

# ANNUAL WATER QUALITY REPORT

Reporting Year 2025





## Our Commitment

We are pleased to present to you this year's annual water quality report. This report is a snapshot of last year's water quality covering all testing performed between January 1 and December 31, 2025. Included are details about your source of water, what it contains, and how it compares to standards set by regulatory agencies. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water and providing you with this information because informed customers are our best allies.

## Important Health Information

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. U.S. Environmental Protection Agency (U.S. EPA)/Centers for Disease Control and Prevention (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791 or [epa.gov/safewater](http://epa.gov/safewater).



## Why We Test So Often

Drinking water is one of the most closely monitored resources in the United States. Water systems regularly test for bacteria, disinfectants, metals, organic chemicals, radioactive substances, and many other contaminants. Some tests are performed daily, while others are conducted weekly, monthly, quarterly, or annually, depending on regulatory requirements and system size. Microbiological testing for bacteria, such as coliforms, ensures that disinfection is working properly. Turbidity monitoring confirms effective filtration. Chemical testing verifies that treatment processes remain optimized. All certified laboratories must meet strict quality assurance requirements to ensure accurate results. When results approach regulatory limits, corrective actions are taken immediately.

## Water Conservation Tips

You can play a role in conserving water and saving yourself money in the process by becoming conscious of the amount of water your household is using and by looking for ways to use less whenever you can. It is not hard to conserve water. Here are a few tips:

- Automatic dishwashers use 15 gallons for every cycle, regardless of how many dishes are loaded. So get a run for your money and load it to capacity.
- Turn off the tap when brushing your teeth.
- Check every faucet in your home for leaks. Just a slow drip can waste 15 to 20 gallons a day. Fix it and you can save almost 6,000 gallons per year.
- Check your toilets for leaks by putting a few drops of food coloring in the tank. Watch for a few minutes to see if the color shows up in the bowl. It is not uncommon to lose up to 100 gallons a day from an invisible toilet leak. Fix it and you save more than 30,000 gallons a year.
- Use your water meter to detect hidden leaks. Simply turn off all taps and water using appliances. Then check the meter after 15 minutes. If it moved, you have a leak.

## Water Treatment Process

The treatment process consists of a series of steps. First, raw water is pumped from our groundwater wells. Chlorine is added as a disinfectant to neutralize any bacteria in the water. Next, we add a corrosion inhibitor (used to protect distribution system pipes and prevent leaching of metals in customers' fittings) before sending the water into the distribution system, where chlorine contact time requirements are met in the system before the water arrives at your tap.

## Community Participation

You are invited to participate in our public forum and voice your concerns about your drinking water. We meet every second Monday of the month at 5:00 p.m. via Zoom or in person at 151 Laws Avenue, Ukiah.

## Participación Comunitaria:

Está invitado a participar en nuestro foro público y expresar sus preocupaciones sobre su agua potable. Nos reunimos el segundo lunes de cada mes, a las 5:00 p.m., a través de Zoom o en persona en 151 Laws Avenue, Ukiah. También puede llamar a la oficina para solicitar un informe al (707) 462-2666.



## QUESTIONS?

For more information about this report, or for any questions relating to your drinking water, please call Lane Westbrook, Water Treatment Operator, at (707) 462-2666.



## Substances That Could Be in Water

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it

dissolves naturally occurring minerals and, in some cases, radioactive material and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

**Microbial Contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife;

**Inorganic Contaminants**, such as salts and metals, which 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**, which 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, which are by-products of industrial processes and petroleum production and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems; and

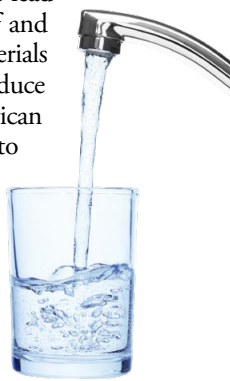
**Radioactive Contaminants**, which can be naturally occurring or the result of oil and gas production and mining activities.

To ensure that tap water is safe to drink, the U.S. EPA and the State Water Resources Control Board (SWRCB) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration (FDA) regulations and California law also establish limits for contaminants in bottled water that provide the same protection for public 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 water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791.

## Lead in Home Plumbing

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. Willow CWD is responsible for providing high-quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter certified by an American National Standards Institute-accredited certifier to reduce lead is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure it is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling does not remove lead from water.



Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, or doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have it tested, contact Lane Westbrook at Willow CWD at (707) 462-2666. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at [epa.gov/safewater/lead](http://epa.gov/safewater/lead).

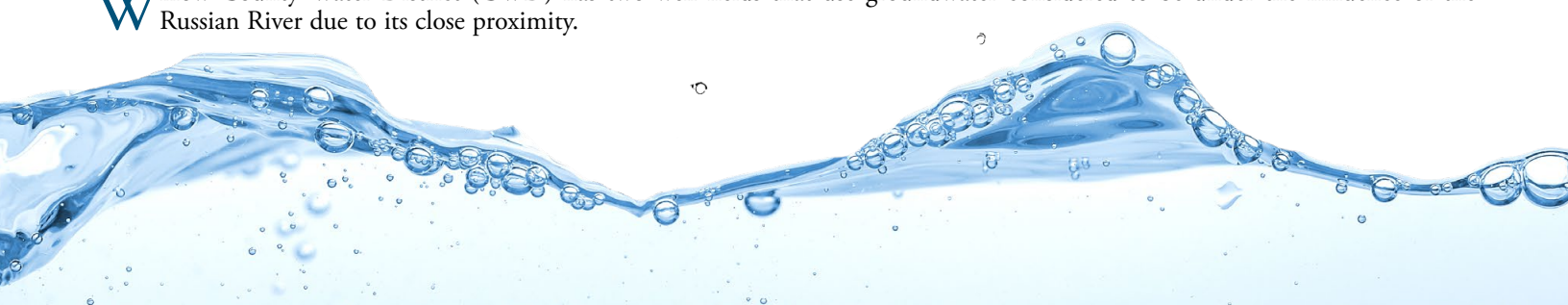
## Lead in Home Plumbing - Service Line Inventory

To address lead in drinking water, public water systems were required to develop and maintain an inventory of service line materials by October 16, 2024. Developing an inventory and identifying the location of lead service lines (LSL) is the first step for beginning LSL replacement and protecting public health.

An inventory was performed in 2024, and no lead service lines were found. Please contact Lane Westbrook at [cwestbrook@cityofukiah.com](mailto:cwestbrook@cityofukiah.com) or call (707) 462-266, if you would like more information about the inventory or any lead sampling that has been done.

## Where Does My Water Come From?

Willow County Water District (CWD) has two well fields that use groundwater considered to be under the influence of the Russian River due to its close proximity.



## Test Results

Our water is monitored for many different kinds of substances on a very strict sampling schedule, and the water we deliver must meet specific health standards. Here, we only show those substances that were detected in our water (a complete list of all our analytical results is available upon request). Remember that detecting a substance does not mean the water is unsafe to drink; our goal is to keep all detects below their respective maximum allowed levels.

The state recommends monitoring for certain substances less than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data is included, along with the year in which the sample was taken.

We participated in the fifth stage of the U.S. EPA's Unregulated Contaminant Monitoring Rule (UCMR5) program by performing additional tests on our drinking water. UCMR5 sampling benefits the environment and public health by providing the U.S. EPA with data on the occurrence of contaminants suspected to be in drinking water to determine if it needs to introduce new regulatory standards to improve drinking water quality. Unregulated contaminant monitoring data is available to the public, so please feel free to contact us if you are interested in obtaining that information. If you would like more information on the U.S. EPA's Unregulated Contaminant Monitoring Rule, please call the Safe Drinking Water Hotline at (800) 426-4791.

### REGULATED SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL [MRDL]	PHG (MCLG) [MRDLG]	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
<b>Haloacetic Acids [HAA5]</b> (ppb)	2025	60	NA	8.9	ND–8.9	No	By-product of drinking water disinfection
<b>Hexavalent Chromium</b> (ppb)	2024	10	20	0.04	ND–0.229	No	Erosion of natural deposits; Transformation of naturally occurring trivalent chromium to hexavalent chromium by natural processes and human activities such as discharges from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities
<b>Nitrate [as nitrate]</b> (ppm)	2025	45	45	1	1.0–1.1	No	Runoff and leaching from fertilizer use; Leaching from septic tanks and sewage; Erosion of natural deposits
<b>Total Trihalomethanes [TTHMs]</b> (ppb)	2025	80	NA	10.1	ND–10.1	No	By-product of drinking water disinfection

Tap water samples were collected for lead and copper analyses from sample sites throughout the community

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AL	MCLG	AMOUNT DETECTED (90TH %ILE)	RANGE LOW-HIGH	SITES ABOVE AL/TOTAL SITES	VIOLATION	TYPICAL SOURCE
<b>Copper</b> (ppm)	2025	1.3	1.3	0.79	ND–1.7	2/40	No	Corrosion of household plumbing systems; Erosion of natural deposits
<b>Lead</b> (ppb)	2025	15	0	ND	ND–ND	0/40	No	Lead Service Lines; Corrosion of household plumbing systems; Erosion of natural deposits

### SECONDARY SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	SMCL	PHG (MCLG)	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
<b>Chloride</b> (ppm)	2025	500	NS	9	8.4–13	No	Runoff/leaching from natural deposits; Seawater influence
<b>Color</b> (units)	2025	15	NS	3	ND–5	No	Naturally occurring organic materials
<b>Odor, Threshold</b> (TON)	2022	3	NS	7	ND–35	No	Naturally occurring organic materials
<b>Specific Conductance</b> (µmho/cm)	2025	1,600	NS	281	280–290	No	Substances that form ions when in water; Seawater influence
<b>Sulfate</b> (ppm)	2025	500	NS	20	ND–20	No	Runoff/leaching from natural deposits; Industrial wastes
<b>Total Dissolved Solids</b> (ppm)	2025	1,000	NS	178	160–180	No	Runoff/leaching from natural deposits



## UNREGULATED SUBSTANCES<sup>1</sup>

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	TYPICAL SOURCE
Alkalinity (ppm)	2025	110	ND–110	Influenced by rocks and soils, salts, certain plant activities, and certain industrial wastewater discharges
Bicarbonate (ppm)	2025	110	ND–110	Forms naturally when carbon dioxide dissolves in water
Calcium (ppm)	2025	26	ND–26	Forms naturally from erosion
Hardness, Total [as CaCO <sub>3</sub> ] (ppm)	2025	127	125–127	Forms naturally from erosion of limestone, chalk, or gypsum
Magnesium (ppm)	2025	15	ND–15	Natural leaching of magnesium-rich rocks and minerals
Sodium (ppm)	2025	11	10–11	Mineral deposits; Salt used in road deicing

<sup>1</sup>Unregulated contaminant monitoring helps the U.S. EPA and SWRCB determine where certain contaminants occur and whether the contaminants need to be regulated.

### Definitions

**90th %ile:** The levels reported for lead and copper represent the 90th percentile of the total number of sites tested. The 90th percentile is equal to or greater than 90% of our lead and copper detections.

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

**Herbicide:** Any chemical(s) used to control undesirable vegetation.

**MCL (Maximum Contaminant Level):** 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 (SMCLs) are set to protect the odor, taste, and appearance of drinking water.

**MCLG (Maximum Contaminant Level Goal):** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. EPA.

**MRDL (Maximum Residual Disinfectant Level):** 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.

**MRDLG (Maximum Residual Disinfectant Level Goal):** 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.

**NA:** Not applicable.

**ND (Not detected):** Indicates that the substance was not found by laboratory analysis.

**NS:** No standard.

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

**Pesticide:** Generally, any substance or mixture of substances intended for preventing, destroying, repelling, or mitigating any pest.

**PHG (Public Health Goal):** 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 EPA.

**ppb (parts per billion):** One part substance per billion parts water (or micrograms per liter).

**ppm (parts per million):** One part substance per million parts water (or milligrams per liter).

**TON (Threshold Odor Number):** A measure of odor in water.

**µmho/cm (micromhos per centimeter):** A unit expressing the amount of electrical conductivity of a solution.

**µS/cm (microsiemens per centimeter):** A unit expressing the amount of electrical conductivity of a solution.

### Tip Top Tap

The most common signs that your faucet or sink is affecting the quality of your drinking water are discolored water, sink or faucet stains, a buildup of particles, unusual odors or tastes, and a reduced flow of water. The solutions to these problems may be in your hands.

#### Kitchen Sink and Drain

Hand washing, soap scum buildup, and the handling of raw meats and vegetables can contaminate your sink. Clogged drains can lead to unclean sinks and backed up water in which bacteria (e.g., pink and black slime) can grow and contaminate the sink area and faucet, causing a rotten egg odor. Disinfect and clean the sink and drain area regularly. Also, flush regularly with hot water.



#### Faucets, Screens, and Aerators

Chemicals and bacteria can splash and accumulate on the faucet screen and aerator, which are located on the tip of faucets and can collect particles like sediment and minerals resulting in a decreased flow from the faucet. Clean and disinfect the aerators or screens on a regular basis.

Check with your plumber if you find particles in the faucet screen as they could be pieces of plastic from the hot water heater dip tube. Faucet gaskets can break down and cause black, oily slime. If you find this slime, replace the faucet gasket with a higher-quality product. White scaling or hard deposits on faucets and shower heads may be caused by hard water or water with high levels of calcium carbonate. Clean these fixtures with vinegar or use water softening to reduce the calcium carbonate levels for the hot water system.

#### Water Filtration and Treatment Devices

A smell of rotten eggs can be a sign of bacteria on the filters or in the treatment system. The system can also become clogged over time so regular filter replacement is important. (Remember to replace your refrigerator filter!)