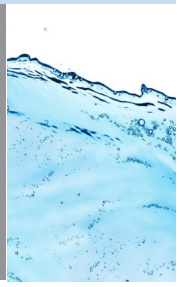
TOWN OF WINDSOR

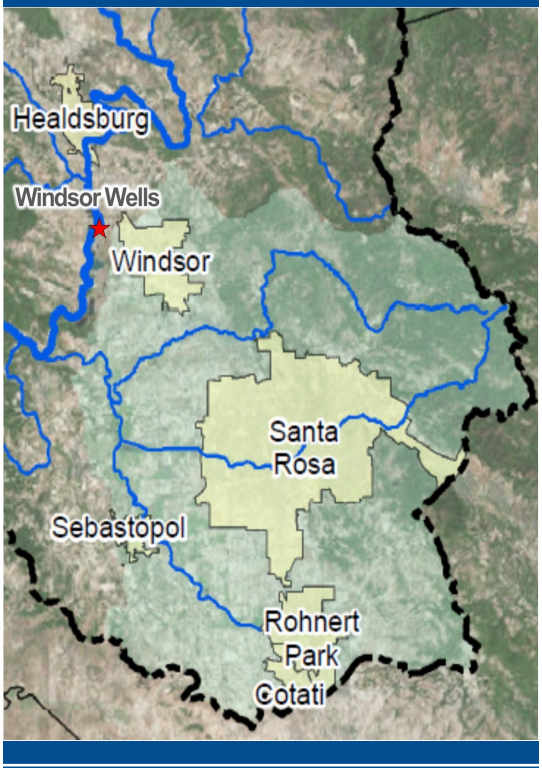


2021 Consumer Confidence Report

Water Quality



our watershed >>>



Map of the southern Russian River watershed (dashed line) with the Laguna-Mark West sub watershed (light blue) encompassing Windsor, Santa Rosa, Sebastopol, and Rohnert Park. The Windsor Well Field is located near the Russian River.

Where does my water come from?

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 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.

director's note >>>

Message from the Public Works Department

As we go about our day to day lives, it's easy to forget what a critical role Public Works employees play in the functions of the Town. But the reason why your water is running, the sewers are flowing properly, and your streets are drivable is because of our dedicated and capable Public Works staff.

The Town of Windsor's water quality is no exception to this exceptional service, as demonstrated in the Town of Windsor 2021 Water Quality Report. This report explains the Town's drinking water supply system and provides an in-depth explanation of the quality of your drinking water.

A safe and reliable water supply is essential to public health. Our team of highly skilled water operators take great pride in maintaining our system that consistently provides residents with high-quality drinking water. The Town of Windsor is proud to report that our system continues to meet all U.S. EPA and State drinking water health standards.

Thank you for taking the time to review the Town of Windsor's 2021 Water Quality Report. I hope you enjoy not only reading about the excellent quality of Windsor water, but also the activities of our water conservation and storm water programs, which are also essential to ensuring we have a clean, reliable water supply.

Sincerely,

Shannon Cotulla, Public Works Director, Town of Windsor

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!



- What flows in **our streets**, ends up in **our creeks** through the storm drain system.
- There is **no treatment** on storm water that flows into the storm drain system.
- **No oil, soap, pool water, paint, or leaves** in our storm drains!
- Visit **streetstocreeks.org** to learn ways to protect wildlife in your neighborhood and improve water quality in Windsor's creeks.
- If you see someone dump or spill into the storm drain, **please notify the Town** immediately at 707-838-5385.

ask the experts >>>

Q: *What is the hardness of my water?*

A: *The process for determining hardness is to measure the calcium carbonate concentration in the water.*

Windsor's water supply source contains moderately high calcium carbonate levels. However, modern detergents and cleaning products are typically formulated to create suds and disperse cleaning agents even in hard water. Calcium carbonate hardness creates no sanitary or health-related problems and there is no maximum contaminant level regulation. Its aesthetic impacts, such as water spotting and fixture deposits, can be adequately managed with good housekeeping practices.

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.

TABLE OF DETECTED SUBSTANCES FOR 2021 REPORT

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	AL	MCLG	Number of Schools Requesting Lead Sampling	Typical Source of Contaminant	Violation?
Lead (ppb)	2019 (33 samples)	ND	0	15	0.2	0	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits	No
Copper (ppm)	2019 (33 samples)	1.0	1	1.3	0.3	N/A	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives	No

Primary Substances (PDWS) and Regulated Substances

Substance	Year Sampled	Average Level Detected	Range of Detections	MCL	PHG	Typical Source of Contaminant	Violation?
Barium (ppm)	2020, 2021	0.11	<0.10 – 0.13	1	2	Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits	No
Total Haloacetic Acids (ppb)	2021	2.4	2.1 – 2.7	60	N/A	Byproduct of drinking water disinfection	No
Total Trihalomethanes (ppb)	2021	14.76	10.09 – 19.42	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 2021 REPORT

Secondary Substances (SDWS) and other unregulated substances*

Substance	Year Sampled	Average Level Detected	Range of Detections	MCL	Typical Source of Contaminant	Violation?
Turbidity (NTU)	2020, 2021	0.141	0.019 – <0.25	5	Soil Runoff	No
Total Dissolved Solids (ppm)	2020, 2021	144	130 – 160	1,000	Runoff/leaching from natural deposits; industrial wastes	No
Specific Conductance (µS/cm)	2020, 2021	259	210 - 320	1,600	Substances that form ions when in water; seawater influence	No
Chloride (ppm)	2020, 2021	7.3	5.5 – 11.0	500	Runoff/leaching from natural deposits; industrial wastes	No
Sulfate (ppm)	2020, 2021	13	11 - 17	500	Runoff/leaching from natural deposits; industrial 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 the Town of Windsor to monitor for these unregulated contaminants in 2019. Samples were collected as untreated source water (Raw Water), Treated Water, and Distribution System Water. The results below are only for substances that were detected.

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 (USEPA) and the State Water Resources Control Board (State Water 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.

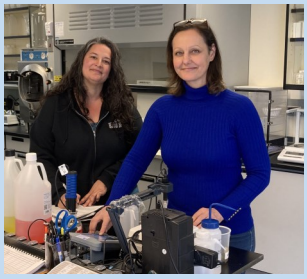
- Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of contaminants.
- The presence of contaminants does not necessarily indicate that water poses a health risk. More information can be obtained by calling the USEPA's Safe Drinking Water Hotline (1-800-426-4791).

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 (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 1-800-426-4791.

your water quality staff >>>

Water Operations Crew





Julie Davis, Lab Analyst
Adrienne Cibor, Environmental Program Manager

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 (pictured below)
- Responding to water emergencies including broken water lines or damaged fire hydrants.

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



Windsor Water Operators performing hydrant flow testing

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 plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you do so, collect the flushed water and reuse it for another beneficial purpose, such as watering plants. If you are concerned about lead in your water, you may wish to have your water tested. Information on testing methods and pathways of exposure is available from the Safe Drinking Water Hotline or at http://www.epa.gov/lead.

Water Conservation

Home landscapes that are both beautiful and water efficient are what Windsor is all about! This includes choosing native, drought tolerant plants, and using design features that capture and infiltrate water from winter rains.

Need inspiration for your home landscape? Visit the Sonoma-Marin Saving Water Partnership online at http://www.savingwaterpartnership.org/concept-plans-and-design-templates/ to access free landscape design plans, a helpful Water Smart Plant Picker tool, and virtual tours of local gardens.

Need some financial help to create a water-efficient landscape? Take advantage of the Water-Efficient Landscape (WEL) Rebate! The Town of Windsor offers this rebate for the removal of turf grass or for the purchase of lawn sprinkler equipment upgrades that improve the efficiency of your irrigation system. Raising your system's efficiency reduces the amount of water needed to maintain a healthy landscape and may reduce your water bill. You can make your landscape even more water efficient by removing your lawn and replacing it with drought-tolerant plants watered by a drip irrigation system. You can even choose plants that support butterflies and other pollinators. **Participation in this program requires a pre-approval inspection prior to the start of work. Call (707) 547-1909 to make an appointment.**

Visit https://www.townofwindsor.com/103/Windsor-Rebates to learn more about the program guidelines.



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.com
Veronica Siwy, Deputy Director of WES
vsiwy@townofwindsor.com

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

Public Works Department
8400 Windsor Road
Windsor, CA
95492

TOWN OF WINDSOR

Did you know...

Did you know that 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 different settings, including landscape and street median irrigation and flushing toilets. To learn more about Windsor's Recycled Water Program, please **visit** https://www.townofwindsor.com/recycledwater

Esta informe contiene información muy importante sobre su agua para beber. Tradúzcalo o hable con alguien que lo entienda bien.

Si necesita un intérprete para el informe, por favor pónganse en contacto con el Pueblo de Windsor llamando al (707) 838-1000