



ROWLAND WATER DISTRICT

CONSUMER CONFIDENCE REPORT 2013



MEETING THE COMMUNITY'S WATER NEEDS:

RELIABLY, EFFICIENTLY, AFFORDABLY

At Rowland Water District, we are committed to providing the highest quality water to our customers along with professional service.

As the State of California is faced with severe drought conditions and some water agencies are struggling to meet the needs of their customers, your water district is in a strong position to respond. The investments we have made over the

last decade have prioritized securing local water supplies and meeting conservation goals.

Our efforts to cooperate with other districts in the region have gone a long way in reducing Rowland Water's reliance on imported water and ensuring reliability and affordability. With a new groundwater source in the Central Basin, our customers now have local access to high quality water.

As a proven innovator in the use of recycled water, RWD has shown that this alternative to the high cost of imported water can be an important part of our District-wide effort to diversify

our water supply. Over the years, we have expanded the availability of recycled water to large commercial customers, school athletic fields, and public parks. This alternative source is drought proof and helps preserve California's precious and declining fresh water supply.

Even with more than 60 years of history serving southeastern Los Angeles County, we never stop working to improve the efficiency of our operations and ensure the long-term

sustainability of our product and services. From building strong water reserves with infrastructure improvements to diversifying our water supply, Rowland Water District works tirelessly each and every day for you, our customers. We look forward to another year of delivering water to your homes and businesses reliably and affordably.



Ken Deck, General Manager



CONSUMER CONFIDENCE REPORT 2013



ENCOURAGING CONSERVATION THROUGH EDUCATION

Rowland Water District's education program was developed to reach students from elementary schools through high schools. Since the start of the education program in November 2012, the District has reached over 2,000 students with classroom presentations.

Since August 2013, 59 classes from pre-k to fifth grade have participated in fun, hands-on activities such as the water cycle bracelet, states of water, water conservation BINGO, and tap water challenge.

Along with classroom presentations, students are urged to take the "Water Drop Pledge," where they promise to conserve our earth's natural resources. After signing the pledge, a "Star Water Saver" letter is sent to each student.

The District is committed to making these educational programs available to all schools in our service area. Educating our students is key to achieving our water conservation and educational goals and encourages them to become environmentally responsible citizens.

ROWLAND WATER DISTRICT REDUCES RELIANCE ON IMPORTED WATER

For the first time since its formation 60 years ago, Rowland Water District has access to a new supply of high quality water, straight from southeast Los Angeles County. Cooperation with La Habra Heights County Water District, Walnut Valley Water District and Orchard Dale Water District has significantly reduced RWD's reliance on expensive imported water supplies. This unprecedented new

DROUGHT DRAWS ATTENTION TO EFFICIENCY AND CONSERVATION EFFORTS

California is facing severe drought conditions that are putting pressure on the state's water supply. While some water agencies in southern California are struggling to adapt, Rowland Water District (RWD) has been working proactively, anticipating the reduction in water supplies across the state.

Until recently, RWD relied 100 percent on imported water from Metropolitan Water District (MWD), which comes from sources hundreds of miles away. This water is expensive; last year it cost RWD over \$10 million to purchase water from MWD. Such a reliance on imported water meant that RWD had been especially vulnerable to sudden and unexpected rate increases.

For years, RWD has been proactively responding to the high cost of imported water and increasingly dry conditions. This year, the District took a major step forward when it began delivering water

from a new local groundwater source through cooperation with regional partners. This new source will reduce the District's reliance on imported water by nearly 20 percent. RWD is committed to the pursuit of alternative sources in an effort to diversify the District's water portfolio and provide a secure long-term water supply for our customers.

Additionally, RWD established a conservation plan that set mandatory use restrictions, including limited watering days. Due to the effectiveness of these conservation efforts, the mandatory restrictions were lifted in 2011. We encourage customers to continue to be mindful of efficient water use in order to reduce the possibility of future restrictions. Together, we can ensure a sustainable water supply for generations to come.

For more information on how you can conserve, visit www.rowlandwater.com.

arrangement allows us to potentially reduce the impact of the rising cost of imported water.

The cost of imported water has been on the rise and is subject to restrictions. As a result, customers are vulnerable to sudden and unexpected rate increases. With this new partnership, RWD continues its efforts to respond effectively to California's drought, secure alternative sources and maintain reserves. The District's goal is to secure a safe and reliable water supply for our customers, now and in the future.

2013 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 in 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-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 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-occurring or 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 California Department of Public Health (Department) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. Department 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. 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. 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>.

GLOSSARY

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.

KEY TO ABBREVIATIONS

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)



2013 SAMPLE RESULTS

Unless otherwise noted, the data presented in this table is from testing completed January 1 - December 31, 2013. 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.

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)	TT=1 TT (a)	NA	NA	Highest % <0.3	0.05 100%	0.07 100%	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 <i>E. coli</i> (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	TT	TT	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	95 - 220 140	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 = 0.120 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	0.15	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 = ND 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	.5	0.45 - 0.64 0.56	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	9.8	pCi/L	Erosion of natural deposits
Gross Beta Particle Activity (h)	50	(0)	4	Range Average	ND - 6 4	ND - 4.2 ND	pCi/L	Decay of natural and man-made deposits
Tritium	20,000	400	1,000	Range Average	ND	105	pCi/L	Decay of natural and man-made deposits
Uranium	20	0.43	1	Range Average	1 - 2 2	ND	pCi/L	Erosion of natural deposits
DISINFECTION BY-PRODUCTS, DISINFECTANT RESIDUALS, AND DISINFECTION BY-PRODUCTS PRECURSORS								
Total Trihalomethanes (TTHM) (n)	80	NA	1	Range Highest	RWD Distribution System-Wide -- 29.7 - 55.6 RWD Distribution System-Wide -- 47.38		ppb	By-product of drinking water disinfection
Haloacetic Acids (HAA5)	60	NA	1 (g)	Range Highest	RWD Distribution System-Wide -- 8.8 - 22.2 RWD Distribution System-Wide -- 18.68		ppb	By-product of drinking water disinfection
Total Chlorine Residual	[4]	[4]	NA	Range Average	RWD Distribution System-Wide -- 1.55 - 2.03 RWD Distribution System-Wide -- 1.81		ppm	Drinking water disinfectant added for treatment
DBP Precursor Control (TOC)	TT	NA	0.30	Range Average	TT	1.27	ppm	Various natural and man-made sources

2013 SAMPLE RESULTS

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	95 - 220		ppb	Erosion of natural deposits; residual from some surface water treatment processes
				Average	140	ND		
Chloride	500	NA	NA	Range	84 - 91		ppm	Runoff / leaching from natural deposits; seawater influence
				Average	88	76		
Color	15	NA	NA	Range			Units	Naturally occurring organic materials
				Average	1	ND		
Copper (d) (f)	1	0.3	0.05		RWD Distribution System-Wide -- 30 Samples Collected RWD Distribution System-Wide -- 90th Percentile Level = 0.120 RWD Distribution System-Wide -- Samples Exceeding Action Level = 0		ppm	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Odor Threshold (k)	3	NA	1	Range	3 - 6		TON	Naturally occurring organic materials
				Average	4	1		
Specific Conductance	1,600	NA	NA	Range	850 - 890		µS/cm	Substances that form ions when in water; seawater influence
				Average	870	540		
Sulfate	500	NA	0.5	Range	170 - 190		ppm	Runoff / leaching from natural deposits; industrial wastes
				Average	180	51		
Total Dissolved Solids (TDS)	1,000	NA	NA	Range	520 - 540		ppm	Runoff / leaching from natural deposits
				Average	530	320		
Turbidity (monthly) (a)	5	NA	NA	Range		0.03 - 0.08	NTU	Soil runoff
				Average	ND	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	76 - 130	86 - 92	ppm	Measure of water quality
				Average	110	88		
Boron	NL=1,000	NA	100	Range			ppb	Runoff / leaching from natural deposits; industrial wastes
				Average	150	210		
Calcium	NA	NA	NA	Range	56 - 61		ppm	Measure of water quality
				Average	58	31		
Chlorate	NL=800	NA	20	Range			ppb	By-product of drinking water chlorination; industrial processes
				Average	62	ND		
Chromium VI (j)	NA	NA	1	Range			ppb	Industrial waste discharge; could be naturally present as well
				Average	ND	ND		
Corrosivity (i) (as Aggressiveness Index)	NA	NA	NA	Range		12.08 - 12.25	Al	Elemental balance in water; affected by temperature, other factors
				Average	12.3	12.27		
Corrosivity (l) (as Saturation Index)	NA	NA	NA	Range	0.35 - 0.45	0.26 - 1.8	SI	Elemental balance in water; affected by temperature, other factors
				Average	0.40	0.65		
Total Hardness (as CaCO3)	NA	NA	NA	Range	230 - 250		ppm	Measure of water quality
				Average	240	120		
Total Hardness (Grains per Gallon)	NA	NA	NA	Range	13.45 - 14.62		gpg	Measure of water quality
				Average	14.04	7.02		
Magnesium	NA	NA	NA	Range	21 - 23		ppm	Measure of water quality
				Average	22	12		
pH	NA	NA	NA	Range		8.3 - 8.53	pH units	Measure of water quality
				Average	8.1	8.41		
Potassium	NA	NA	NA	Range	4.0 - 4.3	1.3 - 2.6	ppm	Measure of water quality
				Average	4.2	1.95		
Sodium	NA	NA	NA	Range	79 - 85		ppm	Measure of water quality
				Average	82	58		
Total Organic Carbon (TOC)	TT	NA	0.30	Range	2.1 - 2.7	1.2 - 2.4	ppm	Various natural and man-made sources
				Average	2.4	1.9		
Vanadium	NA	AL=50	3	Range			ppb	Naturally occurring; Industrial waste discharge
				Average	3	3.4		

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

(f) Lead and copper samples are required to be collected once every three years during the months of June - September. Sample results are from 2012.

(g) DLR=1.0 ppb for each HAA5

(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.

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. 960 samples were analyzed in 2013. 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. The MCL was not violated.

(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.

analyte (dichloroacetic acid, trichloroacetic 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 for MWD 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.

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 laboratories. Values listed in State DLR column are Federal minimum reporting levels.

(n) RWD was in compliance with all provisions of the Stage 2 Disinfectants and Disinfection By-Products Rule (D/DBPR). Compliance was based on the highest Location Running Annual Average (LRAA) of all data collected at distribution system-wide monitoring locations.

CONTACT US



ROWLAND WATER DISTRICT | 3021 South Fullerton Road, Rowland Heights, CA 91748 | (562) 697-1726

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

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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
S E R V I C E

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.

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

