

This is the annual Consumer Confidence Report (CCR) for your drinking water system. In this report, you can find general information regarding water quality testing in 2018, health information, and specific information regarding the water quality in your water system.

### **Educational & Health information**

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, which may come from sewage treatment plants, septic systems, agricultural livestock operation, and wildlife.
- Inorganic contaminants, such as salts and metals, which 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 water runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, which 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 be the result of oil and gas production and mining activities.

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. 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 (1-800-426-4791).

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

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. Hiland Water Corporation 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 you 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 [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead).

## About Shady Cove Waterworks & 2018 Sampling Results

Your drinking water comes from the Rogue River and groundwater. The Rogue River is a permanent source and a well is available for emergency use. All surface water is filtered with membrane filtration and treated with chlorination.

This past year has been an exciting time for Shady Cove Waterworks. We have been working to expand the user base and move the water system toward long term sustainability while keeping water rates affordable. Our work is not complete, but major progress continues to be made to improve the water supply for Shady Cove residents.

The state of Oregon has completed the assessment plan for our well which includes a map of where the water comes from, possible sources of contamination, and a review of the susceptibility of the source for contamination. This plan is available for public review.

We continually sample for many different chemicals and have found very little contamination. Contamination is anything other than pure water. We sample total coliform bacteria as an indicator of microorganisms that should not be present. The table below lists all the drinking water contaminants that we detected during the past calendar year or in our most recent test as noted. 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 EPA's Safe Drinking Water Hotline (1-800-426-4791) or visiting their website at [www.epa.gov/safewater](http://www.epa.gov/safewater). For a complete list of tests taken in this system, please visit <https://yourwater.oregon.gov/chemlatest.php?pwsno=01520>.

Regulated	MCLG	MCL	Our Water	Sample Date	Violation	Typical Source of Contaminant
<b>Barium (ppm)</b>	2	2	<b>0.003</b>	Sept 2017	No	<b>Naturally occurring</b>
<b>Total Trihalomethanes TTHM (ppb)</b>	N/A	80	<b>34.0</b>	Aug 2018	No	<b>Disinfection byproduct</b>
<b>Total Haloacetic Acids (HAA5) (ppb)</b>	N/A	60	<b>24.2</b>	Aug 2018	No	<b>By-product of drinking water chlorination</b>
<b>Gross Alpha, Excl. Radon &amp; Uranium (pCi/l)</b>	0	15.0	<b>0.192</b>	06/12/2012*	No	<b>Erosion of natural deposits</b>

\*This is the most recent monitoring, done in compliance with regulations.

**Violations:** We had no violations in 2018.

**Maximum Containment 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.

**Maximum Containment 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.

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

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

**Maximum Residual Disinfection 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 drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectant to control microbial contamination.

**N/A:** not applicable **ND:** not detectable at testing limit **ppm:** parts per million or milligrams per liter **ppb:** parts per billion or micrograms per liter **pCi/L:** picocuries per liter (a measure of radiation)

For additional information about Hiland Water Corporation, please visit our website at [www.hilandwater.com](http://www.hilandwater.com) or contact us via phone or email. If you would like to attend any of our meetings, please call our office for dates and times.

### General Information & CCR questions

Hiland Water Office

Toll-free 1-855-554-8333

Email: [info@hilandwater.com](mailto:info@hilandwater.com)

### Emergencies

Hiland Water has 24 on-call services.

Please call the office anytime if you have a water emergency.