2014 WATER QUALITY REPORT

This report details the quality of Santa Ana's water and we're pleased to report the City continues to maintain the highest standards. But we're also concerned about water availability for generations to come, which is why smarter water use is so important. Remember, every little thing you do to save water will make a huge difference for us all.

SANTA ANA

Est. 1886

A MESSAGE FROM FRED MOUSAVIPOUR

FRED MOUSAVIPOUR
Executive Director
Public Works Agency
City of Santa Ana

Water is something we should not take for granted. No longer is water plentiful, nor are we guaranteed an endless supply. With the state of California under mandatory water use restrictions, Santa Ana is working diligently to do its part to conserve. For example, the City supplies reclaimed water for commercial and industrial irrigation and sponsors education and incentive programs for businesses and residents.

Our vision is for a resilient and sustainable water infrastructure that will deliver necessary services today and in future decades. To that end, we are making rate adjustments and embarking on a robust capital improvement program that calls for pipe replacements and increased use of technology to monitor and regulate water use while providing actionable data to consumers. We will also be making improvements to wells, pump stations, reservoirs and wastewater facilities.

While these efforts are significant, Public Works can't do it alone. We ask you to use water wisely but please don't stop there. Let us know what we can do better, because our goal is to have the most efficient Public Works that provide critical services to Santa Ana residents at a reasonable cost.

Fred Mousavipour
Executive Director
Public Works Agency
City of Santa Ana

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

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 this page, numbers 1 through 7, will explain the important elements of the table.**

WATER SOURCE & COMPONENTS

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).

The groundwater accumulates and is stored beneath the surface of the earth and then pumped to the surface by 20 city-owned wells. 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 either the Diemer Filtration Plant in Yorba Linda or the Weymouth Filtration Plant in LaVerne 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.

Continued on next page.

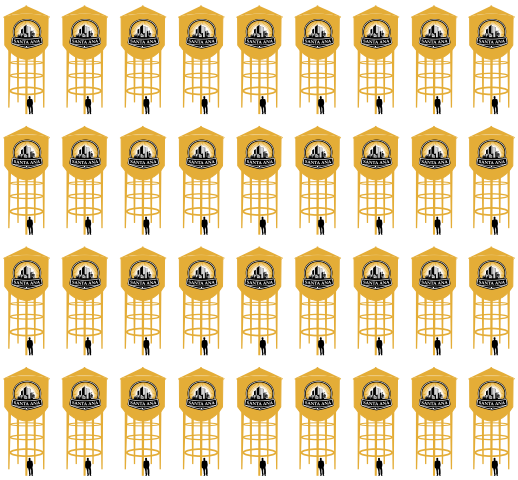
WATER SOURCE & COMPONENTS (*con't*)

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, 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.**

We use water testing equipment so sensitive it can detect levels as low as **1 part per trillion**



That's equivelent to **1 drop of soap** in enough dishwater to fill **36 Santa Ana Water Tanks**

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.

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 2014. 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 contaminates: 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.

YOUR WATER, YOUR HEALTH

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 epa.gov/safewater/.

To ensure that tap water is safe to drink, the USEPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water. Both sets of requirements protect public health. Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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.

Fluoride. The City of Santa Ana receives approximately 28% 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)[1]. Santa Ana's well water has a naturally occurring fluoride range level of 0.18 to 0.56 ppm. Water provided by MWD has been adjusted to the optimal range for dental health of 0.7 to 0.8 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 mwdh2o.com/fluoridation/ fluoridationfactsheet.pdf or visit ada.org/fluoride.aspx.

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.

[1] As of July 1, 2014, the State's Drinking Water Program has been transferred from the California Department of Public Health (CDPH) to the State Water Resources Control Board's Division of Drinking Water, which was created to consolidate all major water quality programs within a single department. For more information, visit swrcb.ca.gov/drinking_water/programs.

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 2014 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, which last year ranked the **nation's 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. To help water users meet new, state-mandated water-use reduction targets, we are actively in the community educating consumers on a wide variety of conservation programs, rebates, tips and tools offered through the City. Our dedicated team of specialists is here to assist you with all your needs and after-hours emergencies.

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

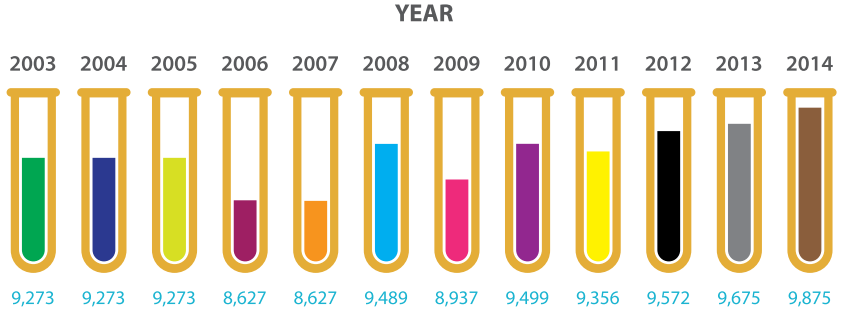
If you would like to be involved in issues and decisions that affect the quality and cost of your drinking water, City Council meetings are open to the public and held at 5:45 p.m. on the first and third Tuesday of each month. The meeting location is at City Council Chambers, 22 Civic Center Plaza, Santa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

2014 WATER QUALITY TABLE

Santa Ana conducts extensive monitoring to ensure that your water meets all water quality standards. In 2014, 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.

Number of samples **collected**



GLOSSARY

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.

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.

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

2014 WATER QUALITY TABLE

WATER DATA

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.

PRIMARY STANDARDS: MANDATORY HEALTH-RELATED STANDARDS

PARAMETER	MCL	PHG (MCLG)	IMPORTED WATER		GROUNDWATER		TYPICAL SOURCE OF CONTAMINANT
			Range	Average	Range	Average	
CLARITY							
Combined Filter Effluent Turbidity (NTU) [1]	0.3	NA	Highest	0.05	NR	NR	Soil runoff
Combined Filter Effluent Turbidity (%)	95 [2]	NA	%<0.3	100	NR	NR	Soil runoff
MICROBIOLOGICAL							
Total Coliform Bacteria [3]	NA	NA	ND - 1.5	ND	ND	ND	Naturally present in the environment
RADIOLOGICALS							
Natural Uranium (pCi/L)	20	0.43	2 - 3	3	ND - 4.98	2.93	Erosion of natural deposits
INORGANIC CHEMICALS							
Arsenic (ppb)	10	0.004	ND - 2.2	2.2	ND - 3.40	0.3	Erosion of natural deposits; runoff from orchards, glass and electronics production wastes
Barium (ppb)	1000	2000	ND	ND	ND - 139.00	19.53	Oil and metal refineries discharges; natural deposits erosion
Fluoride (ppm) (naturally occurring)	2	1	0.2 - 0.4	0.3	0.16 - 0.47	0.34	Erosion of natural deposits; discharge from fertilizer and aluminum factories

Primary Standards continued on next page.

2014 WATER QUALITY TABLE

WATER DATA

PRIMARY STANDARDS: MANDATORY HEALTH-RELATED STANDARDS *(con't)*

PARAMETER	MCL	PHG (MCLG)	IMPORTED WATER		GROUNDWATER		TYPICAL SOURCE OF CONTAMINANT
			Range	Average	Range	Average	
INORGANIC CHEMICALS (*continued*)							
Fluoride (ppm) (Treatment-related)	(see notes) [4]	1	0.6 - 1.0	0.8	NA	NA	Water additive for dental health
Hexavalent Chromium (ppb)	10	0.02	ND	ND	ND - 2.1	0.9	Discharge from steel and pulp mills; erosion of natural deposits
Nitrate [5] (as NO_3 ppm)	45	45	ND	ND	ND - 28.18	9.86	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Nitrate and Nitrite (as N ppm)	10	10	ND	ND	ND - 6.37	2.23	
Perchlorate (ppb) [6]	6	6	ND	ND	ND - 4.00	0.03	It usually gets into drinking water as a result of environmental contamination from historic aerospace or other industrial operations that used or use, store, or dispose of perchlorate and its salts
Selenium (ppb)	50	(50)	ND	ND	NR	NR	Refineries, mines, and chemical waste discharges; runoff

PARAMETER	MCL	PHG (MCLG)	IMPORTED WATER		GROUNDWATER			TYPICAL SOURCE OF CONTAMINANT
			Range	Average	90th Percentile	# of Sites Above the AI	# of Sites Sampled	
Copper (ppm)	AL=1.3	0.3	ND	ND	0.14	0	84	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (ppb)	AL= 15	0.2	ND	ND	ND	0	84	Internal corrosion of household plumbing systems; erosion of natural deposits; discharges from industrial manufacturers

Primary Standards continued on next page.

2014 WATER QUALITY TABLE

WATER DATA

PRIMARY STANDARDS: MANDATORY HEALTH-RELATED STANDARDS *(con't)*

PARAMETER	MCL [MRDL]	PHG MCLG [MRDLG]	IMPORTED WATER		GROUNDWATER or SYSTEM		TYPICAL SOURCE OF CONTAMINANT
			Range	Average	Range	Average	
Volatile Organic Compounds							
Methyl-tert-butyl-ether (MTBE) (ppb)	5	13	ND	ND	ND	ND	Leaking underground gasoline storage tanks and pipelines; discharge from petroleum and chemical factories
Disinfection By-Products, Disinfectant Residuals – Values are for the distribution system based on annual running average							
Total Trihalomethanes (TTHM) (ppb) [7]	80	NA	12 - 60	58	ND - 46.3	26.6	By-product of drinking water disinfection
Haloacitic Acids (Five) (ppb) [7]	60	NA	ND - 22	18	ND - 22.6	9.6	By-product of drinking water disinfection
Total Chlorine Residual (ppm)	[4.0]	[4.0]	1.3 - 2.9	2.3	ND - 1.18	0.74	Drinking water disinfectant added for treatment

SECONDARY STANDARDS: AESTHETIC STANDARDS (NON-HEALTH RELATED)

PARAMETER	MCLG	PHG (MCLG)	IMPORTED WATER		GROUNDWATER		TYPICAL SOURCE OF CONTAMINANT
			Range	Average	Range	Average	
Chloride (ppm)	500	NA	86 - 92	89	20.1 - 100	53.72	Runoff/leaching from natural deposits; seawater influence
Color (units)	15	NA	1	1	ND - 3	0.3	Naturally-occurring organic materials
Odor, Threshold (units)	3	NA	1 - 2	1.5	ND	ND	Natural occurring organic materials
Spec. Conductance (um/cm)	1600	NA	NC	NC	449 - 986	686.61	Substances that form ions when in water, seawater influence
Sulfate (ppm)	500	NA	223 - 241	232	49.50 - 153	91.06	Runoff/leaching from natural deposits, seawater influence
Total Dissolved Solids (ppm)	1000	NA	603 - 651	627	276 - 622	426.16	Runoff/leaching from natural deposits
Turbidity (NTU)	5	NA	ND	ND	ND - 0.3	0.05	Soil runoff

2014 WATER QUALITY TABLE

WATER DATA

UNREGULATED PARAMETERS THAT MAY BE OF INTEREST TO OUR CUSTOMERS

PARAMETER	MCL	PHG (MCLG)	IMPORTED WATER		GROUNDWATER	
			Range	Average	Range	Average
Total Alkalinity (as $CaCO_3$) (ppm)	NA	NA	124 - 134	132	138 - 235	170.08
Bicarbonate (as HCO_3)	NA	NA	NC	NC	168 - 287	207.21
Boron (ppb)	NA	NL = 1000	100 - 110	100	ND - 0.2	0.02
Bromide (ppm)	NS	NS	NC	NC	ND - 0.22	0.02
Calcium (ppm)	NA	NA	70 - 74	72	34.5 - 115	74.38
Bicarbonate (as $CaCO_3$)	NA	NA	NC	NC	138 - 235	170.08
Hexavalent Chromium (ppb)	10	0.02	ND	ND	ND - 2.1	0.9
Total Hardness (as $CaCO_3$) (ppm)	10	NA	256 - 310	283	114 - 394	245.76
Total Hardness (Grains per gallon)	NS	NS	14.95 - 18.11	16.53	6.65 - 23.01	14.47
Magnesium (ppm)	NA	NA	25 - 27	26	6.8 - 27	14.6
N-Nitrosodimethylamine (NDMA) (ppt)	NA	NL = 10	ND	ND	ND	ND
pH (pH units)	NA	NA	8.1	8.1	7.80 - 8.10	7.92
Potassium (ppm)	NA	NA	4.4 - 4.8	4.6	1.4 - 3	2.11
Radon (pCi/L) [8]	NA	NA	ND	ND	256 - 529	368.7
Sodium (ppm)	NA	NA	89 - 99	94	30.8 - 64	43.21
TOC (ppm)	TT	NA	2.4 - 2.9	2.6	ND - 0.41	0.15
Vanadium (ppb)	NA	NL = 50	ND	ND	ND - 6	0.91
Chlorate (ppb) UCMR 3	NA	NA	102 - 107	21 - 105	21.1 - 249	63.34
Chromium (ppb) UCMR 3	NA	NA	ND	ND	<0.2 - 1.8	0.85
Hexavalent Chromium (ppb) UCMR 3	NA	NA	ND	ND	0.21 - 2.06	1.01
Molybdenum (ppb) UCMR 3	NA	NA	ND	ND	2.6 - 11.1	4.92
Strontium (ppb) UCMR 3	NA	NA	ND	ND	244 - 766	529.04
Vanadium (ppb) UCMR 3	NA	NA	ND	ND	1.4 - 5.2	2.69
1,4 Dioxane (ppb) UCMR 3	NA	NA	NC	NC	ND - 0.24	0.14

2014 WATER QUALITY TABLE

ADDITIONAL PARAMETERS THAT MAY BE OF INTEREST TO OUR CUSTOMERS

PARAMETER	MCLG	PHG (MCLG)	IMPORTED WATER		GROUNDWATER		TYPICAL SOURCE OF CONTAMINANT
			Range	Average	Range	Average	
1,4 - Dioxane (ppb)	NA	NA	NC	NC	ND	ND	Runoff/leaching from natural deposits; seawater influence
1,1 - Dichloroethene	6	10	ND	ND	ND - 0.5	0.01	Discharge from industrial chemical factories

NOTES

[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% 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 fluordation treatment began. Fluordation 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 Fluordation 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 45 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 45 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.)

DROUGHT 2015: MAKING EVERY DROP COUNT

As all Californians know, the severity of the drought put us in a state of emergency last year and Governor Brown asked for a voluntary 20 percent reduction in water use statewide. This year looks even more dire. The close of our official rainy season, which provides California with 90 percent of its water, was marked with record high temperatures and record low rainfall. Reservoirs are low. Landscapes are parched. And the Sierra Nevada snowpack, which usually supplies 30 percent of the state's water as it melts through early summer, is at its second-lowest level on record.

It's no surprise, then, that Governor Brown issued an Executive Order on April 1, 2015 that called for the first-ever statewide mandatory water reduction to slash water use by 25 percent (compared to 2013 levels) and increase enforcement to prevent wasteful water use. As a result, the State Water Resources Control Board (SWRCB) adopted an expanded emergency regulation and has imposed a new round of water conservation rules, including sharp restrictions on landscape watering as well as orders to restaurants not to serve water to customers unless asked.

"We can't make it rain," Governor Brown said in his State of Emergency Declaration, "but we can be much better prepared for the terrible consequences that California's drought now threatens."

What does this mean to Santa Ana residents? Santa Ana has already reduced its water consumption by 13% since 2013, which means we still need to achieve an additional 12% in water savings this year. On the next page are the new restrictions and requirements for Santa Ana residents and businesses to comply with state regulations and local ordinances.

Continued on next page.

TIP

EASIEST WAYS TO REDUCE WATER

Washing only full loads of dishes and laundry saves 50 gallons of water a week. If every family in the Southland did this, we'd save over 200 million gallons of water every week working together. That's over 10 billion gallons of water a year!

Outdoors, check your sprinklers for leaks, water in the morning or in the evening when it's cooler. Or better yet, change your thirsty lawn into a yard with California Friendly plants that use a lot less water.

DROUGHT 2015 *(con't)*

So, how can you do your part to reach our 12% goal? Instrumental to conservation is awareness, participation and collaboration:

Awareness

How many of us leave the water running as we brush our teeth and watch TV? Or run the shower for five-minutes or more to allow it to warm up? Be mindful of the water you use and ask whether or not you need to actually be using it. Your small routines could be wasting upwards of six liters of water, which is more drinking water than many impoverished families are allocated per week.

Participation

Close the tap when you're not using it. Install a water-friendly showerhead which will save gallons of water while you warm up your shower. Use a plastic tub in your sink to wash produce and re-use the grey water to rinse dishes and to water your plants. Be sure to follow our water-saving tips. A few small changes in wasteful habits can make a big difference in your water consumption.

Collaboration

If everyone does their part to conserve, California can avoid more severe measure like rationing. Get involved with us, discover new and creative ways to save water and spread awareness to your family, neighbors and friends. We can't make it rain, but we can make a difference.

Do your part to conserve by reporting any water wasting activities in your neighborhood to the City.

THREE WAYS TO REPORT WATER WASTING:

1. **Call the water hotline: 714-647-3500**
2. **Use the "mySantaAna" smartphone app**
3. **Email us at: conservewater@santa-ana.org**

2015 EMERGENCY CONSERVATION REQUIREMENTS FOR SANTA ANA

RESTRICTIONS: ALL WATER USERS

- Mandatory 12% reduction in water use compared to usage during the same billing period in 2013.
- Outdoor watering is restricted to Mondays and Thursdays, and only between the hours of 6 p.m. and 6 a.m.*
- Leaks must be repaired within 48 hours of notification by the City.
- No washing down sidewalks or driveways.
- No excessive water flow or runoff that causes water to flow onto an adjoining sidewalk, driveway, street, alley, gutter or ditch.
- No washing vehicles with a hose, unless the hose is fitted with a shut-off nozzle.
- No operating a fountain or decorative water feature, unless the water is part of a recirculating system.
- No outdoor watering during and 48 hours following measurable rainfall.

ADDITIONAL REQUIREMENTS FOR BUSINESSES

- Restaurants and other food service establishments can only serve water to customers on request.
- Hotels and Motels must provide guests with the option of not having towels and linens laundered daily.

* In addition to this requirement, the City of Santa Ana is currently replacing turf in street mediums with drought tolerant landscapes.

every drop LET'S NOT WASTE IT counts

When it comes to water leaks, every drop counts!

Now more than ever it's important to fix leaks in your home. It will not only help you save money, it will save water and ensure you are in compliance with the City's water conservation restrictions for 2015. Fixing worn washers in a faucet with a slow steady drip saves 350 gallons per month, and 2,000 gallons a month if the leak is a small stream. For toilets, an easy way to test for leaks is to put food coloring in the tank. Don't flush. Ten minutes later if you see color in the bowl, you have a leak. Faucet and toilet leaks may be easy to detect. But how can you tell if you have other leaks inside and outside your home?

ALERT

2015 Water Conservation Restrictions call for all leaks to be repaired within 48 hours of notification by the City.

Detecting Indoor Leaks: Your water meter can help you determine whether your water-using fixtures or inside plumbing have inconspicuous leaks. It's the best place to begin your search. Here's what you can do:

- Turn off all faucets and water-consuming appliances, including evaporative coolers and icemakers in refrigerators.
- Check the meter register for any movement of the numbers or the low-flow indicator and note the time.
- Check the meter register again after 15-30 minutes. Any movement indicates a leak.

Detecting Outdoor Leaks: Turn off your house valve (all indoor and outdoor water). Check the meter register for any movement as described above. Any movement indicates a leak between the water meter and your home. If you suspect you have a leak, be sure to contact a plumber. And if you don't, remember to check for leaks periodically.

READING YOUR WATER METER

Water meters are usually located between the sidewalk and curb under a cement cover. Remove the cover by inserting a screwdriver in the hole of the lid and then carefully lift the cover. The meter reads straight across, like the odometer on your car. Read only the white numbers. You can refer to the adjacent diagram for details about reading the water meter register.

1. **Low-Flow Indicator** —The low-flow indicator will spin if any water is flowing through the meter.
2. **Sweep Hand** — Each full revolution of the sweep hand indicates that one cubic foot of water (7.48 gallons) has passed through the meter. The markings at the outer edge of the dial indicate tenths and hundredths of one cubic foot.
3. **Meter Register** — The meter register is a lot like the mileage odometer on your car. The numbers keep a running total of all the water that has passed through the meter. The register shown here indicates that 345,711 cubic feet of water has passed through this meter.

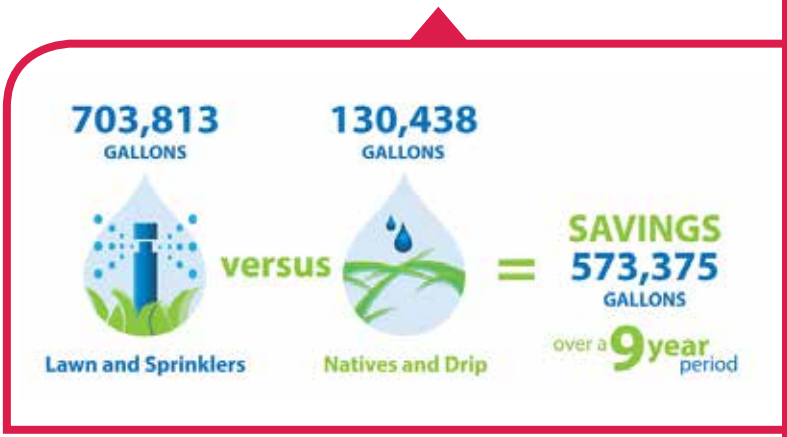
LOSE THE LAWN

Converting your water-guzzling lawn to a drought tolerant garden makes perfect sense. It will not only help you reduce your water use significantly, but it will save you money and time.

A Southland city commissioned a study for a period of nine years to determine how much water homeowners can save by removing their lawns. A landscape designer was asked to design two adjacent residential-size front yards, each about 1,900 square feet. One had a traditional lawn and thirsty plants watered by sprinklers. The other featured low-water California natives, which were watered as needed by drip irrigation. The yards were then monitored over a period of nine years. **The results were amazing.**

If that's not enough to sway you toward losing your lawn consider this: The native garden took 167 fewer hours to maintain than lawn!

You may be surprised how much you will enjoy your drought-tolerant garden. It's a better fit for our Mediterranean climate and it also provides a habitat for birds, butterflies, bees and beneficial insects. You can be as creative as you like. To learn about drought tolerant plants and help inspire your new landscape design, visit the quick links found on **santa-ana.org/waterconservation**.



HELPING YOU DO YOUR PART: TURF REMOVAL REBATE

To help consumers replace their lawns with drought-tolerant gardens, the Metropolitan Water District of Southern California (MWD) has introduced the nation's largest turf removal and water conservation program which over the next decade is expected to generate enough water savings to nearly fill the region's largest reservoir—Diamond Valley Lake. The turf removal part of the plan is projected to save about 80 million gallons of water a day for Southern California, or enough water for 160,000 households.

FACT

The average residential customer spends about 60% of their water on outdoor irrigation.

The City of Santa Ana has partnered with MWD on a Turf Removal Program that offers homeowners a rebate of $2.00 per square foot of grass removed, up to a maximum of $6,000 per property. The grass must be replaced by a new landscape that meets requirements set by the City of Santa Ana's California Friendly Landscape Guidelines for Private Property and Parkways. These requirements include certain ratios of plant material, permeable hardscape and mulch such as compost, bark and other organic material.

Continued on next page.

HELPING YOU DO YOUR PART: TURF REMOVAL REBATE *(con't)*

Be proactive during the drought! With everyone's participation we can reach our 12 percent conservation goal and save a few dimes along the way. As the adage says, watch the ounces and the gallons take care of themselves—well, almost!

REBATE

Step One: Plan Your Project

___ Select the types of plants, permeable hardscape and organic material you plan to use.
___ Measure your project area correctly.
___ Design and layout your project area.

Step Two: Project Start Approval

___ Apply for your project start approval online by visiting: mwdturf.conservationrebates.com/index.php
___ You will need a photo or scanned copy of your recent water bill and at least one photo of each area you plan to remove turf (front hard, side yard, back yard.)
___ Wait 2-4 weeks to receive an email approval to start your project.

Step Three: Complete Your project

___ You have up to 120 days after you receive your approval to complete your projects.

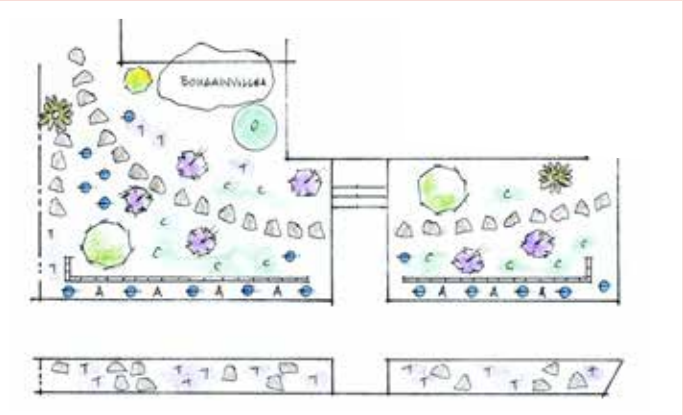
Step Four: Request Your Rebate

___ Log into your account as "Returning Turf Applicant" using your original email and password.
___ Supply the required information, which includes photos of the same project areas you replaced with drought resistant landscape.
___ Your rebate application will be reviewed and you will receive an email with the results within approximately 4-6 weeks.

SoCal WaterSmart

For specific details about the Turf Removal Program and to apply for the rebate, visit: **socalwatersmart.com**. Be sure to combine your Turf Remove Rebate with other water saving rebates such as irrigation controllers, soil moister sensor systems and rain barrels.

SAMPLE LAWN-TO-GARDEN DESIGN:



SHRUBS	COMMON NAME	BOTANICAL NAME
	Dwarf Variegated California Lilac	Ceanothus griseus 'Diamond Heights'
	Lady Banks' Rose	Rosa banksiae
	Iceberg Rose	Rosa floribunda 'Iceberg'
	Mexican Bush Sage	Salvia leucantha
	Matilija Poppy	Romneya coulteri
PERENNIALS & GRASSES		
	Penstemon 'Margarita BOP'	Penstemon heterophyllus 'Margarita BOP'
ANNUALS		
	Sweet Alyssum	Lobularia maritima
GROUNDCOVER		
	Woolly Thyme	Thymus pseudolanuginosus
	Cranesbill	Erodium reichardii
STONES & PAVERS		
	Stepping Stones	

SAVING GALLONS (AND DOLLARS!) WITH SOCAL'S WATER$MART REBATE PROGRAM

Coming off the heels of Governor Brown's 2015 declared state of emergency, Santa Ana residents will be required to reduce their water usage this year by 12%. One sure way to get a head start is by participating in the SoCal Water$mart program.

WATER & WALLET FRIENDLY HOME IMPROVEMENTS

The term 'home improvements' almost always precedes a deep and reluctant sigh, but these relatively easy installs will save money hand over faucet!

INDOOR

- High Efficiency Toilets (HETs) use 20 percent less water than your standard one. Since roughly 30 percent of your home water usage is devoted to your daily task, you could be saving over 8,000 gallons of water a year, and will save approximately $800 (or more) on your water bill. So get on a HET and flush away all your worries.
- Replacing your everyday washer with a High-Efficiency Clothes Washer will conserve 55 percent more water, saving potentially 14 gallons of water a day. This not only translates to more than $400 in your appliance savings but will also reduce your energy bill as less water makes for less energy to heat it.

OUTDOOR

- Conserving water can also be done with outdoor home improvements such as weather-based irrigation controllers (WBICs), which will adjust their water schedule to accommodate changing weather patterns and plant types. This alone will save you 13,000 gallons a year and over $700 on your water bill, while also preventing you from overwatering your garden.
- Less sophisticated but equally effective devices such as rotating sprinkler nozzles) and rain barrels will also conserve water at the spigot and prevent runoff from re-entering storm drains and waterways.

REBATES

SoCal Water$mart

- **$50** High Efficiency Toilets (HETS): $50 per toilet [1]
- **$85** High Efficiency Clothes Washers (HECWS): $85 per washer [2]
- **$80** Weather-Based Irrigation Controllers (WBICs): $80 per controller, $25 per station for more than one acre [3]
- **$60** Rotating Sprinkler Nozzles: $4 per nozzle for 15 nozzles [4]
- **$75** Rain Barrels: $75 per barrel [5]

[1] socalwatersmart.com/images/PDFs/qualifying_list_het.pdf
[2] socalwatersmart.com/images/PDFs/ qualifying_list_hecw.pdf
[3] socalwatersmart.com/images/PDFs/ qualifying_list_wbics.pdf
[4] socalwatersmart.com/index.php/ qualifyingproducts/nozzles
[5] socalwatersmart.com/index.php/ qualifyingproducts/rain-barrels

YOUR WATER FLOW: KEEPING IT RELIABLE AND EFFICIENT!

Santa Ana residents may have recently noticed a slight rate adjustment in their monthly water bills. For a typical single-family residence, the first adjustment represents only a $1.58 increase per month on a combine bill basis. What is the reason for this increase?

Rising Cost to Purchase Import Water: Approximately 32 percent of Santa Ana's water is imported from the State Water Projects and the Colorado River. Over the last three years, the cost to purchase imported water has increased 25 percent due to increased costs in supply, electricity, and water treatment.

Aging Infrastructure: The City of Santa Ana has evaluated the state of its water and sewer lines, determining that roughly 13 miles of water pipeline and 44 miles of sewer mains are at a high risk of failing by 2020.

One of the City's top priorities is the creation and maintenance of a tangibly more reliable water system for all. While these services do come at a cost, residents will see expanding water improvement projects being carried out. Leading these projects is a plan to replace five miles of distribution pipelines each year, which is desperately needed as much of the City's sewer and water lines were installed before the 1980s.

Residents are encouraged to take advantage of the SoCal Water$mart Rebate program, which will not only boost the community's conservancy efforts but also help offset bill increases (for more details, see SoCal Water$mart Rebate Program).

FACTS

- **Average age of Santa Ana's water and sewer systems: 50**
- **Percentage of water and sewer systems installed prior to 1980s: 70% and 85% (respectively)**
- **Likelihood of failure over the next 5 years:**
  - **5% of Santa Ana's water system (13 miles)**
  - **12% of Santa Ana's sewer collection system (44 miles)**

SAFETY, MOBILITY AND A SUSTAINABLE INFRASTRUCTURE

As Executive Director of Public Works for the fourth densest city in the nation, Fred Mousavipour has safety and sustainability on his mind. A 22-year veteran of public works and engineering projects in Los Angeles and neighboring cities, Mousavipour has set his sights on reducing the number of fatalities and injuries involving bikes and pedestrians in Santa Ana.

"We want to be one of the best," he says. "Our goal is zero fatalities, and we can achieve that by improving safety and providing multiple means of mobility."

Mousavipour is a graduate of USC with a background in civil engineering. He worked for the City of Los Angeles on big projects like the Hyperion treatment plant and was the Chief Design Engineer for all four wastewater plants. After his tenure in the private sector as a managing director of commercial real estate, Mousavipour joined the city of Redlands where he became Director of Municipal Utilities.

Mousavipour envisions better use of vehicles, bicycles and public transportation for Santa Ana. He wants to improve the city's walkability, reduce traffic speed, create more bike lanes and widen sidewalks.

"New York and San Francisco have many of the same transportation and safety issues and I believe Santa Ana can overcome them in much the same way as those cities."

Mousavipour's other major priority is to build a sustainable infrastructure with greater use of technology. That includes energy conservation and LEED certified construction and design.

"Everything we do in Public Works has a direct effect on quality of life and that makes it exciting. It gives us a chance to make a big contribution. That's why I studied engineering. It's my dream, and I'm excited that the City of Santa Ana and its people give us the latitude to provide those services."

IMPROVING SANTA ANA'S AWARD WINNING WATER SYSTEM

The Public Works Agency continually makes improvements to Santa Ana's infrastructure. One priority is reinforcing the City's award winning water system, which has been recognized for its innovative features, exceptional engineering performance, and reliability. Here's a brief look at several projects completed and planned.

BROADWAY WATER MAIN REPLACEMENT

More than 9,000 feet (1.7 miles) of aged water pipe—some as old as 100 years—was replaced along Broadway between Civic Center Drive and Santa Clara Street last year. The $2.5 million project included the installation of new water valves, fire hydrants, meters and meter boxes. Santa Ana's Water Resources Division scheduled this project in conjunction with a major street reconstruction project planned for Broadway. This coordinated effort leveraged city resources, improved efficiencies, reduced overall construction costs and time, and minimized disruption to traffic and pedestrians. The new water services and pipeline will ensure the City can better handle emergencies such as fires, reduce the probability of water main breaks and improve the reliability of service to residents and businesses.

SANTA ANA'S FIRST "GREEN" WATER PUMP STATION

Santa Ana is all about green...reducing our environmental footprint by improving efficiencies and reducing our energy and water consumption.

There's no better example of this commitment than the renovation of our Walnut Pump Station. This older pump station located at Flower and 1st streets was built in 1953 to pump water into the City's pipe system from an underground storage reservoir. It had become outdated and inefficient, operating with old electrical components that were difficult to upgrade and service.

Beginning this fall, the City will start construction on a new facility that will operate with the latest technology and efficiency standards. The facility will capture rain water, recycle run-off water, and use more efficient controls such as variable-frequency drives (VFDs) to reduce the amount of energy needed to pump the same about of water. These features will establish the new Walnut Pump Station—slated for completion by the end of 2016—as Santa Ana's first "green" pump station certified for its water and energy efficiency.

IN THE COMMUNITY

Last year, the Santa Ana Water Resources Division was involved in 40 educational, community and children's events to hand out samplings of our award winning tap water and information about water conservation. Events ranged from First American Title's Sustainability Fair, Earth Day and Open Garden Day to Party for the Planet at Santa Ana Zoo and the Children's Water Festival, to name a few. Here's a snapshot of several other events we participated in:

PLAZA WELLNESS, SEPTEMBER 6, 2014

Nearly 1,000 people of all ages participated in a 5K run enjoying views of Santa Ana's historic landmarks including the Orange County Courthouse, Spurgeon Building, booming 4th Street, Sasscer Park, and the Garfield Community Center. The Santa Ana Water exhibit was a refreshing stop for thirsty runners who later enjoyed other activities during this community health and resource fair designed to promote healthy lifestyles.

SOMOS, OCTOBER 5, 2014

Hundreds of people stopped by our exhibit to sample water and learn more about water conservation during this inaugural car-free event called "Sunday On Main Open Street" or SOMOS. A three-mile stretch connecting Santa Ana's historic south Main Street with its vibrant downtown was closed off to traffic, opening up a safe environment for the community to get out and get active. Residents were free to walk, run or move around on bicycles, skateboards, and rollerblades as well as enjoy children's activities, entertainment, Zumba dancing and yoga classes.

GRAFFITI PAINT OUT & BEAUTIFICATION DAY, OCTOBER 8, 2014

Santa Ana residents take pride in their community and one way they show their pride is on Graffiti Paint Out & Beautification Day. Many volunteers regularly join city-contracted graffiti removal crews to help clean up graffiti in our community parks and surrounding neighborhoods. Volunteers are supplied with tools, gloves, paint and training. We are on hand with our award winning water and healthy snacks to help support residents and crews who work hard at beautifying our community.

Continued on next page...

IN THE COMMUNITY *(continued)*

PARTY FOR THE PLANET, MAY 17, 2015

Each year Santa Ana Water educates children about water conservation at Party for the Planet. Santa Ana Zoo's annual event is held at Prentice Park in honor of Earth Day to celebrate wildlife and promote ways people can help protect the environment.

DTSA FARMER'S MARKET, EVERY THURSDAY

Our exhibit is now becoming a permanent fixture at the Downtown Santa Ana (DTSA) Farmer's Market, which takes place every Thursday on the Spurgeon Promenade–located between 3rd and 4th streets. The DTSA Farmer's Market is where residents (and sometimes public officials like Congresswoman Loretta Sanchez shown here) enjoy food samplings, entertainment, and shopping among vendors selling a wide array of goods including fresh produce, artisan bread, and gourmet oils and vinegars.

Since the beginning of 2015, we've participated in more than 100 events and we have 35 more scheduled through the end of this year. Be sure to look out for the Santa Ana Water exhibit and stop by for a visit!

SANTA ANA'S 2015 WATER IS LIFE POSTER CONTEST WINNER

Zayra Garcia's poster was selected from among hundreds of others throughout Southern California for Metropolitan Water District of Southern California's annual Water Awareness Poster contest. Congratulations Zayra!

Winner: Zayra Garcia
Grade: 8th
School: McFadden Intermediate School
Teacher: Mrs. Arica Dowd

KEEPING FIT: ELIMINATE FATS, OIL & GREASE!

Nope. This isn't five steps to getting healthy, but a reminder that your kitchen sink isn't the proper place to eliminate fats (F), oils (O) and grease (G).

Imagine your home's plumbing system is like your body. Just as continual consumption of FOG builds a residue over time that blocks arteries and causes major health issues, the same goes for your home. FOG poured down sinks and drains build up inside sewer system pipes, restricting wastewater flow and eventually causing blockages.

Blocked sewage can then overflow into your home, streets, lawns and storm drains, eventually making its way into our storm water drain system, waterways, and the ocean. Do yourself a favor by following a few simple guidelines. Doing so will save you money in unnecessary plumbing costs and help protect our natural resources.

KEEP YOUR PLUMBING FIT WITH THESE FIVE F-O-G FAVORS:

1. Dispose food waste directly into your trashcan rather than garbage disposal.
2. Allow FOG to cool in an empty container (like an empty yogurt cup, milk carton or coffee can) and scrape the solid contents into the trash.
3. Mix FOG with other absorbent disposed solids such as old newspaper or cat litter.
4. Use paper towels to soak up FOG while still in liquid form and dispose them in the trash.
5. Never pour FOG down the drain (yes, not even while running hot water)!

You may also want to consider reducing the amount of lard, oil and butter when cooking. Not only will this help keep your home's plumbing systems fit, but will keep your family healthy and fit too!

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
714-647-3341

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

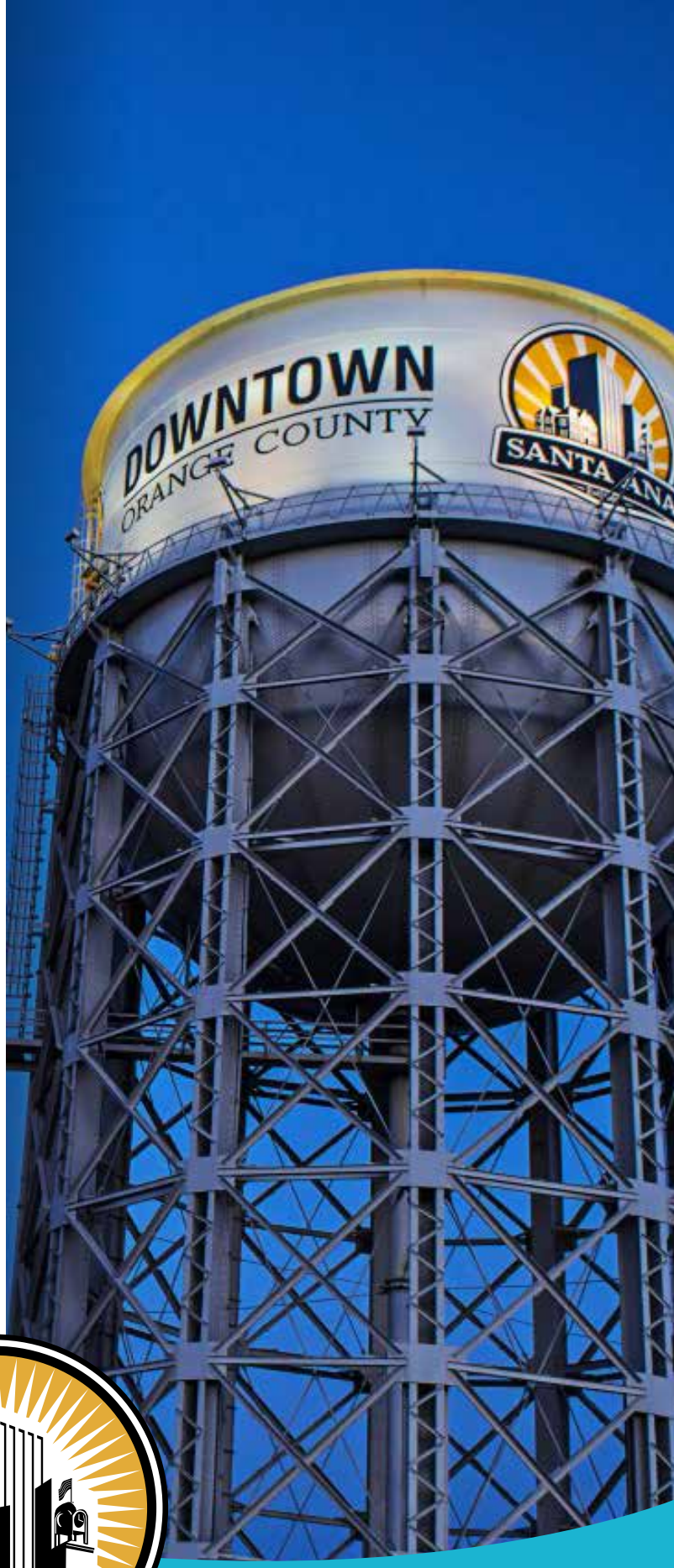
Overcrowding
714-667-2780

Poison Center
800-876-4766

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
santa-ana.org



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.

SANTA ANA
Est. 1886