



**2020 Water Quality Report**  
Del Oro Water Company – Benbow District  
Public Water System Number CA1200671

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

Del Oro Water Company  
is firmly committed to producing and delivering a safe,  
dependable supply of quality water in an efficient, cost effective manner,  
with service that exceeds the expectations of our customers.

## Getting to know Del Oro Water Company (DOWC).....

DOWC was established in 1963 to meet the water needs of the Paradise Pines area in Magalia, California. Since then, the company has expanded throughout California, and currently provides service to over 16,000 customers in ten counties: Shasta, Humboldt, Tehama, Butte, Glenn, Colusa, Tuolumne, Fresno, Tulare and Kern. DOWC is a Class B water utility under the direction of the California Public Utilities Commission (CPUC).

DOWC works diligently upgrading and improving each of its twenty districts. Because of their diverse geology, each district requires unique water quality testing (hundreds of water quality tests each year) and maintenance. DOWC completes CPUC-approved projects to replace and maintain over 700,000 feet of distribution piping; 96 pumps, booster pumps, and wells; and 32 storage tanks with over 8 million gallons of storage capacity. Five of DOWC's districts utilize surface water (springs, lakes, rivers or canals) to provide drinking water to their customers.

DOWC is proud to offer its customers excellent service provided by sixteen field service technicians including eleven that are certified treatment plant operators and ten certified distribution operators. DOWC field technicians work earnestly to maintain the individual water systems as the costs to provide water service continues to increase, not just for DOWC customers, but throughout the United States.

DOWC tests the drinking water quality for all constituents as required by the State Water Resources Control Board – Division of Drinking Water (SWRCB-DDW) and the United States Environmental Protection Agency – Federal Regulations (EPA). This report shows the results of our most current monitoring for the period of ***January 1 - December 31, 2020*** including results which are current but were taken in previous years.

DOWC tests for both “Regulated and Unregulated” contaminants. This consumer confidence report provides results for only contaminants which were detected in your districts system.

Water for Del Oro Water Company, Benbow District (DOWCBW) originates from surface water source known as the East Branch, S. Fork Eel River.

A Source Water Assessment was completed in May 2017, and found that sources are considered most vulnerable to the following activities not associated with any detected contaminants: Septic Systems. A copy of the complete assessment may be viewed by calling the District office at 1-877-335-6764.

If DOWCBW District has information (public meetings, rate increase, water quality issues, drought information, or district improvements) of which you should be notified, your billing will contain a message indicating the information or directing you to DOWC's website: [www.delorowater.com](http://www.delorowater.com). For additional information concerning your drinking water, you can contact Community Relations at P.O. Drawer 5172, Chico, CA 95927, 1-530-717-2500.

## Continuing Drought Information.....

State of California Executive Order B-40-17 lifts the drought emergency in all California counties except a few counties in the southern half of California. However, please keep in mind that Californians should always use water wisely. Water conservation tips apply to all areas of California throughout the year.

- Limit watering outside to three (3) days per week. Set up a schedule so you remember what days are your “watering” days
- Look for and fix leaks in your home or business and on your property
- Never use water to clean driveways and sidewalks
- Use water restricting devices in your home
- Always use a nozzle on your hose to control water usage

## Concerns about Lead in your drinking water.....

***Del Oro Water Company would like to inform its customers about the safety of lead and copper testing.*** While DOWC ***does not*** use lead pipes in the distribution lines that serve its customers, older homes may have been built using lead pipes or lead connectors. In California, lead in drinking water comes primarily from materials and components used for in-home plumbing (for example, lead solder used to join copper plumbing, brass and other lead-containing fixtures). Therefore, the established Lead and Copper Rule is critical to the water quality monitoring program.

DOWC is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. If your home’s plumbing contains lead piping or pipe fittings, lead solder, or brass fixtures that may contain lead, 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 present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. ***Lead and Copper Tap Monitoring*** by DOWC is conducted at designated customers’ homes and is an important part of a water utility’s monitoring schedule.

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 1-800-426-4791 or at <http://www.epa.gov/safewater/lead> . In January 2017, the State of California issued new guidelines on lead testing in schools. DOWC is committed to supporting its school districts’ efforts to protect students by ensuring that the drinking water at the school sites meets lead requirements. DOWC has completed lead testing in schools (K through 12) that have requested lead testing within the DOWC service areas. There are no schools within the Benbow District of Del Oro Water Company.

## Explanation of 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 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 disinfectant added for water treatment 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.

**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.

**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.

**Level 2 Assessment:** A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an *E. coli* MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

**ND:** Not detectable at testing limit

**pCi/L:** Picocuries per liter - a measure of radiation

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

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

**µS/cm:** microsiemens per centimeter (measure of specific conductance)

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

**ppq:** Parts per quadrillion, or picograms per liter

**NTU:** Nephelometric Turbidity Units

**MFL:** Million fibers per liter

**TON:** Threshold odor number

**All sources of drinking water** (both tap water and bottled water) come from 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. All 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 USEPA's Safe Drinking Water Hotline at 1-800-426-4791.

**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, agriculture 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**, EPA and the SWRCB-DDW prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. State Board 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 in drinking water than the general population. Immunocompromised people, such as those with Cancer undergoing chemotherapy, those who have undergone organ transplants, and those with HIV/AIDS or other immune system disorders; some elderly people; and infants can be particularly at risk from infections. These people should seek advice from their health care providers about drinking water. EPA and 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 1-800-426-4791.

**Tables 1, 2, 3, 4 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 State Board allows us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, are more than one year old.

Results followed by an \* indicate a detected level over the MCL, MRDL, or TT and will have a footnote (<sup>1</sup>). Additional information regarding any violations (if applicable) will be provided later in this report.

**TABLE 1 – Sampling Results Showing the Detection of Coliform Bacteria – 2020 Monthly**

Microbiological Contaminants (and reporting units)	Highest No. of Detections	No. of Months in Violation	MCL	In Compliance?	Typical Source of Bacteria
Total Coliform Bacteria	0	0	1 positive monthly sample	Yes	Naturally present in the environment
Fecal Coliform or <i>E. Coli</i>	0	0	A routine sample and a repeat sample are total coliform positive, and one of these is also fecal coliform or <i>E. coli</i> positive	Yes	Human and animal fecal waste
<i>E. Coli</i> (Federal Revised Total Coliform Rule)	0	0	Routine & repeat samples are total coliform-positive & either is <i>E. coli</i> -positive or system fails to take repeat samples following <i>E. coli</i> -positive routine sample or system fails to analyze total coliform-positive repeat sample for <i>E. coli</i>	Yes	Human and animal fecal waste

**TABLE 2 – Sampling Results Showing the Detection of Lead and Copper – Sample Date: 09/16/2020**

Lead and Copper (and reporting units)	Number of Samples Collected	90 <sup>th</sup> Percentile Level Detected	No. sites exceeding AL	AL	MCLG	In Compliance?	Typical Source of Contaminant
Lead (ppm)	5	0	None	0.015	0	Yes	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits; leaching from wood preservatives.
Copper (ppm)	5	0.5	None	1.3	1.3	Yes	Internal corrosion of household water plumbing systems; erosion of natural deposits; leaching from wood preservatives.

**TABLE 3 – Sodium and Hardness**

Chemical or Constituent (and reporting units)	Sample Date	Average Level Detected	Range of Detections	MCL	In Compliance?	Typical Source of Contaminant
Sodium (ppm)	02/17/2015	7.6	N/A	None	Yes	Salt present in the water and is generally naturally occurring
Hardness (ppm)	02/17/2015	220	N/A	None	Yes	Sum of polyvalent cations present in the water, generally magnesium and calcium, and are usually naturally occurring

**TABLE 4 – Detection of Contaminants with a PRIMARY Drinking Water Standard**

Chemical or Constituent (and reporting units)	Sample Date	Average Level Detected	Range of Detections	MCL	In Compliance?	Typical Source of Contaminant
Antimony (ppb)	07/31/2013	ND	N/A	6	Yes	Discharge from petroleum refineries; fire retardants; ceramics; electronics; solder
Arsenic (ppb)	02/17/2015	ND	N/A	10	Yes	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes
Asbestos (MFL)	12/28/2016	ND	N/A	7	Yes	Internal corrosion of asbestos cement water mains; erosion of natural deposits
Barium (ppb)	02/17/2015	110.0	N/A	1,000	Yes	Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits

**TABLE 4 – Detection of Contaminants with a *PRIMARY* Drinking Water Standard - Continued**

<b>Chemical or Constituent</b> (and reporting units)	<b>Sample Date</b>	<b>Average Level Detected</b>	<b>Range of Detections</b>	<b>MCL</b>	<b>In Compliance?</b>	<b>Typical Source of Contaminant</b>
Beryllium (ppb)	07/31/2013	ND	N/A	4	Yes	Discharge from metal refineries, coal-burning factories, and electrical, aerospace, and defense industries
Cadmium (ppb)	02/17/2015	ND	N/A	5	Yes	Internal corrosion of galvanized pipes; erosion of natural deposits; discharge from electroplating and industrial chemical factories; and metal refineries; runoff from waste batteries & paints
Chromium (total) (ppb)	07/31/2013	ND	N/A	50	Yes	Discharge from steel and pulp mills and chrome plating; erosion of natural deposits
Copper (ppb)	02/17/2015	ND	N/A	1,000	Yes	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Fluoride (ppm)	02/17/2015	ND	N/A	2	Yes	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits
Mercury (ppb)	02/17/2015	ND	N/A	2	Yes	Erosion of natural deposits; discharge from refineries and factories; runoff from landfills and cropland
Nickel (ppb)	07/31/2013	ND	N/A	100	Yes	Erosion of natural deposits; discharge from metal factories
Nitrate (as N) (ppm)	01/21/2020	ND	N/A	10	Yes	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Nitrite (as N) (ppm)	01/21/2020	ND	N/A	1	Yes	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Perchlorate (ppb)	07/16/2020	ND	N/A	6	Yes	Perchlorate is an inorganic chemical used in solid rocket propellant, fireworks, explosives, flares, matches, and a variety of industries. It usually gets into drinking water as a result of environmental contamination from historic aerospace or other industrial operations that used or use, store, or dispose of perchlorate and its salts

<b>TABLE 4 – Detection of Contaminants with a <i>PRIMARY</i> Drinking Water Standard - Continued</b>						
<b>Chemical or Constituent</b> (and reporting units)	<b>Sample Date</b>	<b>Average Level Detected</b>	<b>Range of Detections</b>	<b>MCL</b>	<b>In Compliance?</b>	<b>Typical Source of Contaminant</b>
Selenium (ppb)	02/17/2015	ND	N/A	50	Yes	Discharge from petroleum, glass and metal refineries; erosion of natural deposits; discharge from mines and chemical manufacturers; runoff from livestock lots (feed additive)
<b>TABLE 5 – Detection of Contaminants with a <i>SECONDARY</i> Drinking Water Standard</b>						
<b>Chemical or Constituent</b> (and reporting units)	<b>Sample Date</b>	<b>Average Level Detected</b>	<b>Range of Detections</b>	<b>MCL</b>	<b>In Compliance?</b>	<b>Typical Source of Contaminant</b>
Aluminum (ppb)	02/17/2015	ND	N/A	1,000	Yes	Erosion of natural deposits; residual from some surface water treatment processes
Foaming Agents (MBAS) (ppm)	02/17/2015	0.050	N/A	0.5	Yes	Municipal and industrial waste discharges
Iron (ppb)	02/17/2015	130	N/A	300	Yes	Leaching from natural deposits; industrial wastes
Manganese (ppb)	02/17/2015	ND	N/A	50	Yes	Leaching from natural deposits
Silver (ppb)	02/17/2015	ND	N/A	100	Yes	Industrial discharges
Zinc (ppb)	02/17/2015	ND	N/A	5,000	Yes	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids (TDS) (ppm)	11/17/2015	250	N/A	1,000	Yes	Runoff/leaching from natural deposits
Specific Conductance (µS/cm)	12/20/2016	300	N/A	1,600	Yes	Substances that form ions when in water; seawater influence
Chloride (ppm)	02/17/2015	6.10	N/A	500	Yes	Runoff/leaching from natural deposits; seawater influence
Sulfate (ppm)	02/17/2015	15.0	N/A	500	Yes	Runoff/leaching from natural deposits; industrial wastes
<b>TABLE 6 – Radioactive Contaminants</b>						
<b>Chemical or Constituent</b> (and reporting units)	<b>Sample Date</b>	<b>Average Level Detected</b>	<b>Range of Detections</b>	<b>MCL</b>	<b>In Compliance?</b>	<b>Typical Source of Contaminant</b>
Gross Alpha (pCi/L)	07/31/2013	ND	N/A	15	Yes	Erosion of natural deposits
<b>TABLE 7 – Disinfection Byproducts, Disinfectant Residuals and Disinfection Byproduct Precursors</b>						
<b>Chemical or Constituent</b> (and reporting units)	<b>Sample Date</b>	<b>Highest Level Detected</b>	<b>Range of Detections</b>	<b>MCL</b>	<b>In Compliance?</b>	<b>Typical Source of Contaminant</b>
TTHM's (Total Trihalomethanes) (ppb)	2020	15	N/A	80	Yes	Byproduct of drinking water chlorination
HAA5 (Haloacetic Acids) (ppb)	2020	11	N/A	60	Yes	
Chlorine Residual (ppm)	12/2020	2.2	1.6 - 2.20	40	Yes	



TABLE 8 – Sampling Showing Treatment of Surface Water Sources	
<b>Treatment Technique* (Type of approved Filtration Technology used)</b>	Direct Filtration
<b>Turbidity Performance Standards** (that must be met through the water treatment process)</b>	Turbidity of the filtered water must: 1 – Be less than or equal to 0.3 NTU in 95% of measurements in a month; 2 – Not to exceed 1.0 NTU for more than one (1) continuous hour; 3 – Shall not exceed 1 NTU at four-hour (4) intervals; and 4 – Shall not exceed 1.0 NTU for more than eight (8) consecutive hours.
<b>Lowest monthly percentage of samples that met Turbidity Performance Standard No. 1</b>	100%
<b>Highest single turbidity measurement during the year (NTU)</b>	0.038 (04/22/2020)
<b>The number of violations of any surface water treatment requirements</b>	None

**ADDITIONAL GENERAL INFORMATION ON DRINKING WATER:**

While your drinking water meets the federal and state standard for arsenic, it does contain low levels of arsenic. The arsenic standard balances the current understanding of arsenic’s possible health effects against the costs of removing arsenic from drinking water. The U.S. Environmental Protection Agency 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 circulatory problems.

All 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 at 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 individuals, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. The USEPA/Center 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 at 1-800-426-4791. Infants and young children are typically more vulnerable to lead in drinking water than the general populations. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your homes plumbing.

**BN** Available No Later Than: July 1, 2021