Rowland Water District

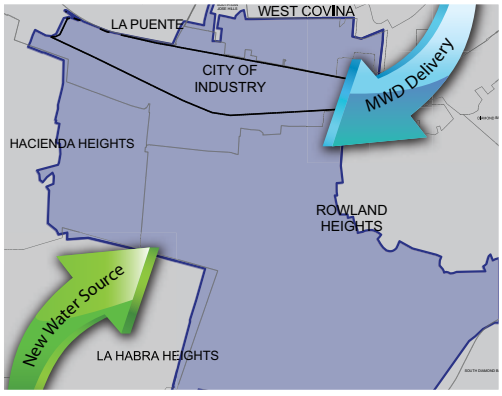
July 2012 | 2011 Consumer Confidence Report | www.RowlandWater.com

Water Supply Update: RWD secures alternative source

Agreement reduces reliance on MWD water for the first time in District history

For the first time since its incorporation in 1953, Rowland Water District (RWD) will reduce its 100 percent reliance on Metropolitan Water District (MWD) for the water it provides to its customers. This is an unprecedented Water Production and Delivery Agreement that will allow RWD more flexibility in ensuring the reliability of its water supply. Adding a new, less expensive water source also reduces the impacts of imported water costs. The additional water owned or leased by RWD will soon be produced and delivered by La Habra Heights County Water District (LHHCWD) and Orchard Dale Water District (ODWD), which are already bound by a separate water production agreement.

"This presents a historic opportunity for Rowland Water District and, therefore, our ratepayers," said Ken Deck, General Manager of Rowland Water District. "The high quality water we will receive through La Habra Heights will cost less than water from our primary provider, MWD. As a government special district, RWD must charge customers the actual cost of providing them with the water that comes out of their taps."



After 20 months of planning, Rowland Water District has secured lower-priced water from an additional source. The new pipeline should be complete by Winter 2012.

Rowland Water District anticipates that it will save approximately $150-$300 per acre foot for water obtained through this agreement in direct comparison to water purchased from MWD. RWD could receive as much as 2,000 acre feet (approximately 652 million gallons) of groundwater each year from this new source, which is about 15 percent of its annual supply. On average, one acre foot of water meets the needs of a family of four for one year.

Ken Deck , RWD GM, signs an unprecedented Water Production and Delivery Agreement.

"With this new agreement, RWD will acquire water, which will be delivered at a different entry point to the District. This will also help us prepare for unplanned water delivery interruptions that could be caused by natural disasters or other emergencies," said Deck.

In order to receive water from this new source, RWD must design and construct a $750,000 pipeline in Old Fullerton Road from East Road in La Habra Heights to Harbor Boulevard in Rowland Heights. Construction is expected to begin in Fall 2012 and may take up to six weeks to complete.

"This is an investment that will pay off for the District and our customers in many ways for decades to come," said Deck.

The term of the agreement is 20 years, with renewal opportunities in subsequent five-year periods.

Inside this issue...

Rowland Water District
3021 S. Fullerton Rd.
Rowland Heights, CA 91748
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Rowland Water District:

Taking Steps for Water Supply Independence

This Consumer Confidence Report is required by federal law to be mailed annually by all community water systems. The charts and descriptions show you, our valued customer, the contents of the water you receive from your tap. We are proud to say that Rowland Water District serves some of the highest quality water in the country, and the data inside these pages reflect that. With the opportunity to share our water quality information, we also believe now is a good time to share with you many of the progressive initiatives we are fulfilling in order to deliver you safe, reliable and affordable water.

The cover article explains the new water source we will be tapping into at the end of 2012. Obtaining this high quality drinking water is good for two primary reasons. First, it is less expensive than the water we currently import from northern California and the Colorado River through Metropolitan Water District and Three Valleys Municipal Water District. Second, it ensures that as a community leader, we are not relying on one source from one part of the district for your water supply. Receiving water from two corners of our District boundaries will be invaluable in the event of a natural disaster or other unplanned emergency water delivery interruption.

We are continually pursuing additional water sources to develop a more diversified water portfolio. This effort ensures a more reliable long-term water supply plan and a more fiscally prudent water district. In order to conserve more drinking water, we are also encouraging more use of recycled water, which we purchase at a lower cost. For businesses that are connected to the "purple pipes" containing recycled water, this option offers a less expensive, more responsible alternative for irrigation and some industrial uses. As we continue to build out our recycled water infrastructure, connecting as many high volume customers as possible, we are also offering connectivity to many smaller businesses along the way. A fully expanded recycled water system will shift nearly 4,000 acre feet (1.3 billion gallons) of potable water per year to recycled water supplies.

In our continuing effort to improve customer service and the flow of District information, our elected Board of Directors has spent the last 12 months dedicating time to the District's long-term strategic plan. One of the first initiatives was to reach out to you. In November 2011, 402 RWD customers responded to a phone survey asking them about water knowledge, value perceptions and communications preferences. With a less than 5 percent margin of error, we gathered substantive information that we expect will help us better serve you. Throughout this document are some of the key findings from the recent survey. We sincerely thank all of the participants.

We always welcome your thoughts and suggestions to improve our service and delivery of the earth's most precious resource. Please visit our website often, www.rowlandwater.com, or attend our monthly board meetings. They are typically held the second Tuesday of each month at 6 p.m. and are held at the District office.

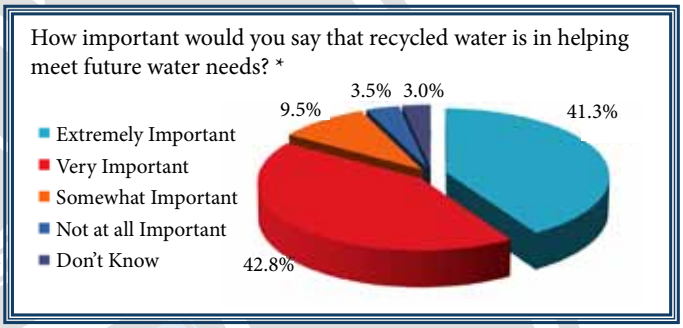
Thank you for taking the time to read this Consumer Confidence Report to find out more about the people and programs behind Rowland Water District. We look forward to another year of providing you with safe, reliable water.

Ken Deck
General Manager
Rowland Water District

Recycled Water Use Decreases Imported Water Demands

At Rowland Water District, we strive to use our natural resources as responsibly and efficiently as possible. That's why we continually pursue proactive and innovative recycled water initiatives.

We purchase recycled water from the San Jose Creek Water Reclamation Plant, and continue to extend more "purple pipes" throughout the District for irrigation purposes,

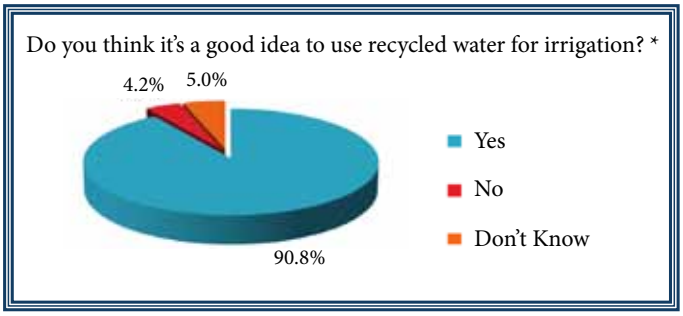


which include agricultural crops, parks, landscaping, school athletic fields and much more. This is an effective way to make the most of a precious resource, reducing the District's dependence on highly-treated, more expensive drinking water.

To produce recycled water, wastewater is treated in a multi-stage process — it is clarified, biologically oxidized, clarified again, chemically coagulated, filtered and disinfected. This is essentially a duplication of nature's own cleaning process, only moving at a faster rate. The result is safe, odorless and colorless industrial-use water that is still rigorously monitored by the Los Angeles County Department of Public Health.

Businesses that are actively conserving by using recycled water have highly identifiable purple irrigation pipes, sprinkler heads and other equipment. Signs are posted at key locations on all of our recycled water sites. These say, "Recycled water — do not drink."

We continue to build our recycled water infrastructure in the most efficient and cost-effective manner possible, connecting large commercial customers and offering the service to smaller businesses along the pipeline route. The expansion of our recycled water system is expected to continue for approximately 4-5 more years. Our goal is to reduce overall use of drinking water supplies for irrigation by 30 percent, replacing it with recycled water at a much lower price.



Our bottom line is this — investment in recycled water use reduces the demand on potable water and keeps essential resources protected for everyone.

* Results from the Rowland Water District Customer Survey conducted in November 2011, with a +/- 5 percent margin of error.

Kids see RWD trucks up-close

Employees from Rowland Water District participated in the inaugural Touch a Truck fundraiser at Wilson High School in April. Kids were encouraged to kick the tires and climb on District vehicles. Water professionals explained to kids and their parents what they do each day to ensure customers receive high quality water on demand.

From clouds to taps: students learn about water

Students at six schools within Rowland Water District's boundaries, including Wedgeworth Elementary pictured above, benefitted from a $2,500 contribution from RWD to provide hands-on lessons about water. The Youth Science Center designed the classroom curriculum, which included instruction on the basic properties of water to the complex levies and pumping systems that bring water from hundreds of miles away into students' homes. Telesis, Rowland, Rorimer, Jellick and Bixby elementary schools also participated in the interactive exercises.

Did you know?

Rowland Water District is a Not-For-Profit Agency.

Rowland Water District is a special district. By law it can only charge customers the actual cost that it takes to deliver water to the tap.

New convenient payment options!

Pay Online: www.rowlandwater.com
Pay by Phone: (855) 288-0679
View Billing Statements Online

*A convenience fee applies to all payments made using these services.

Rowland Water District Must Purchase Water from Hundreds of Miles Away

Southern California is a semi-arid desert. Life here has flourished because of the ability to import water from the wet regions of the state hundreds of miles away. Metropolitan Water District (MWD) treats imported water from Northern California and the Colorado River at its Weymouth Treatment Facility in La Verne. Three Valleys Municipal Water District (Three Valleys) treats imported water from Northern California at the Miramar Treatment Plant in Claremont. Rowland Water District has relied on MWD and Three Valleys for 100 percent of its water since the District was created more than 50 years ago.

Thanks to a historic purchase of groundwater rights and an equally significant delivery agreement with La Habra Heights County Water District and Orchard Dale Water District, RWD projects that approximately 15 percent of its drinking water will come from local groundwater sources by the end of 2012. With additional groundwater projects in development, RWD anticipates another 40 percent could be shifted away from expensive imported sources.

This major investment demonstrates a long-term strategy to diversify water supplies and reduce RWD's vulnerability to potential shortages from any one source.

RWD is fully committed to investing in new sources of water and conveyance systems, which will ensure safe and reliable water now and into the future.

Students Honored for Conservation Message

RWD sponsors local high school media and digital art contest

Nogales High School, located in the Rowland Water District service area, took 2nd Place in the 17th Annual High School Media and Digital Art Contest, which was sponsored in part by RWD. Faculty Advisor James Ellison and NHS students earned $400 for their school for the public service announcement entry about conservation. Pictured to the left with this year's winners is guest speaker at the awards event Joel Greene, producer and host of the cable program "Curiosity Quest Goes Green." Glen A. Wilson High School, also located in the District's service area, received a $50 honorable mention award for its entry.

Did you know?

Rowland Water District Cannot Offer Variable Rates.

Because Rowland Water District is a government agency and is not a private utility profiting from the service it provides, the same rates must apply to all customers regardless of income.

Customers Encouraged to Compare Gallon Prices

RWD employees are spreading the value message by encouraging people to play a gallon pricing game at community events. Recently, the game was played at the Wedgeworth Elementary School Spring Festival and the Safe Communities Festival.

The Value of Your Water: *A Cost Comparison*

MILK = $3.50/GALLON

SODA = $3.00/GALLON

BOTTLED WATER = $1.25/GALLON

RWD WATER* = $0.003/GALLON

* RWD calculates water usage in cubic feet. On your bill each unit of water equals one hundred cubic feet (hcf). 1 hcf = 748 gallons of water.

2011 Consumer Confidence Report:
Information About Your Water

Established in 1953, Rowland Water District originally supplied water to about 200 ranchers and farmers, and now serves approximately 58,000 residents residing within the unincorporated portions of Rowland Heights, La Puente, Hacienda Heights, and the cities of Industry and West Covina.

The District is governed by a publicly elected, five-member Board of Directors, each elected to represent a specific division of the service area. Maintaining the highest quality and most reliable potable water supply, as well as establishing District policy and the annual budget, are the Board's primary functions. Board meetings are scheduled for the second Tuesday of each month (unless otherwise noted) and held at the District office located at 3021 S. Fullerton Road, Rowland Heights, CA 91748. Board meetings begin at 6 p.m., and agendas are posted at the District office seventy-two hours in advance of the meeting and also posted on the District's website (www.rowlandwater.com).

Comprehensive Water Quality Reporting is done on an annual basis and describes the sources of potable water, as well as the supply's composition and how it compares to State and Federal health and safety standards.

Rowland Water District is committed to providing safe drinking water and strives to maintain the highest level of public confidence within the community. The District works hard to keep customers well informed on all issues related to water supply, quality and conservation.

Sources of Water

In December 2002, Metropolitan Water District completed a source water assessment of its Colorado River and State Water Project supplies. Colorado River water is considered to be most vulnerable to recreation, urban and storm water runoff, increasing urbanization in the watershed, and wastewater. The State Water Project is considered to be most vulnerable to urban and storm water runoff, wildlife, agriculture, recreation, and wastewater. A copy of the assessment can be obtained by contacting Metropolitan Water District at (213) 217-6850.

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. Environmental Protection Agency's (U.S. EPA's) Safe Drinking Water Hotline at (800) 426-4791.

The sources of drinking water (both tap 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 materials, 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-occuring 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 byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.

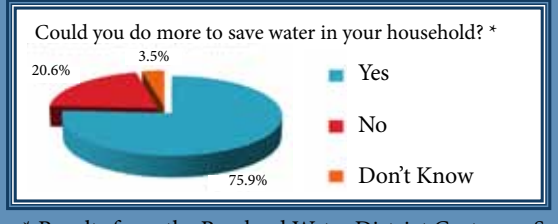
Radioactive contaminants that can be naturally-occuring or the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, USEPA and CDPH prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. CDPH 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 found 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 by calling the Safe Drinking Water Hotline at (800) 426-4791.

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. Rowland Water District 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 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 at (800) 426-4791 or at http://www.epa.gov/safewater/lead.

RWD Customers Say They Could Do More to Conserve



Conservation tips:

- Run full washer loads of dishes and clothes
- Shorten showers
- Fix plumbling leaks quickly
- Water your yard before 6 a.m. or after 8 p.m.
- Use a broom instead of a hose to clean driveways and sidewalks

* Results from the Rowland Water District Customer Survey conducted in November 2011, with a +/- 5 percent margin of error.

2011 Sample Results

Primary Standards

Parameter	State MCL [MRDL]	PHG (MCLG) [MRDLG]	State DLR	Range Average	Imported Surface Water Weymouth (MWD)	Imported Surface Water Miramar (TVMWD)	Units	Major Sources in Drinking Water
CLARITY								
Combined Filter Effluent Turbidity (a)	0.3 95 (a)	NA	NA	Highest % <0.3	0.07 100%	0.19 100%	NTU %	Soil Runoff
MICROBIOLOGICAL								
Total Coliform Bacteria (b) (Total Coliform Rule)	5%	(0)	NA		RWD Distribution System-Wide -- 0%		%	Naturally present in the environment
Fecal Coliform and E.coli (b) (Total Coliform Rule)	(b)	(0)	NA		RWD Distribution System-Wide -- 0%		(b)	Human and animal fecal waste
Heterotrophic Plate Count (e)	TT	NA	NA	Range Average	ND - 1 ND	ND - 250 ND	CFU/mL	Naturally present in the environment
Cryptosporidium	TT	(0)	NA	Range Average	 ND	 ND	Oocysts/ 200 L	Naturally present in the environment
Giardia	TT	(0)	NA	Range Average	 ND	 ND	Cysts/ 200 L	Naturally present in the environment
INORGANIC CHEMICALS								
Aluminum (d)	1000	600	50	Range Average	ND - 220 110	 ND	ppb	Residue from water treatment process; natural deposits; erosion
Copper (d) (f)	AL=1.3	0.3	0.05		RWD Distribution System-Wide -- 33 Samples Collected RWD Distribution System-Wide -- 90th Percentile Level = 0.180 RWD Distribution System-Wide -- Samples Exceeding Action Level = 0		ppm	Internal corrosion of household pipes; erosion of natural deposits
Fluoride	2	1	0.1	Range Average	0.7 - 1.0 0.8	 0.11	ppm	Erosion of natural deposits; water additive that promotes strong teeth
Lead (f)	AL=15	2	5		RWD Distribution System-Wide -- 33 Samples Collected RWD Distribution System-Wide -- 90th Percentile Level = 5.4 RWD Distribution System-Wide -- Samples Exceeding Action Level = 0		ppb	Internal corrosion of household pipes; erosion of natural deposits
Nitrate (as N) (c)	10	10	0.4	Range Average	ND - 0.4 ND	ND - 0.70 0.18	ppm	Runoff and leaching from fertilizer use; sewage; erosion of natural deposits
RADIOLOGICALS								
Gross Alpha Particle Activity	15	(0)	3	Range Average	ND - 3 ND	NC Due in 2012	pCi/L	Erosion of natural deposits
Gross Beta Particle Activity (h)	50	(0)	4	Range Average	ND - 6 4	 ND	pCi/L	Decay of natural and man-made deposits
Uranium	20	0.43	1	Range Average	1-2 2	NC Due in 2012	pCi/L	Erosion of natural deposits
DISINFECTION BY-PRODUCTS, DISINFECTANT RESIDUALS, AND DISINFECTION BY-PRODUCTS PRECURSORS								
Total Trihalomethanes (TTHM)	80	NA	1	Range Average	RWD Distribution System-Wide -- 46.2 - 70.5 RWD Distribution System-Wide -- 59.9		ppb	By-product of drinking water disinfection
Haloacetic Acids (HAA5)	60	NA	1 (g)	Range Average	RWD Distribution System-Wide -- 12.8 - 63.3 RWD Distribution System-Wide -- 37.2		ppb	By-product of drinking water disinfection
Total Chlorine Residual	[4]	[4]	NA	Range Average	RWD Distribution System-Wide -- 1.51 - 1.97 RWD Distribution System-Wide -- 1.73		ppm	Drinking water disinfectant added for treatment
DBP Precursor Control (TOC)	TT	NA	0.30	Range Average	 TT	 TT	ppm	Various natural and man-made sources

Notes

(a) The turbidity level of the filtered water shall be less than or equal to 0.3 NTU in 95% of the measurements taken each month and shall not exceed 1 NTU at any time. Turbidity is a measure of the cloudiness of the water and is an indicator of treatment performance. The monthly average and range of turbidity are listed in the Secondary Standards section and are based on the plant effluents.

(b) Results are based on Rowland Water District's distribution system's highest monthly percent positives. 962 samples were analyzed in 2011. The average monthly percentage was 0%. Total coliform MCLs: No more than 5.0% of the monthly samples may be total coliform positive. Fecal coliform/E. coli MCLs: The occurrence of 2 consecutive total coliform positive samples, one of which contains fecal coliform/E. coli, constitutes an acute MCL violation. These MCLs were not violated in 2011.

(c) State MCL is 45 mg/L as Nitrate, which equals 10.16 mg/L as N.

(d) Aluminum, thiobencarb, copper, and MTBE have both primary and secondary standards.

(e) Pour Plate Technique, 48-hour incubation at 35°C, monthly averages.

(f) Lead and copper samples are required to be collected once every three years during the months of June - September. Sample results are from 2009.

(g) DLR=1.0 ppb for each HAA5 analyte (dichloracetic acid, trichloracetic acid, monobromoacetic acid, and dibromoacetic acid) except for monochloroacetic acid which has a DLR =2.0 ppb.

(h) The gross beta particle activity MCL is 4 millirem/year annual dose equivalent to the total body or any internal organ. The screening level is 50 pCi/L.

(i) AI measures the aggressiveness of water transported through pipes. Water with AI <10.0 is highly aggressive and would be very corrosive to almost all materials found in a typical water system. AI ≥ 12.0 indicates non-aggressive water. AI between 10.0 and 11.9 indicates moderately aggressive water.

(j) Chromium VI reporting level is 0.03 ppb.

(k) Metropolitan Water District has developed a flavor-profile analysis method that can more accurately detect odor occurrences. For more information contact MWD at (213) 217-6850.

(l) SI measures the tendency for a water to precipitate or dissolve calcium carbonate (a natural mineral in water). Water with SI <-2.0 is highly corrosive and would be corrosive to almost all materials found in a typical water system. SI between -2.0 to 0 indicates a balanced water and SI >0.5 is scale forming.

(m) Minimum reporting levels are as stipulated in the Federal UCMR 2. List 1 - Assessment Monitoring consists of 10 chemical contaminants for which standard analytical methods were available. List 2 - Screening Survey consists of 15 contaminants for which new analytical methods were used. All analysis conducted by contract laboritories. Values listed in State DLR column are Federal mimimum reporting levels.

Unless otherwise noted, the data presented in this table is from testing completed January 1 - December 31, 2011. The state requires the District to monitor for certain contaminants less than once per year because the concentrations are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, is more than one year old. Unregulated contaminant monitoring helps EPA and the CDPH determine where certain contaminants occur and whether they need to be regulated.

For specific questions regarding this report or any additional questions related to District drinking water, please contact Dave Warren, Water Systems Superintendent, at (562) 697-1726 or email info@rowlandwater.com.

Secondary Standards - Aesthetic Standards

Parameter	Secondary MCL	PHG (MCLG)	State DLR	Range / Average	Imported Surface Water Weymouth (MWD)	Imported Surface Water Miramar (TVMWD)	Units	Major Sources in Drinking Water
Aluminum (d)	200	600	50	Range	ND - 220		ppb	Erosion of natural deposits; residual from some surface water treatment processes
				Average	110	ND		
Chloride	500	NA	NA	Range	63 - 76		ppm	Runoff / leaching from natural deposits; seawater influence
				Average	70	31		
Color	15	NA	NA	Range	1 - 2		Units	Naturally occurring organic materials
				Average	2	ND		
Copper (d) (f)	1	0.3	0.05		RWD Distribution System-Wide -- 33 Samples Collected RWD Distribution System-Wide -- 90th Percentile Level = 0.180 RWD Distribution System-Wide -- Samples Exceeding Action Level = 0		ppm	Internal corrosion of household plumbing sysytems; erosion of natural deposits; leaching from wood preservatives
Odor Threshold (k)	3	NA	1	Range			TON	Naturally occurring organic materials
				Average	2	1		
Specific Conductance	1,600	NA	NA	Range	320 - 870	320 - 340	µS/cm	Substances that form ions when in water; seawater influence
				Average	630	330		
Sulfate	500	NA	0.5	Range	120 - 170		ppm	Runoff / leaching from natural deposits; industrial wastes
				Average	150	31		
Total Dissolved Solids (TDS)	1,000	NA	NA	Range	390 - 480	190 - 200	ppm	Runoff / leaching from natural deposits
				Average	440	195		
Turbidity (monthly) (a)	5	NA	NA	Range	0.02 - 0.07	0.01 - 0.19	NTU	Soil runoff
				Average	0.05	0.04		

Federal Unregulated Contaminants Monitoring Rule (UCMR2) (m)

N-nitrosodimethylamine (NDMA)	NA	NA	0.002	Range	ND - 0.003		ppb	By-product of drinking water chloramination; industrial processes
				Average	ND	ND		

Other Parameters

Alkalinity	NA	NA	NA	Range	43 - 110	65 - 77	ppm	Measure of water quality
				Average	82	71		
Boron	NL=1,000	NA	100	Range		130 - 220	ppb	Runoff / leaching from natural deposits; industrial wastes
				Average	130	165		
Calcium	NA	NA	NA	Range	41 - 54	21 - 23	ppm	Measure of water quality
				Average	48	22		
Chlorate	NL=800	NA	20	Range			ppb	By-product of drinking water chlorination; industrial processes
				Average	42	ND		
Chromium VI (j)	NA	NA	1	Range			ppb	Industrial waste discharge; could be naturally present as well
				Average	0.09	ND		
Corrosivity (i) (as Aggressiveness Index)	NA	NA	NA	Range		11.82 - 11.87	AI	Elemental balance in water; affected by temperature, other factors
				Average	12.1	11.84		
Corrosivity (l) (as Saturation Index)	NA	NA	NA	Range	0.20 - 0.37	-0.04 - 0.07	SI	Elemental balance in water; affected by temperature, other factors
				Average	0.28	0.015		
Total Hardness (as CaCO3)	NA	NA	NA	Range	60 - 250		ppm	Measure of water quality
				Average	170	80		
Total Hardness (Grains per Gallon)	NA	NA	NA	Range	3.51 - 14.62		gpg	Measure of water quality
				Average	9.94	4.68		
Magnesium	NA	NA	NA	Range	16 - 21		ppm	Measure of water quality
				Average	18	7.4		
pH	NA	NA	NA	Range	7.8 - 8.8	8.01 - 8.57	pH units	Measure of water quality
				Average	8.1	8.33		
Potassium	NA	NA	NA	Range	3.4 - 4.1	1.3 - 1.9	ppm	Measure of water quality
				Average	3.8	1.6		
Sodium	NA	NA	NA	Range	62 - 76		ppm	Measure of water quality
				Average	69	28		
Total Organic Carbon (TOC)	TT	NA	0.30	Range	1.7 - 2.9	1.5 - 3.4	ppm	Various natural and man-made sources
				Average	2.3	2.2		

Key to Abbreviations

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

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 United States Environmental Protection Agency.

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 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.

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

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

Average	Average of all Samples Collected
CFU	Colony Forming Units
DLR	Detection Limits for the Purposes of Reporting
µS/cm	MicroSiemen per Centimeter
MPN	Most Probable Number
NA	Not Applicable
NC	Not Collected
ND	None Detected
NTU	Nephelometric Turbidity Units
ppb	Parts per Billion (µg/L)
ppm	Parts per Million (mg/L)
ppt	Parts per Trillion
pCi/L	PicoCuries per Liter
Range	Lowest to Highest Sampling Results
SI	Saturation Index (Langelier)

Rowland Water District
3021 S. Fullerton Rd.
Rowland Heights, CA 91748

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Photography of Rowland Heights on front cover taken by local photographer Victor Rocha.

Know Your Water

This report contains important information about your drinking water. Translate it or speak with someone who understands it.

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

本報告包含有關您飲用水的重要資訊。
將它翻譯為中文或向能夠理解其內容之人士諮詢。

Phúc trình này có các chi tiết quan trọng về nước uống của quý vị.
Hãy dịch ra ngôn ngữ của quý vị hoặc hỏi người hiểu tiếng Anh.

Itong ulat ay may mahalagang impormasyon tungkol sa tubig na iniinom ninyo.
Ipasalin ito o kausapin ang isang tao na nakakaintindi nito.

本报告包含有关您饮用水的重要信息。
请将其翻译为中文，或询问理解本报告内容的人士。

이 보고서는 당신이 마시는 물에 관한 중요한 정보를 포함합니다.
번역을 하시든지 또는 이를 이해할 수 있는 분과 상담하십시요.

Contact Us

Office Hours:
Monday - Thursday 8:00 a.m. to 5:30 p.m.
Friday 8:00 a.m. to 4:30 p.m.
Closed on Alternating Fridays

After hours emergency service
(562) 697-1726

Our Mission:

Bound by our core values
— Accountability, Communication and Teamwork —
we are committed to providing the
highest level of service to our customers
DEDICATED, RELIABLE, OUTSTANDING, PROFESSIONAL SERVICE.