

2017

Consumer Confidence Report



Ontario's annual water quality report takes you inside the world of your high-quality drinking water. This report is designed to provide important information about the source(s) of your water, what it contains, and how it compares to standards set by regulatory agencies.

The Ontario Municipal Utilities Company is pleased to report that during the past year, water delivered to your home or business met or surpassed all state and federal drinking water requirements. Safe and reliable drinking water supplies are necessary for public health, fire protection, economic development, and the overall quality of life. Businesses and residents are encouraged to use the drinking water supplies as efficiently as possible.

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

2017 CONSUMER CONFIDENCE REPORT

To ensure safe drinking water, public water systems must comply with Federal and State drinking water standards. The Ontario Municipal Utilities Company and its trained, certified water quality professionals collect thousands of water samples that are delivered to a State certified laboratory for analysis. We are pleased to report there were no water quality violations during 2017.

The public is encouraged to participate on issues concerning the City's water. Meetings of the Ontario City Council are scheduled on the first and third Tuesday of each month beginning at 6:30pm at Ontario City Hall, 303 East "B" Street, Ontario, CA 91761. Check the City's website at www.ontarioca.gov or call (909) 395-2000 for more information.

Para asegurar que el agua potable, los sistemas públicos de agua deben cumplir con las normas federales y estatales de agua potable. El Municipal Utilities Company Ontario y sus capacitados, certificados profesionales de la calidad del agua recogen miles de muestras de agua que se entregan a un laboratorio certificado por el estado para su análisis. Nos complace informar que no había violaciónes de calidad del agua durante el año 2017.

El público es alentado a participar en asuntos con respecto al agua de la Ciudad. Las reuniones del establecimiento de Ontario se programa el primer y tercer martes de cada mes a las 6:30 P.M., por la calle 303 "B" Street, Ontario. Para más información, vaya al Web site de la Ciudad www.ontarioca.gov o llame (909) 395-2000.

Regulatory Information

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 (1-800-426-4791).

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, 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 by-products 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 be 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 (U.S. EPA) and the State Water Resources Control Board (State Board) 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.

Nitrate

Nitrate in drinking water at levels above 10 mg/L is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in a serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate levels above 10 mg/L may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. If you are caring for an infant, or you are pregnant, you should ask advice from your health care provider.

Lead

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. Ontario Municipal Utilities 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.

Total Coliform Rule

This Consumer Confidence Report (CCR) reflects changes in drinking water regulatory requirements during 2017. All water systems are required to comply with the state Total Coliform Rule. Beginning April 1, 2016, all water systems are also required to comply with the federal Revised Total Coliform Rule. The new federal rule maintains the purpose to protect public health by ensuring the integrity of the drinking water distribution system and monitoring for the presence of microbials (i.e., total coliform and *E. coli* bacteria). The U.S. EPA anticipates greater public health protection as the new rule requires water systems that are vulnerable to microbial contamination to identify and fix problems. Water systems that exceed a specified frequency of total coliform occurrences are required to conduct an assessment to determine if any sanitary defects exist. If found, these must be corrected by the water system.

Important Health Information

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. U.S. EPA/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).

Kidney Dialysis / Aquariums

Customers who have unique water-quality needs and who use specialized home treatments, such as kidney dialysis machines, should make the necessary adjustments to remove chloramines. Customers who have fish tanks in their homes or businesses should also take precautions to remove chloramines prior to adding water to tanks.

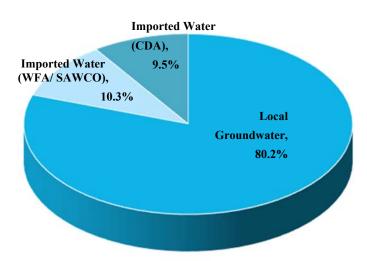
Source Water Assessment

An assessment of the drinking water sources for the Ontario Municipal Utilities Company was completed in May 2002 and most recently reviewed by the State Board in 2016. The sources are considered most vulnerable to the following activities associated with contaminants detected in the water supply: high density housing, sewer collection systems, parks, golf courses, the application of fertilizers, pesticides, herbicides, metal plating, finishing and fabricating, wood pulp processing and paper mills, and recreational use of surface water sources.

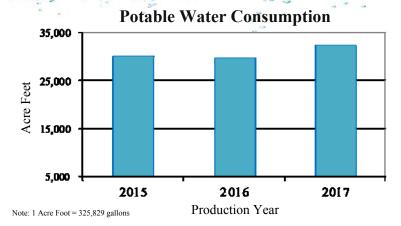
A copy of the complete assessment is available at SWRCB's San Bernardino District Office at 464 West 4th Street, Suite 437, San Bernardino, CA 92401. You may request a summary of the assessment be sent to you by contacting the SWRCB, Division of Drinking Water or an Ontario Municipal Utilities Company water system representative at (909) 395-2678.

Ontario's Drinking Water Sources

Ontario's water supplies are comprised of surface water and groundwater. Surface water originates from the State Water Project (supplied by Metropolitan Water District) and is treated by Water Facilities Authority (WFA). Groundwater supplies consist of City-owed wells (local groundwater), San Antonio Water Company (SAWCO), and Chino Desalter Authority (CDA) wells.



2017 Potable Water Sources



Water Quality Monitoring

In 2017, the Ontario Municipal Utilities Company collected over 17,400 potable water samples to test for more than 150 possible constituents. Samples were collected at water sources and throughout the distribution system.

The following tables (pages 5-8) have been compiled for your information showing which constituents were detected in the City's drinking water during 2017 as compared to water quality standards.

Abbreviations & Definitions

Abbreviations

AL	Action Level	MRL	Minimum Reporting Level set by	ppm	parts per million or milligrams per
CFU/mL	Colony-Forming Units per milliliter		EPA for unregulated contaminant moni-		liter (mg/L)
DLR	Detection limits for the purpose of		toring	ppt	parts per trillion or nanograms per
	reporting: State determined level that	NA	Not Applicable: no State or Federal		liter (ng/L)
	a test can detect the constituent		standards established	RAA	Running Annual Average
HPC	Heterotrophic Plate Count: a bacteri-	ND	Not Detected: sample was taken and	TON	Threshold Odor Number
	ological test that counts the number		constituent was not detected	TT	Treatment Technique
	of bacteria per milliliter of sample	NL	Notification Level	μS/cm	microSiemen per centimeter; or
LRAA	Location Running Annual Average	NR	No Range: all results were the same	•	micromho per centimeter (μmho/cm)
MCL	Maximum Contaminant Level		value	" = "	Equal
MCLG	Maximum Contaminant Level Goal	NTU	Nephelometric Turbidity Units	" > "	Greater than
MRDL	Maximum Residual Disinfectant	pCi/L	picoCuries per Liter	"<"	Less than
	Level	PHG	Public Health Goal	"≤"	Less than or equal to
MRDLG	Maximum Residual Disinfectant	ppb	parts per billon or micrograms per liter	"#"	Number
	Level Goal		(μg/L)	" <mark>%</mark> "	Percent

One part per million (ppm)

IS LIKE

1 second in 11.6 days

1 drop in 13.6 gallons

One part per billion (ppb)

IS LIKE

1 second in 31.7 years

1 drop in 13,563 gallons

One part per trillion (ppt)

IS LIKE

1 second in 31,710 years

1 drop in 13,563,368 gallons

Definitions

90th Percentile: The value in a data set in which 90 percent of the set is less than or equal to this value.

Disinfection By-Product: Compounds which are formed from mixing of organic or mineral precursors in the water with ozone, chlorine or chloramine. Total Trihalomethanes and Haloacetic Acids are disinfection by-products.

Locational Running Annual Average (LRAA): The Running Annual Average (RAA) at one sample location.

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.

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.

Notification Level (NL): Notification levels are health –based advisory levels established by the State Board for chemicals in drinking water that lack maximum contaminant levels (MCLs).

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

Public Health Goals (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.

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

Running Annual Average (RAA): The yearly average which is calculated every 3 months using the previous 12 months' data.

Secondary Drinking Water Standard (Secondary Standard): MCLs for contaminants that do not affect health but are used to monitor the aesthetics of the water.

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

Ontario Municipal Utilities Company - 2017 Distribution System Data										
CONSTITUENT	UNITS	MCL or [AL] or (MRDL)	PHG or [MCLG] or (MRDLG)	CA DLR [MRL]	Range Average	OMUC's Entire Distribution System	Major Sources in Drinking Water			
MICROBIOLOGICAL										
Heterotrophic Plate Count (HPC)	# HPCs > 500 cfu/mL	TT	NA	[1]	#HPC > 500 cfu/mL Lowest Monthly %	4 99.8%	Naturally present in the environment			
PHYSICAL PARAMETERS										
Odor	Units	3	NA	1.0	Range Average	0 to 16 0.036	Naturally-occurring organic materials			
рН	pH Unit	6.5 - 8.5	NA	[1]	Range Average	6.5 to 8.72 7.48	Measurement of hydrogen ion activity			
Turbidity	NTU	5	NA	0.1	Range Average	ND to 16 0.089	Soil runoff			
		DISINFECT	TION BY-PRO	DUCTS	S AND DISINFE	CTANT RESID	UALS			
Haloacetic Acids (HAA5)	ppb	LRAA = 60	NA	2.0*	Range Highest LRAA	ND to 14 8.0	Byproduct of drinking water disinfection			
Total Trihalomethanes (TTHMs)	ppb	LRAA = 80	NA	1	Range Highest LRAA	ND to 47 31	Byproduct of drinking water disinfection			
Chlorine Residual (Distribution system-wide)	ppm	(4)	(4)	NA	Range Average	0.0 to 1.7 0.88	Drinking water disinfectant added for treatment			
METALS AT CONSUMER'S PLUMBING										
Copper	ppb	[1300]	300	50	NA	90th percentile: 160 ppb (0 exceeded AL / 51 samples)	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives			
Lead	ppb	[15]	0.2	5	NA	90th percentile: ND (1 exceeded AL / 51 samples)	Internal corrosion of household plumbing systems; discharges from industrial manufacturers; erosion of natural deposits			
	U	NREGULA	TED CONTA	MINAN'	T MONITORIN	G RULE 3 (2013	- 2015)			
1,1-Dichloroethane	ppb	5	3	[0.03]	Range Average	ND to 0.039 ND	Extraction and degreasing solvent; used in manufacture of pharmaceuticals, stone, clay and glass products; fumigant			
1,4-Dioxane	ppb	NA	NA	[0.07]	Range Average	ND to 0.42 0.16	Cyclic aliphatic ether; used as a solvent or solvent stabilizer in manufacture and processing of paper, cotton, textile products, automotive coolant, cosmetics and shampoos			
Bromochloromethane	ppb	[800]	NA	[0.06]	Range Average	ND to 0.11 ND	Agricultural defoliant or desiccant; disinfection byproduct; and used in production of chlorine dioxide			
Chlorate	ppb	NL =800	NA	[20]	Range Average	ND to 810 59	Byproduct of drinking water disinfection; industrial process			
Chromium (total)	ppb	NA	NA	[0.2]	Range Average	ND to 6.3 1.3	Discharge from steel and pulp mills and chrome plating; erosion of natural deposits			
Hexavalent Chromium	ppb	10	0.02	[0.03]	Range Average	0.2 to 7.6 1.6	Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits			
Molybdenum	ppb	NA	NA	[1]	Range Average	ND to 8.1 1.9	Naturally-occurring element found in ores and present in plants, animals and bacteria; commonly used form molybdenum trioxide used as a chemical reagent			
Strontium	ppb	NA	NA	[0.3]	Range Average	220 to 560 350	Naturally-occurring element; historically, commercial use of strontium has been in the faceplate glass of cathode-ray tube televisions to block x-ray emissions			
Vanadium	ppb	NL = 50	NA	[0.2]	Range Average	1.9 to 26 5.3	Naturally-occurring elemental metal; used as vanadium pentoxide which is a chemical intermediate and a catalyst			

^{*}DLR = 1.0 ppb for each HAA5 analyte except for monochloroacetic acid which has a DLR = 2.0 ppb.

Ontario Municipal Utilities Company - 2017 Water Quality Table											
					Local Ground Water		Imported Water, WFA w/ SAWCO		Imported Water, CDA*		Major Sources in
CONSTITUENT	UNITS	MCL [NL]	PHG or [MCLG]	CA DLR [MRL]	Average	Range	Average	Range	Average	Range	Drinking Water
PRIMARY STANDARDS - Mandatory Health-Related Standards											
Clarity											
Combined Filter Effluent	NTU and %	TT = 1 NTU	NA	NA	NA	NA	0.28 F $\% \le 0.3$	Highest 100%	NA	NA	Soil Runoff
Microbiological											
Total Coliform	%	5	[0]	NA	ND	ND to 1.1	0.2	ND to 2.0	ND	NR	Erosion of natural deposits; residue from some surface water treatment processes.
Heterotrophic Plate Count (HPC)	# HPCs > 500 cfu / mL	TT	NA	[1]	30	ND to 1,000	NA	NA	ND	NR	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes.
Inorganic											
Aluminum	ppb	1000	600	50	ND	NR	68	ND to 220	NA	NA	Erosion of natural deposits; residue from some surface water treatment processes.
Arsenic	ppb	10	0.004	2	ND	NR	ND	ND to 3.8	NA	NA	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes.
Barium	ppm	1	2	0.1	0.7	0.3 to 0.8	NA	NA	NA	NA	Discharges of oil drilling wastes and from metal
Cadmium	ppb	5	0.04	1	0.4	NR	NA	NA	NA	NA	Internal corrosion of galva- nized pipes; erosions of natural deposits; discharge from electroplating and industrial chemical factories, and metal refineries; runoff from waste batteries and paints.
Chromium, Total	ppb	50	[100]**	10	3.7	2.2 to 6.0	NA	NA	ND	ND to 4.1	Discharge from steel and pulp mills and chrome plating; erosion of natural deposits.
Hexavalent Chromium	ppb	***	0.02	[1]	3.6	2.1 to 6.0	ND	NR	ND	ND to 3.5	Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits
Fluoride (Naturally- occurring)	ppm	2.0	1	0.1	0.2	0.1 to 0.3	ND	NR	ND	ND to 0.2	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate (as Nitrogen)	ppm	10	10	0.4	2.7	0.2 to 6.3	0.9	ND to 2.3	4.2	4.0 to 4.4	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Nitrate & Nitrite (as Nitrogen)	ppm	10	10	[0.2]	2.6	1.2 to 4.1	0.9	ND to 2.3	NA	NA	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits.
Perchlorate	ppb	6	1	4	1.5	0.4 to 3.9	NA	NA	NA	NA	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.
Radiological											
Gross Beta Particle Activity	pCi/L	50	[0]	4	NA	NA	ND	ND to 4.8	NA	NA	Decay of natural and man-made deposits

	C	ntario M	unicipal U	Jtilities	Comp	any - 2	017 W	ater Qu	ıality T	able	
					Local Ground Water		Imported Water, WFA w/ SAWCO		Imported Water, CDA*		Major Sources in
CONSTITUENT	UNITS	MCL [NL]	PHG or [MCLG]	CA DLR [MRL]	Average	Range	Average	Range	Average	Range	Drinking Water
Disinfection By-Products and Disinfectant Residuals											
Haloacetic Acids (HAA5)	ppb	LRAA = 60	NA	2	NA	NA	11	4.0 to 22	NA	NA	By-product of drinking water chlorination
Total Trihalomethanes (TTHMs)	ppb	LRAA = 80	NA	1	NA	NA	49	29 to 66	NA	NA	By-product of drinking water chlorination
Chlorine Residual	ppm	MRDL = 4	MRDLG = 4	NA	NA	NA	1.3	0.96 to 1.6	1.3	0.70 to 1.74	Drinking water disinfectant added for treatment
SECONDARY STANDARDS - Aesthetic Standards											
Aluminum	ppb	200	600	50	ND	NR	68	ND to 220	NA	NA	Erosion of natural deposits; residue from some surface water treatment processes
Chloride	ppm	500	NA	[1]	7.6	3.7 to 15	28	16 to 35	74	9.4 to 77	Runoff/leaching from natural deposits; seawater influence
Iron	ppb	300	NA	100	ND	NR	ND	ND to 340	NA	NA	Leaching from natural deposits; industrial wastes
Odor Threshold	TON	3	NA	1	ND	NR	2.0	1.0 to 2.0	NA	NA	Naturally-occurring organic materials
Specific Conductance	μS/cm	1600	NA	[1]	357	310 to 450	253	140 to 310	513	350 to 520	Substances that form ions when in water; seawater influence
Sulfate	ppm	500	NA	0.5	14	5.5 to 36	30	18 to 41	9.0	8.6 to 12	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids	ppm	1000	NA	NA	229	190 to 300	159	94 to 190	348	190 to 360	Runoff/leaching from natural deposits
Turbidity	NTU	5	NA	[0.10]	0.1	0.1 to 0.2	0.15	0.12 to 0.20	NA	NA	Soil runoff
				ОТН	IER PAR	AMETERS	S				
Alkalinity (Total)	ppm	NA	NA	[3]	143	130 to 160	50	34 to 58	100	97 to 140	Naturally-occurring carbonate; measures the water's ability to neutralize acid
Bicarbonate	ppm	NA	NA	[3]	143	130 to 160	61	42 to 70	NA	NA	
Calcium	ppm	NA	NA	[1]	43	35 to 55	14	9.1 to 17	60	39 to 61	Naturally-occurring mineral
Corrosivity (Aggressiveness Index)	AI	NA	NA	NA	NA	NA	12	11 to 12	NA	NA	Elemental balance in water; affected by temperature, other factors
Corrosivity (Saturation Index)	SI	NA	NA	NA	NA	NA	0.01	-0.75 to 0.3	NA	NA	Elemental balance in water; affected by temperature, other factors
Hardness	ppm	NA	NA	[3]	138	120 to 180	61	38 to 72	178	120 to 180	Naturally-occurring mineral; the sum of calcium and magnesium present in water
Magnesium	ppm	NA	NA	[1]	7.5	6.0 to 10	6.1	3.7 to 7.3	6.8	4.9 to 7.0	Naturally-occurring mineral
рН	pH units	NA	NA	[1]	8.2	8.0 to 8.3	8.72	8.13 to 9.12	8.2	8.2 to 8.3	Measurement of hydrogen ion activity
Potassium	ppm	NA	NA	[1]	1.8	1.5 to 2.1	1.8	1.2 to 2.5	1.6	1.5 to 1.7	Naturally-occurring mineral
Sodium	ppm	NA	NA	[1]	19	14 to 27	25	11 to 29	27	27 to 28	Naturally-occurring mineral; seawater influence
Total Organic Carbon (TOC)	ppm	TT	NA	0.3	NA	NA	2.0	1.8 to 2.7	NA	NA	Various natural and man-made sources
Total Silica	ppm	NA	NA	NA	NA	NA	NA	NA	19	NR	

 $^{{\}bf *The\ Ontario\ Municipal\ Utilities\ Company\ did\ not\ receive\ treated\ groundwater\ from\ Jurupa\ Community\ Services\ District\ (JCSD)\ in\ 2017.}$

^{**}California withdrew the PHG for total chromium in November 2011.

^{***}There is currently no MCL for hexavalent chromium. The previous MCL of 10ppb was withdrawn on September 11th, 2017. The Ontario Municipal Utilities Company will continue to monitor this constituent.

The State allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old.

The source of

Your Drinking Water

