2024 Consumer Confidence Report

Shasta Forest Village Mutual Water Company, Inc. May, 2025

We test the drinking water quality for many constituents as required by State and Federal Regulations.

This report shows the most recent monitoring January 2024 through December 2024.

Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien.

Dear Shasta Forest Village Valued Customers please find attached this year's annual drinking water quality report.

We want to keep you informed about the water quality and services we have delivered to you over the past year. Our goal is, and always has been, to provide all of us with a safe and dependable supply of drinking water at the lowest possible cost.

All the water supplied to you by Shasta Forest Village Mutual Water Company is ground water. Our ground water is obtained from three wells, which are 167 ft., 170 ft. and 285 ft. deep. Our wells draw from aquifers originating in the southern Cascade Mountain Range. Our drinking water does not require, and does not receive any chemical treatment including fluoridation.

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.

State Water Resources Control Board, Division of Drinking Water, conducted a Shasta Forest Village Water Source Assessment in March, 2015. Our water sources are considered most vulnerable to the following activity not associated with any detected contaminants: Septic Systems – High Density. Customers can view the complete assessment and/or obtain a summary of the assessment at the Shasta Forest Village Water Department office located at 30894 Bambi Drive or call (530)474-3458.

Over the past 12 months The SFVM Water Company has spent considerable effort and expense to install a new Variable Frequency Drive at our Bambi Well location and our recently installed pumps and equipment at both the Bambi and Dogwood Drive locations are running satisfactorily. We are intending to commence with a substantial meter replacement program as we progress through 2025 and beyond due to the age of some meters. Please be aware that aging water meters fail by losing accuracy and under reading. This means that an old water meter is likely to show lower than actual usage and negatively impacts the accuracy of our water usage monitoring, but will not lead to higher water readings.

The hydrant flushing and valve exercising program progressed better than the previous years and we hope to improve further in 2025 by flushing and exercising hydrants and valves more frequently. All of these improvements will help ensure a safe and reliable source of water now and into the future. Please drive carefully during flushing/exercising activities.

Aside from infrastructure repair and upgrades we operate in a challenging environment where mandated testing and oversight is increasing, and as a result this has created higher demands on your water company. We will continue to strive for excellence in providing an essential service that we all utilize and rely on.

We want you to be informed about your water utility. If you want to learn more, please attend any of our regularly scheduled officers' meetings. They are held bi-monthly on the 2nd Thursday of the month at 1:00 p.m. at the water company office, 30894 Bambi Drive.

Thank you for taking the time to read this report.

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 operations, and wildlife.
- *Inorganic contaminants*, such as salts and metals, that can be naturally-occurring or result from urban 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, 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 be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, USEPA and the State Division of Drinking Water (State Water Resources Control Board) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. Division regulations also establish limits for contaminants in bottled water that must provide the same protection for public health.

Tables 1 through 6 list all of the drinking water contaminants that were detected during the most recent sampling for the constituent. The presence of these contaminants in the water does not necessarily indicate that the water poses a health risk. The Division requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, are more than one year old.

For more information, contact Anthony (Tony) Hinchliffe, C.D.O. *Phone:* (530) 474-3458

TERMS USED IN THIS REPORT:

Maximum Contaminant Level (MCL): 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.

Method Detection Limit (MDL): Is the minimum measured concentration of a substance that can be reported with 99% confidence that the measured concentration is distinguishable from the method blank results.

Primary Drinking Water Standards (PDWS): MCLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

Secondary Drinking Water Standards (SDWS): MCLs for contaminants that affect taste, odor, or appearance of the drinking water. Contaminants with SDWSs do not affect the health at the MCL levels.

ND: not detectable at testing limit

Public Health Goal (PHG): 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 Environmental Protection Agency.

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 are set by the U.S. Environmental Protection Agency (USEPA).

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

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

Variances and Exemptions: Division permission to exceed an MCL or not comply with a treatment technique under certain conditions.

ppm: parts per million or milligrams per liter (mg/L)

ppb: parts per billion or micrograms per liter (ug/L)

ppt: parts per trillion or nanograms per liter (ng/L)

pCi/L: picocuries per liter (a measure of radiation)

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	0	0	More than 1 sample in a month with a detection	0	Naturally present in the environment
Fecal Coliform or *E. coli*	0	0	A routine sample and a repeat sample detect total coliform and either sample also detects fecal coliform or *E. coli*	0	Human and animal fecal waste

TABLE 2 – SAMPLING RESULTS SHOWING THE DETECTION OF LEAD AND COPPER IN THE DISTRIBUTION SYSTEM

Lead and Copper	Sample Date	No. of samples collected	90th percentile level detected	No. Sites exceeding AL	AL	MCLG	Typical Source of Contaminant
Lead (ppb)*	2024	10	0.00178	None	15	2	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits.
Copper (ppm)	2024	10	0.456	None	1.3	0.17	Internal corrosion of household water plumbing systems; erosion of natural deposits; leaching from wood preservatives.

* 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. Shasta Forest Village Mutual Water Co., Inc. 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://epa.gov/safewater/lead.

TABLE 3 – SAMPLING RESULTS FOR SODIUM AND HARDNESS

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	MCL	PHG (MCLG)	Typical Source of Contaminant
Sodium (ppm)	9/27/23	5.95	5.80 – 6.10	none	none	Generally found in ground and surface water
Hardness (ppm)	9/27/23	95	94-96	none	none	Generally found in ground and surface water

TABLE 4 - DETECTION OF CONTAMINANTS WITH A SECONDARY DRINKING WATER STANDARD

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	MCL	PHG (MCLG)	Typical Source of Contaminant
Chloride (ppm)	7/9/12	1.3	1.2 – 1.4	600	N/A	Leaching from natural deposits/run off.
Total Dissolved Solids (TDS) (ppm)	7/9/12	158	152 - 163	1000	N/A	Runoff/leaching from natural deposits.
Specific Conductance (µS/cm)	7/9/12	205	201 - 208	1600	N/A	Substances that form ions when in water; seawater influence.

TABLE 5 – DETECTION OF CONTAMINANTS WITH A PRIMARY DRINKING WATER STANDARD

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	MCL [MRDL]	PHG (MCLG) [MRDLG]	Typical Source of Contaminant
Hexavalent Chromium (ppb)	12/15/14	1.2	ND – 2.3	10	0.02	Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits.
Nitrate (mg/L)	1/23/24	0.18	0.11-0.24	10	10	Run off and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits.

TABLE 6 – ADDITIONAL DETECTIONS

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	MCL [MRDL]	PHG (MCLG) [MRDLG]	Typical Source of Contaminant
Calcium (mg/L)	09/27/23	22.4	21.7-23.0			
pH	09/27/23	7.015	6.800-7.230			
Alkalinity Bicarbonate (mg/L)	09/27/23	114.0	111.0-117.0			
Magnesium (mg/L)	09/27/23	10.7	10.6-10.8			

Additional General Information on Drinking Water

All 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. More information about contaminants and potential health effects can be obtained by calling the US-EPA's Safe Drinking Water Hotline (1-800-426-4791).

In addition to the following chemicals on the table, your water company has tested for approximately 70 other constituents at the required frequency and none were detected. A complete report is on file at the water company office and is available to any shareholder interested in reviewing it upon written request.

No lead service lines or service lines containing unknown materials were identified within the distribution system. Existing law requires that by July 1, 2018, all community water systems compile an inventory of known lead user service lines in use in its distribution system and identify areas that may have lead user service lines. Public water systems are also required to provide a timeline for replacement of known lead user service lines. For areas that may have lead user service lines, public water systems must determine the existence or absence of lead in the user service lines. After further investigation, the water system must provide a timeline for replacement of service lines containing lead. And, if there are service lines the water system still can't determine the content of, the water system needs to include those in a separate timeline for replacement.

We have completed a survey of user service lines in the distribution system. There are no known user service lines containing lead in the service area or that are constructed of unknown materials. Please contact us at 530 474-3458 to learn more about the user service line survey.

In our continuing efforts to keep up with rising operating costs and to maintain a safe and dependable water supply it may be necessary to make improvements in your water system. The costs of these efforts and improvements may be reflected in the rate structure. Rate adjustments may be necessary in order to address these situations.

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. USEPA/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).

We at Shasta Forest Village Mutual Water Company work throughout the year to ensure top quality water to every tap. Analysis shows that the quality of water provided by your water company regularly tests below the current state approved maximum contaminant level. We ask that all our customers help us to protect and conserve our water sources, which are the heart of our community, our way of life and everybody's future including that of our children.