



2024 Water Quality Report
Del Oro Water Company – Benbow District
Public Water System Number CA1200671

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

本报告包含有关您饮用水的重要信息。请翻译它或与能很好理解它的人交谈。

Ang ulat na ito ay naglalaman ng napakahalagang impormasyon tungkol sa iyong inuming tubig. Isalin ito o makipag-usap sa isang tao na mahusay itong nauunawaan.

Báo cáo này chứa đựng thông tin rất quan trọng về nước uống của bạn. Hãy dịch nó hoặc nói chuyện với ai đó hiểu rõ về vấn đề này.

Daim ntawv qhia no muaj cov tseem ceeb heev uas koj haus dej. Txhais lus los yog tham nrog ib tug neeg uas to taub nws zoo.

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

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

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

DOWC works diligently upgrading and improving each of its twenty districts. Because of their diverse geology, each district requires unique water quality testing (hundreds of water quality tests each year) and maintenance. DOWC completes CPUC-approved projects to replace and maintain over 700,000 feet of distribution piping; 96 pumps, booster pumps, and wells; and 34 storage tanks with over 8 million gallons of storage capacity. Six of DOWC's districts utilize surface water (springs, lakes, rivers or canals) to provide drinking water to their customers.

DOWC is proud to offer its customers excellent service provided by well trained field service technicians, many of whom are certified as treatment plant operators and water distribution operators. DOWC field technicians work earnestly to maintain the individual water systems as the cost to provide water service continues to increase, not just for DOWC customers, but throughout the United States.

DOWC tests the drinking water quality for all constituents as required by the State Water Resources Control Board – Division of Drinking Water (SWRCB-DDW) and the United States Environmental Protection Agency – Federal Regulations (EPA). This report shows the results of our most current monitoring for the period of January 1 - December 31, 2024 including results which are current but may have been taken in previous years. The SWRCB-DDW 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. All samples are taken per the SWRCB-DDW schedule specific for this district.

DOWC tests for both “Regulated and Unregulated” contaminants. This water quality report, also known as the consumer confidence report, provides results for only contaminants which were detected in your district's system.

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

A Source Water Assessment was completed in May 2017, and found that sources are considered most vulnerable to the following activities not associated with any detected contaminants: Septic Systems. A copy of the complete assessment may be viewed by calling the District office at 1-877-335-6764. The last Sanitary Survey Inspection was completed in December 2023.

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

Last year, your tap water met all U.S. EPA and State drinking water health standards. Del Oro Water, Benbow District vigilantly safeguards its water supplies and once again, we are proud to report that our system has not violated a maximum contaminant level or any other water quality standard.

Continuing Drought Information.....

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

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

Updated conservation information can be found on our website.

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

Del Oro Water Company would like to inform its customers about the safety of lead and copper testing. While DOWC does not use lead pipes in the distribution lines that serve its customers, older homes may have been built using lead pipes or lead connectors (for example, lead solder used to join copper plumbing, brass and other lead-containing fixtures). The established Lead and Copper Rule is critical to the water quality monitoring program. DOWC is working on the new Lead and Copper Service Line Inventory required by the State Water Resources Control Board - Division of Drinking Water (SWRCB- DDW) and the U.S Environmental Protection Agency (US EPA). More information about this project can be found on our website.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead and Copper Tap Monitoring by DOWC is conducted at designated customers’ homes and is an important part of a water utility’s monitoring schedule.

DOWC is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water. If you are concerned about lead in your water and wish to have your water tested, contact Del Oro Water Company. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <http://www.epa.gov/safewater/lead>.

In January 2017, the State of California issued new guidelines on lead testing in schools. DOWC is committed to supporting its school districts’ efforts to protect students by ensuring that the drinking water at the school sites meets lead requirements. DOWC has completed lead testing in schools (K through 12) that have requested lead testing within the DOWC service areas.

There are no schools within the Benbow District of Del Oro Water Company.

Explanation of Terms used in this Report

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency (USEPA).

Public Health Goal (PHG): The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

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

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a disinfectant added for water treatment below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

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

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

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

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

Variances and Exemptions: Permissions from the State Water Resources Control Board (State Board) to exceed an MCL or not comply with a treatment technique under certain conditions.

Level 1 Assessment: A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

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

ND: Not detectable at testing limit

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

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

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

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

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

ppq: Parts per quadrillion, or picograms per liter

NTU: Nephelometric Turbidity Units

MFL: Million fibers per liter

TON: Threshold odor number

All sources of drinking water (both tap water and bottled water) come from rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- **Microbial contaminants**, such as viruses and bacteria that may come from sewage treatment plants, septic systems, agriculture livestock operations, and wildlife.
- **Inorganic contaminants**, such as salts and metals, that can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- **Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- **Organic chemical contaminants**, including synthetic and volatile organic chemicals that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.
- **Radioactive contaminants**, which can be naturally-occurring or be the result of oil and gas production and mining activities

To ensure that tap water is safe to drink, EPA and the SWRCB-DDW prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The U.S. Food and Drug Administration regulations and California law also establish limits for contaminants in bottled water that provide the same protection for public health.

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

Tables 1 - 7 list all of the drinking water contaminants that were detected during the most recent sampling for the constituent.

If present in the drinking water, contaminants do not necessarily indicate that the water poses a health risk. The SWRCB -DDW allows us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, are more than a year old.

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

TABLE 1 – Sampling Results Showing the Detection of Coliform Bacteria – 2024 Monthly										
Microbiological Contaminants (and reporting units)	Highest No. of Detections		No. of Months in Violation		MCL			In Compliance?	Typical Source of Bacteria	
<i>E. Coli</i>	0		0		Routine & repeat samples are total coliform-positive & either is E. coli-positive or system fails to take repeat samples following E. coli-positive routine sample or system fails to analyze total coliform-positive repeat sample for E. coli			Yes	<i>Human and animal fecal waste</i>	
Table 2-Sampling Results Showing the Detection of Lead and Copper										
Lead and Copper (and reporting units)	Most Recent Sample Date	Number of Samples Collected	90th Percentile Level Detected	Range of Results	No. sites exceeding AL	AL	PHG	In Compliance?	Typical Source of Contaminant	
Lead (µg/L)	2023	5	0	ND - ND	None	0.015	0.2	Yes	<i>Corrosion of household plumbing systems; Erosion of natural deposits</i>	
Copper (mg/L)	2023	5	0.425	0.013 - 0.54	None	1.3	0.3	Yes	<i>Internal corrosion of household water plumbing systems; erosion of natural deposits; leaching from wood preservatives</i>	
Table 3-Sodium and Hardness										
Chemical or Constituent (and reporting units)	Most Recent Sample Date		Level Detected		Range of Detections		MCL	In Compliance?	Typical Source of Contaminant	
Sodium (mg/L)	2024		8.7		N/A		None	Yes	<i>Salt present in the water and is generally naturally occurring</i>	
Hardness (mg/L)	2024		140		N/A		None	Yes	<i>Sum of polyvalent cations present in the water, generally magnesium and calcium, and are usually naturally occurring</i>	
Table 4- Contaminate with a PRIMARY Drinking Water Standard										
Chemical or Constituent (and reporting units)	Most Recent Sample Date		Level Detected		Range of Detections		MCL	In Compliance?	Typical Source of Contaminant	
Barium (mg/L)	2024		90		N/A		1,000	Yes	<i>Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits</i>	
Fluoride (mg/L)	2024		0.12		N/A		2	Yes	<i>Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits</i>	
Hexavalent Chromium (µg/L)	2024		0.31		N/A		10	Yes	<i>Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits.</i>	
Nitrate (as N) (mg/L)	2024		0.13		N/A		10	Yes	<i>Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits</i>	

Table 5- Contaminate with a SECONDARY Drinking Water Standard						
Chemical or Constituent (and reporting units)	Most Recent Sample Date	Level Detected	Range of Detections	MCL	In Compliance?	Typical Source of Contaminant
Manganese (µg/L)	2024	3.4	N/A	50	Yes	Leaching from natural deposits
Total Dissolved Solids (TDS) (mg/L)	2024	180	N/A	1,000	Yes	Runoff/leaching from natural deposits
Specific Conductance (µS/cm)	2023	290	N/A	1,600	Yes	Substances that form ions when in water; seawater influence
Chloride (mg/L)	2024	4.30	N/A	500	Yes	Runoff/leaching from natural deposits; seawater influence
Sulfate (mg/L)	2024	11	N/A	500	Yes	Runoff/leaching from natural deposits; industrial wastes

Table 6-Radioactive Contaminants						
Chemical or Constituent (and reporting units)	Most Recent Sample Date	Level Detected	Range of Detections	MCL	In Compliance?	Typical Source of Contaminant
Gross Alpha (pCi/L)	2022	ND	N/A	15	Yes	Erosion of natural deposits

Table 7-Disinfection Byproducts and Disinfectant Residuals						
Chemical or Constituent (and reporting units)	Most Recent Sample Date	Level Detected	Range of Detections	MCL	In Compliance?	Typical Source of Contaminant
TTHM's (Total Trihalomethanes)(µg/L)	2024	21	N/A	80	Yes	Byproduct of drinking water chlorination
HAA5 (Haloacetic Acids) (µg/L)	2024	12	N/A	60	Yes	
Chlorine Residual (mg/L)	2024	1.96	1.63 - 2.2	4	Yes	

ADDITIONAL GENERAL INFORMATION ON DRINKING WATER:

All drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline at 1-800-426-4791.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly individuals, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. The USEPA/Center for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline at 1-800-426-4791. Infants and young children are typically more vulnerable to lead in drinking water than the general populations. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your homes plumbing.