

# PINE COVE WATER DISTRICT

June 2023 Summer Newsletter

## Smart Meters Coming Soon!!

We have received the SET Smart Meters, and we have started to install them. This process is going to take a few months, so please be patient. These meters will give you the ability to read the meter yourself, at any time. We will be able to read the meters and shut them off from the office.

Stay tuned for more information as we move along.



New Zenner Smart Meter

## Rebates

Don't miss out on your rebate from the District. We offer rebates on low flow toilets, HE washing machines, instant hot water unit (goes under the sink), and rain water collection systems. Rebates are based on the fiscal year and your receipt needs to be dated within the current fiscal year. If you purchase something in June, please make sure that you submit the receipt no later than 7/31/2023, otherwise we will not be able to accept it at a later date.

## Avoid Late Fees

You can avoid late fees and convenience fees by getting set up for Auto Pay. Auto Pay offers you the convenience of posting automatically, on the due date. There are no costs associated with it, and you'll never incur another late fee. Call Jennifer at the office or you can email her at [jennifer@pcwd.org](mailto:jennifer@pcwd.org) to get set up before your next payment is due on July 1, 2023.

We know that a lot of the customers pay using their banks bill pay feature, but what you may not be aware of is that the bank actually sends us a check and as we've been seeing more and more, the checks that are scheduled to be here closer to the due date of the 1<sup>st</sup>, are not arriving until days after the due date, subjecting you to a late fee of \$15.00.

## OFFICE INFORMATION

Our office is located at 24917 Marion Ridge Rd., next door to the Pine Cove Fire Department. We are open from 9:00 am to 4:00 pm, Monday thru Friday. You can reach us at 951-659-2675. Our fax # is 951-659-3112.

The General Manager can be reached on his cell 951-357-9945 or you can email him at [jpotter@pcwd.org](mailto:jpotter@pcwd.org).

The Office Manager can be reached at 951-659-2675 or you can email her at [becky@pcwd.org](mailto:becky@pcwd.org).

We have a great blog on our website that offers a variety of information for our customers. Please check it out at [pcwd.org/blog](http://pcwd.org/blog).

We have the ability to send out occasional emails to our customers using our billing system's public alert feature. It lets us send "informational alerts" which is a very quick way for us to reach out to you. Please make sure that we have a working email address for your account. We have found that the informational alerts can be very beneficial to both the customer and the district. When we have freezing temps, it's a quick way for us to contact you to make sure that the leak is not at your house.

## PUBLIC ALERT SYSTEM

The District implemented a Public Alert System. This system is part of our billing software, and it pulls the information from your account.

It can be used in two ways. The first is as an "Informational Alert". This type is by email only, and it will be from the office. We have the ability to send attachments with that email. We see nothing but good things from this option in the future. It's a way for us to help keep you informed about all happenings that effect Pine Cove's.

The second type of alert would be a Public Alert. This type would alert you to an emergency situation in our District, or on our mountain top, like a fire or flooding, or earthquake. This alert would come in the form of a phone call, a text message, and an email. In almost all cases, it would be an alert that we are passing on to you, from CalFire, US Forest Service or in most cases Riverside County EMD. It would not be the District determining an emergency. We feel that it's an excellent tool to keep all of our customers informed.

Unfortunately, we do not have the ability to send out to multiple emails, or phones on one account. You can have one email address set up, and one cell phone number. You can also have your land line set up to receive the alerts. If it changes in the future to be able to send to multiples on one account, we will be sure to let you know.

If you have not provided your current email address and/or cell phone number to Pine Cove Water District to be included in the Public Alert System, please call the office and speak to Becky or Jennifer. They will be happy to help you set this up on your account. You can also email them, at the emails below.

[Becky@pcwd.org](mailto:Becky@pcwd.org)

[Jennifer@pcwd.org](mailto:Jennifer@pcwd.org)

In an Emergency Situation, we would call you, text you and email you. Please make sure we have up to date information on your account, to be included in our Public Alert system.

Please don't hesitate to call us if you have any questions, comments or concerns. We will keep you posted on the status of the new smart meters installation.

## PINE COVE WATER DISTRICT WATER RATE SCHEDULE

The water rates established in the District are based on a Minimum Advance Residential Billing Unit of \$40.00 per month. Billing is done every 2 months (Feb, Apr, June, Aug, Oct, Dec). This cost per month will be multiplied by the number of months (2) in a billing period. Water consumption for any Regular billing period will be charged as follows:

Usage from 0 to 7,500 gallons	\$8.00 per thousand gallons
Usage from 7,500 to 15,000 gallons	\$10.00 per thousand gallons
Usage over 15,000 gallons	\$12.00 per thousand gallons

***Water bills are mailed around the 1<sup>st</sup> of the Billing Month. All bills are due and payable by the 1<sup>st</sup> of the following month. Any bill not paid by the 1<sup>st</sup> of the following month will be termed delinquent and subject to a \$15.00 late fee and/or termination. A disconnection fee of \$90.00 will be charged, in addition to current amount due, to re-establish service.***

NON-AVOIDANCE OF MINIMUM BILLING: Minimum Advance Billing and payment thereof is used for administrative expenses, minimum maintenance and fixed funding charges of the District and may not be avoided by seasonal disconnection of service with subsequent reconnection. All meters, active or inactive, will be billed advance minimum charges every two months.

### WATER CONSERVATION STAGES

**Stage I** is voluntary compliance. Customers are asked to conserve, when possible, the amount of water used to that amount necessary for domestic and business purposes. Fix leaky plumbing, prevent irrigation runoff, refrain from washing down sidewalks, driveways and parking areas and avoid sprinkling unplanted areas for dust control. Customers are encouraged to utilize wood chips and mulch around all plants and trees to minimize outside watering.

**Stage II** is mandatory compliance. Customers are required to limit irrigation of outdoor plants and gardens to the period between 6:00 PM and 8:00 AM daily and stop all water runoff. Customers cannot fill or refill swimming pools and/or spas, except the small amount needed to replace evaporation in already filled pools. Vehicles can only be washed using a bucket and a hose with a shut-off nozzle. Immediate repairs must be made to any and all leaking water lines and faucets in household plumbing and yard piping. Customers must also cease watering native vegetation and unplanted areas for dust control. Restaurants shall only provide drinking water to patrons upon specific request.

**Stage III** IS MANDATORY EMERGENCY RESTRICTIONS. No water shall be used to irrigate outdoor plants, trees or landscaping of any kind, or any time. No water shall be added to swimming pools, hot tubs, or spas to replace evaporation loss or for any other purpose. No water shall be taken from fire hydrants for any reason except for fire emergencies or for the maintenance of system water quality. Water use for construction purposes shall be minimized and no water will be used for dust control, washing structures, sidewalks, driveways or parking areas. Washing motor vehicles and equipment is not allowed except from a bucket using a hose with a shut-off nozzle. In addition, water users shall make immediate repairs to any leaking line or faucet in household plumbing or yard piping.

Thank you for your cooperation. If you have any questions, feel free to call the office at (951)659-2675, Monday through Friday, 9:00 AM to 4:00 PM, or you can contact us via email to [info@pcwd.org](mailto:info@pcwd.org).

**Jeremy Potter**, General Manager  
PINE COVE WATER DISTRICT

## GENERAL INFORMATION

Este informe contiene información muy importante sobre su agua para beber. Favor de comunicarse Pine Cove Water District a 951-659-2675 para asistirlo en español.

Pine Cove Water District makes the quality of your drinking water one of our priorities. We produce water that meets or exceeds all State and Federal Standards for safe drinking water. We monitor your drinking water according to Federal and State laws. The attached report shows the water contaminants that were detected during 2022 or the most recent sampling for the constituent. The State Water Resource Control Board (SWRCB) allows us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of the data, though representative of the water quality, are more than one year old.

The water you drink comes from our sixteen wells located in the Pine Cove area. This water is aerated through our two aeration plants to remove approximately 80% of the carbon dioxide and raises the pH level from 6.3 to 7.2. This treatment provides the water customer with water that is less aggressive to pipes and plumbing.

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 from the presence of animals or 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 storm water 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 storm runoff and residential use.
- 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 storm water runoff, and septic systems.
- Radioactive contaminants, which can be naturally occurring or the result of oil and gas production and mining activities.

In order to ensure that the tap water is safe to drink, the U.S. Environmental Protection Agency (USEPA) and the SWRCB 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. Additional information on bottled water is available on the California Department of Public Health website (<https://www.cdph.ca.gov/Programs/CEH/DFDCS/Pages/FDBPrograms/FoodSafetyProgram/Water.aspx>).

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).

An assessment of the drinking water sources for the Pine Cove Water District was completed in 2002 & 2013 by the SWRCB. The sources are most vulnerable to the following activities not associated with any detected contaminants: low density septic systems, sewer collections systems, and campgrounds/recreational areas. A copy of the assessment summary is available at the District Office.

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. Pine Cove Water District 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>.

Jeremy Potter, General Manager, Pine Cove Water District

**TABLE 1 – SAMPLING RESULTS SHOWING THE DETECTION OF COLIFORM BACTERIA**

Microbiological Contaminants (complete if bacteria detected)	Highest No. of Detections	No. of months in violation	MCL	MCLG	Typical Source of Bacteria
Total Coliform Bacteria (state Total Coliform Rule) 2022	In a month 0	0	1 positive monthly sample	0	Naturally present in the environment
Fecal Coliform or <i>E. coli</i> (state Total Coliform Rule) 2022	In the year 0	0	A routine sample and a repeat sample are total coliform positive, and one of these is also fecal coliform or <i>E. coli</i> positive		Human and animal fecal waste
<i>E. coli</i> (federal Revised Total Coliform Rule)	0	0	(a)	0	Human and animal fecal waste

(a) Routine and repeat samples are total coliform-positive and 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*.

**TABLE 2 – SAMPLING RESULTS SHOWING THE DETECTION OF LEAD AND COPPER**

Lead and Copper (Tap Samples)	No. of samples collected	90 <sup>th</sup> percentile level detected	No. sites exceeding AL	AL	PHG	Typical Source of Contaminant
Lead (ppb) (2020)	10	5.8	0	15	0.2	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Copper (ppm) (2020)	10	.53	0	1.3	0.3	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives

**TABLE 3 – SAMPLING RESULTS FOR SODIUM AND HARDNESS**

Chemical or Constituent (and year sampled)	Units	Level Detected	Range of Detections	MCL	PHG (MCLG)	Typical Source of Contaminant
Sodium (2022)	ppm	15	9.6-25	none	none	Salt present in the water and is generally naturally occurring
Hardness (2022)	ppm	46	22 - 69	none	none	Sum of polyvalent cations present in the water, generally magnesium and calcium, and are usually naturally occurring

**TABLE 4 – DETECTION OF CONTAMINANTS WITH A PRIMARY DRINKING WATER STANDARD**

Chemical or Constituent (and year sampled)	Units	Level Detected	Range of Detections	MCL [MRDL]	PHG (MCLG) [MRDLG]	Typical Source of Contaminant
**Lead (Source Samples) (2022)	ppb	6.4	ND – 49	15	0.2	Discharges from industrial manufacturers; erosion of natural deposits
Nitrate (as N) (2022)	ppm	0.16	ND – 0.84	10	10	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Gross Alpha Particle Activity (2018-2021)	pCi/L	ND	ND – 6.61	15	(0)	Erosion of natural deposits
Uranium (2018-2021)	pCi/L	ND	ND-6.8	20	0.43	Erosion of natural deposits
Chlorine (2022)	ppm	0.3	0.22-0.30	[4.0 (as Cl <sub>2</sub> )]	[4 (as Cl <sub>2</sub> )]	Drinking water disinfectant added for treatment
Total Trihalomethanes (TTHMs) (2022)	ppb	6.6	ND-6.6	80	None	By-product of drinking water disinfection

**ug/l** – micrograms per liter or parts per billion (ppb), **mg/l** – milligrams per liter, **ntu** – nephelometric turbidity units, **Pci/l** – Picocuries per liter, **MCL** – Maximum contaminant level – 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. **MCLG** – Maximum Contaminant Level Goal; the level of a contaminant in drinking water for which there is no known or expected risk to health. MCLGs are set by the USEPA. **MRDL** – Maximum Residual Disinfectant Level: 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. **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. **PDWS** – Primary Drinking Water Standard; MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements and water treatment requirements. **SDWS** – Secondary Drinking Water Standards; MCLs for contaminants that affect taste, odor, or appearance of drinking water. Contaminants with SDWSs do not affect the health at MCL levels. **PHG** – Public Health Goal; 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 EPA. **AL** – Regulatory Action Level: the concentration of a contaminant, which, if exceeded,

triggers treatment or other requirements that a water system must follow. **ND** – Not Detectable at Testing Limit, **Range** – If detected, gives highest/lowest levels at sources, **Average** – Average levels of all sources tested.

**TABLE 5 – DETECTION OF CONTAMINANTS WITH A SECONDARY DRINKING WATER STANDARD**

Chemical or Constituent (and year sampled)	Units	Level Detected	Range of Detections	MCL	PHG (MCLG)	Typical Source of Contaminant
Aluminum (2022)	ppb	78	ND - 870	200	600	Erosion of natural deposits; residue from some surface water treatment processes
Chloride (2022)	ppm	9.1	2-26	500	None	Runoff/leaching from natural deposits; seawater influence
Specific Conductance (2229)	µS/cm	158	90-240	1600	None	Substances that form ions when in water; seawater influence
Sulfate (2022)	ppm	2.3	ND-6.8	500	None	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids (TDS) (2022)	ppm	121	91-170	1000	None	Runoff/leaching from natural deposits
Turbidity (2022)	NTU	6.0	ND - 35	5	None	Soil runoff
Zinc (2022)	ppm	0.094	ND – 1	5	None	Runoff/leaching from natural deposits; industrial wastes
*Iron (2022)	ppb	606	ND -5000	300	None	Leaching & erosion of natural deposits.
*Manganese (2022)	ppb	77	ND – 6570	50	None	Leaching & erosion of natural deposits.

Pine Cove Water District has 16 active potable water wells in use. All of our wells pump into 1 of 2 loading lines that go directly to an aeration and/or filter treatment plants before entering into the distribution system. Wells in the Dutch Flats area are treated to remove iron and manganese which exceed secondary standards in raw groundwater. \*After treatment iron and manganese levels were not detectable at the testing limit (ND). \*\*After treatment lead levels were not detectable at the testing limit (ND).

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not your drinking water meets health standards.

We don't expect there to be any significant changes in the water quality. You have and will continue to be provided with an excellent quality of water. If you have any questions about this report, please call me at 951-659-2675.

Board Meetings are held at 10:00 am on the 2<sup>nd</sup> Wednesday of each month, and is open to the public.

Violation of Monitoring Requirements. As we advised you before, Pine Cove Water District is required to collect samples for Total Trihalomethanes (TTHM) and Haloacetic Acids (HAA5) analysis from two distribution locations, annually during the month of July. During 2020, we only collected TTH and HAA5 samples from one location. During 2021 we did not collect TTHM and HAA5 samples from either location. Therefore, we cannot be sure of the quality of our drinking water during that time. All testing has been done and completed for 2022, and we are on track for 2023. These tests are not on the SWRCB Monitoring Schedule, and because of that, we were unaware of the testing until it was brought to our attention. The testing was done immediately and came back within the acceptable limits.

Jeremy Potter, General Manager