City of San Bernardino Municipal Water Department

2015-2016

CALENDAR

Includes 2014 Consumer Confidence Report - 2014 Informe de Confianza del Consumidor

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A TRUSTED COMMUNITY PARTNER FOR 110 YEARS

In 1905, the year the Municipal Water Department was created, San Bernardino was in the midst of a population explosion. In just ten years, the city more than doubled in size, from 6,000 to nearly 13,000 residents. Even 110 years ago, visionary leaders recognized that a reliable water supply was key to the prosperity of their community.

Today, the San Bernardino Municipal Water Department provides water service to nearly 200,000 residents, and wastewater treatment for about 350,000 people in San Bernardino and the surrounding communities. While the Department has changed dramatically over the last century, our commitment to our customers remains the same: deliver reliable water and trusted, quality service for the families and businesses that call San Bernardino home.

California's historic drought has created challenges for water providers throughout the state, requiring them to achieve specific conservation levels to protect precious water supplies. The San Bernardino Municipal Water Department is working hard to connect with our customers, sharing resources, tools, and rebates to encourage and reward water efficiency. In addition, the Department is working on projects like the Clean Water Factory, which would take treated wastewater and further clean it to a very high quality, to the point where it can then be used as a local, drought-proof water supply.

In the years ahead, we will innovate and lead in our industry, while remaining true to the principles that have guided us over the past 110 years. We look forward to your questions, comments, and participation.

Stacey Aldstadt

Stacey R. Aldstadt
General Manager

UN COMPAÑERO CONFIABLE DE LA COMUNIDAD POR 110 AÑOS

En 1905, el año en que el Departamento Municipal de Agua fue creado, San Bernardino se encontraba en medio de una explosión demográfica. En sólo diez años, la ciudad se duplicado en tamaño, desde 6,000 a casi 13,000 residentes. Incluso hace 110 años, los líderes visionarios reconocieron que un suministro confiable de agua fue la clave para la prosperidad de su comunidad.

Hoy, el San Bernardino Municipal Water Department ofrece servicio de agua a cerca de 200,000 habitantes, y el tratamiento de aguas residuales para cerca de 350,000 personas en San Bernardino y en las comunidades circundantes. Mientras que el Departamento ha cambiado drásticamente en el último siglo, nuestro compromiso con nuestros clientes sigue siendo el mismo: entregar agua confiable y de confianza, un servicio de calidad para las familias y los negocios que llaman a San Bernardino su hogar.

La histórica sequía de California ha creado desafíos para los proveedores de agua en todo el estado, que les exige lograr niveles específicos de conservación para proteger los suministros de agua preciosos. El San Bernardino Municipal Water Department está trabajando duro para conectar con nuestros clientes, compartiendo recursos, herramientas y reembolsos para estimular y premiar la eficiencia del agua. Además, el Departamento está trabajando en proyectos como el Clean Water Factory, que tomaría las aguas residuales y tratarlas para ser más limpias de alta calidad, hasta el punto en que se puede utilizar como un suministro de agua local a prueba de sequía.

En los próximos años, vamos a innovar y liderar en nuestra industria, sin dejar de ser fiel a los principios que nos han guiado a lo largo de los últimos 110 años. Esperamos sus preguntas, comentarios y participación.

Stacey Aldstadt

Stacey R. Aldstadt
Gerente General

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CELEBRATING OUR STUDENTS

Each month of this year's calendar will showcase a winner from the City of San Bernardino Municipal Water Department's Annual K-8 Water Conservation Poster Contest. Students were asked to create drawings that convey important messages about saving our most precious resource.

CELEBRANDO NUESTROS ESTUDIANTES

Cada mes del calendario de este año habrá un escaparate de un ganador del Concurso Anual K-8 de Cartel de Conservación del Agua del Departamento Municipal de Agua de la Ciudad de San Bernardino. Fueron pedidos los estudiantes crear dibujos que transmiten los mensajes importantes sobre el ahorro de nuestro recurso más preciado.

YOUR COMMENTS ARE WELCOME

The City of San Bernardino Municipal Water Department (SBMWD) was formed by the City Charter and is governed by an appointed Board of Water Commissioners. The Water Board meets on the first and third Tuesdays of each month. The meetings are held in the Boardroom at 399 Chandler Place, San Bernardino CA, 92408. The public is welcome to attend these meetings.

Meeting agendas are posted in the first floor lobby of City Hall, the Feldheym Central Library, and our website www.sbcitywater.org, at least 72 hours prior to each meeting. For additional information on the Board meetings, call Robin L. Ohama, Deputy General Manager, at (909) 384-7210.

SUS COMENTARIOS SON BIEN VENIDOS

El Departamento Municipal de Agua de la Ciudad de San Bernardino fue formado por Carta Constitucional Municipal y es gobernado por un Consejo de Comisionados de Agua. El Consejo de Agua se reúne el primer y tercer Martes de cada mes. Las reuniones se llevan a cabo en el Salón de Juntas en 399 Chandler Place, San Bernardino CA, 92408. El público es bienvenido a asistir a estas reuniones.

Las agendas de las reuniones se exhiben en el primer piso del vestíbulo de la alcaldía, en la biblioteca central de Feldheym, y también se pueden encontrar en la página de internet de la ciudad por lo menos 72 horas antes de cada reunión. Para obtener más información sobre las reuniones del Consejo, llame a Robin L. Ohama, Gerenta General Adjunta al (909) 384-7210.

Water Conservation: This Year's Calendar Theme

In May of 2015, the State of California passed emergency conservation regulations requiring that water districts across the state reduce water use. SBMWD is required to reduce water production by 28% from its 2013 levels. We can only achieve this goal by working together with you, our customer. By installing high efficiency appliances and fixtures indoors and using water efficient irrigation systems and drought tolerant landscaping outdoors, you can maximize your water efficiency, reduce your water bill and help us meet our target.

There are a number of ways to save water, and they all start with you. Conserving is easy for everyone to do, from things like turning the water off while brushing your teeth to the more complex like installing a drip irrigation system. Water conservation is never out of reach.

Once again we take a look at water conservation through the eyes of children, and all they have to teach us.

Conservación Del Agua: El Tema del Calendario de este Año

En Mayo del 2015, el Estado de California aprobó normas de conservación de emergencia que requieren que los distritos de agua en todo el estado a reducir el uso de agua. SBMWD es requerido reducir la producción de agua por 28% de sus niveles del 2013.Esta meta solamente se podrá lograr trabajando junto con ustedes, nuestros clientes.Al instalar electrodomésticos de alta eficiencia dentro de sus casas, utilizar sistemas de riego hidrológicamente eficientes y arquitectura paisajista resistente a la sequía fuera de sus casas, usted no solamente podrá maximizar su eficiencia hidrológica, si no también reducir su factura de agua y ayudarnos a lograr nuestra meta.

Existen varias maneras de preservar agua, y todas dependen de usted. El preservar agua es fácil: desde lo más sencillo como el cerrar de llave al cepillarse los dientes, hasta lo más complejo como la instalación de un sistema de riego por goteo. La conservación de agua la tenemos a mano.

Nuevamente tenemos el gusto de presentarles la preservación de agua vista a través de los ojos de nuestros niños.

ABOUT YOUR WATER DEPARTMENT

In 2014, we served more than 43,980 acre feet of water (14.3 billion gallons) to approximately 188,931 people in our service area. This means that the city uses an average of about 217 gallons of water per person each day for both residential and commercial purposes.

All of our water is produced locally from 55 groundwater wells. We have more than 126 million gallons of water storage in 38 covered reservoirs. These reservoirs enable us to meet our peak-hour water demand on hot summer days, and to provide water storage for emergencies and fire protection. In order to deliver this water to you, we operate and maintain more than 723 miles of water mains that reach homes and businesses throughout the city.

Each Year
14.3 BILLONES GALLONS
water produced, treated and delivered

Each Year
10.2 BILLONES GALLONS
wastewater treated

5 WATER TREATMENT PLANTS

55 WATER PRODUCTION WELLS

2 WASTEWATER TREATMENT PLANTS

38 STORAGE RESERVOIRS/ TANKS

45,000+ CONNECTIONS

6-8 WELLS REHABILITATED ANNUALLY

1,000+ WATER METERS replaced annually

723 MILES OF PIPELINES

126 MILLION GALLONS water storage capacity

6 MILES OF WATER MAINS replaced annually

CONSERVATION: WE NEED YOU

Due to historic statewide drought conditions, the State Water Resources Control Board adopted emergency regulations and has directed SBMWD to reach a conservation goal of twenty-eight percent (28%) water reduction.

In response to the State mandated requirements, the San Bernardino Municipal Water Department Board of Water Commissioners implemented Stage IIA of the department's Water Supply Shortage Contingency Plan.

Stage IIA Water Restrictions:

- Irrigation is permitted only before 8:00 a.m. and after 6:00 p.m.;
- Irrigation will only be allowed on Mondays, Wednesdays and Fridays each week;
- No watering of outdoor landscapes that causes excessive runoff;
- All leaks shall be corrected within 72 hours;
- No irrigation for 48 hours after measurable rainfall;
- No washing down driveways, sidewalks, or other hardscapes;
- Washing of vehicles is not permitted except using hoses with an automatic shut-off device, or at a commercial car washing facility;
- No use of fountains that use potable water, unless the water is recirculated;

In addition, the Board approved a twenty-eight percent (28%) mandatory reduction in water consumption for all customers. A monthly usage allowance for each customer will be established based upon their 2013 calendar year water use. A twenty percent (20%) surcharge will be applied to each billing unit that exceeds the usage allowance. If a customer does not have consumption history from 2013, the Department will then use the customer's rate/class consumption average, by meter size as the benchmark.

San Bernardino Municipal Water Department is committed to partnering with the community to meet conservation requirements. It is the Department's goal to provide customers the tools and resources they need to save water.

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CONSERVACIÓN : TE NECESITAMOS

Debido a las condiciones de sequía en todo el estado histórico, el State Water Resources Control Board adoptó normas de emergencia y ha dirigido SBMWD para alcanzar un objetivo específico de conservación de veintiocho (28%) de reducción de agua.

En respuesta a las obligaciones del Estado de mandato, la Junta de Comisionado de San Bernardino Municipal Water Department implementó Etapa IIA del departamento del Plan de Contingencia de Escasez del Suministro de Agua.

Restricciones de Agua Etapa IIA:

- Riego sólo se permite antes de las 8:00 am y después de las 6:00 de la tarde;
- Riego sólo se permitirá los Lunes, Miércoles y Viernes de cada semana;
- No riego de paisajes al aire libre que causa el escurrimiento excesivo;
- Todas las fugas se corregirán en las 72 horas;
- No riego durante 48 horas después de la lluvia medible;
- No Lavar caminos de entrada, banquetas, u otras superficies estructural;
- No Lavar vehículos sin utilizar una manguera con boquilla de cierre automático, o en un centro de lavado de autos comercial;
- No usar fuentes que utilizan agua potable, a menos que se recircula el agua;

Además, la Junta aprobó una reducción obligatoria de veintiocho por ciento (28%) del consumo de agua para todos los clientes. Una asignación de uso mensual por cada cliente se establecerá basado en su uso de agua del año calendario 2013. Un veinte por ciento (20%) de pago se aplicará a cada unidad de facturación que excede la asignación de uso. Si un cliente no tiene historial de consumo a partir del 2013, el Departamento usará la tarifa/clase de consumo promedio del cliente con el tamaño del metro como punto de referencia.

El San Bernardino Municipal Water Department se ha comprometido a colaborar con la comunidad para cumplir con los requisitos de conservación. El objetivo del Departamento es ofrecer a los clientes las herramientas y recursos que se necesitan para ahorrar agua.

ACERCA DE SU DEPARTAMENTO DE AGUA

En el 2014, atendimos a más de 43,980 acres-pies de agua (14.3 billón de galones) de aproximadamente 188,931 personas en nuestra área de servicio. Esto significa que la ciudad utiliza un promedio de alrededor de 217 galones de agua por persona al día, tanto por propósitos residenciales y comerciales.

Toda nuestra agua es producido localmente de 55 pozos de agua subterránea. Tenemos más de 126 millones de galones de agua almacenadas en 38 depósitos cubiertos. Estos depósitos nos permiten satisfacer nuestra demanda de agua en la hora principal en los días calurosos del verano, y para proveer almacenamiento de agua para emergencias y protección contra incendios. Para entregar esta agua para usted, operamos y mantenemos más de 723 millas de tuberías de agua que llegan a los hogares y negocios de la ciudad.

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MADISON S., 6TH GRADE, ANTON ELEMENTARY

Save Water Outside!

Use a hose with an automatic shut-off nozzle.

Save Water Inside!

Install faucet aerators in kitchen and bathrooms.

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JULY

SUN / DOM	MON / LUN	TUE / MAR	WED / MIÉ	THU / JUE	FRI / VIE	SAT / SÁB
Did you know? It takes the amount of water from a small in-ground swimming pool – about 4,000 gallons – to make a 20 lb. bag of dog food.			1	2	3 Independence Day Observed City Hall Closed	4 Independence Day
5	6 City Council Meeting	7 Board of Water Commissioners Meeting	8	9	10	11
12	13	14	15	16	17	18
19	20 City Council Meeting	21 Board of Water Commissioners Meeting	22	23	24	25
26	27	28	29	30	31	Water is the driving force of all nature. — Leonardo da Vinci

OUTDOOR WATER CONSERVATION

When considering how to conserve, start on the outside of your home, where about 70 percent of the average Southern California household consumes water.

Changing to efficient, drought-tolerant landscaping with drip irrigation is one way to reduce your use. Taking your car to an efficient, automated carwash that uses clean, highly-effective, recycled water is another way to decrease your own water use outside the home and protect precious water resources.

For more conservation tips, visit www.SBCityWater.org, and click the conservation icon at the lower left.

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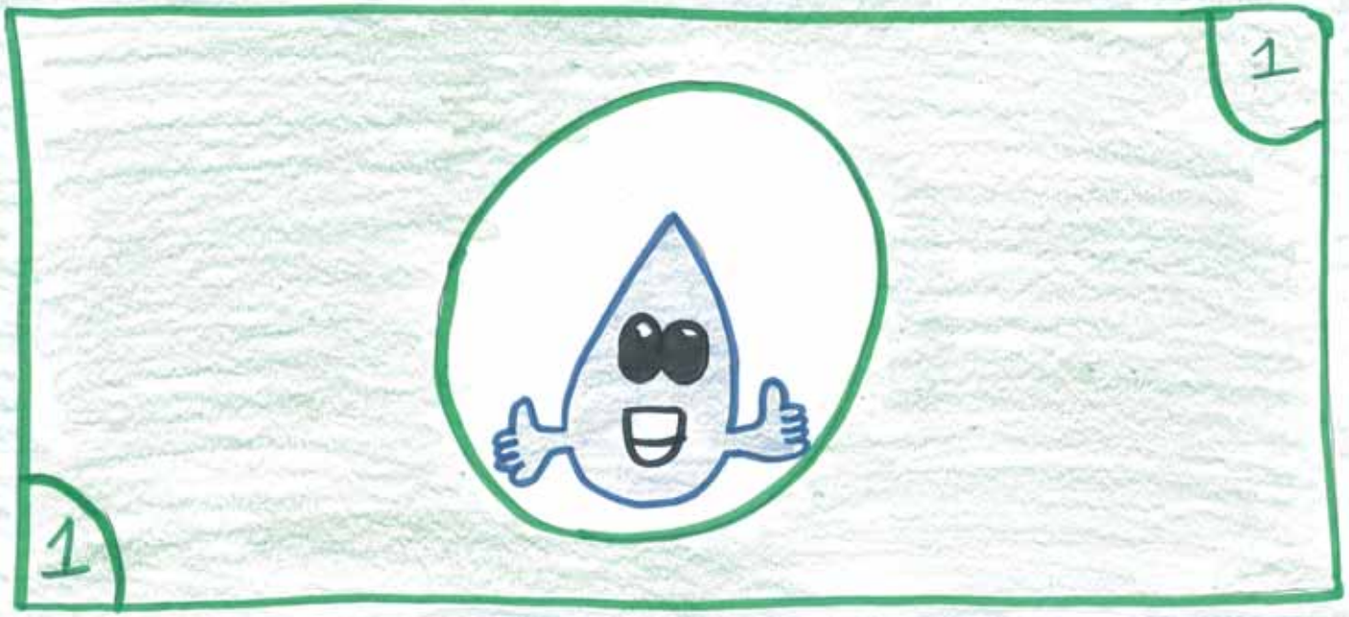
ATTALIA R., 6TH GRADE, PALM AVENUE ELEMENTARY

If Water Was Money



Would You Save It?

Save Water Outside!

Consider replacing thirsty grass with California-friendly landscape.

Save Water Inside!

Install low-flow showerheads.

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AUGUST

SUN / DOM	MON / LUN	TUE / MAR	WED / MIÉ	THU / JUE	FRI / VIE	SAT / SAB
Did you know? It takes an estimated 39,090 gallons of water to make a car.						1
2	3 City Council Meeting	4 Board of Water Commissioners Meeting	5	6	7	8
9	10	11	12	13	14	15
16	17 City Council Meeting	18 Board of Water Commissioners Meeting	19	20	21	22
23	24	25	26	27	28	29
30	31	SBMWD water customers can participate in our outdoor water conservation rebate program. Visit www.SBcityWater.org or call (909) 384-5095 for more info about our rebates for drip irrigation systems, drought tolerant plants and more!				

REDUCE YOUR WATER USE AND HELP US REACH OUR CONSERVATION GOAL

The state is asking SBMWD to reduce water use by 28 percent to beat the drought. Meeting this goal will take everyone pitching in. Besides saving water in your home and at work, you can help by reporting water waste.

You can quickly and easily notify SBMWD of water waste by visiting **StopWaterWasteSB.org** and filing a water waste report. Sending us a photo of overspray, broken sprinklers, and other inefficient water use will help us follow up on your report.

You can also submit a request through the city of San Bernardino's CRM system, or by calling customer service at **(909) 384-5095.**

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MIRANDA J., 6TH GRADE, PALM ELEMENTARY

Save Water Outside!

Check your sprinkler system for leaks and overspray.

Save Water Inside!

Only run full loads in the dishwasher and washing machine.

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AUG. / AGOSTO 2015

SEPTEMBER

OCT. / OCT. 2015

SUN / DOM	MON / LUN	TUE / MAR	WED / MIÉ	THU / JUE	FRI / VIE	SAT / SÁB
Plans to protect air and water, wilderness and wildlife are in fact plans to protect man. — Stewart Udall		1	2	3	4	5
6	7 Labor Day City Hall Closed	8 Board of Water Commissioners Meeting City Council Meeting	9	10	11 Patriot Day	12
13 Grandparents Day Rosh Hashanah	14	15	16	17	18	19
20	21 City Council Meeting	22 Board of Water Commissioners Meeting Yom Kippur	23 First Day of Autumn	24	25	26
27	28	29	30	Did you know? It takes about 2,600 gallons to make a pair of jeans.		

PAY YOUR BILL QUICKLY, EASILY AND AUTOMATICALLY

Why write checks every month when you can pay your bill automatically?

Automatic bill payment is easy to setup, and it's a convenient way to ensure payments are always on time. Water bills are sent to your home as usual, but instead of sending a check back to the Department, your bill will reflect "Bank Drafting." The payment will be withdrawn from your bank and full payment will be indicated on the next month's bill.

If you are interested in establishing automatic bill pay, have your account number ready and call Water Department Customer Service at (909) 384-5095.

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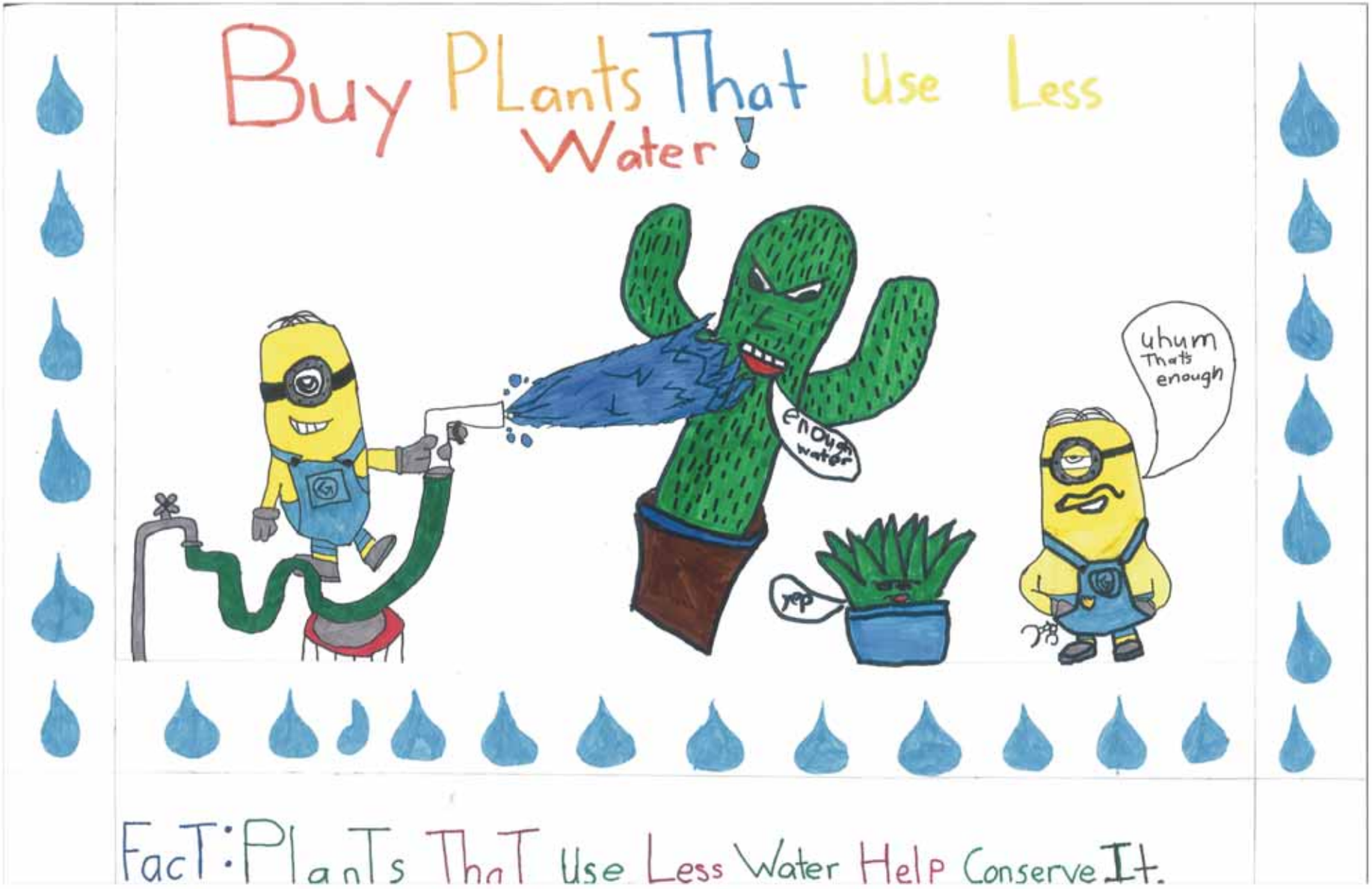
OMAR C., 5TH GRADE, HUNT ELEMENTARY



Save Water Outside!

Take your car to an automated carwash, where they use recirculated water.

Save Water Inside!

Install high-efficiency toilets.

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OCTOBER

SUN / DOM	MON / LUN	TUE / MAR	WED / MIÉ	THU / JUE	FRI / VIE	SAT / SÁB
We forget that the water cycle and the life cycle are one. — Jacques Yves Cousteau				1	2	3
4	5 City Council Meeting	6 Board of Water Commissioners Meeting	7	8	9	10
11	12 Columbus Day	13	14	15	16	17
18	19 City Council Meeting	20 Board of Water Commissioners Meeting	21	22	23	24 United Nations Day
25	26	27	28	29	30	31 Halloween

LANDSCAPE CLASSES

A typical residential home in Southern California uses about 70 percent of water outside.

To help our customers reduce their water use without sacrificing the outdoor beauty of their properties, San Bernardino Municipal Water Department hosts free Landscaping Classes every fall and spring.

The classes cover landscape design, drip system irrigation, and California friendly plant selection. Call our Customer Service Department at (909)384-5095 to get on the waiting list early - these classes fill up quickly!

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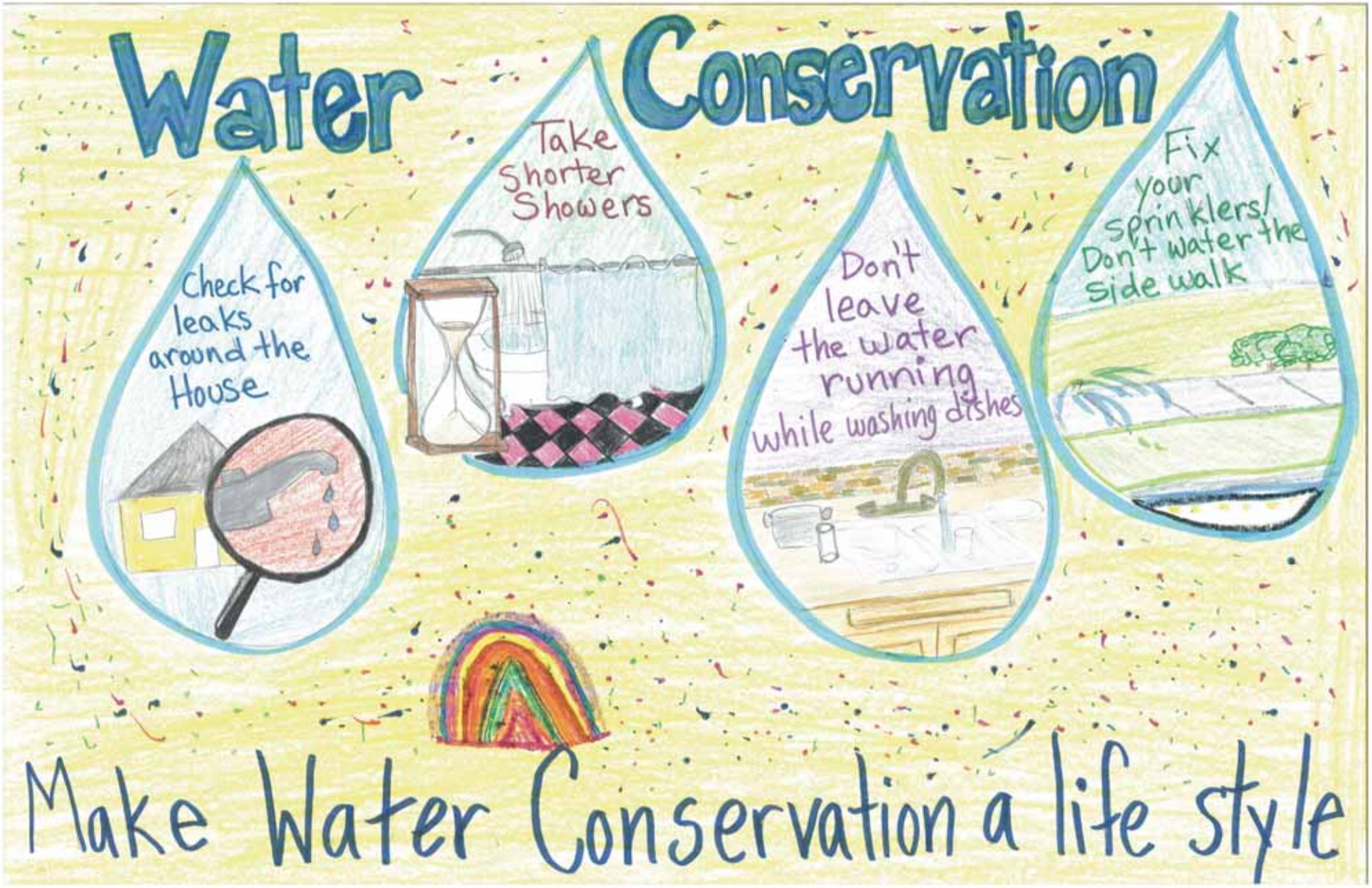
MARIEL G., 5TH GRADE, LINCOLN ELEMENTARY



Save Water Outside!

Use a broom, not a hose, to clean your patio and driveway.

Save Water Inside!

Thaw food in the refrigerator, not under running water.

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NOVEMBER

SUN / DOM	MON / LUN	TUE / MAR	WED / MIÉ	THU / JUE	FRI / VIE	SAT / SÁB
1 Daylight Savings Time Ends Day of the Dead	2 City Council Meeting	3 Board of Water Commissioners Meeting Election Day	4	5	6	7
8	9	10	11 Veteran's Day City Hall Closed	12	13	14
15	16 City Council Meeting	17 Board of Water Commissioners Meeting	18	19	20	21
22	23	24	25	26 Thanksgiving Day City Hall Closed	27 City Hall Closed	28
29	30	Please remember to adjust your irrigation timer for shorter watering cycles in the colder months.				

FREE CONSERVATION KITS AVAILABLE

If you are interested in saving water, but not sure where to begin, start with a SBMWD household conservation kit.

The free kit includes an easy-to-install kitchen aerator, two bathroom faucet aerators, a shower timer, and two leak-detecting dye tabs to make sure your toilets are not losing water through leaks.

By using these simple items, customers can start saving water immediately. Once you see how simple it is to save water, it may even inspire you to do more!

Conservation kits can be picked up by residential account holders on the

5th floor of San Bernardino City Hall, 300 North D Street.

Kits are available while supplies last.

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TAYLOR K., 4TH GRADE, KIMBARK ELEMENTARY

Save Water Outside!

Keep pool and spa covered to reduce evaporation. SBMWD water customers can apply for a solar pool cover rebate for up to $75!

Save Water Inside!

Check sinks and faucets for drips and leaks, and fix promptly.

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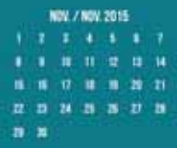

DECEMBER

SUN / DOM	MON / LUN	TUE / MAR	WED / MIÉ	THU / JUE	FRI / VIE	SAT / SÁB
"Anyone who can solve the problems of water will be worthy of two Nobel prizes – one for peace and one for science." — John F. Kennedy, 35th President of the United States		1 Board of Water Commissioners Meeting	2	3	4	5
6 Hanukkah Begins	7 City Council Meeting Pearl Harbor Remembrance Day	8	9	10	11	12
13	14	15 Board of Water Commissioners Meeting	16	17	18	19
20	21 City Council Meeting	22 First Day of Winter	23	24 Christmas Eve City Hall Closed	25 Christmas Day City Hall Closed	26 First Day of Kwanzaa
27	28	29	30	31 New Year's Eve City Hall Closed	Did you know? It takes 52 gallons of water to produce one glass of milk.	

IEFFICIENT.COM

San Bernardino Municipal Water Department is part of a regional conservation campaign effort called iEfficient.

The program includes the collaboration of more than 20 Inland Empire water agencies and municipalities. The goal is to work together to end water waste in the region, protecting precious local water supplies. Through education, tools and resources, we are working to change the way Inland Empire customers think about and use their water.

It will take everyone working together to meet San Bernardino's state-mandated goal of reducing water use by 28 percent. On iEfficient.com, you can find helpful tips, money-saving rebates and more to reduce your water use, as well as an app that allows you to report water waste on your smartphone.

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There's no excuse, reduce your water use.

Save the earth's drought!!!

Save Water Outside!

Plant in the spring and fall, when water requirements are lower.

Save Water Inside!

Check for a toilet leak by putting five drops of food coloring into your toilet tank, wait several minutes. If color finds its way to the bowl, you have a leak. Fix it promptly.

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JANUARY

SUN / DOM	MON / LUN	TUE / MAR	WED / MIÉ	THU / JUE	FRI / VIE	SAT / SAB
Did you know? The average household's leaks can account for more than 10,000 gallons of water wasted every year, or the amount of water needed to wash 270 loads of laundry.				New Year's Eve City Hall Closed	1 New Year's Day City Hall Closed	2
3	4 City Council Meeting	5 Board of Water Commissioners Meeting	6	7	8	9
10	11	12	13	14	15	16
17	18 Martin Luther King Jr.'s Birthday City Hall Closed	19 Board of Water Commissioners Meeting City Council Meeting	20	21	22	23
24	25	26	27	28	29	30
31	"And it is an interesting biological fact that all of us have in our veins the exact same percentage of salt in our blood that exists in the ocean, and, therefore, we have salt in our blood, in our sweat, in our tears. We are tied to the ocean." — John F. Kennedy, 35th President of the United States					

INDOOR CONSERVATION

Leaks can be some of the biggest water wasters in a residential home. Checking toilets and faucets for leaks is a major step toward indoor efficiency.

In addition, using high-efficiency appliances and devices may not be noticeable in your daily routines, but they can make a big difference in reducing your indoor water consumption.

San Bernardino Municipal Water Department offers rebates on many items that can help customers save water in their homes. Customers can save up to $100 on rebates for items such as low-flow toilets, high-efficiency washing machines, dishwashers, showerheads, and more. Go to www.SBCityWater.org to find out how SBMWD can help you upgrade your home's efficiency, saving you money and water all at once.

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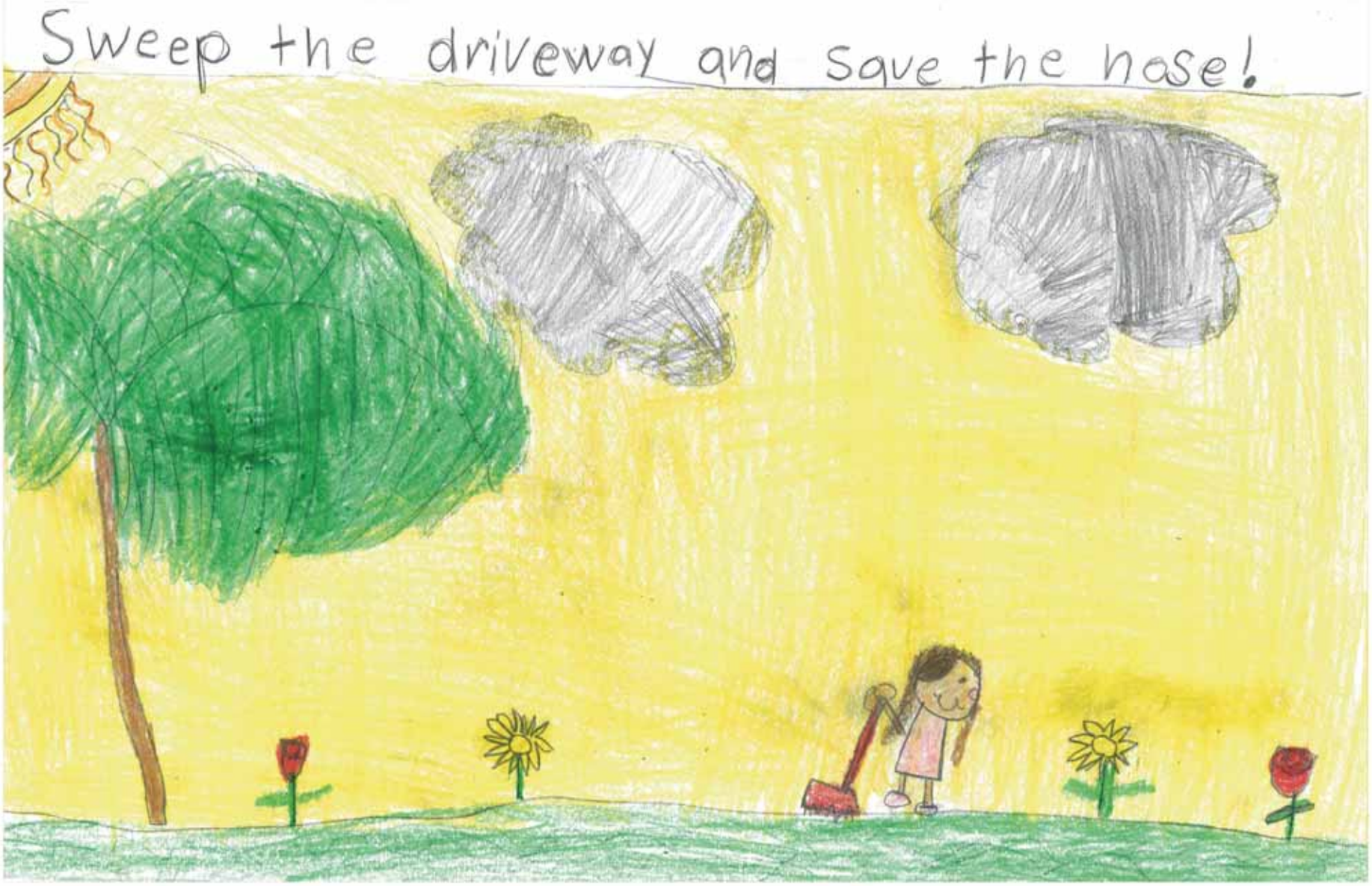
KYA N., 1ST GRADE, PALM ELEMENTARY



Save Water Outside!

Attend a landscape workshop for more garden-specific tips.

Save Water Inside!

Make saving water a family commitment – get everyone involved!

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JAN. / ENERO 2016

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10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

FEBRUARY

MAR. / MARZO 2016

	1	2	3	4	5	
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

SUN / DOM	MON / LUN	TUE / MAR	WED / MIÉ	THU / JUE	FRI / VIE	SAT / SAB
"... everybody likes water." — Mark Twain	1 City Council Meeting	2 Board of Water Commissioners Meeting Groundhog Day	3	4	5	6
7	8 Chinese New Year	9 Mardi Gras	10 Ash Wednesday	11	12 Lincoln's Birthday	13
14 Valentine's Day	15 Presidents' Day City Hall Closed	16 Board of Water Commissioners Meeting City Council Meeting	17	18	19	20
21	22 Washington's Birthday	23	24	25	26	27
28	29					

Did you know? On average, every dollar you spend on clothes and shoes also costs about 23 gallons of water.

CLEAN WATER FACTORY

San Bernardino Municipal Water Department is committed to building a reliable, drought-proof water supply for our customers.

The Department is hard at work on projects like the Clean Water Factory, which will recycle treated wastewater currently being sent down the Santa Ana River and use it for the benefit of our local water supply.

This innovative system would supplement drinking water, replenish our local groundwater basin, and help create a drought-proof water supply for our customers.

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KAITLYN A., 3RD GRADE, HUNT ELEMENTARY

Save Water Outside!

SBMWD water customers can apply for a rebate of up to $300 for installation of drought tolerant plants.

Save Water Inside!

If you must run a smaller laundry load, be sure to adjust the water level accordingly.

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FEB. / FEB. 2016

APR. / ABR. 2016

MARCH

SUN / DOM	MON / LUN	TUE / MAR	WED / MIÉ	THU / JUE	FRI / VIE	SAT / SÁB
Did you know? SBMWD offers water-smart landscape classes call (909) 384-5095		1 Board of Water Commissioners Meeting	2	3	4	5
6	7 City Council Meeting	8	9	10	11	12
13 Daylight Savings Begins @ 2am	14	15 Board of Water Commissioners Meeting	16	17 St. Patrick's Day	18	19
20 First Day of Spring Palm Sunday	21 City Council Meeting	22 World Water Day Passover	23	24	25 Good Friday	26
27 Easter	28	29	30	31 Cesar Chavez Day	"Thousands have lived without love, not one without water." — W.H. Auden, Poet	

WATER EFFICIENCY REBATES

SBMWD has one of the region's largest conservation rebate programs. There are a number of rebates available to make water efficiency as affordable as possible.

Each residential customer account is eligible for up to $1,500 in rebates. Rebates are available on a first come, first served basis, and availability is also limited based upon funding. We encourage you to apply for your rebates today!

Outdoor Rebates:

- $2 per square foot turf removal, up to $1000
- $2 per square foot artificial turf, up to $400
- $300 for drought tolerant plants
- $300 for mulch/gravel
- $250 for a smart irrigation controller
- $200 for High Efficiency (HE) sprinkler nozzles
- $150 for a drip irrigation system
- $75 for a swimming pool solar cover
- $10 for each garden hose nozzle

Indoor Rebates:

- $100 for each High Efficiency toilet
- $100 for a High Efficiency washing machine
- $75 for a High Efficiency dishwasher
- $20 for each High Efficiency shower head

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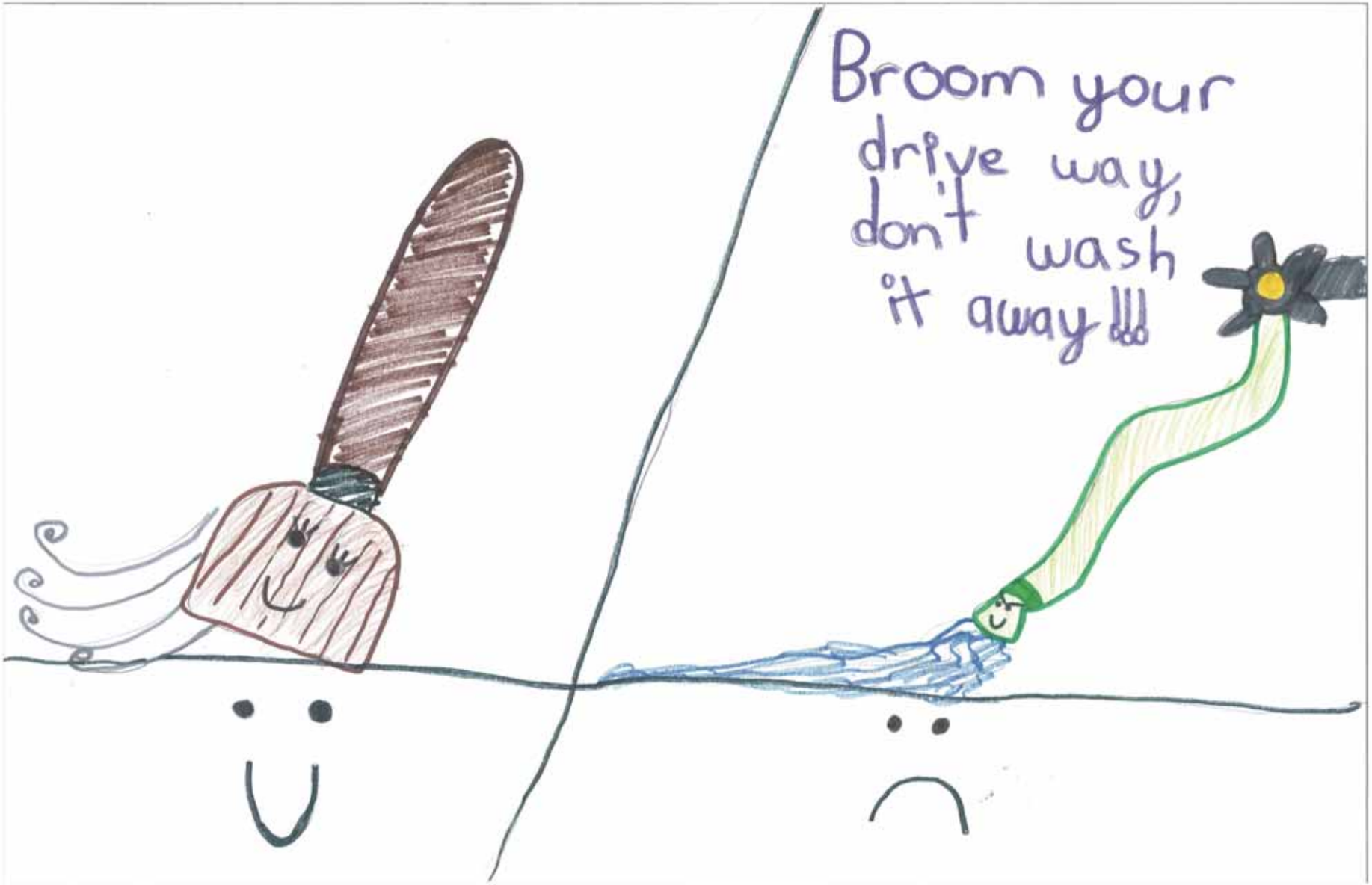
MARIA D., 3RD GRADE, ANTON ELEMENTARY



Save Water Outside!

Convert to drip irrigation wherever possible.

Save Water Inside!

While your shower is heating up, catch the water in a bucket. Use that water to water your plants.

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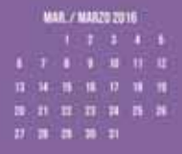


APRIL

SUN / DOM	MON / LUN	TUE / MAR	WED / MIÉ	THU / JUE	FRI / VIE	SAT / SÁB
This year on Arbor Day, plant a California-native, drought-tolerant tree like the California Sycamore, Fremont's Cottonwood, Coast Live Oak, Valley Oak, Pacific Wax Myrtle or California Bay Laurel!					1 April Fool's Day	2
3	4 City Council Meeting	5 Board of Water Commissioners Meeting	6	7	8	9
10	11	12	13	14	15	16
17	18 City Council Meeting	19 Board of Water Commissioners Meeting Earth Day	20	21	22	23
24	25	26	27	28	29 Arbor Day	30

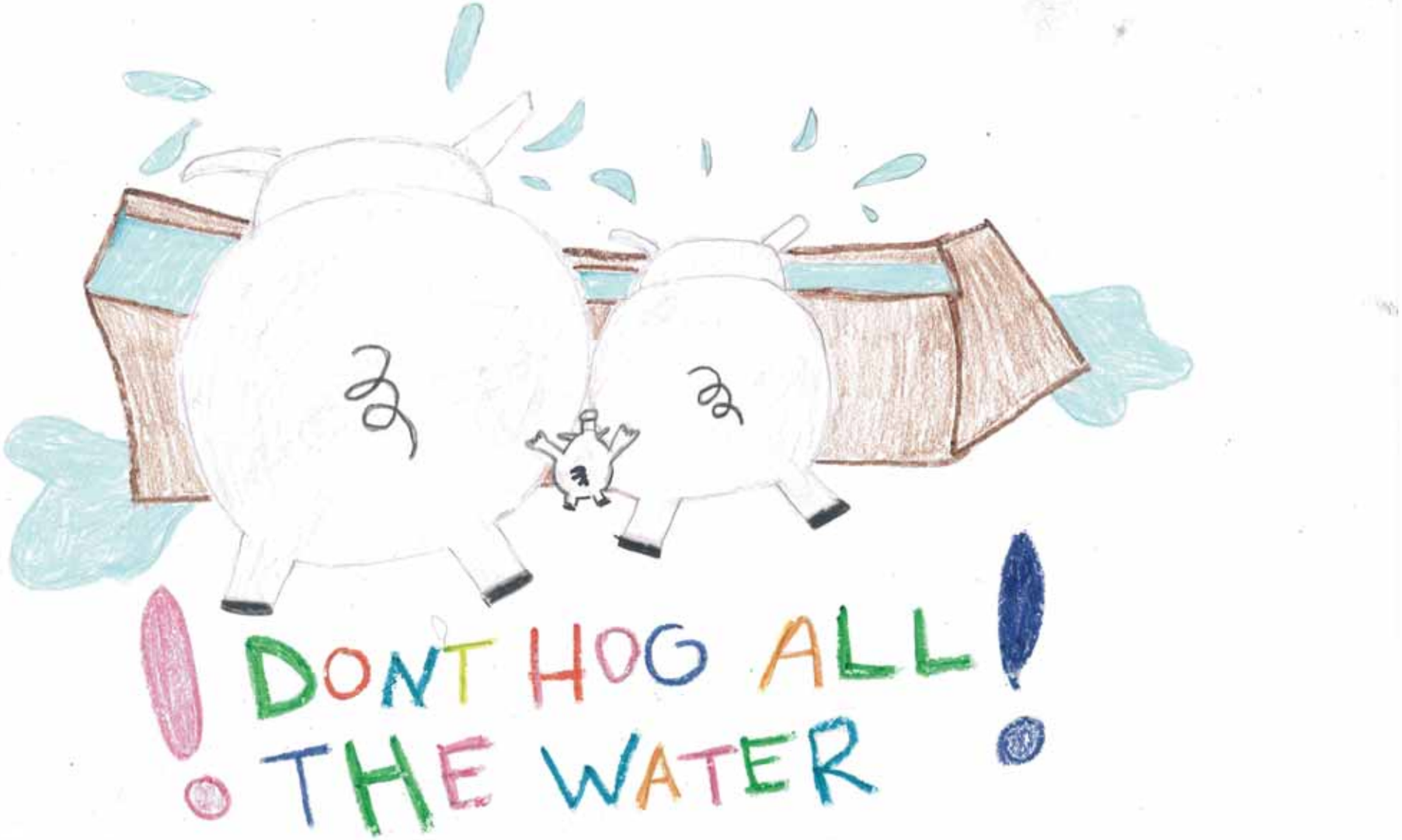
INLAND SOLAR CHALLENGE APPLIES KNOWLEDGE OUTSIDE THE CLASSROOM

San Bernardino Municipal Water Department helps inspire students to engage with science by taking part in sponsoring and organizing a solar-powered boat competition.

Students from Inland Empire high schools participate in this annual three-day event held at Yucaipa Regional Park.

The year-long, team-based program encourages project-based learning by using science, math, physics, engineering, and communication skills among team members. During the process, students also learn about California's water resources, conservation and renewable energy. Students build and equip 16-foot, single-seat solar powered boats. Then, after months of hard work, the students see their final product in action, competing in endurance, sprint, and slalom races.

MAYRA M., 3RD GRADE, HUNT ELEMENTARY



Save Water Outside!

Invest in a smart, weather-sensor irrigation system. Up to $250 rebate available!

Save Water Inside!

Use a shower timer, and reduce shower times to 5 minutes.

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MAY

SUN / DOM	MON / LUN	TUE / MAR	WED / MIÉ	THU / JUE	FRI / VIE	SAT / SÁB
1	2 City Council Meeting	3 Board of Water Commissioners Meeting	4	5 Cinco de Mayo	6	7
8 Mother's Day	9	10	11	12	13	14
15	16 City Council Meeting	17 Board of Water Commissioners Meeting	18	19	20	21 Armed Forces Day
22	23	24	25	26	27	28
29	30 Memorial Day City Hall Closed	31				

Did you know? It takes 4,000-18,000 gallons of water to produce a hamburger. This total accounts for the water needed to feed, hydrate, and service cows.

FIRE HYDRANT FLUSHING

During the drought, you may wonder why fire hydrants are sometimes left open and appear to be "wasting water."

Routine hydrant flushing is a key part of the maintenance of the Department's water system. This process, which is required by state law even during drought conditions, plays an important role in maintaining drinking water quality for all Department customers by cleaning out buildup in the system.

Typically, fire hydrants are flushed by opening them enough to pull water at 2.5 feet per second through the water mains. This water velocity "cleans" the water mains of any deposited sediments and other materials.

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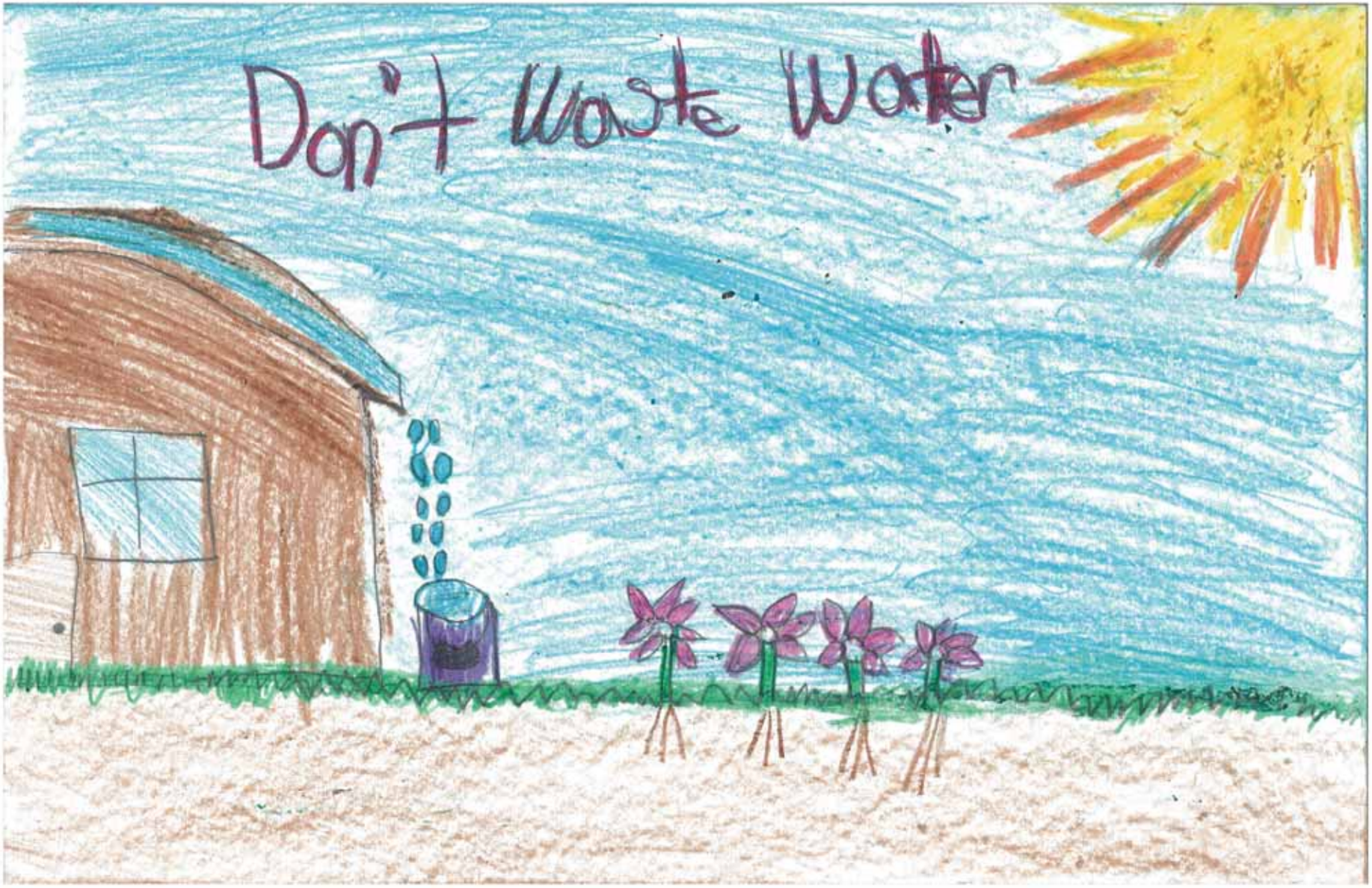
ARYANA J., 1ST GRADE, NORTH VERDEMONT ELEMENTARY



Save Water Outside!

Remove weeds regularly, so you are only watering desired landscape.

Save Water Inside!

Invest in a front-loading washing machine rather than a top-loading one to save water.

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JUNE

SUN / DOM	MON / LUN	TUE / MAR	WED / MIÉ	THU / JUE	FRI / VIE	SAT / SÁB
Did you know? It takes around 700 gallons of water to make a cotton shirt.			1	2	3	4
5	6 City Council Meeting	7 Board of Water Commissioners Meeting First Day of Ramadan	8	9	10	11
12	13	14 Flag Day	15	16	17	18
19 Father's Day	20 City Council Meeting First Day of Summer	21 Board of Water Commissioners Meeting	22	23	24	25
26	27	28	29	30	"Water is finite and we have not done a great job of managing it in the past." — Sandra Postel, founder of the Global Water Policy Project	

EFFICIENT AND AFFORDABLE WASTEWATER TREATMENT FOR OUR COMMUNITY

San Bernardino Municipal Water Department treats about 10.2 billion gallons of wastewater for its customers every year. The Department's treatment facilities are capable of handling up to 33 million gallons daily. The water is treated to a safe, highly-regulated level before being released into the Santa Ana River and flowing down to Orange County.

Although this is an effective method to deal with wastewater, the Department is working on innovative projects like the Clean Water Factory, which would recycle water for local use, benefitting our community with an additional drought-proof water supply.

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2014 CONSUMER CONFIDENCE REPORT

INFORME DE LA CONFIANZA DEL CONSUMIDOR 2014

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

ABOUT THIS REPORT

SBMWD is proud to announce that all of the water we served in 2014 met all the required standards for drinking water. Throughout 2014, as we do each year, the Water Department took more than 12,500 water samples that we provided to our contract labs.

These labs conducted more than 100,000 tests to identify all of the constituents in our drinking water, ensuring its quality. This report describes in detail the constituents we found in the drinking water we served and how much of each constituent was present. Some of these constituents are naturally occurring while others are man-made.

The State Water Resources Control Board, Division of Drinking Water (State Board) regulates some of these constituents, both natural and man-made, and has set maximum contaminant levels (MCLs). In some cases, there are Federal maximum contaminant level goals (MCLGs) for chemical or mineral constituents. If any of these limits were exceeded in the drinking water during the year 2014, we tell you so in this report. If any MCL or MCLG was exceeded, we also describe treatment technology that can be used to eliminate the contaminants.

State law also requires that we tell you, our customers, how much it will cost to install the treatment equipment, and how much it will increase the cost of your water. We do all of this in this report because consumers have a right to know what is in their drinking water. We believe that an educated consumer is more likely to help protect their drinking water sources and to understand the true costs of safe drinking water.

ABOUT OUR WATER SOURCE

The water that we serve comes from a natural underground aquifer called the Bunker Hill Groundwater Basin. This basin was formed by ancient earthquakes that tilted huge portions of the bedrock deep under the surface of the earth to form the sides and bottoms of the basin. These bedrock formations prevent the groundwater from flowing away underground to the Pacific Ocean.

Rain and melting snow from the local mountains replace the water we take out of the basin, replenishing our water supply. SBMWD also imports water from the State Water Project and spreads this water in local spreading basins to replenish our groundwater basin. Both natural and imported water percolates through the ground to be captured and stored in the Bunker Hill Basin.

It is estimated there is as much as 1.6 trillion gallons of water in the basin. This water fills all of the pores and open spaces in between grains of sand and gravel that also fill the basin. This sand and gravel acts as a filtering agent and helps to give us the high quality water that we enjoy. This valuable natural resource significantly reduces the need to import water from Northern California or from the Colorado River, as many other cities

SOBRE ESTE INFORME

El Departamento Municipal deAgua de San Bernardino esta orgulloso en poderles reportar que toda el agua servida a nuestros clientes, en el año 2014 satisfizo todas las normas de calidad establecidas para el agua potable doméstica. Durante el 2014, tomamos más de 12,500 muestras para que nuestros laboratorios pudieran conducir más de 90,000 pruebas para identificar todos los constituyentes en nuestra agua potable y así poder asegurar su calidad.

En este reporte, describimos en detalle cuales constituyentes encontramos en el agua potable que suministramos, y que cantidad de cada constituyente se encontró presente. Algunos de estos constituyentes ocurren naturalmente mientras que otros son causados por presencia de animales y actividades humanas.

El Departamento de Salud Publica de California establece y regula los niveles máximos de contaminantes (MCLs). En ciertos casos, existen Metas Federales de Máximo Nivel de Contaminante (MCLGs), para los constituyentes químicos o minerales. Si se excedió cualquiera de estos límites en el agua potable durante el año pasado, nosotros lo divulgamos en este informe. Si MCLs o MCLGs fueron excedidos, también revelamos la tecnología de tratamiento que fue empleada para eliminar los contaminantes.

Leyes Estatales también requieren que avisemos a nuestra clientela cual será el costo de instalar el equipo de tratamiento y cuanto aumentara el costo de su agua. Nosotros creemos que al educar al consumidor a cerca de los costos verdaderos del agua potable segura, es más probable que este ayude a proteger sus fuentes de agua potable.

SOBRE EL ABASTECIMIENTO DE AGUA SUBTERRANEA

El agua que proveemos a nuestros clientes viene de un depósito de agua subterráneo natural llamado Bunker Hill Ground Water Basin. Esta cuenca fue formada por temblores que inclinaron grandes porciones de roca profunda bajo la superficie de la tierra para formar los lados y el suelo de la cuenca.

Nuestro abastecimiento de agua subterránea constantemente es reabastecido por la nieve derretida y por el escurrimiento de las lluvias que provienen de las montañas locales. Bajo ciertas circunstancias, importamos agua por parte del Proyecto de Agua Estatal (State Water Project) para reabastecer nuestra cuenca, lo cual también hacen otras agencias que usan la cuenca. Esta agua se filtra al suelo y es almacenada en la cuenca.

Se calcula que existen aproximadamente 1.6 trillones de galones de agua en la cuenca. Esta agua llena todos los poros y espacios entre granos de tierra y piedras que también llenan la cuenca. La tierra y piedra ayudan a filtrar el agua de alta calidad que disfrutamos. Este valioso recurso natural libera a nuestra ciudad de los costos de importar agua del Norte de California o del Rió Colorado. Esto mantiene nuestras

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in Southern California must do. This keeps our rates relatively low and helps to keep our water quality high.

We share the water in the Bunker Hill Groundwater Basin with more than 20 other local public and private water suppliers. All of these water suppliers have developed long-term plans to protect the quality of water in the basin and to protect the watershed. It is now one of our highest priorities to follow and update these plans as the Inland Empire's population and water needs change. This is done collaboratively with other suppliers through a groundwater basin management plan. In all, more than 600,000 residents of the greater Riverside-San Bernardino area depend on the basin for their water, making our jobs a tremendous responsibility.

VULNERABLE POPULATION

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. The U.S. Environmental Protection Agency (USEPA) and the 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).

ADDITIONAL REQUIRED INFORMATION

The Safe Drinking Water Act requires additional health information based on finding contamination at a certain level within a utility sample. Although we have met all of the state MCLs for nitrate, arsenic and lead, we are required to report the following information:

NITRATE: Nitrate in drinking water at levels above 45 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 45 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. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity.

ARSENIC: 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 USEPA 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.

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. SBMWD 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 (1-800-426-4791) or at http://www.epa.gov/safewater/lead.

tarifas bajas y ayuda mantener nuestra calidad de agua.

Compartimos la cuenca subterránea con más de 20 abastecedores de agua públicos y privados. Todos los abastecedores de agua han desarrollado planes de largo plazo para proteger la calidad de agua en la cuenca y para proteger la tierra que almacena nuestra agua potable. Es una de nuestras prioridades más importantes ponernos al corriente de estos planes más ahora que cambia la poblacion y necesidades de agua de nuestra comunidad. Nosotros creemos que esto puede ser realizado con la implementación de un plan comprensivo con capacidad de imponer, para la operación de la cuenca. En total, más de 600,000 residentes de la gran área de Riverside-San Bernardino dependen de la cuenca para recibir su agua.

POBLACIONES VULNERABLES

Algunas personas son más vulnerables a los contaminantes en el agua que la población general. Personas con el sistema inmunológico comprometido, tales como las personas con cáncer sometidas a quimioterapia, personas que han sido sometidas a transplantes de órganos, personas con VIH/SIDA, o otros trastornos del sistema inmunológico, algunos ancianos, y bebes podrían estar a riesgo de contraer infecciones. Estas personas deberían consultar con su medico sobre el agua potable. Las pautas de la Agencia Federal de Protección Ambiental (USEPA/Control de Enfermedades) sobre las maneras apropriadas para reducir el riesgo de infección por Cryptosporidio y otros contaminantes microbianos están disponibles por medio de la línea telefónica para agua potable segura (Safe Drinking Water Hotline) 1-800-426-4791.

INFORMACIÓN ADICIONAL REQUERIDA

El Decreto de Agua Potable Segura requiere que se de información adicional sobre la salud si se encuentran ciertos niveles de contaminantes dentro de la muestra de utilidad. Aunque cumplimos con todos los MCLs del estado para nitrato y arsenic, se nos requiere divulgar la siguiente información:

NITRATO: Nitrato en agua potable a niveles mas de 45mg/L es un riesgo a la salud de bebes de menos de 6 meses de edad. Tales niveles en agua potable pueden interferir con la capacidad de cargar oxigeno en la sangre del infante, causando enfermedades serias; síntomas incluyen tono azul de piel y respiraciones cortas. Niveles de nitrato de mas de 45mg/L también podrían afectar la habilidad de la sangre de cargar oxigeno en otros individuos así como mujeres embarazadas y aquellos con deficiencias de enzimas. Si usted cuida infantes o esta embarazada debería pedir el consejo de su doctor. Los niveles de Nitrato pueden incrementar rápidamente por periodos cortos de tiempo a causa de lluvia o actividades agrícolas.

ARSÉNICO: Mientras su agua potable encuentra el estándar actual de la Agencia Federal de Protección Ambiental (USEPA) para el arsénico, contiene niveles mínimos de este mismo. El estándar equilibra la comprensión actual de efectos posibles de salud contra los costos de quitar el arsénico del agua potable. El USEPA continua investigando los efectos de la salud de niveles mínimos de arsénico, el cual es un mineral capaz de causar cáncer en altas concentraciones y es ligado a otros efectos de la salud tales como daño a la piel y problemas circulatorios.

PLOMO: Niveles elevados de plomo, si existen, podrían causar serios problemas de salud especialmente para mujeres embarazadas y Niños pequeños. La presencia de plomo en el agua potable es causada por materiales y componentes asociados con las líneas de servicio y la tubería de la casa. El Departamento Municipal de Agua de la Ciudad de San Bernardino toma mucho orgullo en suministrarle agua potable de alta calidad, pero no puede controlar la variedad de materiales utilizados en los componentes de su plomería. Usted puede minimizar el riesgo de ser expuesto al plomo dejando que el agua de su grifo corra de 30 segundos a 2 minutos antes de utilizar.

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2014 CONSUMER CONFIDENCE REPORT

INFORME DE CONFIANZA DEL CONSUMIDOR 2014

REGULATIONS

In order to ensure that tap water is safe to drink, USEPA and the State Board prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The State Board regulations also establish limits for contaminants in bottle water that provide the same protection for public health. 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 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 storm water 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 applications, and septic systems.
- **Radioactive contaminants** that can be naturally-occurring or be the result of oil and gas production and mining activities.

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).

CHLORINE IN THE WATER

Why do we put chlorine in the water? Chlorine is an oxidizing agent used as a disinfectant that, when added to water, kills microorganisms such as bacteria and viruses. The State Board requires that we maintain a minimum residual of 0.2 parts per million (ppm) of chlorine in our water at all times to kill any potential microorganism(s).

REGULACIONES

Para asegurar que el agua que sale del grifo sea segura para beber, la Agencia de Protección Ambiental de los Estados Unidos (USEPA) y el Departamento de Salud Pública de California (DPH) prescriben regulaciones que limitan la canti- dad de ciertos contaminantes en el agua proporcionada por los sistemas públicos de agua. El DPH también establece regulaciones que limitan la cantidad de contaminantes contenidos en el agua embotellada, las cuales deben proveer la misma protección para la salud pública. Si desea más información a cerca de estas regulaciones, puede contactar a la Oficina de Plantas, Comidas Lácteas, y Bebidas, de la FDA llamando al (301) 436-2023. Las fuentes de nuestra agua potable (del grifo o embotellada) incluyen ríos, lagos, arroyos, estanques, cuencas y pozos. Cuando el agua pasa por la superficie de la tierra o por el suelo, los minerales que ocurren naturalmentey en algunos casos los materiales radioactivos, son disueltos. Al mismo tiempo, puede recoger substancias que son resultado de presencia de animales y actividades humanas. Los contaminantes que pueden estar presentes en las fuentes de agua incluyen:

- **Contaminantes microbianos**, tales como el virus y la bacteria, los cuales pueden resultar a causa de plantas de tratamiento de aguas negras, sistemas sépticos, y operaciones agrícolas de ganado y fauna.
- **Contaminantes inorgánicos**, tales como sales y metales, los cuales pueden ocurrir naturalmente o ser el resultado de escurrimiento urbano de aguas lluvias, vertidos de aguas negras industriales o domesticas, de la producción de petróleo y gas, minas o agrícola.
- **Plaguicidas y herbicidas** los cuales pueden resultar de una variedad de fuentes tales como la agricultura, escurrimiento urbano de aguas lluvias, y usos residen- ciales.
- **Contaminantes químico orgánicos**, incluyendo químicos sintéticos y orgánicos volátiles los cuales son subproductos de procesos industriales y de la producción de petróleos o también a causa de gasolineras, escurrimiento urbano de aguas lluvias, o de sistemas sépticos.
- **Contaminantes radioactivos**, pueden ocurrir naturalmente o pueden ser el re- sultado de la producción petrolera y gas o de actividades mineras.

Es razonable esperar que el agua potable, incluyendo el agua embotellada, contenga por lo menos pequeñas cantidades de algunos contaminantes. La presencia de contaminantes no indica necesariamente que el agua presente un riesgo a su salud. Puede obtener más información sobre los contaminantes y los posibles efectos a su salud llamando a la Línea de Agua Potable Segura (Safe Drinking Water Hotline) de la USEPA al (800) 426-4791.

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WATER TREATMENT

A portion of the Bunker Hill Basin has been contaminated by historic discharges of volatile organic compounds (VOCs) known as trichloroethylene (TCE) and tetrachloroethylene (PCE). In partnership with the USEPA and under the auspices of a Superfund Project, the Water Department has undertaken a project to clean up this contamination. The project will cost approximately $70 million over the project's 50-year lifetime. Because of the agreement, this project will not affect the cost of your drinking water. The project's primary method of removing these compounds involves passing contaminated water through a series of large vessels, each containing 30,000 pounds of granular activated carbon. Operating in pairs, the vessels can treat up to 750 gallons of water per minute. This process removes the TCE and PCE contaminants from your drinking water.

SOURCE WATER ASSESSMENT PROGRAM

In response to the Federal Safe Drinking Water Act (SDWA), State Board Division of Drinking Water and Environmental Management developed a program, called the Drinking Water Source Assessment and Protection Program (DWSAP), to assess the vulnerability of drinking water sources to contamination. The San Bernardino Municipal Water Department completed our DWSAP in 2002, and continues to update the plan as needed. The DWSAP is available in our offices at San Bernardino's City Hall, 300 North D Street, on the fifth floor. Based on this assessment, we have concluded that our sources of drinking water are most vulnerable to historical contamination from industrial operations.

UNREGULATED CONTAMINANT MONITORING RULE (UCMR 3)

The 1996 amendments to the Safe Drinking Water Act (SDWA) require that once every five years, the U.S. Environmental Protection Agency (EPA) issue a new list of no more than 30 unregulated contaminants to be monitored by public water systems (PWSs). The Unregulated Contaminant Monitoring Rule (UCMR) provides EPA and other interested parties with scientifically valid data on the occurrence of contaminants in drinking water. These data serve as a primary source of occurrence and exposure information that the agency uses to develop regulatory decisions.

The SBMWD completed two rounds of UCMR 3 monitoring in January 2014 and any detected metal, chlorate, hexavalent chromium, 1,4 dioxane, volatile organics, perfluorinated compounds, and hormones detected are summarized in the Table of Constituents.

CLORO EN EL AGUA

¿Por qué ponemos cloro al agua? El cloro es un agente oxidante que cuando se le añade al agua elimina los microrganismos tales como la bacteria y el virus. El estado de California requiere que mantengamos un residuo mínimo de 0.2 partes por millón (ppm) de cloro en nuestra agua en todo momento para eliminar cualquier posible microrganismo.

TRATAMIENTO DEL AGUA

Una porción de la Cuenca de Bunker Hill, ha sido contaminada por vertidos de compuestos orgánicos volátiles (VOCs) conocidos como tricloroetileno (TCE) y tetracloro- etileno (PCE). En colaboración con la Agencia Federal de Protección Ambiental (USEPA) y bajo el auspicio de un Proyecto de Fondo Mayor, el Departamento Municipal de Agua de San Bernardino ha iniciado un proyecto para limpiar esta contaminación. El costo aproximado del proyecto es $70 millones; este será adjudicado durante los 50 años de vida del proyecto. Gracias a una resolución legal, este proyecto no afectara el costo de su agua potable. El método principal de extirpación de estos compuestos, consiste en pasar el agua contaminada por una serie de buques los cuales contienen 30,000 libras de granulado de carbón activado. Estos buques funcionan en pares, que pueden tratar 750 galones de agua por minuto. Este proceso extirpa el TCE y PCE del agua, convirtiéndola en agua segura para beber.

PROGRAMA DE EVALUACIÓN DE FUENTES DE AGUA

En respuesta al Acto Federal de Agua Potable Segura (SDWA), La división de Agua Potable y Manejo del Ambiente del Departamento de Servicios de Salud de California (CDPH) ha desarrollado un programa para evaluar la vulnerabilidad de las fuentes de agua potable a la contaminación, el cual se llama Evaluación y Protección de las Fuentes de Agua Potable (DWSAP). El Departamento Municipal de Agua de San Bernardino completo el programa DWSAP durante el año 2002, y está disponible en nuestra oficina localizada en el quinto piso de la Alcaldía de San Bernardino, 300 Norte Calle "D." Con los resultados de esta evaluación, hemos concluido que nuestro abastecimiento de agua es más sustible a contaminación histórica de actividades industriales. Las actividades industriales del último siglo han dejado ciertos compuestos orgánicos volátiles en la tierra que ahora han contaminado porciones de la Cuenca Subterránea Bunker Hill. Su agua potable es tratada para extirpar este tipo de compuestos antes de su suministro.

If you have questions regarding the information in this report, please contact:

Con Arrieta, Water Quality Control Officer
City of San Bernardino Municipal Water Department
P O Box 710
San Bernardino, CA 92402
909-384-5925
e-mail: ccr_comments@sbcitywater.org

Please include your name, address, and phone number so that we can respond to you directly.

Si usted tiene cualquier pregunta sobre la información contenida en este informe por favor comuníquese con:

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2014 CONSUMER CONFIDENCE REPORT

INFORME DE CONFIANZA DEL CONSUMIDOR 2014

WATER QUALITY DATA

The table below lists all the drinking water contaminants that were detected during the 2014 calendar year. The presence of these contaminants in the water does not necessarily indicate that the water poses a health risk. Unless otherwise noted, the data presented in this table is from testing completed prior to December 31, 2014. The State requires 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, is more than one year old.

	Units	Year Sampled	MCL (AL) [MRDL]	PHG (MCLG) [MRDLG]	Average Value	Range (low-high)	Violations	Typical Source of Contaminant
PRIMARY REGULATED CONTAMINANTS								
ORGANIC CONTAMINANTS								
CIS-1,2 DICHLOROETHYLENE (C-1,2-DCE)	µg/L	2014	6	100	ND	ND - 0.67	No	Discharge from industrial chemical factories; major biodegradation byproduct of TCE and PCE groundwater contamination
TETRACHLOROETHYLENE (PCE)	µg/L	2014	5	0.06	ND	ND - 1.60	No	Discharge from factories, dry cleaners, and auto shops (metal degreaser)
TRICHLOROETHYLENE (TCE)	µg/L	2014	5	1.7	ND	ND - 0.64	No	Discharge from metal degreasing sites and other factories
1,1-DICHLOROETHANE	ng/L	2013-2014	5000	3000	21.1	ND - 100	No	Halogenated alkane; extraction and degreasing solvent; used in manufacture of pharmaceuticals, stone, clay and glass products; fumigant
1,1,2-TRICHLORO-1,2,2-TRIFLUOROETHANE (FREON 113)	mg/L	2014	1.2	4	ND	ND - 0.023	No	Discharge from metal degreasing sites and other factories; drycleaning solvent; refrigerant
INORGANIC CONTAMINANTS								
ALUMINUM	mg/L	2014	1	0.6	ND	ND - 0.35	No	Erosion of natural deposits
ARSENIC	µg/L	2014	10	0.004	ND	ND - 6.2	No	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes
CHROMIUM	µg/L	2014	50	(100)	1.36	ND - 2.9	No	Discharge from steel and pulp mills and chrome plating; erosion of natural deposits
HEXAVALENT CHROMIUM	µg/L	2014	10	0.02	0.85	0.11 - 3.6	No	Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits
FLUORIDE	mg/L	2014	2	1	0.61	0.3 - 1.7	No	Erosion of natural deposits; discharge from fertilizer and aluminum factories
NITRATE AS NO3	mg/L	2014	45	45	18.83	ND - 35.0	No	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
RADIONUCLIDES								
GROSS ALPHA PARTICLE ACTIVITY	pCi/L	2001-2014	15	(0)	2.85	ND - 4.13	No	Erosion of natural deposits
URANIUM	pCi/L	2007-2014	20	0.43	3.09	ND - 4.20	No	Erosion of natural deposits
CHEMICAL DISINFECTANT								
CHLORINE	mg/L	2014	[4]	[4]	0.58	0.2 - 1.8	No	Drinking water disinfectant added for treatment
DISINFECTANT BY-PRODUCT								
TOTAL TRIHALOMETHANES (TTHM)	µg/L	2014	80	NS	6.0	0.5 - 8.4	No	By-product of drinking water disinfection
HALOACETIC ACIDS (HAA5)	µg/L	2014	60	NS	2.4	ND - 6.1	No	By-product of drinking water disinfection
MICROBIOLOGICAL								
TOTAL COLIFORM BACTERIA	Present/Absent	2014	5%	(0)	Absent	Absent - 0.7%	No	Naturally present in the environment
AT-THE-TAP MONITORING								
COPPER - SITES COLLECTED: 56 / SITES EXCEEDING AL: 0	mg/L	2012	(1.3)	0.3	90th Percentile = 0.24	ND - 0.19	No	Internal corrosion of household plumbing systems

SECONDARY REGULATED CONTAMINANTS

AESTHETICS								
CHLORIDE	mg/L	2014	500	NS	24.69	3.50 - 62.0	No	Runoff/leaching from natural deposits
CORROSIVITY (NON-CORROSIVE)	Non-Corrosive	2014	Non-Corrosive	NS	0.28	0.0 - 0.61	No	Natural or industrially-influenced balance of hydrogen, carbon and oxygen in the water; affected by temperature and other factors
IRON	µg/L	2014	300	NS	ND	ND - 830	No	Leaching from natural deposits; industrial wastes
MANGANESE	µg/L	2014	50	NS	ND	ND - 27.0	No	Leaching from natural deposits
SPECIFIC CONDUCTANCE	µS/cm	2014	1600	NS	577.92	330 - 800	No	Substances that form ions when in water
SULFATE	mg/L	2014	500	NS	55.94	22 - 130.0	No	Runoff/leaching from natural deposits; industrial wastes
TOTAL DISSOLVED SOLIDS	mg/L	2014	1000	NS	375.9	190 - 540	No	Runoff/leaching from natural deposits
TURBIDITY	NTU	2014	5	NS	ND	ND - 0.98	No	Soil runoff
UNREGULATED CONTAMINANT			**[NL]**					
DICHLORODIFLUOROMETHANE (FREON 12)	mg/L	2014	[1]	NS	0.00141	ND - 0.00480	No	Polymerization processes, food sterilization, home and commercial refrigeration, paint and varnish remover manufacturing and use, water purification, copper and aluminum production, glass bottle manufacturing, leak detecting agent in thermal expansion valves. Prior to 1979, frequently used as an aerosol propellant for cosmetics, pharmaceutics, insecticides, paints, adhesives, and cleaners.
UNREGULATED CONTAMINANT MONITORING RULE (UCMR 3)								
1,4-DIOXANE	µg/L	2013-2014	[1]	NS	0.02	ND - 0.12	No	Cyclic aliphatic ether; used as a solvent or solvent stabilizer in manufacture and processing of paper, cotton, textile products, automotive coolant, cosmetics and shampoos
CHLORATE	µg/L	2013-2014	[800]	NS	52.6	ND - 170	No	Agricultural defoliant or desiccant; disinfection byproduct; and used in production of chlorine dioxide
CHLORODIFLUOROMETHANE	ng/L	2013-2014	NS	NS	41.6	ND - 170	No	Chlorofluorocarbon; occurs as a gas, and used as a refrigerant, as a low-temperature solvent, and in fluorocarbon resins, especially tetrafluoroethylene polymers
MOLYBDENUM	µg/L	2013-2014	NS	NS	2.81	1.8 - 5.0	No	Naturally-occurring element found in ores and present in plants, animals and bacteria; commonly used form molybdenum trioxide used as a chemical reagent
STRONTIUM	µg/L	2013-2014	NS	NS	385	160 - 740	No	Naturally-occuring element; historically, commercial use of strontium has been in the faceplate glass of cathode-ray tube televisions to block x-ray emissions
VANADIUM	µg/L	2013-2014	[50]	NS	3.04	2.0 - 4.6	No	Naturally-occurring elemental metal; used as vanadium pentoxide which is a chemical intermediate and a catalyst
ADDITIONAL MONITORING								
HARDNESS (AS CACO3)	mg/L	2014	NS	NS	255	120 - 340	N/A	Naturally-occurring
SODIUM	mg/L	2014	NS	NS	21.44	13.0 - 56.0	N/A	Naturally-occurring

TERMS & ABBREVIATIONS USED ABOVE

Contaminant: Any physical chemical, biological, or radiological substance or matter in water.
Primary Drinking Water Standard (PDWS): MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.
Secondary Drinking Water Standard: Secondary Drinking Water Standards shall not be exceeded in the water supplied to the public because these constituents may adversely affect the taste, odor, or appearance of drinking water.
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 that a water system must follow.
No Standard (NS): No standard has been established as a guideline for a contaminant.
NL: Notification Level
ND: Non-Detect
NTU: Nephelometric Turbidity Units
PPM or mg/L: parts per million, or milligrams per liter.
PPB or µg/L: parts per billion, or micrograms per liter.
PPT or ng/L: parts per trillion, or nanograms per liter.
pCi/L: picocuries per liter (a measure of radioactivity)
µS/cm: measure of electric current

City of San Bernardino
Municipal Water Department
PO Box 710
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EMERGENCY NUMBERS

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Poison Control	(800) 222-1222
National Suicide Prevention Lifeline	(800) 273-8255
Emergency Mental Health Hospital Services	(909) 580-1800
California Missing Children's Hotline	(800) 222-3463

WATER DEPARTMENT

General	(909) 384-5141
Customer Service	(909) 384-5095

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