A Message from the Director:

Santa Rosa Water is committed to providing safe, high-quality drinking water. Our team of highly skilled operators, engineers, technical experts, and administrative staff monitor and maintain our water system 24/7 and take great pride in ensuring that the approximately 53,000 homes, businesses, schools and hospitals in Santa Rosa receive drinking water that meets or exceeds the U.S. Environmental Protection Agency’s (EPA) safe drinking water standards.

The last few months have presented unprecedented challenges to our community as we have responded to the COVID-19 emergency. To support our customers, and to protect their health and safety, we suspended water shut-offs for nonpayment, restored service to customers whose service was disconnected prior to the emergency and offered payment arrangements.

Additionally, we have continued to stand by our commitment to support customers through the rebuilding and recovery process following the October 2017 wildfires. We have reconnected water service to over 1,700 customers and have completed a detailed water quality sampling plan in the fire damaged portion of our water system in Fountaingrove to confirm that the system was restored.

Although the region’s water supply remains at an adequate level despite having below-average rainfall this year, collective actions are necessary to sustain and protect our vital water resources. If you have not done so already, I encourage you to take advantage of our WaterSmart incentives and rebates to learn how to reduce water use.

As always, Santa Rosa Water’s top priority is to provide our community with safe, reliable drinking water. Thank you for taking the time to read our 2019 Annual Water Quality Report. This report documents our ongoing commitment to quality and customer service.

Sincerely,
Jennifer Burke
Director of Santa Rosa Water

Our Drinking Water from SOURCE to TAP

The Russian River Watershed serves approximately 600,000 people in Sonoma, Mendocino and Marin Counties. It is also home to approximately 30 species of fish, three of which are listed as threatened or endangered—Chinook salmon, coho salmon and steelhead trout.

Three reservoirs supply water to the Russian River Watershed: Lake Mendocino on the East Fork of the Russian River, Lake Sonoma on Dry Creek, and Lake Pillsbury on the Eel River which flows into Lake Mendocino through PG&E’s Potter Valley Hydroelectric Project. These reservoirs and regional groundwater wells provide water for drinking, fire protection, agriculture, industry, as well as habitat for fish and wildlife.

The Russian River, which defines the watershed, originates in Mendocino County, approximately 15 miles north of Ukiah and reaches the Pacific Ocean at Jenner, just 20 miles west of Santa Rosa. Water typically enters the watershed as rain and is either conveyed to streams, rivers, and reservoirs or seeps into the ground to recharge groundwater.

To collect water from the Russian River for most of the southern part of the watershed, Sonoma Water utilizes six collector wells that extend approximately 80 feet below the natural riverbed of the Russian River. As the water is collected, it is naturally filtered through layers of sand, gravel and rock.

Water collected from the Russian River through deep collector wells requires no additional treatment with the exception of chlorine which is added for disinfection, and sodium hydroxide which is added to adjust the pH of the water to reduce corrosion of lead and copper plumbing fixtures.

Water from the Russian River and our local groundwater wells are supplied to you through a complex water distribution system, the largest of which is the Sonoma Water aqueduct system. Drinking water is required by state law to be tested frequently to ensure that it meets or exceeds drinking water standards at your tap.
Testing & Monitoring Water Quality

The United States Environmental Protection Agency (U.S. EPA) and State Water Resources Control Board (State Board), Division of Drinking Water require water providers to routinely monitor their water supplies and report test results annually. In addition to Sonoma Water’s sampling of over 100 different contaminants, Santa Rosa Water conducts its own contaminant testing on our local supply and weekly routine water samples are collected throughout the water distribution system.

Sampling frequency is based on our population and the number of services connected to the water system. Santa Rosa Water takes over 200 water system samples per month. These samples are tested for coliform bacteria (an indicator of contamination) and chlorine residuals (level of disinfection). Santa Rosa Water also takes pH samples. The results of the samples are sent to the State Water Board at the end of each month. Certain water sampling is required less often due to U.S. EPA regulations. Quarterly, we take trihalomethane and haloacetic acid samples based on the disinfection by-products rule, and every three years, we sample 50 residences for compliance with the lead and copper rule.

This Water Quality Report shows your water supply is carefully managed and your tap water meets or exceeds all health-based standards established by the U.S. EPA and State Board for safe drinking water.

Water Quality in Fountaingrove

Water quality in the Fountaingrove neighborhood that was impacted by the 2017 wildfires continues to meet all state and federal safe drinking water standards. Following the successful restoration of water quality in this area and the lifting of the drinking water advisory on October 11, 2018, Santa Rosa Water, in consultation with the California Division of Drinking Water and the U.S. Environmental Protection Agency, completed an extensive, one-year sampling plan to confirm repairs to the portion of the system were effective.

Under this plan, Santa Rosa Water has taken over 500 post-fire water quality samples inside the impacted area. Data continues to confirm that repairs were effective in removing the contamination and water quality meets all standards for safe drinking water. Upon completion of the robust sampling plan in October 2019, Santa Rosa water continues to ensure the safety of our community’s drinking water through routine water quality sampling and system flushing.

For more information, please visit srcity.org/WQAdvisory

FLUORIDE: Santa Rosa does not add fluoride to the water supply. Fluoride naturally occurs in the water supply, however, it is below the detection level and does not provide a dental benefit.

HARDNESS: Santa Rosa Water is moderately hard at an average level detected of 112 ppm. Water that is too soft (below 30 ppm) can be corrosive to plumbing pipes, and water that is too hard (above 300 ppm) causes scale to form on plumbing fixtures and cooking utensils.

Water hardness scale:

<table>
<thead>
<tr>
<th>Grains Per Gallon</th>
<th>Parts Per Million (ppm)</th>
<th>Classification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1.0</td>
<td>Less than 17.1</td>
<td>Soft</td>
</tr>
<tr>
<td>1.0 – 3.5</td>
<td>17.1 – 60</td>
<td>Slightly Hard</td>
</tr>
<tr>
<td>3.5 – 7.0</td>
<td>60 – 120</td>
<td>Moderately Hard</td>
</tr>
<tr>
<td>7.0 – 10.5</td>
<td>120 – 180</td>
<td>Hard</td>
</tr>
<tr>
<td>Over 10.5</td>
<td>Over 180</td>
<td>Very Hard</td>
</tr>
</tbody>
</table>

WATER CLOUDINESS: One of the many properties of water is its ability to dissolve gases, including air. Sometimes the air comes back out of the water in the form of many tiny bubbles, giving the water a temporary milky white appearance. To determine if the white color in the water is due to air, fill a clear glass with water and let it sit for a few minutes. If the white color is due to air, the water will gradually clear from bottom to top. This is completely normal; the water is safe to use.

Air bubbles dissipate from the bottom of the glass to the top in just a minute or two.
How to Read This Table in Your Water Quality Report

The Water Quality Report, also called the Consumer Confidence Report, lets you know what constituents, if any, are in your drinking water and how these constituents may affect your health. It lists all the regulated constituents that were detected.

DEFINITIONS

These terms are used throughout this report and in the Table on the following page.

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

DLR: Detection Limit for purposes of Reporting. Detections above this level must be reported.

MCL: Maximum Contaminant Level. The highest level of 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.

MCLG: Maximum Contaminant Level Goal. The level of a contaminant that is allowed in drinking water. MCLGs are set by the U.S. EPA.

MRDL: Maximum Residual Disinfectant Level. The highest level of a disinfectant allowed in drinking water. There is convincing evidence that the addition of a disinfectant is necessary for control of microbial contaminants.

MRDLG: Maximum Residual Disinfectant Level Goal. 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.

NA: Not applicable.

ND: Not detected. Constituent was not detected at the reporting level.

NS: No standard. Officials have not developed a Public Health Goal or MCLG standard.

Note: Listed in the table opposite are substances detected in the City’s drinking water. A full listing of sample results is on our website.

1 Santa Rosa has 13 different groundwater sources that can be blended together. The range detected and the reporting level are the high, low, average and weighted average of the 6 sources that supplied water to the Santa Rosa area in 2019.

2 Santa Rosa water data includes sampling taken in the distribution system and from source water wells. Our two drinking water wells are sampled separately. The Manganese reporting value is after treatment.

3 Fluoridation to fight tooth decay has not been implemented in Santa Rosa. The optimal dose of fluoride in water to fight tooth decay is 0.7 ppm.

4 Radon is a radioactive gas that can get into indoor air when released from tap water from showering or running a faucet. Radon entering the home through tap water is a very small source of radon in indoor air. EPA is proposing to require community water suppliers to provide water with radon levels no higher than 4 pCi/L, which contributes about 0.4 pCi/L of radon to the air in your home. More information is available at EPA website: epa.gov/radon. The State allows us to monitor for some contaminants less than once per year. Our radon data for Santa Rosa’s source, though representative, was sampled in 2009.
## TABLE OF DETECTED CHEMICALS OR CONSTITUENTS IN 2019

### PRIMARY STANDARDS Detected Regulated Contaminants with Primary MCLs or MRDLs

<table>
<thead>
<tr>
<th>Substance (Parameter)</th>
<th>Public Health Goal (MCLG)</th>
<th>DLR</th>
<th>Maximum Contaminant Level</th>
<th>Range Detected</th>
<th>Reporting Value</th>
<th>Range Detected</th>
<th>Reporting Value</th>
<th>Major Source in Drinking Water</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>INORGANIC CONTAMINANTS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fluoride (ppm)¹</td>
<td>1</td>
<td>0.1</td>
<td>4.0</td>
<td>ND</td>
<td>ND</td>
<td>0.19-0.22</td>
<td>0.2</td>
<td>Erosion of natural deposits</td>
</tr>
<tr>
<td>Nitrate (as N ppm)</td>
<td>1</td>
<td>0.4</td>
<td>1</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>Runoff/leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits</td>
</tr>
</tbody>
</table>

### DISTRIBUTION SYSTEM DETECTIONS 2019

**MONITORED AT CUSTOMER'S TAP.**
- # of sites exceeding action level: 0
- # of samples collected: 50
- # of schools sampled: 0

**DISTRIBUTION SYSTEM DETECTIONS 2019**
- # of sites exceeding action level: 0
- # of samples collected: 333
- # of schools sampled: 31

There are no adverse health effects from exceeding the secondary (aesthetic) standards.

### SECONDARY STANDARDS Aesthetic Standards Established by the State Water Resources Control Board’s Division of Drinking Water

<table>
<thead>
<tr>
<th>Substance (Parameter)</th>
<th>Threshold Odor Number (TON) at 60°C</th>
<th>Chloride (ppm)</th>
<th>Sulfate (ppm)</th>
<th>Specific Conductance (μmhos/cm)</th>
<th>Total Dissolved Solids (ppm)</th>
<th>Color (units)</th>
<th>Manganese (ppb)</th>
<th>Additional Constituents</th>
</tr>
</thead>
<tbody>
<tr>
<td>NS</td>
<td>1</td>
<td>3</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>Naturally occurring organic materials</td>
</tr>
<tr>
<td>NS</td>
<td>1</td>
<td>3</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>Run-off/leaching from natural deposits</td>
</tr>
<tr>
<td>NS</td>
<td>0.5</td>
<td>500</td>
<td>12-14</td>
<td>12.9</td>
<td>ND-1.3</td>
<td>ND</td>
<td>ND</td>
<td>Run-off/leaching from natural deposits</td>
</tr>
<tr>
<td>NS</td>
<td>1600</td>
<td>210-250</td>
<td>227</td>
<td>440-520</td>
<td>480</td>
<td>ND</td>
<td>ND</td>
<td>Run-off/leaching from natural deposits</td>
</tr>
<tr>
<td>NS</td>
<td>1000</td>
<td>140-160</td>
<td>145</td>
<td>340-360</td>
<td>350</td>
<td>ND</td>
<td>ND</td>
<td>Run-off/leaching from natural deposits</td>
</tr>
<tr>
<td>NS</td>
<td>15</td>
<td>ND-4.0</td>
<td>0.57</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>ND</td>
<td>Run-off/leaching from natural deposits</td>
</tr>
<tr>
<td>Sodium (ppm)</td>
<td>NS</td>
<td>NS</td>
<td>7.8-9.3</td>
<td>8.5</td>
<td>51.1-53.5</td>
<td>52.3</td>
<td>ND</td>
<td>Sodium refers to the salt present in water. It is naturally occurring</td>
</tr>
<tr>
<td>Total Hardness CaCO₃ (ppm)</td>
<td>NS</td>
<td>NS</td>
<td>106-123</td>
<td>112</td>
<td>140-143</td>
<td>141.5</td>
<td>ND</td>
<td>Erosion of natural deposits</td>
</tr>
<tr>
<td>Total Alkalinity CaCO₃ (ppm)</td>
<td>NS</td>
<td>NS</td>
<td>100-120</td>
<td>110</td>
<td>220-230</td>
<td>225</td>
<td>ND</td>
<td>Erosion of natural deposits</td>
</tr>
<tr>
<td>Calcium (ppm)</td>
<td>NS</td>
<td>NS</td>
<td>21-23</td>
<td>22</td>
<td>26.9-28.2</td>
<td>27.5</td>
<td>ND</td>
<td>Erosion of natural deposits</td>
</tr>
<tr>
<td>Total Radon 222 (pCi/L)</td>
<td>NS</td>
<td>100</td>
<td>60.1-147</td>
<td>94</td>
<td>445-455</td>
<td>450</td>
<td>ND</td>
<td>Found in the soil throughout the U.S.</td>
</tr>
<tr>
<td>Temperature °C (°F)</td>
<td>NS</td>
<td>NS</td>
<td>NA</td>
<td>NA</td>
<td>9(48)-28(82)</td>
<td>18(64)</td>
<td>ND</td>
<td>Water temp. in Distribution System</td>
</tr>
</tbody>
</table>

### UNREGULATED SUBSTANCES (UCSM-4)

Unregulated substance monitoring helps EPA and the Division of Drinking Water determine where contaminants occur and if regulation is required.

### Brominated Haloacetic Acids

Brominated Haloacetic Acids | ND-2.85 | 1.3 | By-product of drinking water chlorination |

### Haloacetic Acids (ppb)

Haloacetic Acids (ppb) | ND-3.6 | 1.75 | By-product of drinking water chlorination |

Santa Rosa's drinking water meets or exceeds all State and Federal drinking water health standards. Your water is tested weekly and the water system is carefully managed to be dependable and safe.
NOTICE FROM THE EPA

Lead & Copper

The “lead and copper rule,” or LCR, was introduced by the U.S. Environmental Protection Agency (U.S. EPA) in 1991 to limit the concentration of lead and copper allowed in public drinking water at the consumer’s tap as well as to limit the corrosivity due to the water itself. Our water supplier, Sonoma Water, implemented the addition of sodium hydroxide to the drinking water in 1995 to increase the pH slightly as a corrosion control treatment. Higher pH levels reduce the corrosivity of the water thereby reducing significantly the copper and lead levels. Lead originates from the solder used to connect plumbing fittings inside the home, and copper is used widely in small diameter plumbing pipe. Lead and copper levels are consistently below the action level in Santa Rosa.

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. The Santa Rosa Water Department 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 testing in schools and the Take it From the TAP! program visit srcity.org/tap

A source water assessment of the drinking water for Sonoma Water and Santa Rosa was completed in January 2001. Specifically, the water source is considered most vulnerable to mining operations, recreational areas (surface water), septic systems, agricultural operations, and wastewater treatment and disposal. Proper filtration and treatment of the raw water is performed prior to delivery to customers. A copy of the complete assessment is available at the State Water Resources Control Board Division of Drinking Water office: 50 D Street, Suite 200, Santa Rosa, CA 95404.
Precautions for Vulnerable Populations

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as those with cancer undergoing chemotherapy, persons that 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/Center for Disease Control guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the U.S. EPA's Safe Drinking Water Hotline: 800-426-4791.

In order to ensure that tap water is safe to drink, 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.

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 U.S. EPA's Safe Drinking Water Hotline: 800-426-4791.

Drinking water standards are established by both the State Board and by the U.S. EPA. Primary standards are set to protect public health from substances in water that may be immediately harmful to humans or affect their health if consumed for long periods of time. The primary drinking water standards are defined by maximum contaminant levels (MCLs) for contaminants that affect health along with their monitoring and reporting requirements and surface water treatment requirements.

Secondary standards govern aesthetic qualities of water such as taste, mineral content, odor, or clarity. These standards specify limits for substances that may influence consumer acceptance of the water and are not harmful to public health.
You can participate in decisions about your water . . .

For more information regarding Santa Rosa Water, you may attend the Santa Rosa Water Board of Public Utilities meetings, which are held every first and third Thursdays of the month at 1:30 PM:

Santa Rosa Water, Board of Public Utilities
Santa Rosa City Hall Council Chambers
100 Santa Rosa Avenue, Santa Rosa, CA 95404
(707) 543-4200 | (707) 543-3031 TDD
For meeting dates and agenda: (707) 543-3397 or srcity.org/bpu

For more information regarding Sonoma Water, you may attend their Board meetings, which are held every Tuesday at 8:30 AM in conjunction with the Sonoma County Board of Supervisors:

Special Districts Supervisors’ Chambers
Sonoma County Administration Building
575 Administration Drive, Room #102A, Santa Rosa, CA 95403-2887
(707) 565-2241
Web access with meeting dates and agenda: sonomacounty.ca.gov/board-of-supervisors

For questions regarding water quality, please call our Water Quality Hotline at (707) 543-3965 (TDD Public Works (707) 543-3827) or fax (707) 543-3937.
Or email: waterquality@srcity.org

If you would like additional copies of this report, please contact us. We encourage business owners to provide this information to their employees.

En Español
Este folleto contiene información importante acerca de la calidad de su agua de beber. Si usted apreciaría hablar con alguien en español llame al (707) 543-3965.

CONTACT INFORMATION

Santa Rosa Water
35 Stony Point Road, Santa Rosa, CA 95401-4446
TEL 707.543.4200
FAX 707.543.3937
TDD 707.543.3827 - Public Works
Evenings, weekends and alternate Fridays, please call 707.543.3805 or 707.528.5276 (TDD Police Department)
Web access: srcity.org/water

Free weekly water recommendations
It’s that time of year, and it’s more important than ever to be water smart. Start saving today with these simple tips:
• Check your irrigation system for leaks.
• Irrigate during pre-dawn hours.
• Utilize free weekly watering recommendations.
• Prioritize watering of shade trees.
• Upgrade to a drip irrigation system (REBATE AVAILABLE).
• Transform your lawn into a low water-use landscape (REBATE AVAILABLE).
• Mulch to reduce evaporation and discourage weeds.
• Install a graywater or rainwater harvesting system (REBATE AVAILABLE).