

Water Annual Report

BlueRiverside.com

WATER | ENERGY | LIFE



PUBLIC UTILITIES



At Riverside Public Utilities, we take our water seriously, which is why we have been dedicated to providing our customers with safe, reliable and high quality water since 1913.

We're proud that our water is among the safest and cleanest in the nation.

Our staff, many of whom live here and use our water each day, are committed to the people of Riverside and our mission of providing the highest quality water and electric services at the lowest possible rates to benefit the community.

In this booklet you'll learn about the thousands of tests we carry out each year ensuring the water we rely on is safe to enjoy. You'll also learn about where our water comes from and why it's so important that we work together to conserve it.

As always, if you have questions about our water or any of our services, contact us by calling (951) 826-5485 or by going to BlueRiverside.com.

Water for growth.

Water for life.

Water for Riverside.



David H. Wright
General Manager



Scan this code with your smartphone or go to BlueRiverside.com for more information.



Source & Supply

Riverside's water begins as snow and rain that touches down on our local mountains and foothills. As it flows downhill and into underground aquifers, it's filtered through percolation, a naturally occurring purification process. Each year, this process is repeated with each storm.

Our water sources, which are located throughout Riverside and San Bernardino, allow us to provide something for our customers not all utility agencies can – water independence.

With our many wells and reservoirs, we're able to deliver more than 26 billion gallons of water each year.





Riverside Public Utilities is committed to strengthening the reliability of our city's water system. We carefully invest our resources into Riverside's water infrastructure every year.

This investment has led to the completion of projects that will help ensure the delivery of safe, reliable water for years to come.

Our latest investment in Riverside's water future:

Evans Reservoir Replacement Project

The Evans Reservoir has served the people of Riverside since 1968. For any water provider, having the ability to store water until it's needed is critically important, which is why the Evans Reservoir has been a crucial part of our reliability.

Completed in early 2012, the Evans Reservoir Replacement Project includes a 16 million gallon capacity reservoir that consists of more than 10,000 cubic yards of cast-in-place reinforced concrete and new water pipelines. The reservoir covers 1.82 acres and features state-of-the-art water meters, instrument control panels, and seismic actuated valves designed to shutoff to prevent flooding during an earthquake.

System Investments

Standards & Safety

California's drinking water standards are among the highest in the United States. The Safe Drinking Water Act, which was passed by Congress in 1974, requires all states to carry out rigorous testing to ensure that the nation's drinking water is free of harmful chemicals. This law ensures that the water you receive from a water provider is safe for you and your family.

Our testing procedures meet or surpass all standards. We know this because we conduct more than 17,000 lab tests each year, which are carried out daily by a team of certified laboratory technicians, as well as utility staff.

Test results are reported to the California Department of Public Health. With these procedures in place, you can be confident that the water you receive from Riverside Public Utilities is safe to drink.

For more information on water quality and conservation visit **BlueRiverside.com** or call 951.826.5485.



Is my water safe to drink?

Yes. In fact your water meets or surpasses all state and federal standards set by the California Department of Public Health (CDPH) and the Environmental Protection Agency (EPA).

Do I need a water filter to make my water drinkable?

No. A safe amount of chlorine is used to purify your water and prevent harmful bacteria and viruses from growing in it. If you wish to remove the chlorine from your water, there are carbon filters designed for this purpose.

What helps make sure our water is safe?

Your water quality is regulated by both state and federal guidelines. In California, water quality standards are among the highest in the nation, helping to ensure that your water is safe to drink and free from harmful chemicals and bacteria. With more than 17,000 lab tests carried out on your water each year, you can be sure that the water you receive from Riverside Public Utilities is safe to drink.

Who tests Riverside's water?

Riverside's water is rigorously tested by a private laboratory certified by the CDPH and evaluated annually to ensure its ability to effectively perform the testing.

Where can I find information on Riverside's water quality?

Information on Riverside's water quality is published in the Water Quality Annual Report. We abide by a state of California mandate that requires us to produce an annual water quality report. The report is available online at BlueRiverside.com.

I'm finding a white residue on my dishes – is this caused by my water?

Water with calcium carbonate, often called "hard water," can sometimes leave a white residue or film on dishes. Calcium carbonate, which is absorbed into our water supply through natural processes, is not harmful. Calcium carbonate poses no health risks, but if you'd like to avoid this residue, consider using a water softener.

Water Supply Plan

For over 100 years, Riverside Public Utilities (RPU) has delivered safe, reliable, high-quality drinking water to its customers.

Our water supplies come from underground sources fed by rain and snow falling in the San Bernardino Mountains and local foothills. Over the years, RPU has constructed facilities that allowed us to increase these water resources to become completely water independent.

This independence allows RPU to provide our customers with quality service at lower rates, as we are free from having to purchase higher-cost imported water supplies.

In an effort to ensure these supplies will continue to serve our customers' needs for the next 100 years, we have developed a Water Supply Plan. It is designed to expand additional local water supplies in a cost-effective and sustainable manner, by building more recharge basins and utilizing recycled water for landscaping.



Water Saving Tips

Indoor:

Turn off the water when you brush your teeth and save about 3 gallons per day

Shorten your showers by one or two minutes and save about 5 gallons per day

Fix leaky faucets and save about 20 gallons per day

Wash only full loads of laundry and save about 20 gallons per load

Outdoor:

Water your yard only before 8 a.m. to reduce evaporation and interference from wind and save about 25 gallons per day

Get a rebate when you install a weather-based irrigation controller and save about 40 gallons per day

Use a broom instead of a hose to clean driveways and sidewalks and save about 150 gallons each time

Check your sprinkler system for leaks, overspray, and broken sprinkler heads and save about 500 gallons per month



Saving for our Future

Riverside's water supply remains abundant, but increasing demands mean we all have to work together to use water efficiently. Most Southern Californians overwater their lawns and landscapes with double the amount of water needed to keep plants healthy. Since half the water used by single family homes is for outdoor watering, using a weather-based irrigation controller or reducing watering times when there is cooler weather can save a lot of water.

According to the California Department of Water Resources, by conserving water outdoors, 1.2 million acre-feet (or 391.2 billion gallons of water) could be saved each year in California. In fact, water conservation programs are an essential tool for using our existing water supply the best way possible. This will ensure that our supply will continue to meet demand for years to come.

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 Rebate Programs



WBIC

Weather Based Irrigation Controller

These controllers adjust irrigation schedules based on the weather and can reduce outdoor water use by about 20 percent. Purchase a 12-station controller and get a \$200 rebate.



efficiency toilet

High Efficiency Toilet

These water-efficient toilets use only 1.28 gallons of water per flush (gpf) or less. Replace old toilets and receive up to \$50 back for each toilet (limit four).



clothes washer

High Efficiency Clothes Washer

High efficiency clothes washers use about 30% less energy and use over 50% less water than traditional washers. Receive a rebate up to \$155 when purchasing an approved model.



artificial turf

Artificial Turf

Replace your turf and receive a rebate of up to \$1 per square foot (limit \$1,000). A typical home can conserve about 22,000 gallons of water per year.



sprinkler

High-Efficiency Sprinkler Nozzles

Using pop-up sprinkler spray heads with water efficient nozzles can save up to 6,600 gallons of water per nozzle over a 5-year period. Buy approved water efficient sprinkler nozzles and get a rebate of \$3 per nozzle.



landscaping

Waterwise Landscaping

Receive 40 cents per square foot, up to \$2,400, when you replace your lawn with a waterwise landscape.

Programs are subject to change without notice.

RiversidePublicUtilities.com

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