

## Our Water Quality Commitment:

### You Can Count on Washington Water Employees to . . .

- ⇒ provide you with the highest quality water possible
- ⇒ sample, test and treat your water on a regular basis
- ⇒ work diligently to meet every water quality standard on every system, every day
- ⇒ maintain water distribution system reliability
- ⇒ provide you with the highest level of customer service possible

#### Important Phone Numbers:

Washington Water Service Company  
P.O. Box 336  
Gig Harbor, WA 98335-0336  
Office: (253) 851-4060  
Toll Free: (877) 408-4060  
<http://www.wawater.com>

SW Regional Operations Mgr:  
Paul Robischon

Washington State Department of Health  
Southwest Office of Drinking Water  
P.O. Box 47823  
Olympia, WA 98504-7823  
(360) 664-0768  
<http://www.doh.wa.gov./ehp/dw/>



WASHINGTON WATER  
SERVICE COMPANY

### Crystal Springs Water System State ID #30049R

## 2009 Drinking Water Report

Washington Water Service Company (WWSC) is committed to being a leader in providing communities and customers with traditional and innovative utility services. WWSC is proud of its service record and is staffed with courteous and knowledgeable water professionals who are dedicated to meeting your needs. While we are proud of our past record, we continually strive to improve upon the quality of services we provide to you, our valued customer.

This *2009 Drinking Water Report* is your annual update on the quality and safety of your drinking water. It includes the water quality monitoring results from the **most recent round** of testing done on your system, in accordance with state and federal regulations. This report also provides access through references and telephone numbers to source water assessments, health effects data and additional information about your water system. This allows you to make personal health-based decisions regarding your drinking water consumption and become more involved in decisions which may affect your health. We hope you find this information helpful!

Washington Water Service Co.  
Toll-free: (877) 408-4060

## Regarding “contaminants” in drinking water:

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. In order to ensure that tap water is safe to drink, the Washington State Department of Health and EPA prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) and the Washington Department of Agriculture regulations establish limits for contaminants in bottled water that must provide the same protection for public health.

## Sources of drinking water:

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

#### Reminder:

Any hazardous material that you put onto the ground or in your septic tank could potentially pollute the groundwater. Please help the Crystal Springs Water System prevent groundwater contamination for this and future generations.

## Where does my water come from?

Your water comes from one well and is considered groundwater. The water is pumped into the system from this well, which is 119 feet deep. Your water is not treated (no chlorination, filtration, pH adjustment, etc).

## Contaminants that may be present in source water include:

- ◆ Microbial contaminants, such as viruses, parasites and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.
- ◆ Inorganic contaminants, such as salts and metals, which 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.
- ◆ Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities.
- ◆ Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff and septic systems.



# Water Quality Data

## How To Read The Tables:

Your water is tested for more than 100 contaminants for which state and federal standards have been set. **Tables 1 & 2** list all primary contaminants that were detected (in any amount) along with their respective Maximum Contaminant Levels (MCLs). Primary standards protect public health by limiting the levels of these contaminants in drinking water. **Table 3** shows the levels of secondary contaminants and common water properties of interest to many consumers. Secondary contaminants have no known health effects but can affect the aesthetic properties of water (taste, odor and appearance). Secondary Maximum Contaminant Levels (SMCLs) are guidelines only.

## Terms and Abbreviations used:

**Maximum Contaminant Level (MCL):** the highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

**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 allow for a margin of safety.

**Action Level (AL):** the concentration of a contaminant which, when exceeded, triggers treatment or other requirements which a water system must follow.

**Lead and Copper 90th Percentile Value:** Out of every 10 homes sampled, 9 were at or below this level. This must be  $\leq$  the AL or additional steps must be taken.

**ppb:** parts per billion. **ppm:** parts per million.

**N/A:** not applicable

**Synthetic Organic Chemicals (SOCs).** Because 2008 was the first year in a new 3-year monitoring period, the Dept of Health (DOH) did not schedule any SOC sampling (herbicides, pesticides and insecticides) in 2008 that the water system may receive a monitoring waiver for later. These waivers will be announced by the DOH in 2009.

**Table 1: Primary Contaminants Detected In Your Drinking Water**

| Primary Contaminant     | Units | Year Tested | MCL            | MCLG | YOUR WATER                              | Compliant? (Y/N) | Major Sources in Drinking Water   |
|-------------------------|-------|-------------|----------------|------|---|------------------|---|
| Nitrate                 | ppm   | 2008        | 10             | 0    | 2.2                                     | Y                | Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits |
| <b>Microbiological</b>  |       |             |                |      | <b>Highest No. of Monthly Positives</b> |                  |   |
| Total coliform bacteria |       | 2008        | 1 <sup>a</sup> | 0    | 3                                       | N <sup>b</sup>   | Naturally present in the environment  |

**Table 2: Lead and Copper Monitoring—Samples are collected at customer faucets. The number of homes sampled is based on population served by the system. Specific EPA-mandated criteria are used to select the homes:**

| Primary Contaminant | Units | Year Tested | AL  | No. of Homes Sampled | 90th Percentile Value | No. of Homes Exceeding the AL | Compliant? (Y/N) | Major Sources in Drinking Water                                      |
|---------------------|-------|-------------|-----|----------------------|-----------------------|-------------------------------|------------------|--|
| Copper              | ppm   | 2008        | 1.3 | 5                    | 0.04                  | 0                             | Y                | Corrosion of household plumbing systems; erosion of natural deposits |
| Lead                | ppb   | 2008        | 15  | 5                    | < 2                   | 0                             | Y                | Corrosion of household plumbing systems; erosion of natural deposits |

**Table 3: Secondary Contaminants (Inorganic Chemical and Physical)**

| Secondary Contaminant | Units | Year Tested | SMCL             | YOUR WATER      | Compliant? (Y/N) | Major Sources in Drinking Water                           |
|-----------------------|-------|-------------|------------------|-----------------|------------------|---|
| Iron                  | ppm   | 2007        | 0.30             | < 0.1           | Y                | Leaching from natural deposits; industrial wastes         |
| Manganese             | ppm   | 2007        | 0.05             | < 0.01          | Y                | Leaching from natural deposits                            |
| Chloride              | ppm   | 2007        | 250              | 5               | Y                | Runoff/leaching from natural deposits; seawater influence |
| Sodium                | ppm   | 2007        | N/A <sup>d</sup> | 7               | Y                | Erosion of natural deposits; seawater influence           |
| Hardness              | ppm   | 2007        | N/A              | 78 <sup>e</sup> | Y                | Erosion of natural deposits                               |

<sup>a</sup> For systems that collect less than 40 bacteriological samples per month, the MCL is one positive (unsatisfactory) monthly sample. One unsatisfactory sample does not necessarily pose a threat to public health.

<sup>b</sup> Coliforms are bacteria that are naturally present in the environment, harmless to the general population and are used as an indicator that other potentially-harmful bacteria *may* be present. Their presence is a warning of potential problems because disease-causing organisms may also enter the system via the same route as the coliforms. The presence of coliforms usually means that soil or vegetation has entered the system. Details of this November 2008 Non-Acute Coliform MCL Violation (and what was done to correct it) were provided in a notice distributed to all customers on 12/4/08. Two of five routine coliform samples collected in the following month were also unsatisfactory, resulting in a second Non-Acute Violation in December 2008. Customers were notified of this violation and what was done to correct it on 1/6/09. The distribution mains serving the homes on the system were continuously disinfected to protect public health while the source of coliform bacteria was positively identified and eliminated (the chlorinator was turned off on 1/29/09). All other routine monthly bacteriological samples collected in 2008 were satisfactory.

<sup>c</sup> Most recent testing done, in accordance with the regulations (required every 3 years)

<sup>d</sup> The EPA recommends 20 ppm as a level of concern for those consumers who must restrict their dietary intake.

<sup>e</sup> Equivalent to 4.6 grains per gallon of hardness. 0-75 ppm hardness is considered "soft" water, 75-150 ppm is "moderately hard", 150- 300 ppm is "hard" and > 300 ppm is "very hard" water.

**Volatile Organic Chemicals (VOCs).** In 2008, your drinking water source was monitored for 60 different VOCs. These are by-products of industrial processes and petroleum production, and can also come from gas stations and dry cleaners. We are pleased to report that there were no detections, in **any** amount, of any of these contaminants!

The Office of Drinking Water has compiled **source water assessment program (SWAP) data** for all community water systems in Washington. SWAP data for your system is available by accessing DOH's web site at:

<http://www4.doh.wa.gov/dw/swap/app/login.cfm?app=maps>

If you do not have access to the web, we encourage you to use the internet service available through the public library system.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised people such as those with cancer undergoing chemotherapy, those 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. EPA/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 (800) 426-4791.

More information about contaminants found in water and their potential health effects can be obtained by calling the Environmental Protection Agency's (EPA) Safe Drinking Water Hotline or by visiting their web site listed below.

**Safe Drinking Water Hotline**  
**1-800-426-4791**  
**www.epa.gov/ogwdw**