JUNE 2025

# 2024 DRINKING WATER QUALITY

## CONSUMER CONFIDENCE REPORT









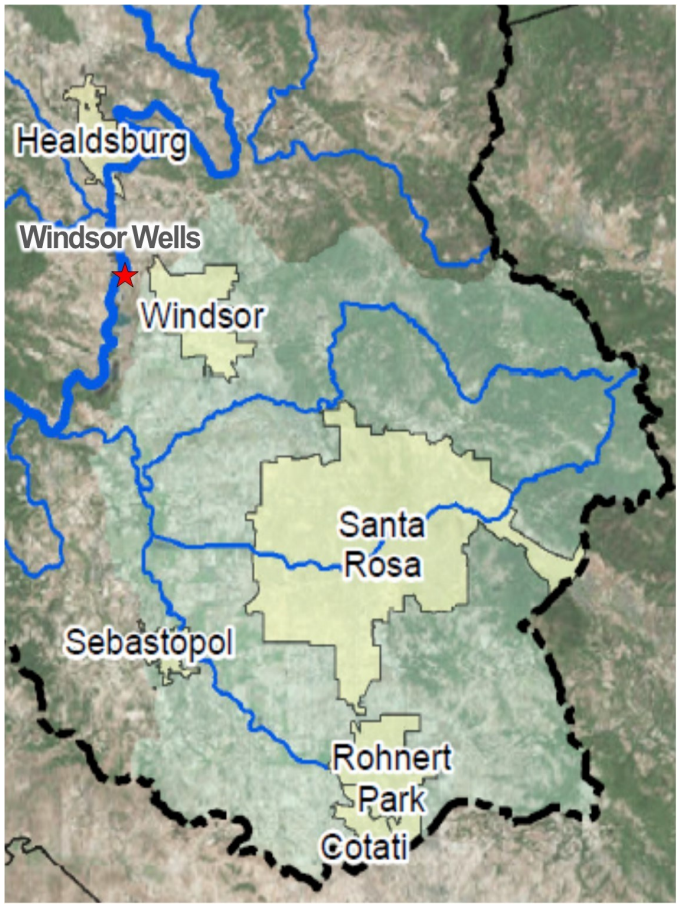
Town of Windsor
CALIFORNIA

**Find information on:**

- Where your water comes from
- Drinking water analysis results
- Storm water quality
- How you can protect our creeks
- Water conservation
- Frequently asked questions about Windsor's water

Este informe contiene información muy importante sobre su agua para beber. Para la versión en español de este informaciòn, llama a (707) 838-1000 o visite:
https://www.townofwindsor.com/informedecalidaddelagua

# Where does my water come from?




***Windsor's well field is located west of town along the Russian River.***

The Town of Windsor takes great pride in providing high-quality drinking water to the residents and businesses in our community. As in previous years, and as shown in this report, laboratory testing demonstrates that Windsor supplies drinking water that exceeds the Federal Environmental Protection Agency's (USEPA) and State Water Resources Control Board Division of Drinking Water (DDW) standards.

The Town consistently tests drinking water quality for all regulated constituents to comply with all State and Federal regulations. The tables in this report provide the results of this testing. Windsor's drinking water meets or exceeds all water quality standards set by the USEPA and DDW.

***The Town's water supply is derived from two sources.*** The majority of Windsor's drinking water is pumped from wells near the Russian River into the water distribution system. Some water is also purchased from the Sonoma County Water Agency's Santa Rosa Aqueduct and combined with the Russian River Well Field water for delivery to residents and businesses through over 140 miles of the water distribution system. The system also includes elevated water storage tanks and large diameter mains. This method, which leverages gravity, reduces energy use and contributes to the reliability of our water supply.

***Windsor's water supply is naturally high quality.*** As a result, only chlorine disinfection is required to meet drinking water standards. The pH of the water is adjusted to protect the Town distribution and home plumbing systems from the natural effects of corrosion. Fluoride is not added to the Town's drinking water.

## *Did you know the Town of Windsor has a Recycled Water Program?*

Recycled water is wastewater that has been cleaned and treated in order to remove contaminants and pollutants for safe usage in a variety of ways. Recycled water is used for irrigation of parks, the golf course, some landscapes, and agricultural crops and even for recharging wells at the Geysers power plant. Look for the purple pipe around town to see where we are using our recycled water. Recycled water is an important way to offset the use of potable water, every drop of recycled water used is a drop of potable water saved! To learn more about Windsor's Recycled Water Program, please visit https://townofwindsor.com/recycledwater.

## *Message from the Public Works Department >>>*



I am pleased to share the Town of Windsor's 2024 Water Quality Report with you. Ensuring the quality and safety of our community's water is a top priority in Windsor, and I'm proud to report that our system consistently meets all U.S. EPA and State drinking water health standards.

Our public works team works diligently to provide you with the highest quality water. We conduct regular testing and monitoring to ensure that our water remains safe and clean. To enhance our water supply, we are in the process of installing two new drinking water wells, which will help us maintain a reliable water source for our community while enhancing drought resiliency and emergency preparedness. Additionally, we are focused on implementing practices that reduce our environmental impact. From improving our infrastructure to adopting innovative water conservation strategies, we are making significant strides towards sustainability.

I invite you to review the report to learn more about the excellent quality of our water, our initiatives in water conservation, and stormwater management. Together, we can ensure a sustainable and clean water supply for the Town of Windsor.

Sincerely,
**Shannon Cotulla,** Public Works Director, Town of Windsor




***Stormwater runoff carries pollutants*** with it as it flows off our rooftops, lawns, driveways, and sidewalks. Litter, car fluid leaks, pet waste, and other pollutants are carried with rainwater into our creeks ***untreated*** **-** storm drain systems are designed for flood control, not water treatment.

***Pollutants that enter our storm drains*** not only travel directly to our creeks, but also to the Russian River and the ocean. These pollutants ***harm wildlife and us!***

Please, ***do your part*** to keep Windsor's streets and creeks clean and healthy!

***Please, report spills and illegal dumping immediately!***

Windsor Public Works—Water, Environment, and Sustainability Division

(707) 838-1006 – 8 a.m.-5 p.m. Mon.-Fri.
(707) 838-1000 - 24 hours per day

Email: stormwater@townofwindsor.ca.gov

# TABLE OF DETECTED SUBSTANCES FOR 2024

**Sampling Results for Lead and Copper: Tap Water Samples Collected Throughout the Community**

| Substance | Year Sampled | 90th Percentile Level Detected | Number of sites exceeding AL | Range of Detections | AL | MCLG | Typical Source of Contaminant | Violation? |
|---|---|---|---|---|---|---|---|---|
| **Lead (ppb)** | 2022 (33 samples) | ND | 0 | <5.0 - 9.1 | 15 | 0.2 | Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits | No |
| **Copper (ppm)** | 2022 (33 samples) | 0.798 | 1 | <0.05 - 1.6 | 1.3 | 0.3 | Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives | No |

**Primary Standards (PDWS) and Regulated Substances**

| Substance | Year Sampled | Average Level Detected | Range of Detections | MCL | PHG | Typical Source of Contaminant | Violation? |
|---|---|---|---|---|---|---|---|
| **Barium (ppm)** | 2024 | 0.03 | <0.10 – 0.13 | 1 | 2 | Discharges of oil drilling wastes or from metal refineries; erosion of natural deposits | No |
| **Hexavalent Chromium (ppb)** | 2024 | 0.41 | 0.29 - 0.47 | 10 | 0.02 | 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 | No |
| **Total Trihalomethanes (ppb)** | 2024 | 17.0 | 8.83-25.2 | 80 | N/A | Byproduct of drinking water disinfection | No |

***List of Acronyms and Definitions***

| | |
|---|---|
| *Public Health Goal (PHG)* | The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency. |
| *Maximum Contaminant Level (MCL)* | The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHG (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 U.S. Environmental Protection Agency. |
| *Primary Drinking Water Standards (PDWS)* | MCLs, MRDLs and treatment techniques (TTs) for contaminants that affect health, along with their monitoring and reporting requirements. |
| *Secondary Drinking Water Standards (SDWS)* | MCLs for contaminants that affect taste, odor or appearance of drinking water. Contaminants with SDWS's do not affect health at the MCL levels. |
| *Regulatory Action Level (AL)* | The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow. |
| *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. |

# TABLE OF DETECTED SUBSTANCES FOR 2024

**Secondary Standards (SDWS) and other Unregulated Substances***

| Substance | Year Sampled | Average Level Detected | Range of Detections | MCL | Typical Source of Contaminant | Violation? |
|---|---|---|---|---|---|---|
| **Turbidity (NTU)** | 2023, 2024 | 0.32 | 0.03 – 0.80 | 5 | Soil Runoff | No |
| **Hardness (mg/L)** | 2023, 2024 | 126 | 104 - 154 | N/A | Naturally occurring cations present in water, generally magnesium and calcium | No |
| **Sodium (mg/L)** | 2024 | 9.4 | 7.7 - 12 | N/A | Refers to the salt present in the water and is generally naturally occurring | No |
| **Total Dissolved Solids (ppm)** | 2024 | 157 | 140 – 220 | 1,000 | Runoff/leaching from natural deposits | No |
| **Specific Conductance (µS/cm)** | 2023, 2024 | 257 | 230 - 290 | 1,600 | Substances that form ions when in water; seawater influence | No |
| **Chloride (ppm)** | 2023, 2024 | 6.9 | 4.6 - 9.3 | 500 | Runoff/leaching from natural deposits; sea-water influence | No |
| **Sulfate (ppm)** | 2024 | 15 | 13 - 20 | 500 | Runoff/leaching from natural deposits; indus-trial wastes | No |

***There are no PHGs, MCLGs, or mandatory standard health effects language for these constituents because secondary MCLs are set on the basis of aesthetic concerns.***

Section 64450 of the California Code of Regulations requires certain water systems to monitor for unregulated contaminants. The Federal Unregulated Contaminant Monitoring Rule (UCMR4) required Windsor to monitor these unregulated contaminants in 2019. Samples were collected as untreated source water (Raw Water), Treated Water, and Distribution System Water. The results below are for substances that were detected. UCMR5 testing for Windsor is currently underway and will be reported in the 2025 CCR.

**UCMR4 Unregulated Substance Monitoring (2019)**

| Substance Detected | Average Result (ppb) | Result Range (ppb) |
|---|---|---|
| **Bromide** | 42.3 | 42.3 |
| **Bromochloroacetic acid (BCAA)** | 0.823 | 0.733 – 0.913 |
| **Bromodichloroacetic acid (BDCAA)** | 0.785 | <0.500 – 1.07 |
| **Chlorodibromoacetic acid (CDBAA)** | 0.635 | 0.465 – 0.805 |
| **Dibromoacetic acid (DBAA)** | 0.854 | 0.608 – 1.10 |
| **Dichloroacetic acid (DCAA)** | 0.587 | 0.449 – 0.725 |
| **Trichloroacetic Acid (TCAA)** | 0.746 | <0.500 – 0.991 |

***List of Acronyms and Abbreviations***

| | |
|---|---|
| **State Water Board** | State Water Resources Control Board |
| **N/A** | Not applicable |
| **NTU** | Nephelometric turbidity units |
| **ppm** | Parts per million or milligrams per liter (mg/L) Example: 1 second in 11.5 days. |
| **ppb** | Parts per billion or micrograms per liter (mg/L) Example: 1 second in nearly 32 years. |
| **µS/cm** | micromhos per centimeter |

*The above tables list all the drinking water contaminants detected during the most recent sampling for the constituent. The presence of these contaminants in the water does not necessarily indicate that the water poses a health risk. The State allows us to monitor for some contaminants less than once a year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than a year old.*

# Source Water Information

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.

- 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 productions, mining or farming.
- Pesticides and herbicides, that may come from a variety of sources such as agriculture, urban storm water runoff and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban storm 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.

In order to ensure that tap water is safe to drink, the US Environmental Protection Agency and the State Water Resources Control Board prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The U.S. Food and Drug Administration 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 contaminants.
- The presence of contaminants does not necessarily indicate that water poses a health risk. More information can be obtained by calling the USEPA's Safe Drinking Water Hotline (1-800-426-4791).

Some people may be more vulnerable to contaminants in drinking water than the general population. Immune-compromised persons such as persons with cancer undergoing chemotherapy, persons who have under gone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/Centers for Disease Control 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 1-800-426-4791.

## Information on 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 Town of Windsor is responsible for providing high quality drinking water, but cannot control the variety of materials used in home plumbing components. The Town completed an inventory of water service lines in 2024 and found no lead in the system. For additional information about the publicly accessible service line inventory, please contact the Public Works Department at 707-838-1006.

You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water. If you are concerned about lead in your water and wish to have your water tested, contact Public Works at 707-838-1006 for information on labs that can provide this testing. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at http://www.epa.gov/safewater/lead.

# Water Conservation

The Russian River Watershed has again received above average rainfall in the last rainy season and Lake Sonoma, our primary source of water storage, is full. **Although we don't need to cut back our water use this summer because of drought, the Town continues to support water efficiency and Eco-Friendly landscaping.**

Lawns are excellent for recreation, family time, and ambient cooling. However, lawns that are used solely for decorative purposes can be replaced with native landscaping which provides habitat for our native birds, bees, and butterflies. Besides providing habitat, pollinator gardens use less water than lawns or exotic landscaping.

For information about installing a ***Monarch Butterfly Waystation*** please visit our website here: https://www.townofwindsor.com/1420/Butterfly-Waystations

For information about our ***Artificial Turf and Lawn Removal Rebate***, please visit our website here: https://www.townofwindsor.com/1417/Water-Efficient-Landscape-Rebate



***Photo provided by Sonoma Water***

To learn about other ***Water Conservation Programs and Rebates*** available in Windsor, please visit: https://www.townofwindsor.com/100/Water-Conservation

To find out how Windsor's Automated Metering Infrastructure (AMI) can help you detect leaks and much more, visit https://www.townofwindsor.ca.gov/1183/WaterSmart, or call (707)-838-1004.

## *Seasonal Irrigation Reminder >>>*

Summer is here, and so is warmer weather. Before you switch on your automated irrigation system, make sure it's working properly and regularly maintained:

- Replace the back-up battery in your timer to ensure your schedule is not erased during a power interruption.
- Make sure the sprinklers are only spraying your plants and not the sidewalk, driveway, or street.
- Adjust the watering schedule to reflect changes in weather; less water is needed in spring and fall.
- Look for a QWEL certified professional (https://www.qwel.net/) to keep your landscape thriving while minimizing water use.

***Remember, water conservation is a California way of life!***

# Water Operations

A staff of trained and certified water operators work hard to ensure Town of Windsor residents are provided with safe and reliable drinking water. Water operators are responsible for the operation and maintenance of the Town's water distribution system including weekly sampling, small and large leak repair, backflow testing and preventative maintenance to the Town's infrastructure. Other tasks include:

- Annual well maintenance
- Cross-connection control testing
- Flushing & hydrant flow testing
- Responding to water emergencies including broken water lines or damaged fire hydrants.

Windsor is very fortunate and grateful to have such an amazing team of water operators!



## Frequently Asked Questions >>>

### Q: What is PFAS? Should I be concerned?

A: *PFAS is a chemical found in many products like food wrappers, flame retardant clothing, non-stick cookware, and cosmetics. It has been called a "forever chemical" due to strong bonds that do not break down with conventional treatment and some are found to have adverse health effects at low levels. The EPA will soon be requiring drinking water suppliers to test for PFAS. The Town of Windsor tests for PFAS quarterly. For more information, visit our website: https://www.townofwindsor.com/PFAS*

### Q: What do I do if I notice a water leak?

A: *Town staff are on call 24/7 to respond to emergencies. Call 707-838-1004 to report a leak. Town staff will receive your call during business hours. After business hours, your call will be directed to an answering service that will notify on-call Town staff to respond to the concern.*

## Contact Information >>>

***Public Works Department:***
*Monday-Thursday, 7:00 a.m.– 6:00 p.m.*
*Closed Fridays and Major Holidays*
**707-838-1006**

***Mike Cave, Deputy Director of Operations:***
*mcave@townofwindsor.ca.gov*

***Adrienne Cibor, Environmental Program Manager:***
*acibor@townofwindsor.ca.gov*

***Windsor Town Council Meetings:***
*6:00 p.m. 1st & 3rd Wednesdays*
*Council Chambers*
*9291 Old Redwood Highway, Bldg. 300*
*Windsor CA 95492*

