

2020

Consumer Confidence Report

A Note To Our Customers

Last year, as in years past, your tap water met all U.S. EPA and State drinking water health standards. The City of Redlands vigilantly safeguards its water supplies and once again, we are proud to report that our system has never violated a maximum contaminant level or any other water quality standard. This brochure is a snapshot of last year's water quality. Included are details about where your water comes from, what it contains, and how it compares to State standards. We are committed to providing you with information because informed customers are our best allies.

Additionally, we would like to take this time to assure you that even as we navigate this current pandemic, our water meets all regulatory standards. Per the U.S. Environmental Protection Agency, the COVID-19 virus has not been detected in drinking-water supplies. Tap water can continue to be used as usual for drinking and other purposes and Redlands' water treatment and delivery systems remain fully functioning to provide high-quality, reliable drinking water to our customers.

Thank you for entrusting us to provide your drinking water.

Rudolph S. Chow P.E., Director
Municipal Utilities and Engineering Department

WATER SOURCES

The water system consists of over 450 miles of underground pipelines with approximately 23,000 service connections. The City owns and operates 22 potable wells and 12 non-potable wells located throughout the Bunker Hill, Mill Creek, and Yucaipa groundwater basins. The water is stored throughout a system of 18 reservoirs. Wells provide nearly 40% of the City's water supply. The remainder of its water supply is produced from two surface water treatment plants. The Hinckley Water Treatment Plant utilizes water from the Santa Ana River and the Tate Water Treatment Plant utilizes water from the Mill Creek watershed. Imported water from the State Water Project, purchased from the San Bernardino Valley Municipal Water District, is periodically used to meet peak demand through the Hinckley and Tate Water Treatment Plants. In 2019, the City delivered over 22,000 acre feet of water to its customers with a peak day delivery of over 33 million gallons.

WATER SOURCE PROTECTION

The City of Redlands is committed to protecting our water sources from possible contamination. Source water assessments were completed in 2002 for all of our drinking water supplies. You can view the source water assessments at our office (location listed on back page). The assessments help to identify the vulnerability of drinking water supplies. These assessments are intended to provide basic information necessary for us to develop programs to protect our drinking water supplies. Possible contaminants can originate from: agricultural drainage, urban runoff, septic systems, sewer collection systems, junk/scrap/salvage operations, crop irrigation, underground storage tanks at automobile gas stations and illegal dumping.

Anyone interested in receiving a copy of the source water assessment should contact:

Kevin Watson, Utilities Operations Manager
Municipal Utilities and Engineering Department
(909) 798-7588 ext. 1

You can do your part to protect our water sources by properly disposing of household hazardous waste. To find out how to properly dispose of hazardous waste, so it does not contaminate groundwater, please call or visit:

City of Redlands-Customer Service
(909) 798-7529
cityofredlands.org/qol/recycling



IMPORTANT FACTS FROM THE US EPA ABOUT DRINKING WATER

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

Contaminants that may be present in source water include:

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

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (U.S. EPA) and the State Water Resources Control Board (State Water Board) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. State Water 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 (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, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. U.S. EPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

For information on ground water and drinking water, please visit:
<https://www.epa.gov/ground-water-and-drinking-water>

ABBREVIATIONS KEY

AL = Regulatory Action Level
MCL = Maximum Contaminant Level
MCLG = Maximum Contaminant Level Goal
MRDL = Maximum Residual Disinfectant Level
MRDLG = Maximum Residual Disinfectant Level Goal
PHG = Public Health Goal
TT = Treatment Technique
MFL = million fibers per liter
NTU = Nephelometric Turbidity Units
N/A = not applicable
pCi/L = picocuries per liter (a measure of radioactivity)
mrem/year = millirems per year (a measure of radiation absorbed by the body)
ppm = parts per million, or milligrams per liter (mg/L)
ppb = parts per billion, or micrograms per liter (µg/L)
ppt = parts per trillion, or nanograms per liter (ng/L)
ppq = parts per quadrillion, or picograms per liter (pg/L)



UNITS: A COMPARISON TO TIME

mg/L (milligrams per liter)AND ppm (parts per million) = 1 second in 11.5 days
µg/L (micrograms per liter)AND ppb (parts per billion) = 1 second in nearly 32 years
ng/L (nanograms per liter)AND ppt (parts per trillion) = 1 second in nearly 32,000 years
pg/L (picograms per liter)AND ppq (parts per quadrillion) = 1 second in nearly 32,000,000 years

IMPORTANT INFORMATION

This report contains important information about your drinking water. Please contact the City of Redlands at 35 Cajon Street, Suite 15A, Redlands CA 92373 or 909-798-7698 for assistance.

Este informe contiene información muy importante sobre su agua para beber. Favor de comunicarse City of Redlands a 909-798-7698 para asistirlo en español.

يحتوي هذا التقرير على معلومات مهمة حول مياه الشرب الخاصة بك. يرجى الاتصال بمدينة ريدلاندز على الرقم 7698-798-909 للحصول على المساعدة باللغة العربية.

Ang pag-uulat na ito ay naglalaman ng mahalagang impormasyon tungkol sa inyong inuming tubig. Mangyaring makipag-ugnayan sa City of Redlands, 35 Cajon Street, Suite 15A, Redlands CA 92373 o tumawag sa 909-798-7698 para matulungan sa wikang Tagalog.

这份报告含有关于您的饮用水的重要讯息。请用以下地址和电话联系 City of Redlands 以获得中文的帮助 City of Redlands, 35 Cajon Street, Suite 15A, Redlands CA 92373 909-798-7698

PRIMARY DRINKING WATER STANDARDS

MICROBIOLOGICAL CONTAMINANTS

CONTAMINANT (CCR UNITS)	YEAR	TRADITIONAL MCL	PHG (MCLG) in CCR units	DISTRIBUTION SUPPLY	SURFACE WATER SUPPLY (TREATED)	VIOLATION	MAJOR SOURCES IN DRINKING WATER	HEALTH EFFECTS LANGUAGE
Total Coliform Bacteria (state Total Coliform Rule)	2019	MCL: Systems that collect ≥40 samples/month: 5.0% of monthly samples are positive	0	1%	ND	No	Naturally present in the environment	Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.
Total Coliform Bacteria (federal Revised Total Coliform Rule)	2019	TT	N/A	1%	ND	No	Naturally present in the environment	Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct assessment(s) to identify problems and to correct any problems that were found during these assessments.
Turbidity [1]	2019	TT	N/A	0.18 (average)	".03 (average)"	No	Soil runoff	Turbidity has no health effects. However, high levels of turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

[1] Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of water quality. High turbidity can hinder the effectiveness of disinfectants.

LEAD & COPPER

CONTAMINANT	MCL	PHG	AVERAGE	RANGE	SAMPLE DATE	VIOLATION	NUMBER OF SCHOOLS REQUESTING LEAD SAMPLING	TYPICAL SOURCE
Lead (µg/L)	AL = 15	0.2	ND	33 sites sampled; 0 sites over AL	2017	No	0	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Copper (mg/L)	AL = 1.3	0.3	0.15	33 sites sampled; 0 sites over AL	2017	No	N/A	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives

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

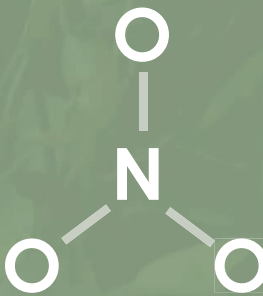
If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The City of Redlands is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/lead>.

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

INORGANIC CONTAMINANTS

Contaminant (CCR units)	Year	MCL in CCR units	PHG (MCLG) in CCR units	Groundwater Supply Average	Groundwater Supply Range	Surface Water Supply Average (Treated)	Surface Water Supply Range (Treated)	Violation	Major Sources in Drinking Water	Health Effects Language
Aluminum (mg/L)	2019	1	0.6	0.01	.02 - .13	ND	ND	No	Erosion of natural deposits; residue from some surface water treatment processes	Some people who drink water containing aluminum in excess of the MCL over many years may experience short-term gastrointestinal tract effects.
Fluoride (naturally occurring) (mg/L)	2019	2	1	0.63	.29 - 1.6	0.48	.29 - .6	No	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories	Some people who drink water containing fluoride in excess of the federal MCL of 4 mg/L over many years may get bone disease, including pain and tenderness of the bones. Children who drink water containing fluoride in excess of the state MCL of 2 mg/L may get mottled teeth.
Nitrate (mg/L)	2019	10 (as N)	10 (as N)	2.3	.7 - 4.9	0.2	ND - 1.4	No	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits	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.
Perchlorate (µg/L)	2019	6	1	0.9	ND - 4.4	ND	ND	No	Perchlorate is an inorganic chemical used in solid rocket propellant, fireworks, explosives, flares, matches, and a variety of industries. It usually gets into drinking water as a result of environmental contamination from historic aerospace or other industrial operations that used or use, store, or dispose of perchlorate and its salts.	Perchlorate has been shown to interfere with uptake of iodide by the thyroid gland, and to thereby reduce the production of thyroid hormones, leading to adverse effects associated with inadequate hormone levels. Thyroid hormones are needed for normal prenatal growth and development of the fetus, as well as for normal growth and development in the infant and child. In adults, thyroid hormones are needed for normal metabolism and mental function.

A NOTE ABOUT NITRATE



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

CONVENTIONAL SURFACE WATER TREATMENT PLANT FILTER PERFORMANCE

CONTAMINANT	MCL	PHG	LEVEL FOUND	RANGE	SAMPLE DATE	VIOLATION	TYPICAL SOURCE
Turbidity	TT = 1 NTU	N/A	0.28 NTU	.03 - .28	2019	No	Soil runoff
	TT = 95% of samples ≤0.3 NTU		100%	.03 - .28			

Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system.

REGULATED CONTAMINANTS WITH SECONDARY DRINKING WATER STANDARDS

MONITORING REQUIRED BY SECTION 64449 OF THE CALIFORNIA CODE OF REGULATIONS, TITLE 22.

CONSTITUENT	YEAR	Secondary MCL in CCR units	GROUNDWATER SUPPLY	GROUNDWATER RANGE	SURFACE WATER SUPPLY (TREATED)	SURFACE WATER SUPPLY (TREATED) RANGE	TYPICAL SOURCE OF CONTAMINANT
Aluminum	2019	200 µg/L	11	ND - 130	ND	ND	Erosion of natural deposits; residual from some surface water treatment processes
Foaming Agents [MBAS]	2019	500 µg/L	0.01	ND - .04	0.04	.03 - .04	Municipal and industrial waste discharges
Iron	2019	300 µg/L	0.03	ND - .17	0.01	.01 - .02	Leaching from natural deposits; industrial wastes
Turbidity	2019	5 Units	0.4	.1 - 1.6	0.03	.03 - .28	Soil runoff
Total Dissolved Solids [TDS]	2019	1,000 mg/L	240	130 - 380	175	175 - 190	Runoff/leaching from natural deposits
Specific Conductance	2019	1,600 µS/cm	394	280 - 610	275	275 - 310	Substances that form ions when in water; seawater influence
Chloride	2019	500 mg/L	20	5 - 53	7	7 - 9	Runoff/leaching from natural deposits; seawater influence
Sulfate	2019	500 mg/L	32	18 - 77	19	19 - 23	Runoff/leaching from natural deposits; industrial wastes

Note: There are no PHGs, MCLGs, or mandatory standard health effects language for these constituents because secondary MCLs are set on the basis of aesthetic concerns.

SAMPLING RESULTS FOR SODIUM & HARDNESS

CONSTITUENT	YEAR	MCL / PHG (MCLG)	GROUNDWATER SUPPLY	GROUNDWATER RANGE	SURFACE WATER SUPPLY (TREATED)	SURFACE WATER SUPPLY RANGE (TREATED)	SOURCE INFORMATION
Sodium mg/L	2019	N/A	23	11 - 79	13	8 - 19	"Sodium" refers to the salt present in the water and is generally naturally occurring.
Hardness mg/L	2019	N/A	152	100 - 200	115	89 - 140	"Hardness" is the sum of polyvalent cations present in the water, generally magnesium and calcium. The cations are usually naturally occurring.

UCMR 4

CYANOTOXINS	YEAR	MINIMUM REPORTING LEVEL	SYSTEM AVERAGE	SYSTEM RANGE	TYPICAL SOURCE OF CONTAMINANT	HEALTH EFFECTS LANGUAGE
Manganese	2019	0.4 µg/L	0.41	ND - 1.5	Leaching from natural deposits	Manganese exposures resulted in neurological effects. High levels of manganese in people have been shown to result in adverse effects to the nervous system.
Total Organic Carbon (TOC) *	2019	N/A	1	0 - 3.7	Various natural and manmade sources	Total organic carbon (TOC) has no health effects. However, TOC provides a medium for the formation of disinfection byproducts. These byproducts include trihalomethanes (THMs) and haloacetic acids (HAAs). Drinking water containing these byproducts in excess of the MCL may lead to adverse health effects, liver, or kidney problems, or nervous system effects, and may lead to an increased risk of getting cancer.
Bromide *	2019	N/A	0.02	ND - 1.1	N/A	N/A

* Raw surface water sources

Unregulated contaminant monitoring helps U.S. EPA and the State Water Resources Control Board to determine where certain contaminants occur and whether the contaminants need to be regulated.

BACKGROUND

THE 1996 AMENDMENTS TO THE SDWA REQUIRED THE U.S. EPA TO ESTABLISH CRITERIA FOR A MONITORING PROGRAM FOR UNREGULATED CONTAMINANTS, AND TO PUBLISH, ONCE EVERY FIVE YEARS, A LIST OF NO MORE THAN 30 CONTAMINANTS TO BE MONITORED BY PUBLIC WATER SYSTEMS (PWS).

SECTION 64450 OF THE CALIFORNIA CODE OF REGULATIONS ALSO REQUIRED CERTAIN WATER SYSTEMS TO MONITOR A NUMBER OF UNREGULATED CONTAMINANTS, WITH CONTAMINANT LISTS THAT WERE PUBLISHED OR REVISED IN 1990, 1996, 2000, AND 2003. THIS SECTION OF THE CALIFORNIA CODE OF REGULATIONS WAS REPEALED EFFECTIVE OCTOBER 18, 2007. WATER SYSTEMS THAT CONTINUED TO MONITOR FOR STATE UNREGULATED CONTAMINANTS ARE ENCOURAGED, BUT NOT REQUIRED, TO INCLUDE THE INFORMATION REGARDING DETECTED CONTAMINANTS IN THE CCR.

ALTHOUGH SECTION 64450 OF THE CALIFORNIA CODE OF REGULATIONS WAS REPEALED, THE STATE WATER BOARD MAY REQUEST WATER SYSTEMS TO MONITOR FOR SPECIFIC CONTAMINANTS PER HSC SECTION 116375(b).

DISINFECTION BYPRODUCTS, DISINFECTANT RESIDUALS, AND DISINFECTION BYPRODUCT PRECURSORS

CONTAMINANT (CCR UNITS)	YEAR	MCL OR [MRDL] IN CCR UNITS	PHG, (MCLG) OR [MRDLG]	DISTRIBUTION SYSTEM AVERAGE	DISTRIBUTION SYSTEM RANGE	VIOLATION	MAJOR SOURCES IN DRINKING WATER	HEALTH EFFECTS LANGUAGE
TTHMs [Total Trihalomethanes] (µg/L)	2019	80	N/A	17	ND - 59	No	Byproduct of drinking water disinfection	Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience liver, kidney, or central nervous system problems, and may have an increased risk of getting cancer.
HAA5 [Sum of 5 Haloacetic Acids] (µg/L)	2019	60	N/A	11	ND - 38	No	Byproduct of drinking water disinfection	Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.
Chlorine (mg/L)	2019	[MRDL = 4.0 (as Cl ₂)]	[MRDLG = 4 (as Cl ₂)]	0.8	.23 - 1.58	No	Drinking water disinfectant added for treatment	Some people who use water containing chlorine well in excess of the MRDL could experience irritating effects to their eyes and nose. Some people who drink water containing chlorine well in excess of the MRDL could experience stomach discomfort.
Control of DBP Precursors (TOC)	2019	TT	N/A	0.76	ND - 2.7	No	Various natural and manmade sources	Total organic carbon (TOC) has no health effects. However, total organic carbon provides a medium for the formation of disinfection byproducts. These byproducts include trihalomethanes (THMs) and haloacetic acids (HAAs). Drinking water containing these byproducts in excess of the MCL may lead to adverse health effects, liver or kidney problems, or nervous system effects, and may lead to an increased risk of cancer.

RADON

Constituent	Year	MCL	Notification Level	System Average	System Range
Radon (pCi/L)	2007	N/A	N/A	756	682 - 793

INFORMATION ABOUT RADON TESTED IN 2007

Radon is a radioactive gas that you cannot see, taste, or smell. It is found throughout the U.S. Radon can move up through the ground and into a home through cracks and holes in the foundation. Radon can build up to high levels in all types of homes. Radon can also get into indoor air when released from tap water from showering, washing dishes, and other household activities. Compared to radon entering the home through soil, radon entering the home through tap water will in most cases be a small source of radon in indoor air. Radon is a known human carcinogen. Breathing air containing radon can lead to lung cancer. Drinking water containing radon may also cause increased risk of stomach cancer. If you are concerned about radon in your home, test the air in your home. Testing is inexpensive and easy. You should pursue radon removal for your home if the level of radon in your air is 4 picocuries per liter of air (pCi/L) or higher. There are simple ways to fix a radon problem that are not too costly. For additional information, call your State radon program (1-800-745-7236), the U.S. EPA Safe Drinking Water Hotline (1-800-426-4791), or the National Safety Council Radon Hotline (1-800-767-7236).

RADIOACTIVE CONTAMINANTS

CONTAMINANT (CCR UNITS)	YEAR	MCL IN CCR UNITS	PHG (MCLG) in CCR units	GROUNDWATER SUPPLY AVERAGE	GROUNDWATER SUPPLY RANGE	SURFACE WATER SUPPLY AVERAGE (Treated)	SURFACE WATER SUPPLY RANGE (Treated)	VIOLATION	MAJOR SOURCES IN DRINKING WATER	HEALTH EFFECTS LANGUAGE
Gross Beta Particle Activity (pCi/L)	2019	50[1]	0	4.8	1.05 - 13.3	1.54	1.49 - 1.58	No	Decay of natural and man-made deposits	Certain minerals are radioactive and may emit forms of radiation known as photons and beta radiation. Some people who drink water containing beta and photon emitters in excess of the MCL over many years may have an increased risk of getting cancer.
Strontium-90 (pCi/L)	2019	8	0.35	0.56	ND - 2.1	0.34	.2 - .48	No	Decay of natural and man-made deposits	Some people who drink water containing strontium-90 in excess of the MCL over many years may have an increased risk of getting cancer.
Gross Alpha Particle Activity (pCi/L)	2019	15	0	7	3 - 15	2	0 - 4	No	Erosion of natural deposits	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.
Combined Radium (pCi/L)	2019	5	(0)	0.06	.04 - .08	ND	ND	No	Erosion of natural deposits	Some people who drink water containing radium 226 or 228 in excess of the MCL over many years may have an increased risk of getting cancer.
Uranium (pCi/L)	2019	20	0.43	3	ND - 12	0.4	ND - 1	No	Erosion of natural deposits	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.

[1] Effective June 11, 2006, the gross beta particle activity MCL is 4 millirem/year annual dose equivalent to the total body or any internal organ. 50 pCi/L is used as a screening level.

PROGRAMS TO IMPROVE WATER EFFICIENCY FOR THE CITY AND ITS CUSTOMERS

AS THE STATE OF CALIFORNIA ANTICIPATES STRONGER SWINGS IN WEATHER, IT IS IMPERATIVE THAT ITS RESIDENTS MAKE WATER CONSERVATION A WAY OF LIFE. THE CITY OFFERS A VARIETY OF PROGRAMS TO ASSIST CUSTOMERS WITH ACHIEVING THAT GOAL.

WATER CONSERVATION TIPS FOR CONSUMERS

Did you know that the average U.S. household uses approximately 400 gallons of water per day or 100 gallons per person per day? Luckily, there are many low-cost and no-cost ways to conserve water. Small changes can make a big difference – try one today and soon it will become second nature.

- Take short showers – a 5 minute shower uses 4 to 5 gallons of water compared to up to 50 gallons for a bath.
- Shut off water while brushing your teeth, washing your hair, and shaving and save up to 500 gallons a month.
- Use a water-efficient showerhead. They are inexpensive, easy to install, and can save you up to 750 gallons a month.
- Run your clothes washer and dishwasher only when they are full. You can save up to 1,000 gallons a month.
- Water plants only when necessary.
- Fix leaking toilets and faucets. Faucet washers are inexpensive and take only a few minutes to replace. To check your toilet for a leak, place a few drops of food coloring in the tank and wait 30 minutes. If it seeps into the toilet bowl without flushing, you have a leak. Fixing or replacing it with a new, more efficient model can save up to 1,000 gallons a month.
- Adjust sprinklers so only your lawn is watered. Apply water only as fast as the soil can absorb it and during the cooler parts of the day to reduce evaporation.
- Teach your kids about water conservation to ensure a future generation that uses water wisely. Make it a family effort to reduce next month's water bill!
- Visit <https://www.epa.gov/watersense> for more information.



WATER EFFICIENCY REBATE PROGRAM

The City offers incentives for replacing irrigated turf with water efficient/irrigationless landscapes, and for replacing fixtures or appliances with high efficient alternatives. Pre and post inspections are required for eligibility.



WATER USE ANALYSIS

City staff is available to review your current irrigation system, household water-use practices, water meter, and consumption history to help identify high uses and make recommendations to reduce consumption. This service is free to all customers.



WATERING RESTRICTIONS

Due to the significant impact recent drought had on our groundwater basin, the City remains in watering restrictions. The City is currently in Stage 2 of its Water Conservation Plan. Residents can find a full list of restrictions at cityofredlands.org/waterconservation



IRRIGATION CONTROLLER SCHEDULING

With current restrictions on watering times, City staff is available to assist in programming irrigation controllers to maintain compliance. This service is free to all customers.

**FOR FURTHER INFORMATION ON PROGRAMS AND RESTRICTIONS, PLEASE VISIT THE CITY'S WEBSITE AT:
CITYOFREDLANDS.ORG/WATERCONSERVATION
OR CALL US AT: 909-798-7527 x.2**

NOTE:

IN RESPONSE TO THE COVID-19 PANDEMIC, IN-PERSON APPOINTMENTS ARE TEMPORARILY SUSPENDED. STAFF IS AVAILABLE TO ASSIST CUSTOMERS PERFORMING THEIR OWN WATER USE ANALYSIS AND IRRIGATION CONTROLLER SCHEDULING BY PHONE OR VIDEO CHAT. IN LIEU OF PRE AND POST INSPECTIONS FOR THE WATER EFFICIENCY REBATE PROGRAM, TIME-STAMPED PHOTOS WILL BE ACCEPTED, HOWEVER, CONTACT MUST BE MADE WITH WATER CONSERVATION STAFF PRIOR TO WORK TAKING PLACE TO ENSURE ELIGIBILITY. TO SCHEDULE APPOINTMENTS OR INQUIRE ABOUT OUR PROGRAMS, PLEASE CALL THE CITY'S WATER CONSERVATION DIVISION AT : 909-798-7527 EXT. 2.

City of
REDLANDS
PO Box 3005
Redlands, CA 92373

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POSTAL CUSTOMER

PUBLIC PARTICIPATION OPPORTUNITIES:

CITY COUNCIL MEETINGS ARE HELD ON THE FIRST AND THIRD TUESDAYS OF EVERY MONTH AND THE MUNICIPAL UTILITIES /PUBLIC WORKS COMMISSION (MUPWC) MEETINGS ARE HELD THE FIRST MONDAY OF EVEN NUMBERED MONTHS. ALL ITEMS THAT ARE HEARD BY THE CITY COUNCIL OR THE MUPWC ARE PLACED ON THE REQUIRED AGENDAS AND POSTED AT CITY HALL LOCATED AT 35 CAJON STREET, REDLANDS, CALIFORNIA.

CONTACT US:

CITY OF REDLANDS, MUNICIPAL UTILITIES & ENGINEERING DEPARTMENT
P.O. BOX 3005
35 CAJON STREET, SUITE 15A
REDLANDS, CA 92373
(909)798-7698
CITYOFREDLANDS.ORG/MUED