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**Consumer Confidence Report  
Certification Form**  
(To be submitted with a copy of the CCR)

Water System Name: Del Oro Water Company, Ferndale District

Water System Number: 1210007

The water system named above hereby certifies that its Consumer Confidence Report was distributed on **May 21, 2014** to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the California Department of Public Health.

Certified by: Name: Cathy Fluharty  
Signature: Cathy Fluharty  
Title: Assistant to the C.E.O.  
Phone Number: 530-809-3962 Date: 05/12/2014

*To summarize report delivery used and good-faith efforts taken, please complete this page by checking all items that apply and fill-in where appropriate:*

- CCR was distributed by mail or other direct delivery methods (attach description of other direct delivery methods used).
- CCR was distributed using electronic delivery methods described in the Guidance for Electronic Delivery of the Consumer Confidence Report (water systems utilizing electronic delivery methods must complete the second page).
- "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:
  - Posting the CCR at the following URL: [www.delorowater.com](http://www.delorowater.com)
  - Mailing the CCR to postal patrons within the service area (attach zip codes used)
  - Advertising the availability of the CCR in news media (attach copy of press release)
  - Publication of the CCR in a local newspaper of general circulation (attach a copy of the published notice, including name of newspaper and date published)
  - Posted the CCR in public places (attach a list of locations)
  - Delivery of multiple copies of CCR to single-billed addresses serving several persons, such as apartments, businesses, and schools
  - Delivery to community organizations (attach a list of organizations)
  - Publication of the CCR in the electronic city newsletter or electronic community newsletter or listserv (attach a copy of the article or notice)
  - Electronic announcement of CCR availability via social media outlets (attach list of social media outlets utilized)
  - Other (attach a list of other methods used)
- For systems serving at least 100,000 persons: Posted CCR on a publicly-accessible internet site at the following URL: www.\_\_\_\_\_
- For privately-owned utilities: **Delivered the CCR to the California Public Utilities Commission**



**2013 Water Quality Consumer Confidence Report  
Del Oro Water Company – Ferndale District  
Public Water System Number 1210007**

We test the drinking water quality for many constituents as required by State and Federal Regulations. This report shows the results of our monitoring for the period of January 1 - December 31, 2013.

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

Water for the Del Oro Water Company – Ferndale District is produced from groundwater sources known as the High Line Springs, Low Line Springs, and Van Ness Well. For additional information concerning your drinking water, contact Community Relations at P.O. Drawer 5172, Chico, CA 95927 1-877-335-6764.

**TERMS USED IN THIS REPORT:**

**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 U.S. Environmental Protection Agency (USEPA).

**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 level of a disinfectant added for water treatment that may not be exceeded at the consumer's tap.

**Maximum Residual Disinfectant Level Goal (MRDLG):** The level of a disinfectant added for water treatment below which there is no known or expected risk to health. MRDLG's are set by the U.S. Environmental Protection Agency.

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

**Secondary Drinking Water Standards (SDWS):** MCLs for contaminants that affect taste, odor, or appearance of the drinking water. Contaminants with SDWSs do not affect the health at the MCL levels.

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

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

**Variations and Exemptions:** Department permission to exceed an MCL or not comply with a treatment technique under certain conditions.

ND: Not detectable at testing limit

ppm: Parts per million or milligrams per liter (mg/L)

ppb: Parts per billion or micrograms per liter (ug/L)

ppt: Parts per trillion or nanograms per liter (ng/L)

ppq: Parts per quadrillion, or picograms per liter

pCi/L: Picocuries per liter (a measure of radiation)

MFL: Million fibers per liter

NTU: Nephelometric Turbidity Units

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*, which 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*, which can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, USEPA and the state Department of Health Services (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 must provide the same protection for public health.

Tables 1, 2, 3, 4, 5 and 6 list all of the drinking water contaminants that were detected during the most recent sampling for the constituent. The presence of these contaminants in the water does not necessarily indicate that the water poses a health risk. The Department allows us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of the data, though representative of the water quality, are more than one year old.

**TABLE 1 - SAMPLING RESULTS SHOWING THE DETECTION OF COLIFORM BACTERIA - MONTHLY**

| Microbiological Contaminants     | Highest No. of detections | No. of months in violation | MCL  | MCLG | Typical Source of Bacteria           |
|----------------------------------|---------------------------|----------------------------|--|------|--------------------------------------|
| Total Coliform Bacteria          | 0                         | 0                          | More than 1 sample in a month with a detection   | 0    | Naturally present in the environment |
| Fecal Coliform or <i>E. coli</i> | 0                         | 0                          | A routine sample and a repeat sample detect total coliform and either sample also detects fecal coliform or <i>E. coli</i> | 0    | Human and animal fecal waste         |

**TABLE 2 - SAMPLING RESULTS SHOWING THE DETECTION OF LEAD AND COPPER – 2012**

| Lead and Copper | No. of samples collected | 90 <sup>th</sup> percentile level detected | No. sites exceeding AL | AL   | PHG | Typical Source of Contaminant   |
|-----------------|--------------------------|--|------------------------|------|-----|---|
| Lead (ug/L)     | 10                       | ND   | None                   | 15   | 2   | Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits |
| Copper (ug/L)   | 10                       | 133  | None                   | 1300 | 170 | Internal corrosion of household water plumbing systems; erosion of natural deposits; leaching from wood preservatives         |

**TABLE 3 - SAMPLING RESULTS FOR SODIUM AND HARDNESS**

| Chemical or Constituent (and reporting units) | Sample Date | Level Detected | Range of Detections | MCL  | PHG (MCLG) | Typical Source of Contaminant             |
|---|-------------|----------------|---------------------|------|------------|---|
| Sodium (ppm)                                  | 05/18/11    | 18.7           | 14-26               | none | none       | Generally found in ground & surface water |
| Hardness (ppm)                                | 05/18/11    | 196.7          | 120-310             | none | none       | Generally found in ground & surface water |

\*Any violation of an MCL or AL is asterisked. Additional information regarding the violation is provided later in this report.

**TABLE 4 - DETECTION OF CONTAMINANTS WITH A PRIMARY DRINKING WATER STANDARD**

| Chemical or Constituent<br>(and reporting units) | Sample Date | Level<br>Detected | Range of<br>Detections | MCL<br>[MRDL] | PHG<br>(MCLG)<br>[MRDLG] | Typical Source of Contaminant   |
|--|-------------|-------------------|------------------------|---------------|--------------------------|---|
| Arsenic (ppb)                                    | 05/18/11    | 8.1               |                        | 10            | .004                     | Erosion of natural deposits; runoff from orchards; glass and electronics production wastes                                |
| Barium (ppb)                                     | 05/18/11    | 410               |                        | 1000          | 2000                     | Discharge of oil drilling wastes and from metal refineries; erosion of natural deposits                                   |
| Chlorine (ppm)                                   | 12/8/11     | 0.62              | 0.49-0.82              | [4]           | [4]                      | Drinking water disinfectant added for treatment   |
| Fluoride (ppb)                                   | 03/31/11    | 320               | 250-390                | 2000          | 1000                     | Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories |
| HAA5 (Haloacetic Acids) (ppb)                    | 12/9/13     | 2.8               | 2.4-3.1                | 60            | [N/A]                    | Byproduct of drinking water disinfection  |
| Nitrate (as NO <sub>3</sub> )(ppm)               | 03/31/11    | 2.6               | ND-4.7                 | 45            | 45                       | Runoff and leaching from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits                  |
| Radium 228 (pCi/L)                               | 10/05/06    | .7                | 0.12 - 1.3             | 5             | 0.019                    | Erosion of natural deposits   |
| TTHMs (Total Trihalomethanes) (ppb)              | 12/9/13     | 11.5              | 10-13                  | 80            | [N/A]                    | Byproduct of drinking water chlorination  |

**TABLE 5 - DETECTION OF CONTAMINANTS WITH A SECONDARY DRINKING WATER STANDARD**

| Chemical or Constituent<br>(and reporting units) | Sample Date | Level<br>Detected | Range of<br>Detections | MCL  | PHG<br>(MCLG) | Typical Source of Contaminant                               |
|--|-------------|-------------------|------------------------|------|---------------|---|
| Chloride (ppm)                                   | 03/31/11    | 31                | 18-52                  | 500  | N/A           | Runoff/leaching from natural deposits; seawater influence   |
| Color  | 07/28/11    | 3                 |                        | 15   | N/A           | Naturally occurring organic materials                       |
| Specific Conductance (micromhos)                 | 03/31/11    | 480               | 310-730                | 1600 | N/A           | Substances that form ions when in water; seawater influence |
| Sulfate (ppm)                                    | 03/31/11    | 7.3               | ND-15                  | 500  | N/A           | Runoff/leaching from natural deposits' industrial wastes    |
| Total Dissolved Solids (ppm)                     | 03/31/11    | 267               | 180-400                | 1000 | N/A           | Runoff/leaching from natural deposits                       |
| Turbidity (Units)                                | 07/28/11    | .26               | 0.09-0.48              | 5    | N/A           | Soil runoff   |

\*Any violation of an MCL, MRDL, or TT is asterisked. Additional information regarding the violation is provided later in this report.

**Additional General Information on Drinking Water:**

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 the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline (1-800-426-4791).

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

While your drinking water meets the current standard for arsenic, it does contain low levels of arsenic. The standard balances the current understanding of arsenic's possible health effects against the cost of removing arsenic from drinking water. The California Department of Health Services continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and other circulatory problems. Summary Information for Contaminants Exceeding an MCL, MRDL, or AL, or Violation of Any Treatment Technique or Monitoring and Reporting Requirements.

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. Del Oro 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 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 or at <http://www.epa.gov/safewater/lead>.