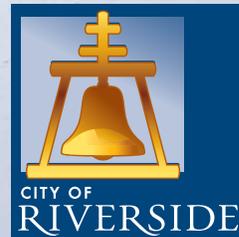


**BlueRiverside.com**

**Water Quality Report**

WATER | ENERGY | LIFE



**PUBLIC UTILITIES**

# Introduction

For over 100 years, Riverside Public Utilities has provided safe, reliable, high quality water services to the residents of Riverside.

Day in and day out, a diverse and dedicated group of more than 150 Water Division employees, from pipe fitters, laboratory technicians, and engineers to PhD's, are busy working toward our ultimate goal – reliable service.

For us that reliability simply means that when our customers reach to turn on their faucets, hose bibs, or showers, water will be there.

It seems like a simple enough task. But each day we face challenges from source protection and transportation, to treatment and delivery in order to ensure that the reliable, safe, quality service our customers expect is achieved.

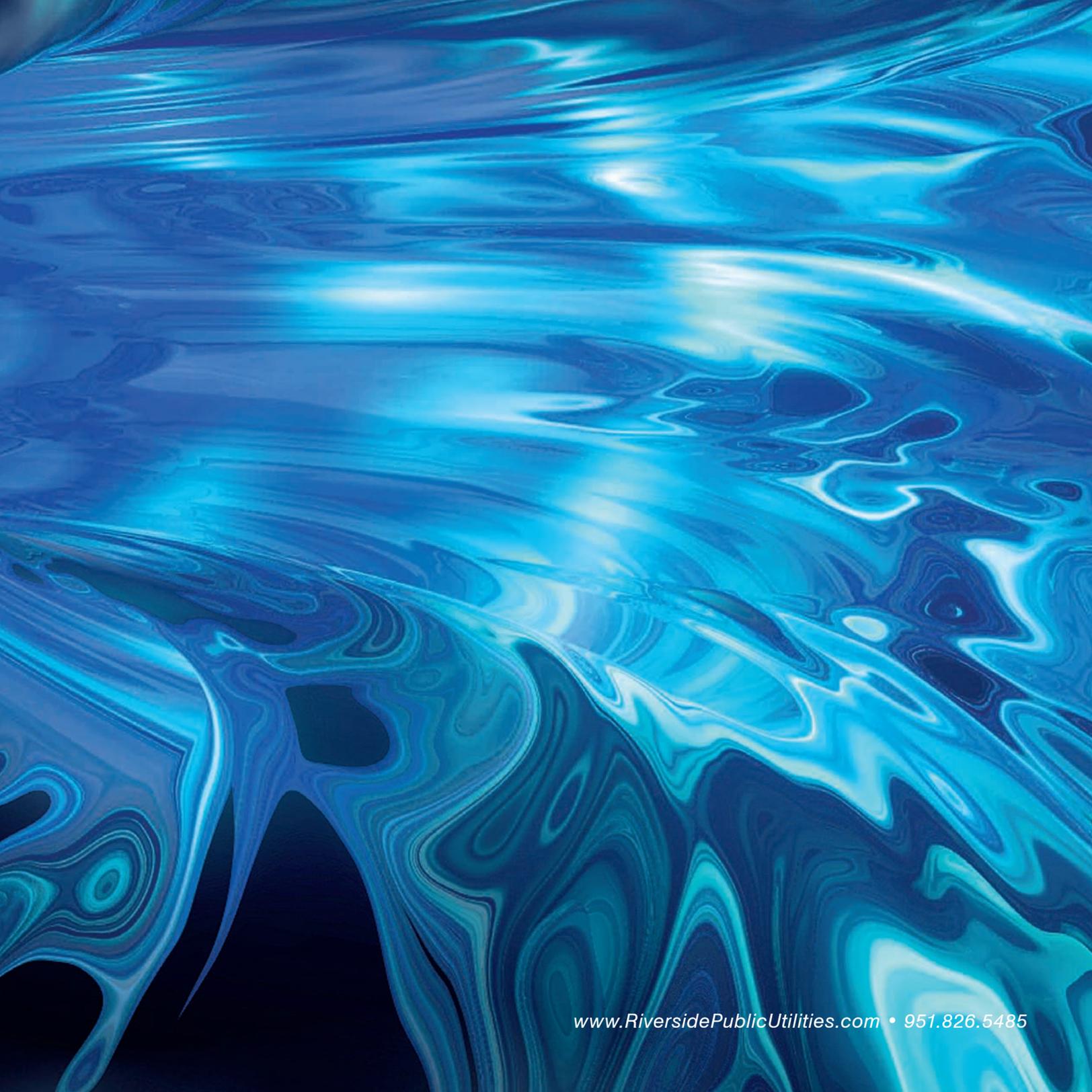
Since 1913, our goals have not changed. We work, day in and day out, to protect our water resources, improve our water delivery systems, and maintain our high water quality, for this and future generations. Water for growth. Water for life. Water for Riverside.



David H. Wright  
General Manager



Kevin Milligan  
Assistant General Manager, Water



# Source & Supply

For hundreds of years Native American tribes dwelled along the hills and streams, and riverbeds throughout the Inland Empire. They knew that despite the semi-arid desert around them, there was an abundant supply of water in these valleys.

Riverside's earliest settlers knew this too, and their colony began to thrive as they brought water in to serve the growing needs of the community. Today, the same water supplies that served these people, continues to serve Riverside and its surrounding communities.

Before the water reaches our customers, it starts out as pure rain or snow that falls on the local mountains and foothills. The water then percolates through sand and rock, purifying itself, and settles into large, deep, underground aquifers. This supply is replenished by numerous storms each year.

What was first brought to town by bucket, or diverted from the rivers via ditches and canals, is now brought up by 54 wells, which pump the water up from a variety of different aquifers located throughout the Bunker Hill Basin in San Bernardino, as well as the Colton, Arlington, and Riverside Basins.





# Source & Supply

By having well fields located in a variety of different areas, Riverside is not dependent upon one particular source of water. This helps to ensure that water demands can continually be met, despite any problems with wells, or aquifer contamination.

In addition to this source diversity, Riverside Public Utilities maintains a pipeline interconnection with nearby Western Municipal Water District that provides additional system reliability in the event of an emergency.

Water is continually pumped from wells each day to fill 16 reservoirs that provide over 100 million gallons of capacity. Each year Riverside's wells produce over 26 billion gallons of water providing up to 67 million gallons per day, including peak demands of over 118 million gallons.



# System

What began as a series of ditches and canals is now an elaborate system made up of more than 900 miles of pipelines, 41 booster pumps, and 16 reservoirs, which transports water to Riverside's treatment plants and holds it to meet the ever growing daily demands of more than 63,000 metered customers spreading over a service area of 76.4 square miles.

Riverside Public Utilities is dedicated to making sure that our system not only meets the needs of today, but the needs of the future.

Replacing and repairing pipes, pumps, meters, wells, and keeping water treatment facilities working in top conditions to maintain state and federal water quality guidelines are all important aspects of keeping the water utility running.





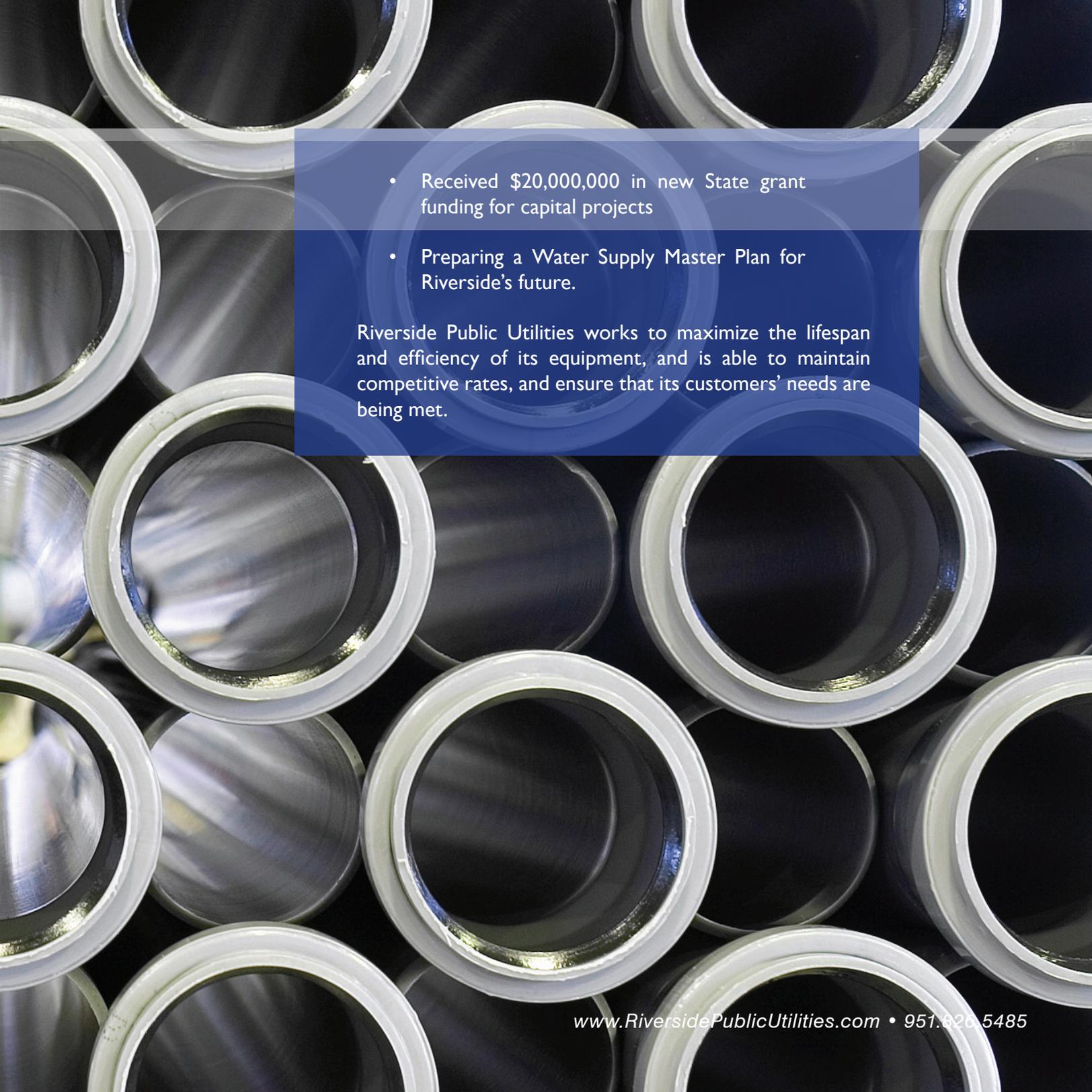
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# System

By maintaining a healthy fiscal status, which includes AA bond ratings from Fitch, Inc., and Standard & Poor's, and managing its assets, the Utility is able to maintain its diverse and essential water delivery systems.

Recent accomplishments include:

- Refurbishing aging and inactive wells to increase daily water production.
- Replacing more than 26,500 feet of aging water lines
- Completing mechanical and electrical upgrades at booster pumping stations to improve reliability.
- Completing the construction to the John W. North water treatment plant
- Completed the conceptual design and approval for the Riverside Recycled Water Project
- Constructing new water storage facilities totaling 9 million gallons

- 
- Received \$20,000,000 in new State grant funding for capital projects
  - Preparing a Water Supply Master Plan for Riverside's future.

Riverside Public Utilities works to maximize the lifespan and efficiency of its equipment, and is able to maintain competitive rates, and ensure that its customers' needs are being met.



**your dishwasher and washer can save between 300 and 800 gallons per month. Running full loads in your di**

ky faucets and plumbing joints to save 20 gallons a day. Consider installing low-flow showerheads that can save 500 to 800 gallons a m

**Your landscape requires less water in the fall and winter months, so set your irrigation controller for shorter**

soil around your plants to retain moisture and protect roots. Take advantage of rebates for water-saving toilets, clothes washers, and sm

### **For conservation tips**

ur foot, it doesn't need water. Adjust your sprinklers so that the grass is getting watered, not the sidewalks, driveway or gutter! Re

**in California, especially when planting California natives. Fall and spring are the best times to install plants in**

Use a broom instead of a hose to clean driveways and sidewalks. This effort saves 150 gallons or more each time. Reduce your outdoor

**While brushing your teeth, doing dishes by hand, shaving or washing the car, don't let the water run freely from**



**Dishwasher and washer can save between 300 and 800 gallons per month. Running full loads in your dishwasher**

**month. Aerate (puncture) your lawn at least two times per year - spring and fall - so water can easily soak in. Fix leaky faucets and pl**

**cycles as the weather cools. Your landscape requires less water in the fall and winter months, so set your ir**

**smart irrigation controllers. Add mulch to bare soil around your plants to retain moisture and protect roots. Take advantage of rebate**

**and rebate information, visit [www.RiversidePublicUtilities.com/Water](http://www.RiversidePublicUtilities.com/Water)**

**member...turn off your sprinklers when it's raining. Step on your grass. If it springs back when you lift your foot, it doesn't need water.**

**in Southern California, especially when planting California natives. Fall and spring are the best times to insta**

**or water use by up to 50 percent by incorporating water-wise plants and efficient irrigation systems. Use a broom instead of a hose to cl**

**from the hose. Hundreds of gallons a month can be saved. While brushing your teeth, doing dishes by hand, sh**

# Standards

Passed by Congress in 1974, the Safe Drinking Water Act (SDWA) regulates drinking water quality in the United States.

Some states, including California, have primary enforcement responsibility for administering their own programs because their standards are higher than federal requirements.

Public water systems are required to conduct testing on a regular basis. SDWA requires monthly monitoring for microbial contaminants for surface water and groundwater systems, while organic chemical monitoring must be conducted annually by surface systems and every three years by groundwater systems. Our own standards are even higher and include daily testing and monitoring and independent lab verification.

Riverside Public Utilities publishes testing results annually in its Water Quality Report. The reports provide data collected from sampling for each calendar year. Riverside's Water Quality Reports are available to view and download online at [www.riversidepublicutilities.com](http://www.riversidepublicutilities.com) or by contacting Riverside Public Utilities Water Quality Supervisor at **(951) 351-6331**.





# Safety

Riverside Public Utilities' daily goal is clear—provide only the highest quality drinking water to its customers. To help achieve this goal, a trained team of professionals check industrial backflow devices and new construction sites to ensure that no cross-connections will contaminate drinking water supplies.

Additionally, Riverside operates thirteen water treatment plants, and maintains state-of-the-art security systems at these plants and all reservoir facilities.

Its dedicated team of field and laboratory personnel tests water sources on a daily basis. From source to tap, more than 17,000 samples are taken and tested for more than 200 possible contaminants each year.

Riverside Public Utilities provides only the highest quality drinking water that has met or surpassed all state and federal water quality standards.





# Service

Prior to John W. North's and Dr. James P. Greve's decision to establish the colony that would become Riverside in 1870, getting water was pretty simple. You started at the river and began to dig.

Construction of The Riverside Canal in 1870 marked the beginning of modern water distribution techniques in the region. By the early 1890's, the area's water system needed serious upgrades to meet demands and repair old facilities. And, by 1913, a landmark decision was made authorizing the City of Riverside to fully assume the distribution of domestic water, in addition to the electricity services it had provided since 1895.

That set in motion a series of commitments that Riverside Public Utilities still lives up to this day. We provide high quality, safe, and reliable water services to the residents of Riverside at the lowest possible rates to benefit the community, repair water delivery systems that need upgrading, and continue to provide services that will meet increased demands.

Today, a staff of customer service personnel, meter readers, pipe fitters, engineers, and laboratory technicians are among those Riverside Public Utilities Water Division employees who live up to these commitments.



*Photo by G. Edward Freeman*



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Photo by Michael J. Elderman

# Programs

Riverside water customers can benefit from a variety of rebates for being water wise. Incentives include:

- Up to \$80 back for installing a qualified Weather Based Irrigation Control (WBIC) that will automatically alter the watering schedule at a residence based upon the weather.
- Replace existing high water use toilet fixtures with water saving High Efficiency Toilets (HETs). \$160 per unit (two units per household).
- Up to \$105 for purchasing a High Efficiency Clothes Washer (HECW) which uses less energy and water per load than conventional machines.





- Replace existing grass with artificial turf. \$1 per square foot up to \$1,000, and \$0.30 for any square feet thereafter.
- Replace inefficient sprinkler heads with highly efficient nozzles. \$4 per qualified nozzle, up to \$100.
- Up to \$2400 for replacing grass with waterwise landscaping. \$0.40 per square foot up to 6000 square feet.

Riverside Public Utilities is aware of the importance of wise water use, and in addition to its conservation incentive programs has implemented a number of projects to help preserve its drinking water resources.

# Saving for our Future

Even as Riverside's available supply of water remains abundant, increasing needs means the Utility, and its customers must do all they can to squeeze the most use from each precious drop of water to ensure that our supply will continue to meet demands today and well into the future.

This necessity becomes even more evident in years when drought conditions exist and the water supply is precariously balanced between urban, agricultural, and environmental demands.

Water conservation is an essential tool to stretch the water supply, or more accurately, to use the existing supply more efficiently. Urban and agriculture conservation measures could reduce demand by about 1.2 million acre-feet, according to the California Department of Water Resources.

Riverside Public Utilities is proud of the work we do to protect our water resources, improve delivery systems, maintain quality, and promote conservation for this and future generations.

**Water for growth. Water for life. Water for Riverside.**





WATER | ENERGY | LIFE



**PUBLIC UTILITIES**

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For more information about conservation,  
rebates or programs, please contact us at:

[www.riversidepublicutilities.com](http://www.riversidepublicutilities.com)

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