

ANNUAL WATER QUALITY REPORT

Reporting Year 2024

Presented By
Willow County Water District

PWS ID#: 2310005

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



Our Commitment

We are pleased to present to you this year's annual water quality report. 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 source 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. We are committed to ensuring the quality of your water and providing you with this information because informed customers are our best allies.

Where Does My Water Come From?

Willow County Water District has two well fields that use groundwater considered to be under the influence of Russian River due to its close proximity.

Lead in Home Plumbing

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. Willow County Water District is responsible for providing high-quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter certified by an American National Standards Institute-accredited certifier to reduce lead is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure it is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling does not remove lead from water.

Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, or doing laundry or a load of dishes. If you have a lead or galvanized service line requiring replacement, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have it tested, contact Lane Westbrook at (707) 462-2666. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at epa.gov/safewater/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. No LSLs were found in our inventory, which is available upon request. Please contact us if you would like more information about the inventory or any lead sampling that has been done.

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.



About Our Monitoring Violation

In August 2024, our water system failed to monitor as required for bacteriological drinking water standards 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 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 our drinking water meets health standards. During the month of August, we missed a required Total/ E. Coliform sample, only obtaining samples from 3 of the 4 monthly sample locations, and therefore we cannot be sure of the quality of our drinking water during that time. There is nothing further that needs to be done to correct this on our end as the regular sampling routine was restored the following month. We strive to provide high quality drinking water to our customers and transparency is necessary to maintain trust with our customers.

QUESTIONS? For more information about this report, or for any questions relating to your drinking water, please call Lane Westbrook, Water Treatment Operator, at (707) 462-2666.

Water Conservation Tips

You can play a role in conserving water and saving yourself money in the process by becoming conscious of the amount of water your household is using and by looking for ways to use less whenever you can. It is not hard to conserve water. Here are a few tips:

- Automatic dishwashers use 15 gallons for every cycle, regardless of how many dishes are loaded. So get a run for your money and load it to capacity.
- Turn off the tap when brushing your teeth.
- Check every faucet in your home for leaks. Just a slow drip can waste 15 to 20 gallons a day. Fix it and you can save almost 6,000 gallons per year.
- Check your toilets for leaks by putting a few drops of food coloring in the tank. Watch for a few minutes to see if the color shows up in the bowl. It is not uncommon to lose up to 100 gallons a day from an invisible toilet leak. Fix it and you save more than 30,000 gallons a year.
- Use your water meter to detect hidden leaks. Simply turn off all taps and water using appliances. Then check the meter after 15 minutes. If it moved, you have a leak.

BY THE NUMBERS



3.4 BILLION

The daily volume in 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.



99.99%

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.

Q&A

Which household activity wastes the most water?

Most people would say the majority of water use comes from showering or washing dishes; however, toilet flushing is by far the largest single use of water in a home (accounting for 40% of total water use). Toilets use about 4–6 gallons per flush, so consider an ultra-low-flow (ULF) toilet, which requires only 1.5 gallons.

Should I be concerned about what I'm pouring down my drain?

If your home is served by a sewage system, your drain is an entrance to your wastewater disposal system and eventually to a drinking water source. Consider purchasing environmentally friendly home products whenever possible, and never pour hazardous materials (e.g., car engine oil) down the drain. Check with your health department for more information on proper disposal methods.

How long can I store drinking water?

The disinfectant in drinking water will eventually dissipate, even in a closed container. If that container housed bacteria prior to filling up with the tap water, the bacteria may continue to grow once the disinfectant has dissipated. Some experts believe that water could be stored up to six months before needing to be replaced. Refrigeration will help slow the bacterial growth.

How long does it take a water supplier to produce one glass of treated drinking water?

It could take up to 45 minutes to produce a single glass of drinking water.

Community Participation

You are invited to participate in our public forum and voice your concerns about your drinking water. We meet every second Monday of the month at 6:30 p.m. via Zoom or in person at 151 Laws Avenue, Ukiah.

Test Results

Our water is monitored for many different kinds of substances on a very strict sampling schedule, and the water we deliver must meet specific health standards. Here, we only show those substances that were detected in our water (a complete list of all our analytical results is available upon request). Remember that detecting a substance does not mean the water is unsafe to drink; our goal is to keep all detects 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. Unregulated contaminant monitoring data is available to the public, so please feel free to contact us if you are interested in obtaining that information. 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
HAA5 [sum of 5 haloacetic acids] (ppb)	2024	60	NA	ND	NA	No	By-product of drinking water disinfection
Hexavalent Chromium (ppb)	2024	10	20	0.04	ND-0.229	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	0.9	ND-1.2	No	Runoff and leaching from fertilizer use; Leaching from septic tanks and sewage; Erosion of natural deposits
TTHMs [total trihalomethanes] (ppb)	2024	80	NA	2.8	ND-2.8	No	By-product of drinking water disinfection



Definitions

90th %ile: The levels reported for lead and copper represent the 90th percentile of the test. The 90th percentile is equal to or below the level of our lead and copper detections.

AL (Regulatory Action Level): The contaminant which, if exceeded, triggers requirements that a water system must meet.

MCL (Maximum Contaminant Level): The level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the health-based MCLs (SMCLs) as is economically and technologically feasible. Secondary MCLs (SMCLs) are set to protect the appearance or taste of drinking water.

MCLG (Maximum Contaminant Goal): The level of a contaminant in drinking water that is known or expected to be safe. MCLGs are set by the U.S. EPA.

MRDL (Maximum Residual Disinfection Level): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that disinfection is necessary for control of microbial contaminants.

MRDLG (Maximum Residual Disinfection Level Goal): The level of a drinking water disinfectant that is known or expected to be safe. MRDLGs do not reflect the benefits of the use of disinfection to control microbial contaminants.

NA: Not applicable.

ND (Not detected): Indicates that a substance was not found by laboratory analysis.

NS: No standard.

PDWS (Primary Drinking Water Standards): MCLs for contaminants that affect drinking water quality and are subject to monitoring and reporting 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 U.S. EPA.

ppb (parts per billion): One part per billion (ppb) is equal to one microgram per liter (µg/L).

ppm (parts per million): One part per million (ppm) is equal to one milligram per liter (mg/L).

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

µmho/cm (micromhos per centimeter): A measure of the amount of electrical conductivity in water.

SECONDARY SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	SMCL	PHG (MCLG)	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Chloride (ppm)	2022	500	NS	8	7.6-8	No	Runoff/leaching from natural deposits; Seawater influence
Color (units)	2022	15	NS	1	ND-6	No	Naturally occurring organic materials
Odor, Threshold (TON)	2022	3	NS	7	ND-35	No	Naturally occurring organic materials
Specific Conductance (µmho/cm)	2024	1,600	NS	280	240-290	No	Substances that form ions when in water; Seawater influence
Sulfate (ppm)	2022	500	NS	15.4	9-17	No	Runoff/leaching from natural deposits; Industrial wastes
Total Dissolved Solids (ppm)	2022	1,000	NS	150	ND-150	No	Runoff/leaching from natural deposits

UNREGULATED SUBSTANCES¹

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	TYPICAL SOURCE
Alkalinity (ppm)	2022	100	ND-100	Influenced by rocks and soils, salts, certain plant activities, and certain industrial wastewater discharges
Bicarbonate (ppm)	2024	100	ND-100	Forms naturally when carbon dioxide dissolves in water
Calcium (ppm)	2024	27	25-27	Forms naturally from erosion
Hardness, Total [as CaCO ₃] (ppm)	2022	114	ND-114	Forms naturally from erosion of limestone, chalk, or gypsum
Magnesium (ppm)	2022	14	10-14	Natural leaching of magnesium-rich rocks and minerals
Sodium (ppm)	2022	10.4	10-13	Mineral deposits; Salt used in road deicing

¹Unregulated contaminant monitoring helps the U.S. EPA and SWRCB determine where certain contaminants occur and whether the contaminants need to be regulated.

Why Save Water?

Although 80% of the Earth's surface is water, only 1% is suitable for drinking. The rest is either salt water or is permanently frozen, and we can't drink it, wash with it, or use it to water plants.



Substances That Could Be in Water

The sources of drinking water (both tap water and bottled water) from rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water moves over the surface of the land or through the ground, it dissolves minerals and, in some cases, radioactive material and certain chemicals, such as pesticides, from the soil and rocks through which it passes. Contaminants that may be present in source water include:

Microbial Contaminants, such as viruses and bacteria, which can be found in surface water and untreated groundwater.

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Inorganic Contaminants, such as salts and metals, which can be found in surface water and untreated groundwater.

Pesticides and Herbicides, which may come from a variety of sources, including agriculture, urban stormwater runoff, and residential uses.

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

Radioactive Contaminants, which can be naturally occurring in groundwater and gas production and mining activities.

To ensure that tap water is safe to drink, the U.S. EPA and the California State Water Resources Control Board (SWRCB) prescribe regulations for the treatment of certain contaminants in water provided by public water utilities. Federal Food and Drug Administration regulations and California law also regulate certain contaminants in bottled water that provide the same protection for consumers.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of these contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by contacting the EPA's Safe Drinking Water Hotline at (800) 426-4791.