

# 2015 WATER QUALITY REPORT

At the City of Santa Ana,  
protecting our residents' health  
and safety is our highest priority.

But as your local water provider,  
we deliver more than just safe  
drinking water.

We deliver quality, service  
and value.



# A MESSAGE FROM FRED MOUSAVIPOUR

On behalf of the City of Santa Ana Public Works Agency, I am pleased to present this Annual Consumer Confidence Report, which gives you data about the quality of your drinking water and important information about water conservation.

Conservation has been and will be an important initiative, particularly as we continue to face mandatory water restrictions due to California's historic drought. Last year, we asked all Santa Ana residents and businesses to save water as never before and, as a community, you took this message to heart. We not only met our conservation target, we exceeded that target by four percent. Despite the moderate rainfall we experienced last winter, we don't know how long the dry conditions will last and ask that you remain vigilant in conserving this precious resource.

We are not only committed to excellent water quality but long-term sustainability. We are aggressively moving forward in revitalizing and improving our main water infrastructure and wastewater. This includes modernizing one of our oldest pumping stations, replacing 3 miles of pipes and augmenting our water infrastructure with six additional miles of water lines.

At the same time, we have established a comprehensive citywide program to build a first-class network of streets, reduce traffic speed, and improve mobility by creating more bike lanes and widening sidewalks. Called SMaRT-Santa Ana, the program is expected to not only reduce the number of fatalities involving pedestrians and cyclists, it will help create jobs and improve quality of life for all Santa Ana residents. Last year alone, the Public Works Agency secured \$45 million in grants from outside sources, which will help fund this important initiative for our City.

Also, a number of successful public-private partnerships we have created in specific industrial neighborhoods are enabling the City to improve streets, sidewalks and ADA ramps at a reduced cost and ahead of schedule. This cost-sharing model will serve as a template for other communities in Santa Ana.



**“Water sustains life, enriches health and enables commerce. We treat it as a service to the community, not just an unlimited commodity.”**

Looking to the future, we plan to provide a citywide broadband network and telecommunications system utilizing fiber optic technology. This gigabyte speed, low-cost Internet will be a major service to the community and a tool for economic development as we become better positioned to attract new businesses to Santa Ana.

All these programs exemplify our stewardship of Santa Ana's infrastructure, which is essential to our community's safety, health, and quality of life. We are proud of our community and are working to put Santa Ana on the map as one of the most proactive and innovative cities in the U.S.

**Fred Mousavipour**  
Executive Director  
Public Works Agency  
City of Santa Ana



## Report Sections



Water Quality



Conservation



Santa Ana News



Tips and Tools

## What Is A Consumer Confidence Report (CCR)?

The Consumer Confidence Report (CCR) is an annual water quality report that helps you make informed choices about the water you drink. CCRs are designed to let you know what contaminants, if any, are in your drinking water and any possible health effects. You will also learn about where your water comes from, how it is treated and what it contains.

The focal point of the CCR is a table that lists the results of year-round monitoring for more than 120 constituents. Included in the table is the quantity of each constituent found in Santa Ana's water supply and how that compares with the allowable state and federal limits as well as its likely origin. Only the constituents that are found are listed in the data table. Bottled water is not covered in this report.

**The questions and answers starting on the following pages, numbers 1 through 7, will explain the important elements of the table.**







## 1. What are the sources of the water Santa Ana delivers?

The City of Santa Ana depends on two sources for the 12.5 billion gallons of water we supply each year: 72 percent is groundwater and 28 percent is imported water purchased from the Metropolitan Water District of Southern California (MWD).

**Groundwater**—Groundwater accumulates and is stored beneath the surface of the earth and then pumped to the surface by 20 city-owned wells.

**Imported**—MWD brings Colorado River water from Lake Havasu and runoff from the snow pack in the Sierra Nevada Range in Northern California. The water is then treated at the Diemer Filtration Plant in Yorba Linda before it is delivered to Santa Ana.

There are seven MWD connections located in the City. Most of our customers receive a blending of the two sources, groundwater and imported water. For more details, see the Water Quality Standards for each of these sources in the data that follow. We have listed groundwater and imported water in separate columns.

## 2. What's in my drinking water?

Your tap water may contain different types of chemicals (organic and inorganic), microscopic organisms (e.g., bacteria, algae, viruses) and radioactive materials (radionuclides), many of which are naturally occurring. Health agencies require monitoring for these “constituents,” because at certain levels they could make a person sick. The column marked “Parameter” lists the constituents found in the water used by Santa Ana.

## 3. What are the maximum allowed levels for constituents in drinking water?

Health agencies have maximum contaminant levels (MCL) for constituents so that drinking water is safe and looks, tastes and smells good. A few constituents have the letters “TT” (Treatment Technique) in the MCL column because they do not have a numerical MCL. Instead, they have certain treatment requirements that have to be met. One of the constituents, total chlorine residual, has an MRDL (maximum residual disinfection level) instead of an MCL.

The MRDL is the maximum level of a disinfectant added for water treatment that is allowed in water. While disinfectants are necessary to kill harmful microbes, drinking water regulations protect against too much disinfectant being added. Another constituent, turbidity in treated surface water, has a requirement that 95 percent of the measurements taken must be below a certain number. Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the efficiency of the filtration system.

## 4. Why are some of the constituents listed in the section labeled “Primary Standards” and others in the “Secondary Standards”?

Constituents that are grouped in the primary standards section may be unhealthy at certain levels. Constituents that are grouped under the secondary standards section can affect the appearance, taste and smell of water, but do not affect the safety of the water unless they also have a primary standard. Some constituents (e.g., aluminum) have two different MCLs, one for health-related impacts, and another for non-health-related impacts.

## 5. How do I know how much of a constituent is in my water and if it is at a safe level?

With a few exceptions, if the average amount of a constituent found in tap water over the course of a year is no greater than the MCL, then the regulatory requirements are considered to be satisfied. The highest and lowest levels measured over a year are shown in the range. Requirements for safety, appearance, taste and smell are based on the average levels recorded and not the range.





## 6. How do constituents get into our water?

Drinking water (tap water and bottled water) comes from 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 human activity. The most likely source for each constituent is listed in the last column of the table.

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 stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- **Pesticides and herbicides**, that may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- **Organic chemical contaminants**, including synthetic and volatile organic chemicals, that are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.
- **Radioactive contaminants**, that can be naturally-occurring or be the result of oil and gas production and mining activities.

## 7. Are there any potential sources of contamination in our system?

An assessment of the drinking water wells for the City of Santa Ana was completed in December 2015. Santa Ana's wells are considered most vulnerable to the following activities associated with contaminants detected in the water supply: historic agricultural activities, golf courses, and application of fertilizers.

Our wells are considered most vulnerable to the following activities not associated with detected contaminants: chemical/petroleum pipelines, chemical, petroleum processing/stores, dry cleaners, gas stations, junk/scrap/salvage yards, metal plating/finishing/fabrication, plastics/synthetics producers, and sewer collection systems.

MWD is required by DDW to conduct an initial source water assessment, which is then updated through watershed sanitary surveys every five years. Watershed sanitary surveys examine possible sources of drinking water contamination and recommend actions to better

protect these source waters. The most recent surveys for MWD's source waters are the Colorado River Watershed Sanitary Survey - 2010 Update and the State Water Project Watershed Sanitary Survey - 2011 Update.

Source waters used by MWD — the Colorado River and State Water Project - each have different water quality challenges. Both are exposed to stormwater runoff, recreational activities, wastewater discharges, wildlife, fires, and other watershed-related factors that could affect water quality. Treatment to remove specific contaminants can be more expensive than measures to protect water at the source, which is why MWD and other water agencies invest resources to support improved watershed protection programs.

Water from the Colorado River is considered to be most vulnerable to contamination from recreation, urban/stormwater runoff, increasing urbanization in the watershed, and wastewater. Water supplies from Northern California are most vulnerable to contamination from urban/stormwater runoff, wildlife, agriculture, recreation, and wastewater.

A copy of the most recent summary of these source water assessments can be obtained by calling our office at 714-647-3320.





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. You can learn more about contaminants and potential health effects by calling the U.S. Environmental Protection Agency's (USEPA) Safe Drinking Water Hotline at 800-426-4791 or visiting the website at <https://www.epa.gov/ground-water-and-drinking-water>.

To ensure that tap water is safe to drink, the USEPA and the State Water Resources Control Board, Division of Drinking Water (DDW) prescribe regulations, which limit the amount of certain contaminants in water provided by public water systems.

DDW regulations also establish limits for contaminants in bottled water that provide the same protection for public health.

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.



# H<sub>2</sub>O



**Fluoride.** The City of Santa Ana receives approximately 28 percent of its water supply from MWD. Beginning in October 2007, MWD joined a majority of the nation's public water suppliers in adding fluoride to the treated water it supplies to state water agencies, a plan approved by the CDC and the State Water Resources Control Board (SWRCB)<sup>1</sup>. Santa Ana's well water has a naturally occurring fluoride range level of 0.16 to 0.47 ppm. Water provided by MWD has been adjusted to the optimal range for dental health of 0.6 to 1.2 parts per million. Additional information may be found by calling MWD's Water Quality Information Hotline at 800-354-4420. You can also download a fact sheet at [http://www.mwdh2o.com/PDF\\_NewsRoom/6.4.2\\_Water\\_Quality\\_Fluoridation.pdf](http://www.mwdh2o.com/PDF_NewsRoom/6.4.2_Water_Quality_Fluoridation.pdf) or visit [http://www.ada.org/en/public-programs/advocating-for-the-public/fluoride\\_and\\_fluoridation](http://www.ada.org/en/public-programs/advocating-for-the-public/fluoride_and_fluoridation).

**Cryptosporidium.** Cryptosporidium is a microbial pathogen found in surface water throughout the U.S. To date, cryptosporidium has not been detected in our water supply. USEPA/CDC (U.S. Centers for Disease Control and Prevention) guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline at 800-426-4791.

**Hexavalent Chromium.** In July 2014, California became the first state in the nation to regulate hexavalent chromium, also known as Chrome-6. Previously, chrome-6 had been regulated as total chromium, which includes other forms of the mineral. Chrome-6 can be present in water due to natural geologic conditions or from industrial pollution. In Orange County, groundwater often contains trace amounts of naturally occurring Chrome-6 that are far below the new MCL. See the water quality table in this report for information on Santa Ana's water.

**Lead.** 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. The City of Santa Ana 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 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 do so, you may wish to collect the flushed water and reuse it for another beneficial purpose, such as watering plants. 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>.



# OUR COMMITMENT TO QUALITY, SERVICE AND VALUE

At the City of Santa Ana, protecting our residents' health and safety is our highest priority. But as your local water provider, we deliver more than just safe drinking water. We deliver quality, service and value.

**QUALITY.** As always, we are committed to delivering the highest quality drinking water to all our residents. We have rigorous safeguards in place to make sure that our tap water meets or surpasses all health standards, and we are pleased to announce that in 2015 our compliance with state and federal drinking water regulations remains exemplary. And that's not all. Year after year, we have earned international recognition for our award winning tap water. Last year, our water ranked among the nation's top 5 best tasting and highest quality on tap.

**SERVICE.** The City of Santa Ana is an award-winning agency known for its reliability, efficiency, quality and "green approach." Beyond providing a clean, reliable water supply whenever you need it, we also work diligently to ensure that supplies are adequate to meet demand, even as we endure the worst drought in California history. Last year, we launched a community outreach program called "Every Drop Counts" to help residents conserve water. We, as a community, not only met our water reduction target last year, we exceeded it!

**VALUE.** The costs of providing water and treatment continue to increase, but we are working to ensure that our water stays affordable. We do this by investing in infrastructure that is built to last and using technology to improve our delivery system. We do all it takes to deliver a clean, reliable water supply right to your home, for less than a cent per gallon. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.



## Get Involved

If you would like to be involved in issues and decisions that affect the quality and cost of your drinking water, City Council meetings are open to the public and held at 5:45 p.m. on the first and third Tuesday of each month. The meeting location is at City Council Chambers, 22 Civic Center Plaza, Santa Ana, CA 92701.

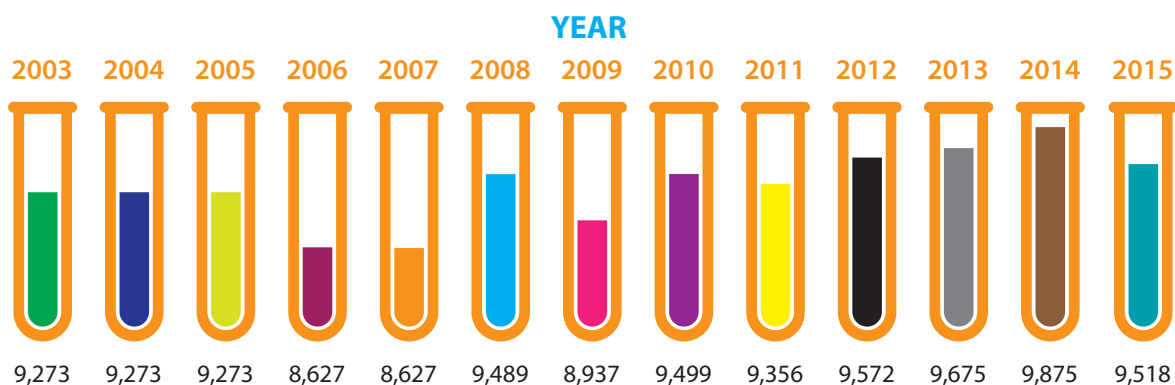
**For more information, contact:**

**Santa Ana City Council, 20 Civic Center Plaza,  
P.O. Box 1988, M31, Santa Ana, CA 92702  
phone: 714-647-6900 fax: 714-647-6954**



# 2015 WATER QUALITY TABLE

## Number of samples collected



Santa Ana conducts extensive monitoring to ensure that your water meets all water quality standards. In 2015, we collected numerous samples for contaminants at various sampling points in your water system; all of which were below state and federal maximum allowable levels. The results of our monitoring are reported in the following table.

The state allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old.

The following glossary will help you understand the terms and abbreviations used in the table.

## Abbreviations To Examine

### Constituents

Components or elements found in drinking water.

### 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.

### 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 USEPA.

### Maximum Residual Disinfectant 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 disinfectants to control microbial contaminants.

### Primary Drinking Water Standard (PDWS)

The MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

### 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 (Cal/EPA).

### Regulatory Action Level

The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

### Treatment Technique (TT)

A required process intended to reduce the level of a contaminant in drinking water.

## Additional Abbreviations

**AL** = Regulatory Action Level

**CFU** = Colony-Forming Units

**MFL** = Million Fibers per Liter

**NA** = Not Applicable

**NC** = Not Collected

**ND** = Not Detected

**NL** = Notification Level

**NR** = Not Required

**NS** = No Standard

**NTU** = Nephelometric Turbidity Units

**mrem/year** = millirems per year (a measure of radiation absorbed by the body)

**pCi/L** = picocuries per liter (a measure of radioactivity)

**ppb** = parts per billion, or micrograms per liter (µg/L)

**ppm** = parts per million, or milligrams per liter (mg/L)

**ppq** = parts per quadrillion, or picograms per liter

**ppt** = parts per trillion, or nanograms per liter

**umho/cm** = micromho per centimeter

## Terms to Examine

### Primary Standards

Mandatory health-related standards that may cause health problems in drinking water.

### Secondary Standards

Aesthetic standards (non health-related) that could cause odor, taste, or appearance problems in drinking water.

### Unregulated Parameters

Information about contaminants that are monitored but are not currently regulated by federal and state health agencies.

### Additional Parameters

Information that may also be of interest to our customers.

ABBREVIATIONS



## How to read this table

Starting with a Substance, read across. MCL shows the highest level of substance (contaminant) allowed. MCLG is the goal level for that substance (this may be lower than what is allowed). Range tells the highest and lowest amounts measured. Average represents the measured amount (less is better). Typical Source of Contaminant tells where the substance usually originates. Unregulated substances are measured, but maximum allowed contaminant levels have not been established by the government.

## 2015 CITY OF SANTA ANA DISTRIBUTION SYSTEM WATER QUALITY

Type	MCL (MRDL/MRDLG)	Average Amount	Range of Detections	MCL Violation?	Typical Source Of Chemical
<b>DISINFECTANT RESIDUAL AND DISINFECTION BY-PRODUCTS</b>					
Chlorine Residual (ppm)	(4 / 4)	0.82	0.63 - 0.98	No	Disinfectant Added for Treatment
Total Trihalomethanes (ppb)	80	41	ND - 46.4	No	Byproducts of Chlorine Disinfection
Haloacetic Acids (ppb)	60	15	ND - 19.3	No	Byproducts of Chlorine Disinfection
<b>AESTHETIC QUALITY</b>					
Odor (threshold odor number)	3*	1	1	No	Naturally-occurring organic materials
Turbidity (ntu)	5*	<0.1	ND - 2.2	No	Erosion of natural deposits

Eight locations in the distribution system are tested quarterly for total trihalomethanes and haloacetic acids. Fifty locations are tested monthly for color, odor and turbidity. Color was not detected in 2015.

< = detected but average is less than the reporting limit;

\*Chemical is regulated by a secondary standard to maintain aesthetic qualities (color, odor, and taste).

Microbiological	MCL	MCLG	Highest Monthly Percent Positives	MCL Violation?	Typical Source Of Chemical
Total Coliform Bacteria	5.0%	0	1.9%	No	Naturally present in the environment

No more than 5% of the monthly samples may be positive for total coliform bacteria. The occurrence of 2 consecutive total coliform positive samples, one of which contains fecal coliform/E.coli, constitutes an acute MCL violation.

### LEAD AND COPPER ACTION LEVELS AT RESIDENTIAL TAPS

Chemical	Action Level (AL)	Public Health Goal	90th Percentile Value	Sites Exceeding AL / Number of Sites	AL Violation?	Typical Source Of Chemical
Lead (ppb)	15	0.2	ND	0 / 80	No	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Copper (ppm)	1.3	0.3	0.17	0 / 80	No	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits

In 2015, 80 residences were tested for lead and copper at-the-tap. Lead was not detected in any of the samples.

Copper was detected in 66 samples, none of which exceeded the AL for copper. A regulatory action level is the concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

### UNREGULATED CHEMICALS REQUIRING MONITORING IN THE DISTRIBUTION SYSTEM

Chemical	Notification Level	PHG	Average Amount	Range of Detections	Most Recent Sampling Date
Chlorate (ppb)	800	n/a	49.8	37.5 - 85.8	2014
Chromium, Hexavalent (ppb) **	MCL = 10	0.02	0.73	0.09 - 1.1	2014
Chromium, Total (ppb) ***	MCL = 50	MCLG = 100	0.56	ND - 0.9	2014
Molybdenum, Total (ppb)	n/a	n/a	4.38	3.8 - 5.2	2014
Strontium, Total (ppb)	n/a	n/a	715	547 - 959	2014
Vanadium, Total (ppb)	50	n/a	2.45	2.3 - 2.8	2014

\*\* Hexavalent chromium was included as part of the unregulated chemicals requiring monitoring.

\*\*\* Total chromium is regulated with an MCL of 50 ppb but was not detected, based on the detection limit for purposes of reporting of 10 ppb. Total chromium was included as part of the unregulated chemicals requiring monitoring.



## 2015 CITY OF SANTA ANA GROUNDWATER QUALITY

Chemical	MCL	PHG (MCLG)	Average Amount	Range of Detections	MCL Violation?	Most Recent Sampling Date	Typical Source of Chemical
<b>Radiologicals</b>							
Uranium (pCi/L)	20	0.43	2.78	ND - 4.98	No	2014	Erosion of Natural Deposits
<b>Organic Chemicals</b>							
1,1-Dichloroethene (ppb)	6	10	<0.5	ND - 0.6	No	2015	Discharge from Industrial Chemical Factories
<b>Inorganic Chemicals</b>							
Arsenic (ppb)	10	0.004	<2	ND - 2.8	No	2015	Erosion of Natural Deposits
Barium (ppm)	1	2	<0.1	ND - 0.146	No	2015	Erosion of Natural Deposits
Fluoride (ppm)	2	1	0.34	0.16 - 0.47	No	2015	Erosion of Natural Deposits
Hexavalent Chromium (ppb)	10	0.02	<1	ND - 2.1	No	2014	Erosion of Natural Deposits; Industrial Discharge
Nitrate (ppm as N)	10	10	2.15	ND - 7.12	No	2015	Runoff and Leaching from Fertilizer Use; Leaching from Septic Tanks and Sewage; Erosion of Natural Deposits
Nitrate+Nitrite (ppm as N)	10	10	2.15	ND - 7.12	No	2015	Runoff and Leaching from Fertilizer Use; Leaching from Septic Tanks and Sewage; Erosion of Natural Deposits

<b>Secondary Standards*</b>							
Chloride (ppm)	500*	n/a	51.4	20.1 - 115	No	2015	Erosion of Natural Deposits
Specific Conductance (µmho/cm)	1,600*	n/a	684	449 - 1,120	No	2015	Substance that forms Ions when in Water
Sulfate (ppm)	500*	n/a	91	49.5 - 153	No	2015	Erosion of Natural Deposits
Total Dissolved Solids (ppm)	1,000*	n/a	420	276 - 664	No	2015	Erosion of Natural Deposits
Turbidity (ntu)	5*	n/a	<0.1	ND - 0.2	No	2015	Soil Runoff

<b>Unregulated Chemicals</b>							
Alkalinity, total (ppm as CaCO3)	Not Regulated	n/a	170	138 - 235	n/a	2015	Erosion of Natural Deposits
Bicarbonate (ppm as HCO3)	Not Regulated	n/a	207	168 - 287	n/a	2015	Erosion of Natural Deposits
Boron (ppm)	NL = 1	n/a	<0.1	ND - 0.2	n/a	2015	Erosion of Natural Deposits
Calcium (ppm)	Not Regulated	n/a	73.2	34.5 - 130	n/a	2015	Erosion of Natural Deposits
Hardness, total (grains/gal)	Not Regulated	n/a	14.2	6.69 - 25	n/a	2015	Erosion of Natural Deposits
Hardness, total (ppm as CaCO3)	Not Regulated	n/a	242	114 - 427	n/a	2015	Erosion of Natural Deposits
Magnesium (ppm)	Not Regulated	n/a	14	6.8 - 27	n/a	2015	Erosion of Natural Deposits
pH (pH units)	Not Regulated	n/a	7.9	7.7 - 8.1	n/a	2015	Acidity, Hydrogen Ions
Potassium (ppm)	Not Regulated	n/a	2.1	1.4 - 3.4	n/a	2015	Erosion of Natural Deposits
Sodium (ppm)	Not Regulated	n/a	44.2	30.8 - 64.5	n/a	2015	Erosion of Natural Deposits

< = average is less than the detection limit for reporting purposes

\*Contaminant is regulated by a secondary standard to maintain aesthetic qualities (taste, odor, color).

### UNREGULATED CHEMICALS REQUIRING MONITORING

Chemical	Notification Level	PHG	Average Amount	Range of Detections	Most Recent Sampling Date
1,4-Dioxane (ppb)	1	n/a	0.14	ND - 0.24	2014
Chlorate (ppb)	800	n/a	63.3	21.1 - 249	2014
Chromium, Hexavalent (ppb) **	MCL = 10	0.02	1.01	0.21 - 2.06	2014
Chromium, Total (ppb) ***	MCL = 50	MCLG = 100	0.85	ND - 1.8	2014
Molybdenum, Total (ppb)	n/a	n/a	4.92	2.6 - 11.1	2014
Strontium, Total (ppb)	n/a	n/a	529	244 - 766	2014
Vanadium, Total (ppb)	50	n/a	2.69	1.4 - 5.2	2014

\*\* Hexavalent chromium was included as part of the unregulated chemicals requiring monitoring.

\*\*\* Total chromium is regulated with an MCL of 50 ppb but was not detected, based on the detection limit for purposes of reporting of 10 ppb. Total chromium was included as part of the unregulated chemicals requiring monitoring.

## 2015 METROPOLITAN WATER DISTRICT OF SOUTHERN CALIFORNIA TREATED SURFACE WATER

Chemical	MCL	PHG (MCLG)	Average Amount	Range of Detections	MCL Violation?	Typical Source of Chemical
<b>Radiologicals - Tested in 2014</b>						
Alpha Radiation (pCi/L)	15	(0)	ND	ND - 4	No	Erosion of Natural Deposits
Beta Radiation (pCi/L)	50	(0)	5	4 - 6	No	Decay of Man-made or Natural Deposits
Uranium (pCi/l)	20	0.43	3	2 - 3	No	Erosion of Natural Deposits
<b>Inorganic Chemicals - Tested in 2015</b>						
Aluminum (ppm)	1	0.6	0.155	0.073 - 0.24	No	Treatment Process Residue, Natural Deposits
Arsenic (ppb)	10	0.004	2.3	2.3	No	Production Wastes, Natural Deposits
Barium (ppm)	1	2	0.125	0.125	No	Refinery Discharge, Erosion of Natural Deposits
Fluoride (ppm) treatment-related	Control Range 0.6 - 1.2 ppm Optimal Level 0.7 ppm		0.8	0.6 - 1	No	Water Additive for Dental Health
<b>Secondary Standards - Tested in 2015</b>						
Aluminum (ppb)	200*	600	155	73 - 240	No	Treatment Process Residue, Natural Deposits
Chloride (ppm)	500*	n/a	100	98 - 101	No	Runoff or Leaching from Natural Deposits
Color (color units)	15*	n/a	1	1	No	Naturally-occurring Organic Materials
Odor (threshold odor number)	3*	n/a	2	2	No	Naturally-occurring Organic Materials
Specific Conductance (µmho/cm)	1,600*	n/a	1,040	1,040	No	Substances that Form Ions in Water
Sulfate (ppm)	500*	n/a	257	253 - 261	No	Runoff or Leaching from Natural Deposits
Total Dissolved Solids (ppm)	1,000*	n/a	663	660 - 665	No	Runoff or Leaching from Natural Deposits
<b>Unregulated Chemicals - Tested in 2015</b>						
Alkalinity, total as CaCO3 (ppm)	Not Regulated	n/a	126	120 - 131	n/a	Runoff or Leaching from Natural Deposits
Boron (ppm)	NL=1	n/a	0.12	0.12	n/a	Runoff or Leaching from Natural Deposits
Calcium (ppm)	Not Regulated	n/a	78	76 - 80	n/a	Runoff or Leaching from Natural Deposits
Hardness, total as CaCO3 (ppm)	Not Regulated	n/a	303	300 - 306	n/a	Runoff or Leaching from Natural Deposits
Hardness, total (grains/gallon)	Not Regulated	n/a	18	18	n/a	Runoff or Leaching from Natural Deposits
Magnesium (ppm)	Not Regulated	n/a	27	26 - 27	n/a	Runoff or Leaching from Natural Deposits
pH (pH units)	Not Regulated	n/a	8.1	8.1	n/a	Hydrogen Ion Concentration
Potassium (ppm)	Not Regulated	n/a	4.9	4.8 - 5	n/a	Runoff or Leaching from Natural Deposits
Sodium (ppm)	Not Regulated	n/a	101	98 - 104	n/a	Runoff or Leaching from Natural Deposits
Total Organic Carbon (ppm)	TT	n/a	2.6	2.3 - 2.7	n/a	Various Natural and Man-made Sources
*Contaminant is regulated by a secondary standard						
<b>Turbidity - combined filter effluent</b> Metropolitan Water District Diemer Filtration Plant		<b>Treatment Technique</b>	<b>Turbidity Measurements</b>		<b>TT Violation?</b>	<b>Typical Source of Chemical</b>
1) Highest single turbidity measurement		0.3 NTU	0.04		No	Soil Runoff
2) Percentage of samples less than 0.3 NTU		95%	100%		No	Soil Runoff

### UNREGULATED CHEMICALS REQUIRING MONITORING

Chemical	Notification Level	PHG	Average Amount	Range of Detections	Most Recent Sampling Date
Chlorate (ppb)	800	n/a	53.3	38.1 - 67.6	2013
Chromium, Hexavalent (ppb) **	MCL = 10	0.02	0.07	0.03 - 0.12	2013
Chromium, Total (ppb) ***	MCL = 50	MCLG = 100	<0.2	ND - 0.5	2014
Molybdenum, Total (ppb)	n/a	n/a	4.8	4.5 - 5.3	2014
Strontium, Total (ppb)	n/a	n/a	938	854 - 1,070	2014
Vanadium, Total (ppb)	50	n/a	2.8	2.3 - 3	2014

\*\* Hexavalent chromium was included as part of the unregulated chemicals requiring monitoring.

\*\*\* Total chromium is regulated with an MCL of 50 ppb but was not detected, based on the detection limit for purposes of reporting of 10 ppb. Total chromium was included as part of the unregulated chemicals requiring monitoring.



**1. Turbidity:** Is a measure of the cloudiness of the water. It is monitored in our imported water source because it is a good indicator of the effectiveness of the filtration system.

2. The turbidity level of the filtered water shall be less than or equal to 0.3 NTU in 95 percent of the measurements taken each month and shall not exceed 1 NTU at any time. The averages and ranges of turbidity shown in the Secondary Standards were based on the treatment plant effluent.

3. The State required raw water coliform monitoring for all treatment plants beginning March 2008. Reporting level is 1 CFU/100mL for total coliform and E. coli.

4. Data for the naturally-occurring fluoride were taken before the fluoridation treatment began. Fluoridation treatment of water supplies at all five MWD treatment plants started sequentially from October 29, 2007 to December 3, 2007. Metropolitan was in compliance with all provisions of the State's Fluoridation System Requirements.

**5. Special Educational Statement Regarding Nitrate:**

Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. Nitrate in drinking water at levels above 10 mg/L is a health risk for infants of less than six months of age. Such nitrate levels in drinking

water can interfere with the capacity of the infant's blood to carry oxygen, resulting in a serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate levels above 10 mg/L may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. If you are caring for an infant, you should ask advice from your health care provider.

**6. Special Educational Statement Regarding Perchlorate:**

Perchlorate has been shown to interfere with uptake of iodide by the thyroid gland, and to thereby reduce the production of thyroid hormones, leading to adverse affects associated with inadequate hormone levels. Thyroid hormones are needed for normal prenatal growth and development of the fetus, as well as for normal growth and development in the infant and child. In adults, thyroid hormones are needed for normal metabolism and mental function.

7. Eight locations in the distribution system are tested quarterly for total trihalomethanes and haloacetic acids.

**8. Radon:** Radon is a radioactive gas that you can't see, taste, or smell. It is found throughout the U.S. Radon can move through the ground and into a home through cracks and holes in the foundation. Radon can build up in high levels in all types of homes. Radon can also get into indoor air when released from tap water from showering, washing dishes, and other household activities. Compared to radon entering the home through soil, radon entering the home through tap water will in most cases be a small source of radon in indoor air. Radon is a known human carcinogen. Breathing air containing radon can lead to lung cancer. Drinking water containing radon may also cause increased risk of stomach cancer. If you are concerned about radon in your home, test the air in your home. Testing is inexpensive and easy. Fix your home if the level of radon in your air is 4 picocuries per liter of air (pCi/L) or higher. There are simple ways to fix a radon problem that aren't too costly. For additional information, call the California radon program (1-800-745-7236), the USEPA Safe Drinking Water Act Hotline (1-800-426-4791), or the National Safe Council Radon Hotline (1-800-767-7236.)





## (But, Santa Ana did a great job conserving water!)

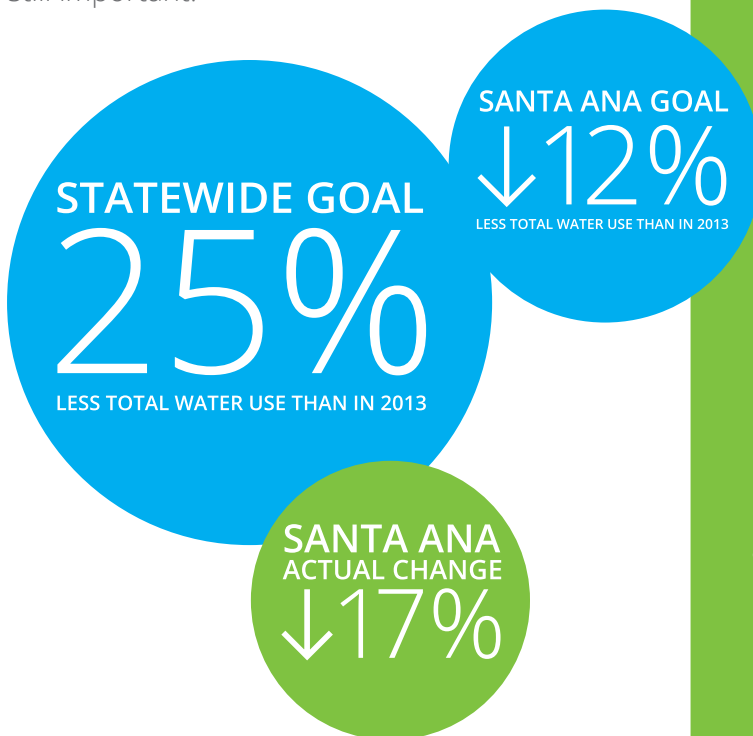
Dry conditions in California have eased, but the drought is still far from over, especially in Southern California, where El Niño didn't bring many major storms.

Yes, the good news is that snowpack in the Sierra Nevada is greater than it has been in years, peaking at 87% in March. That's far better than last year, when it was just 5 percent of normal.

Snowpack is important because it provides about 30 percent of the water Californians use after it melts and flows into rivers and reservoirs.

Even the storms that soaked Northern California last March have also helped ease conditions by giving some of California's largest and most important reservoirs a boost.

This provides the state with more water for the dry months ahead—but there still isn't enough to go around, which is why conservation is still important.



## How did Santa Ana's conservation efforts rate last year?

Californians narrowly missed meeting the 25 percent water-saving target set by Governor Brown a year ago. Reducing consumption by 23.9 percent, the conservation efforts in California saved about 368 billion gallons of water, or enough to supply nearly 6 million people for a year.

"This reduction is significant, but it's still not enough to make up for the deficits of the prolonged drought," explains Nabil Saba, Water Resources Manager for the City of Santa Ana. "Conservation habits are still important heading into this summer."

Saba commended the community of Santa Ana for not only meeting the City's conservation target, but exceeding that target by 4 percent.

The City of Santa Ana rated below the state average in residential gallons per capita. And, with the exception of City of Fountain Valley, Santa Ana came in lower than all other water districts nearby.

The state is working on setting new, reasonable water conservation targets for all water suppliers in California based on water supply conditions.

"Residents have done an excellent job reducing their water consumption and we are confident they will continue to conserve one of our most precious resources," adds Saba.

[Click here for water saving tips and rebates available to Santa Ana residents.](#)



# TAKE THE PLEDGE AND MAKE A DIFFERENCE

The City of Santa Ana entered in the Mayor’s Challenge For Water Conservation, a friendly competition between cities across the U.S. to see who can be the most “water-wise.” Mayor Miguel Pulido challenged residents to conserve water on behalf of Santa Ana through an easy-to-use pledge online.

**“The Santa Ana community has a long history of environmental stewardship. We are proud of our award-winning water agency and conservation efforts, which have made a significant impact on our water consumption. While we have exceeded our water reduction targets mandated by the governor, we would like to challenge our community to do more. The National Mayor’s Challenge for Water Conservation will actively engage Santa Ana residents and businesses to continue saving water and help build a more sustainable future for us all.” — Mayor Miguel Pulido**

Cities compete in various population categories. Within each category, the city with the highest percentage of residents who take the challenge wins.

Participants in winning cities are eligible to win hundreds of prizes. Last year, the challenge awarded more than \$50,000 in prizes to nearly 1,000 residents in U.S. cities.

While this competition is held each year in the month of April, we encourage you to take the pledge now. The drought is still on and we all must continue to conserve water. What a better incentive than to enter into the Mayor’s Challenge?

Your contribution can make a difference in the conservation of our global resources. Once you complete the online pledge, you’ll see the positive impacts of your pledge over a period of a year, as shown here in the example to the right.

## Taking The Pledge

Visit [http://www.mywaterpledge.com/campaign/national-campaign#title\\_area](http://www.mywaterpledge.com/campaign/national-campaign#title_area). You can begin your pledge via Facebook or email.

1. Select Santa Ana, California
2. Select ways you pledge to save water, electricity, gasoline, paper and waste
3. If you want to be entered in a free drawing, select yes.
4. You’ll then be asked for your contact information and you’ll be entered into a daily drawing for eco-prizes.

Pledge today and let’s help Santa Ana raise its ranking to #1 next year!



Help Your City Raise Its Ranking!  
Spread The Word!

## YOUR CONTRIBUTION

Your positive impacts in one year:

Water Saved:	57, 959 gal
Dollars Saved:	\$981.27
Less in Landfill:	1,656 lbs
Water Bottles Not Used:	167
Hazardous Waste Avoided:	4 lbs
Oil Saved:	244 gal
kWh Saved:	5,736 lbs
CO2 Saved:	13,457 lbs

(Chart shown above is only an example.)

# SANTA ANA PULLS TOGETHER AS A COMMUNITY TO SAVE WATER



Last year, Santa Ana's Water Resources Division launched a comprehensive campaign called "Every Drop Counts: Let's Not Waste It." The campaign was designed to educate the community about the drought, Santa Ana's Level 2 Water Shortage requirements, and ways to conserve water and help the City could reach its 12 percent target.

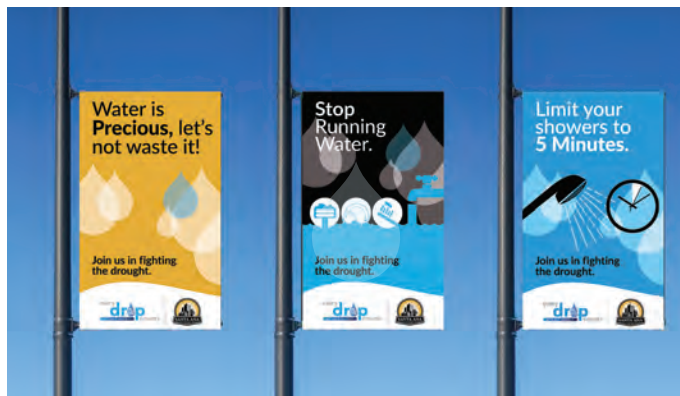
## The Campaign

Under this campaign, we used every possible channel for our outreach. We sent out bill inserts and newsletter articles. We posted online articles and pushed out water saving tips through social media. We created pull-up banners and flyers for public areas and events.

We displayed outdoor ads at bus shelters and used LED billboards at Santa Ana College and Santa Ana Stadium to reinforce our conservation message. We also lined main thoroughfares with banners, each featuring an important water saving tip.

We even wrapped our community outreach vehicle with the "Every Drop Counts" logo and designed special campaign t-shirts and yard signs to pass out to residents at community events.

*Continued on next page*





# SANTA ANA PULLS TOGETHER AS A COMMUNITY TO SAVE WATER

Continued from previous page



## In The Community

Speaking about community events, we attended more than 100 last year. From weekly farmer's markets and neighborhood association meetings to SOMOS and the Plaza Wellness 5K Run, our staff was on hand to pass out Santa Ana's award winning water, free giveaways as well as conservation flyers and other promotional items.

Recognizing the importance of educating kids about conservation, we launched a Youth Poster Contest using our campaign theme to teach wise water use. We promoted it through the Santa Ana Unified School District, recreation centers and several special events at Bowers Museum, The Discovery Cube OC and MainPlace. You can read more about the contest and winners here.

## Hotels & Restaurants

To support Santa Ana businesses, we created a program for hotels and restaurants and provided tent cards free of charge. The tent cards were designed to educate patrons and guests about the drought, why drinking water is only available upon request, and ways guests can help hotels conserve water by reducing their laundry.

"Every Drop Counts" made a difference and residents took the conservation message to heart. We exceeded our target. In fact, as a community, we cut our water use by 17 percent. With awareness and effort, the "Every Drop Counts" campaign proved what can happen when a community comes together for a good cause!

# ENGAGEMENT + CREATIVITY = CONSERVATION AWARENESS



To celebrate the importance of water and using it wisely, the City of Santa Ana launched a water conservation poster contest last fall for youth ages 5-18. Using the overall theme "Every Drop Counts: Let's Not Waste It," the contest was designed to raise awareness of everyday water conservation practices through the arts and creativity.

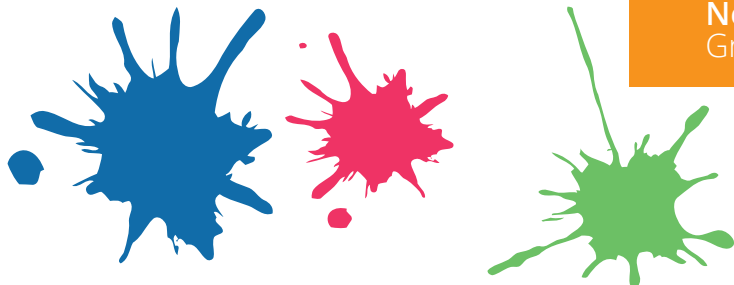
All Santa Ana youth were given the opportunity to participate. During the month of November, the City provided free materials and promoted the contest during special events hosted by Bowers Museum, Discovery Cube OC and Westfield's MainPlace as well as throughout Santa Ana Unified School District Santa Ana recreation centers.

Sandra Pena, Vice Chair of the Art & Cultural Commission for City of Santa Ana, and Marco Balleza, an accomplished media artist and muralist in Santa Ana, judged more than 300 entries using four scoring criteria which included level of originality, visual and word clarity and adherence to the water conservation theme. Out of 350 entries, they selected 12 winning posters: 2 finalists and a grand prize winner in four different age categories.

All participants received a certificate of completion, and the winners were invited along with their families to a special recognition by the City Council, where they were awarded prizes ranging from gift certificates and Nintendo 3DS to iPads.

**Be sure to look out for this year's contest in October, so you can encourage your children to participate and let their creativity shine!**

## Poster Contest



Ages 5-8



**Sara Ramirez, 5,**  
Grand prize winner

Finalists  
Melissa Cortes, 8,  
Lilian Leal, 5.

Ages 9-12



**Adrian Cendejas, 10,**  
Grand prize winner

Finalists  
Julian Diaz Leyva, 12,  
Sarah Gomez, 10.

Ages 13-14



**Jose Silva, 13,**  
Grand prize winner

Finalists  
Hector Mora, Jr., 13,  
Ava Bustamante, 13.

Ages 15-18



**Nelson Samano, 17,**  
Grand prize winner

Finalists  
Jessica Torres, 15,  
Jesus Antonio  
Cervantes, 16.





## SANTA ANA WATER LEADS CALIFORNIA AS BEST TASTING ON TAP



It was another year at the Academy Awards of Water in Berkeley Springs, West Virginia where hundreds of municipalities, private water agencies, and bottled water companies from around the world come together to compete for the “best tasting” title.

Berkeley Springs is not an easy competition to win. It is an accredited, international competition where judges take their jobs very seriously. Ten judges taste and rate each water entry for appearance, aroma, taste and aftertaste (yes, it should leave you thirsty for more!)

Santa Ana topped all other California waters in the Best Municipal Water category this year with Mission Springs Water District and Desert Hot Spring trailing behind it. For the past five years, Santa Ana has grabbed the bronze, silver and gold, earning the distinction of producing the nation’s best and highest quality tap water in 2014. It’s a distinction the City is proud to share with the community. In fact, you may have seen our “Award Winning” campaign around town at community events, while waiting for a bus, or wrapped around our community outreach vehicle.

As a Santa Ana resident, you can be assured that your water not only exceeds the drinking water health standards required by both state and federal agencies, it is among the best tasting water on tap!



More than 15 years ago, Santa Ana introduced its FOG program to reduce the number of blockages in the city's sewer lines and sewage overflows on to our streets. Raw sewage that overflows on to our streets often makes its way into our storm water drains and waterways, polluting our city and ocean.

What is the most common culprit for blocked sewers? Fats, oils and grease or "FOG."

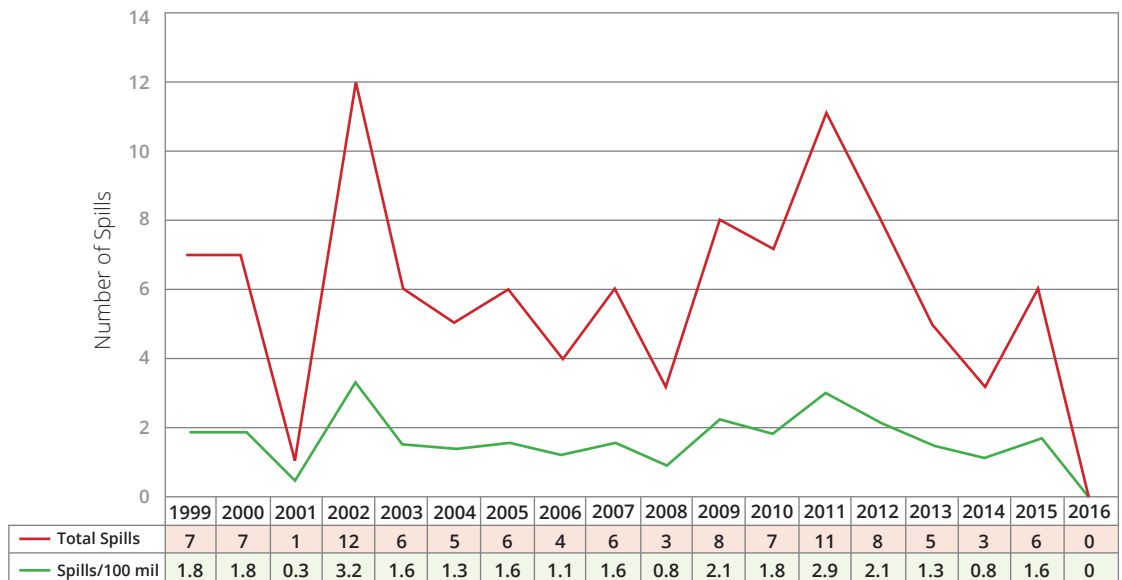
Since launching the FOG program, the City has reduced the number of public sewer spills dramatically. Now, less FOG is being poured into our drains, thanks to all the restaurants that adhere to our program guidelines and

to residents who are aware of its potential health and environmental hazards.

So the next time you think about pouring the excess grease from your frying pan down the drain, think again. Do yourself a favor by following a few simple tips. Doing so will save you an emergency call to the plumber and help protect our natural resources.

For guidelines and tips, read *Keeping Fit: Eliminate Fats, Oil & Grease!* and *Keep It Flowing*.

Number of Public Sewer Spills







# CAN YOU DIG IT?

## Call 811 Before Your Shovel Hits The Ground

Did you know that common household projects like replacing a fence or installing a new sprinkler system can place you at risk?

That's right. Buried utilities can exist just about anywhere on your property and even a shovel can cause damage to a utility line, resulting in service interruption or a hazardous situation causing personal injury.









From putting in a new swimming pool and adding a room to installing that new and shiny mail box along the street, it's important to call DigAlert before beginning any type of project that requires digging.

### What is DigAlert?

DigAlert is a one-call notification center and communications link between the person who is digging and the owners of underground utilities. You can use DigAlert Express or call 811 at least two (2) full working days before you plan to start digging. DigAlert then notifies the utilities companies in your area, who come out to mark the lines they own and maintain.

If you've hired a contractor for your project, the contractor is responsible for notifying DigAlert. But it would be prudent, as a homeowner, to follow up with DigAlert and make sure. You can be held liable if your contractor is negligent in notifying DigAlert and causes damage to any buried utilities. According to law, anyone who fails to notify DigAlert negligently and willfully are subject to fines of up to \$50,000.

So when do you call DigAlert? The short answer is "any time you are digging." And just in case you forget, some of Santa Ana's service vehicles are wrapped with special DigAlert signage as a reminder.

-  **Proposed Excavation**
-  **Temporary Survey Markings**
-  **Electric Power Lines**
-  **Gas, Oil and Steam**
-  **Communications (Telephone & Cable TV)**
-  **Water**
-  **Reclaimed Water**
-  **Sewer and Storm Drains**

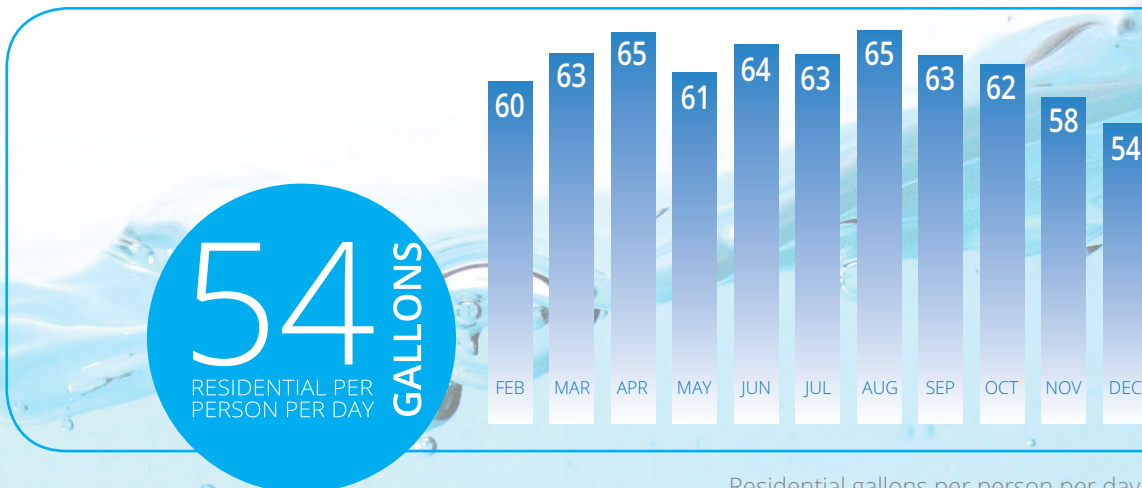
This is a free service, and more importantly—it's the law.



**Know what's below.  
Call 811 before you dig.**



## How many gallons of water do you use a day?



Residential gallons per person per day (based on residential gallons per capita)

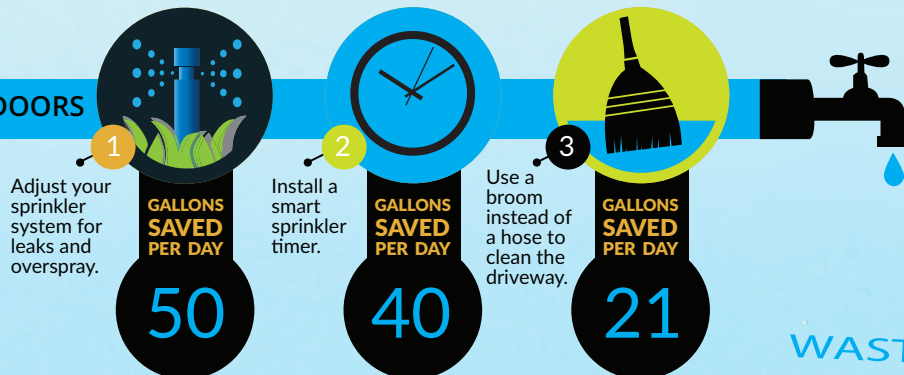
## How many gallons of water can you save?

Here are the easiest and most effective ways to lower your water use.

### INDOORS



### OUTDOORS



### WASTE

\* (based on 1 time per week) † (Amount can vary based on number of loads and brand of washer.)



# DO THE MATH:

## How much money can you save with rebates?

By taking advantage of the rebates available to Santa Ana residents, you will not only see a difference in your water bill, but can save money on high-efficiency appliances and devices too.

Device	Rebate/Unit	Unit	Unit Quantity	Total
High Efficiency Clothes Washer (quantity 1)	\$85.00	Device	1	\$85
Premium High Efficiency Toilets (quantity 1-9)	\$40.00	Device	3	\$120
Rain Barrel (quantity 1-4)	\$75.00	Device	2	\$150
Cistern (quantity 1)	\$300.00	Device	N/A	\$300
Rotating Nozzles (min 30)	\$2.00	Device	30	\$60
Weather Based Irrigation Controllers (<1 acre) (quantity 1-2)	\$120.00	Device	1	\$120
Weather Based Irrigation Controllers (>1 acres) (quantity 1-100)	\$50.00	Station	N/A	\$50
Soil Moisture Sensor (<1 acre) (quantity 1-2)	\$80.00	Device	N/A	\$80
Soil Moisture Sensor System (>1 acres) (quantity 1-160)	\$35.00	Station	N/A	\$35

*(The chart above is only an example. Actual savings will vary).*

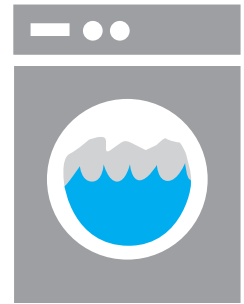
**Total Estimated Rebate \$535**



## Available Rebates to Santa Ana Residents

### High-Efficiency Clothes Washers

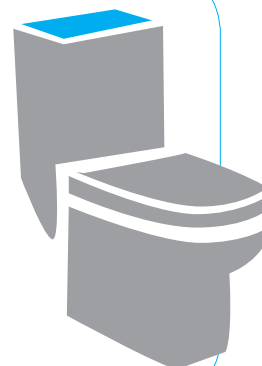
High-efficiency clothes washers use 55 percent less water than standard clothes washers. Less water means less energy needed for water heating, lowering your energy bill too. Rebates start at \$85 per washer.



Apply for rebate: [http://socalwatersmart.com/?page\\_id=3270](http://socalwatersmart.com/?page_id=3270)  
Read FAQs: [http://socalwatersmart.com/?page\\_id=3270](http://socalwatersmart.com/?page_id=3270)

### Premium High-Efficiency Toilets

Premium high-efficiency toilets use 20 percent less water and flush the same amount of waste just as, if not more, effectively. Rebates start at \$40 per toilet.



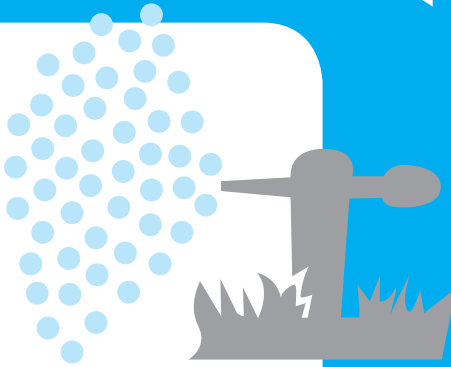
Apply for rebate: [http://socalwatersmart.com/?page\\_id=2971](http://socalwatersmart.com/?page_id=2971)  
Read FAQs: [http://socalwatersmart.com/?page\\_id=3273](http://socalwatersmart.com/?page_id=3273)



# Rebates Santa Ana Residents

## Rotating Sprinkler Nozzles

Multi-trajectory, rotating streams apply water more slowly and uniformly to your landscape, encouraging healthy plant growth. Rebates start at \$2 per nozzle.



**Apply for rebate:**

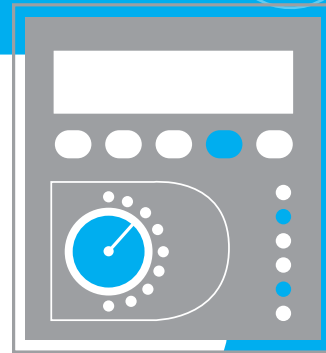
[http://socalwatersmart.com/?page\\_id=2975](http://socalwatersmart.com/?page_id=2975)

**Read FAQs:**

[http://socalwatersmart.com/?page\\_id=3275](http://socalwatersmart.com/?page_id=3275)

## Weather Based Irrigation Controller

Allows for more accurate, customized irrigation by automatically adjusting the schedule and amount of water in response to changing weather conditions. Rebates start at \$80 or \$35 per controller.



**Apply for rebate:**

[http://socalwatersmart.com/?page\\_id=2979](http://socalwatersmart.com/?page_id=2979)

## Soil Moisture Sensor System

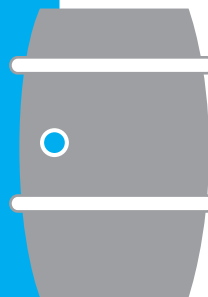


A soil moisture sensor measures soil moisture content in the active root zone on your property. Rebates start at \$80 or \$35 per system.

**Apply for rebate:**

[http://socalwatersmart.com/?page\\_id=3275](http://socalwatersmart.com/?page_id=3275)

## Rain Barrels



Collecting and re-using rainwater from lawns and gardens minimizes the amount of water flowing into your storm drains, sewer systems and local waterways. Rebates start at \$75 per barrel.

**Apply for rebate:**

[http://socalwatersmart.com/?page\\_id=2973](http://socalwatersmart.com/?page_id=2973)

**Download tip sheet:**

[http://socalwatersmart.com/images/PDFs/scws\\_rainbarrels.pdf](http://socalwatersmart.com/images/PDFs/scws_rainbarrels.pdf)





# IMPORTANT TELEPHONE NUMBERS

## Building Inspection Request Line

714-667-2738

## City Manager

714-647-5200

## Fire Department

714-573-6000

(call 911 for emergencies)

## Mayor and City Council

714-647-6900

## Parks & Recreation

714-571-4200

## Planning & Building, Planning Division

(Environmental Review, Historic Preservation  
& New Development)

714-667-2700

## Police Department

714-245-8665 (call 911 for emergencies)

## Public Library

714-647-5250

## Public Works Emergency Repairs

(after hours)

714-834-4211

## Public Works Information

714-647-5690

## Maintenance Service

### Curb & Sidewalks

714-647-3380

### Graffiti Removal

877-786-7824

### Graffiti Task Force

714-245-8769 (Police Department)

## Public Works

General Maintenance and Repairs

714-647-3380

## Sanitation

714-647-3309

## Shopping Cart Removal

714-667-2780

## Street Lights

714-647-3505

## Street Sweeping

714-647-3309

## Trees

714-647-3330

## Weed Abatement

714-647-3309

## Water Resources

### Sewer/Storm Drain Maintenance

714-647-3380

### Water Administration

714-647-3320

### Water & Sewer Permits

714-647-5026

### Water Customer Service and Billing

714-647-5454

### Water Engineering

714-647-3320

### Water Maintenance & Construction

714-647-3346

### Water Production

714-647-3382

## Water Quality & Conservation

714-647-3320

## Water Service & Main Location

714-647-3320

## Refuse Collection

### New Trash Cart/Order Dumpster

714-558-7761

### Recycle Used Car Oil & Filter

714-558-7761

## Traffic and Transportation

### Signal Repairs - 8 a.m.-5 p.m. (Weekdays)

714-647-5620

### Signal Repairs - Police Department

(Evenings/Weekends)

714-834-4211

### Street Work Permits

714-647-5039

### Traffic Operations

714-647-5619

## Other Helpful Numbers

### Bus Information

714-636-7433

### Noise Complaints

714-834-4211

### Overcrowding

714-667-2780

### Poison Center

800-876-4766



"Water sustains life,  
enriches health and  
enables commerce. We  
treat it as a service to the  
community, not just an  
unlimited commodity."





## Questions About Your Water Quality Report?

A copy of the complete assessment is available at the Water Resources Division office. You can request a summary of the assessment be sent to you by contacting us at **714-647-3320**. If you have questions about your water quality, contact:

City of Santa Ana, Water Resources Division  
**Nabil Saba** P.E., Water Resources Manager  
**Cesar Barrera** P.E., Principal Civil Engineer  
**Thomas Dix** Water Quality Coordinator

220 South Daisy Avenue, Bldg A  
Santa Ana, California 92703

phone: 714-647-3320 | fax: 714-647-3345  
web: [santaanaccr.com](http://santaanaccr.com)

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

**Chi tiết này thật quan trọng.  
Xin nhờ người dịch cho quý vị.**

Daimntawv tshaj tawm no muaj lus tseemceeb txog koj  
cov dej haus. Tshab txhais nws, los yog tham nrog tej  
tug neeg uas totaub txog nws.

**此份有关你的食水报告,内有重要资料和讯息,请找  
他人为你翻译及解释清楚。**

Mahalaga ang impormasyong ito. Mangyaring ipasalin ito.

