River Island District, Territory 2

POU Treatment Device Educational Flyer

Del Oro Water Company uses an in-line TDS monitoring system installed by Culligan to monitor the Point-of-Use Treatment System installed in your home. Del Oro is required by the State Water Resources Control Board – Division of Drinking Water to perform *monthly* monitoring of this device, the flow meter, and the indicator light on your faucet. Del Oro Water needs your cooperation to properly maintain the POU device. Maintenance ensures that the device is working correctly and that your water is safe.

To complete this monitoring there are four options available:

1. Self-report: On the new, enhanced Report My POU portal to enter reads or upload photos.

    Visit https://delorowater.com/reportmypou/ or scan the QR Code.

2. Self-report: Send email to ReportMyPOU@delorowater.com with reads or photos

3. Self-report: Call Customer Service at 530-717-2514. Texting reporting information is not an available option.

4. Coordinate with Del Oro personnel to schedule a visit no later than the 5th of the month between the hours of 7am – 4pm.

POU REPORT

Customers that choose to self-report may provide the following **four (4)** photos to Del Oro **on the first day of every month**:

Collect the (4) specific photographs of the Culligan POU Treatment system as shown below.

Flow meter screen under your sink

Light on your faucet with sink on

TDS Meter with switch set to "IN"

TDS Meter with switch set to "OUT"

Mailed: March 25, 2026

Please notify Del Oro at *ReportMyPOU@delorowater.com* if you wish to self-report this information. If you decline to self-report or do not respond, **Del Oro will conduct monthly visits** to your home to complete this monitoring.

It is imperative that this information is received in a timely manner. Customers are expected to provide self-reported information to Del Oro on the **1st calendar day of every month.** Customers that fail to provide self-reported information by the **3rd calendar day** of the month will be contacted by Del Oro in person on the following business day. Customers that fail to provide the information by the **5th calendar day** of the month will be <u>disconnected from the water system</u> on the following business day until the information has been provided.

What are the possible health effects of the contaminants being removed by the POU system?

Nitrate: Infants below the age of six months who drink water containing nitrate in excess of the MCL may quickly become seriously ill and, if untreated, may die because high nitrate levels can interfere with the capacity of the infant's blood to carry oxygen. Symptoms include shortness of breath and blueness of the skin. High nitrate levels may also affect the oxygen-carrying ability of the blood of pregnant women.

Uranium: Some people who drink water containing uranium in excess of the MCL over many years may have kidney problems or an increased risk of getting cancer.

Gross Alpha particles: Certain minerals are radioactive and may emit a form of radiation known as alpha radiation. Some people who drink water containing alpha emitters in excess of the MCL over many years may have an increased risk of getting cancer.

What steps should I take?

Use water from the tap with the POU device for drinking and cooking. In your kitchen, use the untreated tap for washing dishes. **Water from other taps in your house is NOT treated; do not use water from those taps for drinking or for brushing teeth**. Untreated water may be safely used for bathing and laundry.

Customers that plan to be away for more than one month shall make arrangements for self-reported information to be provided by others or notify Del Oro.

If any of the following occurs, please contact Del Oro *immediately* via *ReportMyPOU@delorowater.com* or *(530)717-2514 or Culligan at (559) 562-6361 .*

- The light on your faucet is RED, AMBER or not showing color
- The "OUT" value on the TDS monitor is at or greater than 315 mg/L
- The flow meter is at or greater than 1,000 gallons

Mailed: March 25, 2026