330 - 343	Substances that form ions when in water.
Weighted Avg.	389.05						
SULFATE	No Violation	mg/L	500	NS	24 - 66	24 - 35	Runoff and leaching from natural deposits; Industrial wastes.
Weighted Avg.	28.41						
TOTAL DISSOLVED SOLIDS	No Violation	mg/L	1000	NS	240 - 450	200 - 203	Runoff and leaching from natural deposits.
Weighted Avg.	253.57						

2019 TEST RESULTS TABLE 3

CONTAMINANT	VIOLATION	UNITS	STATE MCL	STATE PHG (MCLG)	GROUNDWATER SUPPLY RANGE	SURFACE WATER SUPPLY RANGE	LIKELY CONTAMINATION SOURCE
STATE REGULATED CONTAMINANTS WITH NO MCLs							
DICHLORODIFLUOROMETHANE	No Violation	ppb	NOTIFICATION LEVEL	NS	ND - 0.10	ND - ND	Discharge from industries, factories, propellants, and refrigerants
FREON 12			1 ppm				
Weighted Ave.	0.098						
CHROMIUM, TOTAL (d)	No Violation	ppb	NOTIFICATION LEVEL	NS	ND - 5	ND - ND	Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits.
Weighted Ave.	0.49		n/a				
1,2,3-TRICHLOROPROPANE (c)	No Violation	ppb	NOTIFICATION LEVEL	NS	ND - ND	ND - ND	Discharge from industrial and 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.
Weighted Ave.	ND		5 ppt				
LEAD AND COPPER 2016							
LEAD (g)	No Violation	ppb	ACTION LEVEL	2	ND - 5.7	ND - ND	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.
Weighted Avg.	N/A		15 ppb		90th Percentile (2.8 ppb)		
Number of Schools Requesting Lead Sampling in 2019: 1							
COPPER	No Violation	ppm	ACTION LEVEL	0.3	ND - 0.56	ND - ND	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.
Weighted Avg.	N/A		1.3		90th Percentile (0.40 ppm)		
INORGANIC CONTAMINANTS							
ALUMINUM	No Violation	ppb	1000	60	ND - 560	ND - 13	Erosion of natural deposits; residue from surface water treatment processes
Weighted Avg.	69.03						
FLOURIDE (h)	No Violation	ppm	2	1	0.15 - 0.42	ND - .37	Erosion of natural deposits; water additives which promote strong teeth, discharges from fertilizer, and aluminum factories.
Weighted Avg.	0.28						
NITRATE	No Violation	ppb	10	10	ND - 6.8	0.20 - 0.90	Runoff and leaching from fertilizer use; leaching from septic tanks; erosion of natural deposits.
Weighted Avg.	3.01						
NITRITE	No Violation	ppm	1	1	ND - ND	ND -0.02	Runoff and leaching from fertilizer use; leaching from septic tanks; erosion of natural deposits.
Weighted Avg.	0.06						
PERCHLORATE	No Violation	ppb	6.2	NS	ND - 2.70	ND - ND	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.
Weighted Avg.	0.71						
ARSENIC	No Violation	ppb	10	0.004	ND - 4.30	ND - 1.0	Erosion of natural deposits; runoff from orchards glass and electronic production wastes.
Weighted Avg.	3.17						
BARIUM	No Violation	ppm	1	2	ND - 0.064	ND - 0.043	Some people who drink water containing barium in excess of the MCL over many years may experience an increase in blood pressure.
Weighted Avg.	0.02						

2019 TEST RESULTS TABLE 4

CONTAMINANT	VIOLATION	UNITS	STATE MCL	STATE PHG (MCLG)	GROUNDWATER SUPPLY RANGE	SURFACE WATER SUPPLY RANGE	LIKELY CONTAMINATION SOURCE
BROMATE	No Violation	ppb	10	0.1	ND	ND	By-product of drinking water disinfection.
Weighted Avg.	ND						
CHLORINE (MRDL)	No Violation	ppm	MRDL	MRDL	0.14 - 1.51 SYSTEM RANGE		Drinking water disinfectant added for treatment.
Weighted Avg.	N/A		4	4			
CHLORINE RESIDUAL					0.964 SYSTEM AVERAGE		
CHLORAMINES	No Violation	ppm	MRDL	MRDL	N/A	N/A	Drinking water disinfectant added for treatment.
Weighted Avg.	N/A		4	4			
TOTAL ORGANIC CARBONS	No Violation	ppm	MRDL	MRDL	N/A	ND - ND	Various natural and man-made sources.
Weighted Avg.	ND		TT	TT			
WATER BORN PATHOGENS							
CRYPTOSPORIDIUM	YES, BIN 2	BIN 1,2,3,4,	TT	TT	ND	ND	The findings for Cryptosporidium placed the City's water treatment facility into a Bin 2 classification. This required the City to decrease the finished water turbidity requirement from 0.30 NTU's to 0.15 NTU's.
Weighted Avg.	ND						
DISINFECTANT BYPRODUCTS							
SYSTEM RANGE							
TOTAL TRIHALOMETHANES	No Violation	ppb	80	0	0 - 74		By-product of drinking water disinfection.
Highest LRR	61						
HALOACETIC ACIDS	No Violation	ppb	60	0	0 - 27		By-product of drinking water disinfection.
Highest LRR	13						

2019 TEST RESULTS TABLE 5

	UNITS	STATE MCL	STATE PHG (MCLG)	GROUNDWATER SUPPLY RANGE	SURFACE WATER SUPPLY RANGE	LIKELY CONTAMINATION SOURCE
ADDITIONAL INFORMATION						
CALCIUM	ppm	NS	NS	38 - 89	14.3 - 52	Leaching from natural deposits.
Weighted Avg.	48.55					
HARDNESS	ppm	NS	NS	100 - 300	61 - 160	Leaching from natural deposits.
Weighted Avg.	166.14					
MAGNESIUM	ppm	NS	NS	2.40 - 22.0	6.10 - 8.10	Leaching from natural deposits.
Weighted Avg.	10.1					
POTASSIUM	ppm	NS	NS	ND - 2.60	1.50 - 1.80	Leaching from natural deposits.
Weighted Avg.	1.8					
SODIUM	ppm	NS	NS	8.90 - 39.0	5.30 - 25.0	Leaching from natural deposits.
Weighted Avg.	17.1					
TOTAL ALKALINITY	ppm	NS	NS	130 - 270	50 - 150	Leaching from natural deposits.
Weighted Avg.	134.22					
CARBONATE	ppm	NS	NS	ND - ND	ND - 2.90	Leaching from natural deposits.
Weighted Avg.	0.33					
BICARBONATE	ppm	NS	NS	160 - 330	61 - 180	Leaching from natural deposits.
Weighted Avg.	164.19					

2019 UNREGULATED CONTAMINANT MONITORING RULE 3 RESULTS

CONTAMINANT	UNITS	NOTIFICATION LEVEL	GROUNDWATER SAMPLE	SURFACE WATER SAMPLE	DISTRIBUTION SYSTEM SAMPLE	LIKELY CONTAMINATION SOURCE
DICHLOROETHANE	ppt	NS	55	ND	ND	Halogenated alkene; used as solvent
CHLORATE	ppb	800	53	94	49	Agricultural defoliant or desiccant; disinfection byproduct; and used in production of chloride dioxide
CHLORODIFLUOROMETHANE	ppt	NS	120	ND	ND	Chlorofluorocarbon; occurs as a gas, and used as a refrigerant, as a low temperature solvent, and in fluorocarbon resins, especially tetrafluoroethylene polymers
CHROMIUM (total)	ppb	NS	1.5	0.51	1.3	Naturally occurring element; used in making steel and other alloys
HEXAVALENT CHROMIUM	ppb	NS	1.6	0.3	1.4	Naturally occurring element; used in making steel and other alloys; chromium III or VI forms are used for chrome plating, dyes and pigments, leather tanning, and wood preservation
MOLYBDENUM	ppm	NS	3.6	3.4	3.6	Naturally occurring element found in ores and present in plants, animals, and bacteria; commonly used form molybdenum trioxide used as a chemical reagent
STRONTIUM	ppb	NS	300	270	310	Naturally occurring element; historically, commercial use of strontium has been in the faceplate glass of cathode ray tube televisions to block x-ray emissions
VANADIUM	ppb	50	4.3	1.4	4.5	Naturally-occurring; the primary PCA is steel manufacturing, also used in the manufacturing of phthalic anhydride, sulfuric acid, pesticides, dyes, inks, pigments, and other chemicals; has been found in association with hazardous waste sites.

2019 DISINFECTANT BY-PRODUCT RULE, PHASE 2 RESULTS

DISINFECTANT BYPRODUCTS STAGE 2 TTHM'S

TTHM MCL	0.080 PPM				
MCL IN CCR UNITS	80 PPB				
2018 TTHM RESULTS (PPB) STAGE 2					
LOCATION	1ST QUARTER	2ND QUARTER	3RD QUARTER	4TH QUARTER	ANNUAL AVERAGE
SITE 1	28	10	36	3.1	19.28
SITE 2	40	10	6.2	5.1	15.33
SITE 3	5.1	3.3	18	0.68	6.77
SITE 4	74	29	47	24	43.50
SITE 5	4.5	12	19	18	13.38
SITE 6	35	30	24	30	29.75
SITE 7	0.57	3.2	12	0	3.94
SITE 8	60	15	17	13	26.25
SITE 9	10	25	26	29	22.50
					TYPICAL SOURCE
					Byproduct of drinking water disinfection
*Results are based on a quarterly sample point average.					

DISINFECTANT BYPRODUCTS STAGE 2 HAA5'S

HAA5 MCL	0.060 PPM				
MCL IN CCR UNITS	60 PPB				
2018 HAA5's RESULTS (PPB) STAGE 2					
LOCATION	1ST QUARTER	2ND QUARTER	3RD QUARTER	4TH QUARTER	ANNUAL AVERAGE
SITE 1	13	3	8.5	0	6.13
SITE 2	10	2.8	0	0	3.20
SITE 3	2	0	17	0	4.75
SITE 4	17	15	10	5.3	11.83
SITE 5	0	11	18	27	14.00
SITE 6	12	12	4.2	8.3	9.13
SITE 7	0	0	0	0	0.00
SITE 8	15	6	3.4	4	7.10
SITE 9	2	6.2	4.3	8	5.13
					TYPICAL SOURCE
*Results are based on a quarterly sample point average.					Byproduct of drinking water disinfection



2019 CONSUMER CONFIDENCE REPORT

Certification Form

Water System Name: City of Upland

PWS I.D. No.: CA3610050

Water System Name: West End Consolidated Water Company

PWS I.D. No.: CA3610086

The water systems named above hereby confirm that its Consumer Confidence Report has been distributed to customers (and appropriate notices of availability have been given). Further, the systems certify that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the primacy agency.

Certified By: Rosemary Hoerning, P.E., P.L.S., M.P.A.

City Manager

Phone No. (909) 931-4102 Date: July, 2020

“Good Faith” efforts were used to reach non-bill-paying consumers. Those efforts include the following methods as recommended by the primacy agency:

The City of Upland Consumer Confidence Report notification was mailed to customers by the City of Upland stating that the Consumer Confidence Report would be available online at www.uplandca.gov. Customers that do not have internet access were notified they could call Public Works at (909) 291-2930 or (909) 291-2933 to have a copy mailed to them.



**You can depend on us
to keep your
drinking water safe,
and you informed!**

1370 N Benson Avenue, Upland, CA 91786

Phone: (909) 291-2930 • Website: www.uplandca.gov

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