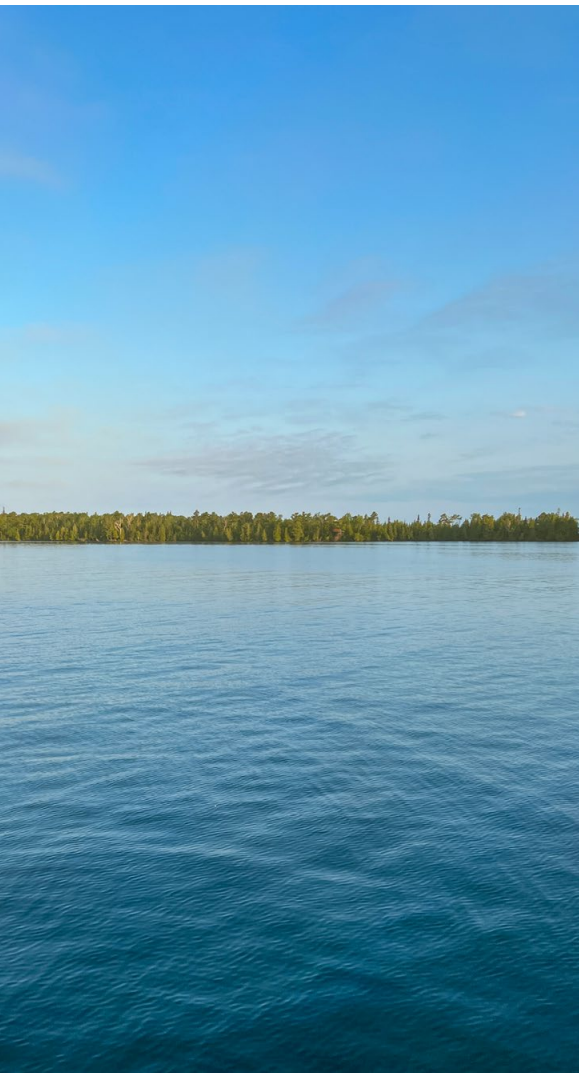
ANNUAL WATER QUALITY REPORT

Reporting Year 2024



Presented By

Nuevo Water Company

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

PWS ID#: CA3310026

Our Commitment

We are pleased to present this year's annual water quality report to you. This report is a snapshot of last year's water quality, covering all testing performed between January 1 and December 31, 2024. Included are details about your sources of water, what it contains, and how it compares to standards set by regulatory agencies. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources.

Where Does My Water Come From?

The water you received in 2024 was a blend of 75 percent groundwater from NWC's well located in the Lakeview Groundwater Subbasin and 25 percent imported water purchased from Eastern Municipal Water District (EMWD). Demand monitoring efforts have enabled NWC to better integrate local groundwater into our supply.

Source Water Assessment

This plan assesses the delineated areas around our listed source through which contaminants, if present, could migrate and reach our source water. It also includes an inventory of potential sources of contamination within the delineated area and a determination of the water supply's susceptibility to contamination. The water sources are considered most vulnerable to low-density septic systems, which are assumed to be present within each delineated capture zone. A copy of the complete assessment is available for review at NWC's corporate office during regular business hours.

Level 1 Assessment

Coliforms are bacteria naturally present in the environment. They are used as an indicator that other potentially harmful waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. Since NWC collects less than 40 routine bacteriological samples monthly, 2 or more total coliform-positive distribution system samples trigger a Level 1 Assessment. In 2024 NWC conducted a Level 1 Assessment. No corrective actions were required. The Level 1 Assessment results determined that weather conditions were the cause of the total coliform-positive samples.

Nuevo Water Company Board of Directors Meeting

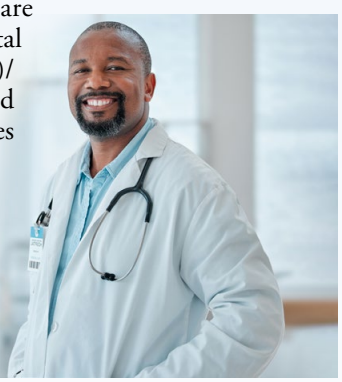
Nuevo Water Company (NWC) Board of Directors meetings are held at the corporate headquarters, 30427 11th Street, Nuevo, on the second and fourth Tuesday of each month at 8:30 a.m. Quarterly evening meetings are held at 6:00 p.m. The next quarterly meetings are May 27 and November 25, 2025. More information can be found at https://nuevowater.com/.

Additional Information

This Consumer Confidence Report was prepared and approved under the State Water Resources Control Board Division of Drinking Water guidelines.

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, can be particularly at risk from infections. These people should seek advice about drinking water from their health-care providers. U.S. Environmental Protection Agency (U.S. EPA)/ 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 at (800) 426-4791 or epa.gov/safewater.



Questions?

For more information about this report, or for any questions relating to your drinking water, please call Cinthia Robbins, Manager, at (951) 928-1922.

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.

Contaminants that may be present in source water include:

Microbial Contaminants, such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

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

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

Organic Chemical Contaminants, including synthetic and volatile organic chemicals, that are by-products of industrial processes and petroleum production and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.

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

To ensure that tap water is safe to drink, the U.S. EPA and the State Water Resources Control Board (SWRCB) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration regulations and California law 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 U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791.

About Our Monitoring Violation

We are required to monitor your drinking water quarterly for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether our drinking water meets health standards. In 2024 NWC was required to collect and report perchlorate samples from its well quarterly (every three months) to satisfy the repeat monitoring requirements.

We did not complete third-quarter monitoring in July as required, and therefore, we were in violation of the regulation. Even though this failure was not an emergency, as our customers, you have a right to know what happened and what we did to correct the situation.

There is nothing you need to do at this time. The information below lists the contaminant 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: Perchlorate

Required sampling frequency: Quarterly (every 3 months)

Number of samples taken: 3

When all samples should have been taken: January, April, July, and October 2024

When samples were taken: January, April, and October 2024

We do not believe that missing this monitoring requirement had an impact on public health and safety. If you have health issues concerning the consumption of this water, you may wish to consult your doctor. We have already taken the steps to ensure that adequate monitoring and reporting will be performed in the future so that this oversight will not be repeated.

Please share this information with all other people who drink this water, especially those who may not have received this notice directly.

For more information, please contact Nuevo Water Company at (951) 928-1922.

Perchlorate has been shown to interfere with uptake of iodide by the thyroid gland and thereby reduce the production of thyroid hormones, leading to adverse effects associated with inadequate hormone levels. Thyroid hormones are needed for normal prenatal growth and development of the fetus, as well as for normal growth and development in the infant and child. In adults thyroid hormones are needed for normal metabolism and mental function.

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. Nuevo Water Company is 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 do so, you may wish to collect the flushed water and reuse it for another beneficial purpose, such as watering plants. If you are concerned about lead, 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 at (800) 426-4791 or epa.gov/lead.

To address lead in drinking water, public water systems were required to develop and maintain an inventory of service line materials by October 16, 2024. Developing an inventory and identifying the location of lead service lines (LSL) is the first step for beginning LSL replacement and protecting public health. Please contact us at (951) 928-1922 if you would like more information about the inventory.

What Are PFAS?

Per- and polyfluoroalkyl substances (PFAS) are a group of manufactured chemicals used worldwide since the 1950s to make fluoropolymer coatings and products that resist heat, oil, stains, grease, and water. During production and use, PFAS can migrate into the soil, water, and air. Most PFAS do not break down; they remain in the environment, ultimately finding their way into drinking water. Because of their widespread use and their persistence in the environment, PFAS are found all over the world at low levels. Some PFAS can build up in people and animals with repeated exposure over time.

The most commonly studied PFAS are perfluorooctanoic acid (PFOA) and perfluorooctanesulfonic acid (PFOS). PFOA and PFOS have been phased out of production and use in the United States, but other countries may still manufacture and use them.

Some products that may contain PFAS include:

- Some grease-resistant paper, fast food containers/ wrappers, microwave popcorn bags, pizza boxes
- Nonstick cookware
- Stain-resistant coatings used on carpets, upholstery, and other fabrics
- Water-resistant clothing
- Personal care products (shampoo, dental floss) and cosmetics (nail polish, eye makeup)
- Cleaning products
- Paints, varnishes, and sealants

Even though recent efforts to remove PFAS have reduced the likelihood of exposure, some products may still contain them. If you have questions or concerns about products you use in your home, contact the Consumer Product Safety Commission at (800) 638-2772. For a more detailed discussion of PFAS, please visit bit.ly/3Z5AMm8.

BY THE NUMBERS

3.4 BILLION
The daily volume gallons of water recycled and reused in the U.S., reducing waste and conserving resources.

28%
The percent reduction in per capita water use in the U.S. since 1980, thanks to efficiency improvements.

99.9%
The percent effectiveness of modern water treatment plants in removing harmful bacteria and viruses from drinking water.

1.2 MILLION
The length in miles of drinking water pipes in the U.S., delivering clean water to millions of homes and businesses daily.

1.7 MILLION
The number of jobs supported by the U.S. water sector.

2
How often in minutes a water main breaks.

What's a Cross-Connection?

Cross-connections that contaminate drinking water distribution lines are a major concern. A cross-connection is formed at any point where a drinking water line connects to equipment (boilers), systems containing chemicals (air-conditioning systems, fire sprinkler systems, irrigation systems), or water sources of questionable quality. Cross-connection contamination can occur when the pressure in the equipment or system is greater than the pressure inside the drinking water line (backpressure). Contamination can also occur when the pressure in the drinking water line drops due to fairly routine occurrences (main breaks, heavy water demand), causing contaminants to be sucked out from the equipment and into the drinking water line (back-siphonage).

Outside water taps and garden hoses tend to be the most common sources of cross-connection contamination at home. The garden hose creates a hazard when submerged in a swimming pool or attached to a chemical sprayer for weed killing. Garden hoses that are left lying on the ground may be contaminated by fertilizers, cesspools, or garden chemicals. Improperly installed valves in your toilet could also be a source of cross-connection contamination.

Community water supplies are continuously jeopardized by cross-connections unless appropriate valves, known as backflow prevention devices, are installed and maintained. We have surveyed industrial, commercial, and institutional facilities in the service area to make sure that potential cross-connections are identified and eliminated or protected by a backflow preventer. We also inspect and test backflow preventers to make sure that they provide maximum protection. For more information on backflow prevention, contact the Safe Drinking Water Hotline at (800) 426-4791.

Test Results

Our water is monitored for many substances on a very strict sampling schedule. The water we deliver must meet specific health standards. Here, we only show those substances that were detected in our water. Remember that detecting a substance does not mean the water is unsafe to drink; our goal is to keep all detected substances below their respective maximum allowed levels.

The state recommends monitoring 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 is included, along with the year in which the sample was taken.

We participated in the fifth stage of the U.S. EPA's Unregulated Contaminant Monitoring Rule (UCMR5) program by performing additional tests on our drinking water. UCMR5 sampling benefits the environment and public health by providing the U.S. EPA with data on the occurrence of contaminants suspected to be in drinking water to determine if it needs to introduce new regulatory standards to improve drinking water quality. If you would like more information on the U.S. EPA's Unregulated Contaminant Monitoring Rule, please call the Safe Drinking Water Hotline at (800) 426-4791.

REGULATED SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL [MRDL]	PHG (MCLG) [MRDLG]	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Arsenic (ppb)	2024	10	0.004	ND	NA	No	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes
Barium (ppm)	2024	1	2	0.29	ND–0.35	No	Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits
Chlorine (ppm)	2024	[4.0 (as Cl2)]	[4 (as Cl2)]	0.72	0.50–0.83	No	Drinking water disinfectant added for treatment
Chromium, Total (ppb)	2024	50	(100)	0.0012	ND–0.0012	No	Discharge from steel and pulp mills and chrome plating; erosion of natural deposits
Coliform Assessment and/or Corrective Action Violations (positive samples)	2024	TT	NA	2	NA	No	Naturally present in the environment
***E. coli* (State Revised Total Coliform Rule)** (positive samples)	2024	0	(0)	0	NA	No	Human and animal fecal waste
Fluoride (ppm)	2024	2.0	1	0.18	ND–0.32	No	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
Gross Beta Particle Activity (pCi/L)	2024	50[1]	(0)	12.9	NA	No	Decay of natural and human-made deposits
HAA5 [sum of 5 haloacetic acids] (ppb)	2024	60	NA	18.3	5.0–20.0	No	By-product of drinking water disinfection
Hexavalent Chromium (ppb)	2024	10	20	1.2	NA	No	Erosion of natural deposits; transformation of naturally occurring trivalent chromium to hexavalent chromium by natural processes and human activities such as discharges from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities
Nitrate [as nitrate] (ppm)	2024	45	45	4.64	2.1–6.0	No	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Perchlorate (ppb)	2024	6	1	3.24	3.0–3.5	No	Inorganic chemical used in solid rocket propellant, fireworks, explosives, flares, matches, and a variety of industries; historic aerospace or other industrial operations that used or use, store, or dispose of perchlorate and its salts
Total Organic Carbon (TOC) (ppm)	2024	TT[2]	NA	2.2	1.7–2.7	No	By-product of drinking water disinfection
TTHMs [total trihalomethanes] (ppb)	2024	80	NA	51.8	25.0–69.0	No	By-product of drinking water disinfection
Uranium (pCi/L)	2023–2024	20	0.43	2.3	ND–2.3	No	Erosion of natural deposits

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 %ILE)	RANGE LOW-HIGH	SITES ABOVE AL/TOTAL SITES	VIOLATION	TYPICAL SOURCE
Copper (ppm)	2022	1.3	0.3	0.076	NA	0/20	No	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (ppb)	2022	15	0.2	<0.005	NA	0/20	No	Corrosion of household plumbing systems; erosion of natural deposits

SECONDARY SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	SMCL	PHG (MCLG)	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Chloride (ppm)	2024	500	NS	258	48–320	No	Runoff/leaching from natural deposits; seawater influence
Odor, Threshold (TON)	2024	3	NS	ND	NA	No	Naturally occurring organic materials
Specific Conductance (µS/cm)	2024	1,600	NS	1,176	346–1,400	No	Substances that form ions when in water; seawater influence
Sulfate (ppm)	2024	500	NS	60	19–224	No	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids (ppm)	2024	1,000	NS	656	440–830	No	Runoff/leaching from natural deposits

UNREGULATED SUBSTANCES [3]

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	TYPICAL SOURCE
Boron (ppb)	2023	169	107–201	Runoff / leaching from natural deposits; industrial wastes
Hardness (grains/gal)	2024	6.8	4.8–16	Erosion of natural deposits
Hardness, Total [as CaCO3] (ppm)	2024	419	82–520	Erosion of natural deposits
Lithium (ppb)	2024	ND	ND–9.1	Naturally occurring; pharmaceuticals; electrochemical cells; batteries; organic syntheses
Molybdenum (ppb)	2022	10	NA	Naturally occurring; metal production; electronics industry
Perfluorohexanesulfonic Acid [PFHxS] (ppb)	2023	0.0034	<0.003–0.0044	See note.[4]
Perfluorohexanoic Acid [PFHxA] (ppb)	2023	0.0032	0.003–0.0041	See note.[4]
Perfluorooctanesulfonic Acid [PFOS] (ppb)	2023	0.0045	0.0004–0.0046	See note.[4]
Perfluorooctanoic Acid [PFOA] (ppb)	2023	0.0062	0.0040–0.0069	See note.[4]
Perfluoropentanoic Acid [PFPeA] (ppb)	2023	0.0035	0.0030–0.0037	See note.[4]
Sodium (ppm)	2024	96	36–121	Erosion of natural deposits
Strontium (pCi/L)	2018	0.22	NA	Erosion of natural deposits
Vanadium (ppb)	2022	27	NA	Naturally occurring; industrial waste processes

[1] SWRCB considers 50 pCi/L to be the level of concern for beta particles.

[2] The value reported under Amount Detected for TOC is the lowest ratio of percentage of TOC actually removed to the percentage of TOC required to be removed. A value of greater than 1 indicates that the water system is in compliance with TOC removal requirements. A value of less than 1 indicates a violation of the TOC removal requirements.

[3] Unregulated contaminant monitoring helps the U.S. EPA and SWRCB determine where certain contaminants occur and whether the contaminants need to be regulated.

[4] Per- and polyfluoroalkyl substances (PFAS) are a group of synthetic chemicals used in a wide range of consumer products and industrial applications including nonstick cookware, water-repellent clothing, stain-resistant fabrics and carpets, cosmetics, firefighting foams, electroplating, and products that resist water and oil. PFAS are found in the blood of people and animals, water, air, fish, and soil at locations across the United States and the world.

Definitions

90th %ILE: The levels reported for lead and copper represent the 90th percentile of the total number of sites tested. The 90th percentile is equal to or greater than 90% of our lead and copper detections.

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

grains/gal (grains per gallon): Grains of compound per gallon of water.

Level 1 Assessment: A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

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.

ND (Not Detected): Indicates that the substance was not found by laboratory analysis.

NS: No standard.

pCi/L (picocuries per liter): A measure of radioactivity.

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 (µg/L) (parts per billion): One part substance per billion parts water (or micrograms per liter).

ppm (mg/L) (parts per million): One part substance per million parts water (or milligrams per liter).

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

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

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