

City of Arlington Annual Water Quality Report

Water Testing Performed in 2019

PWS ID# 02950K



Continuing Our Commitment

The City of Arlington is pleased to report that your drinking water is of high quality and compliant with all state and federal drinking water laws. We are committed to delivering the best quality drinking water, and to that end, we make more than 16,000 water quality observations and tests every year. This edition of our annual water quality report summarizes only the key findings of testing completed from January through December 2019. For more information about this report, or for any questions relating to your drinking water, please call the Water Department at (360) 403-3526.



Where Does Our Water Come From?

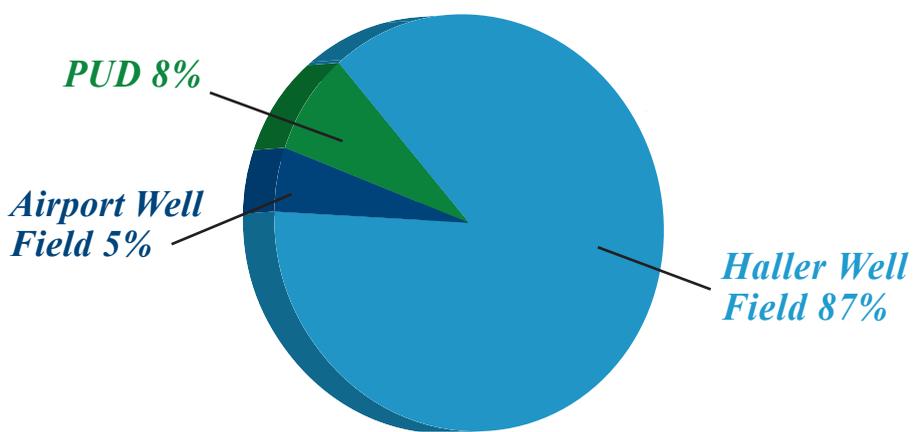
Three primary sources supply water to the Arlington service area. Arlington produces most of its water from the Haller and Airport well fields. The Haller well field naturally filters Stillaguamish River water by drawing it through the riverbank. The Airport well field draws groundwater from a deep aquifer. The origin of both these sources is precipitation that falls across the Stillaguamish Basin and infiltrates the ground surface.

The water we produce is blended with water the City purchases from its third source, Snohomish County Public Utility District (PUD).

This water is obtained from the City of Everett's Spada Reservoir near the headwaters of the Sultan River.



The graph shows how each source contributed to our total water production of 1,844 acre-feet in 2019.



ARLINGTON WATER SUPPLY 2019

HOW IS MY WATER TREATED AND PURIFIED?

Haller Well Field

Groundwater drawn from our well field located near the Stillaguamish River is treated in several steps at Arlington's water treatment facility. First, raw (untreated) water is pumped from the well field to the treatment plant, where a primary treatment chemical is added that causes small particles to stick together and form bigger particles called floc. Next, polymer is added to aid the filtering process and the water is passed through a clarifying filter where 60% to 70% of the floc is removed. The water then passes through a finishing filter where the remaining floc is taken out, and chlorine is added for disinfection. Finally, we add sodium hydroxide to adjust the pH level, making the water less corrosive to your pipes and plumbing fixtures.

PUD

Drinking water purchased from Snohomish County PUD is treated at the City of Everett's water treatment plant using a treatment process similar to the process used by Arlington. PUD also draws from two wells near Lake Stevens. Everett and PUD add fluoride to the water for enhanced dental protection.

Airport Well Field

Water drawn from our well near the Arlington Airport does not require filtration, but we do add chlorine for disinfection.

Working Hard to Bring You the Best Water in the State — Efficiently



Under the Safe Drinking Water Act (SDWA), the U.S. Environmental Protection Agency (EPA) is responsible for setting national limits for hundreds of substances in drinking water, and also specifies various treatments that water systems must use to remove these substances. The Arlington Water Department continually

monitors for these substances and reports our findings to the Washington Department of Health (DOH), who confirms you are receiving clean water. DOH records indicate we consistently provide you with clear, high quality water meeting stringent standards, and have done so for 19 consecutive years!

For more information see:

www.doh.wa.gov/CommunityandEnvironment/DrinkingWater/SourceWater/RapidRateFiltration

This report conforms to the regulation under SDWA requiring water utilities to provide detailed water quality information to each of their customers annually. We are committed to providing you with this information about your water supply because customers who are well informed are our best allies in supporting improvements necessary to maintain the highest drinking water standards.

SAMPLING RESULTS FOR 2019

In 2019, the City collected hundreds of water samples and made thousands of measurements to test for biological, inorganic, volatile organic, synthetic organic, or radioactive contaminants. The table below lists only those contaminants that were detected. The presence of contaminants in the water does not necessarily indicate that the water poses a health risk. All of the results shown here are less than Maximum Contaminant Levels (MCLs), which are established with a safety margin for the protection of consumer health.

Since we purchase some of our water from the PUD, the table also includes data for the City of Everett's water supply. This information is particularly useful to those in our service area that receive PUD water before it is blended with water pumped from our wells. This includes any service connections along Burn Road, 186th NE Street, 89th Avenue, 91st Avenue, 95th Avenue, and 107th Avenue.

Regulated Substances									
Samples were collected in finished water at our sources and/or throughout the distribution system				Arlington Water Department		Snohomish County PUD		Definitions of these terms are found at the bottom of this page	
Substance (units)	Year	MCL (MRDL)	MCLG (MRDLG)	Amount	Range	Amount	Range	Compliant?	Typical Sources
Arsenic (ppb)	2019	10	0	1	ND – 1	2	ND – 2	Yes	Erosion of natural deposits
Barium (ppm)	2019	2	2	0.01	0.007 – 0.015	0.01	0.01 – 0.01	Yes	Erosion of natural deposits, drilling fluids
Chlorine (ppm)	2019	(4)	(4)	0.91	0.30 – 189	0.68	0.29 – 1.20	Yes	Water additive used to control microbes
Chromium (ppb)	2019	100	100	4	ND – 4	ND	NA	Yes	Erosion of natural deposits
Fluoride (ppm)	2019	4	4	0.12	ND – 0.66	0.65	0.15 – 0.74	Yes	Water additive which promotes strong teeth; erosion of natural deposits
HAAs [Haloacetic Acids] (ppb)	2019	60	NA	14	6-12	34	8 – 41	Yes	By-product of drinking water disinfection
Nitrate (ppm)	2019	10	10	0.90	0.14 – 1.66	ND	NA	Yes	Runoff from fertilizer use; Leaching from septic tanks, and animal wastes; Erosion
TTHMs [Total Trihalomethanes] (ppb)	2019	80	NA	18	08-30	37	10 – 43	Yes	By-product of drinking water disinfection
Turbidity (NTU) ¹	2019	TT	NA	0.06	0.003 – 0.06	0.06	< 0.06	Yes	Soil runoff, sediment

Lead and Copper									
Tap water samples were collected for lead and copper analyses from homes throughout the service areas				Arlington Water Department		Snohomish County PUD			
Substance (units)	Year ² sampled	AL	MCLG	90th Percentile	Homes Above AL/ Total Homes Sampled	90th Percentile	Homes Above AL/ Total Homes Sampled	Compliant?	Typical Sources
Copper (ppm)	2018	1.3	1.3	0.79	0 / 30	0.766	0 / 32	Yes	Corrosion of household plumbing Erosion of natural deposits
Lead (ppb)	2018	15	0	1	0/ 30	4	0 / 32	Yes	Corrosion of household plumbing Erosion of natural deposits

Footnotes

¹ Turbidity, a measure of the cloudiness of water, is monitored because it is a good indicator of the effectiveness of the filtration system.

² Lead and copper samples are collected from area homes every 3 years. Both Arlington and PUD sampled in 2018 and will sample again in 2021.

Table Definitions

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

MCL (Maximum Contaminant Level): The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

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 allow for a margin of safety.

MRDL (Maximum Residual Disinfectant Level): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant (e.g. chlorine, chloramines, chlorine dioxide) 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.

NTU (Nephelometric Turbidity Units): A measure of the clarity, cloudiness, or turbidity, of water.

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).

TT (Treatment Technique): A required process intended to reduce the level of a contaminant in drinking water.

90th Percentile: Out of every 10 homes sampled, 9 had lead and copper concentrations at or below this level.

Contaminants That May Be Present In Source Water

- **Microbes** — viruses, parasites and bacteria, from sewage treatment plants, septic systems, pets, livestock and wildlife
- **Inorganic materials** — salts and metals, naturally occurring or from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, and farming
- **Pesticides and herbicides** — from agriculture, urban stormwater runoff, and residential uses
- **Organic Compounds** — synthetic and volatile organic compounds from industrial processes, petroleum production, gas stations, urban stormwater runoff, and septic systems
- **Radioactive contaminants** — naturally-occurring or the result of oil and gas production and mining activities

Public Health and the City’s Response to COVID-19 Pandemic

Crisis like the COVID-19 pandemic have a means for getting our attention, giving us pause from the complacency of the commonplace, and getting us back to our foundations—the things that really matter. Such is this introspective on public health. Everybody wants to be healthy, but when risks seem down or distant, things of value get taken for granted. One reason the City of Arlington incorporated in 1903 was public health—the need for a water system that would eliminate water-borne disease. Then, with time, no typhus, no cholera—no concerns about the things that keep us well.



With the arrival of the Coronavirus, public health has returned to the forefront. What was the first advice offered to the concerned public? Wash your hands! The same instruction we learned as kids!

The wonders of clean water provide for sanitation as well as drinking. Drinking water utilities protect public health by providing multiple barriers between contaminants and the water that flows from your faucets.

The forested Stillaguamish watershed produces high quality raw water. The Haller well field filters it through riverbanks and soil layers under protected land. The Water Treatment Plant then filters it again through quartz and anthracite to remove virtually all particles that could harbor and convey contaminants and disease. (Look at the bottom of page 1—

Arlington is one of only four utilities in the State to meet these filtration efficiencies every year since 2001!) It is then disinfected to remove any remaining bacteria, viruses and protozoa. Next, it flows through a tight distribution system with devices that prevent backflow of contaminants found at faucet outlets back into the pipe network. Disinfection boosters are added to prevent regrowth of organisms.

The water department samples and tests the water daily to confirm the water does not contain infectious agents. Finally, to gain trust, we tell customers exactly what is in their water.

The US Centers of Disease Control (CDC) confirms the COVID-19 virus has not been detected in drinking water, and conventional water treatment methods would remove or inactivate the virus that causes COVID-19 from water.

People make your water utility run, so there is always a risk for human error and accident. What has the City done to further protect the health of its customers? The City implemented measures such as facemasks, social distancing, and sanitized environments to protect all staff. The Public Works Department has also cross-trained our essential employees for resilience and continuity of operations in case operators were to get sick. Meter reading has been almost entirely converted to remote (drive-by) operations over the last several years, making social distancing and customer interactions safer.

Water Use Efficiency Information

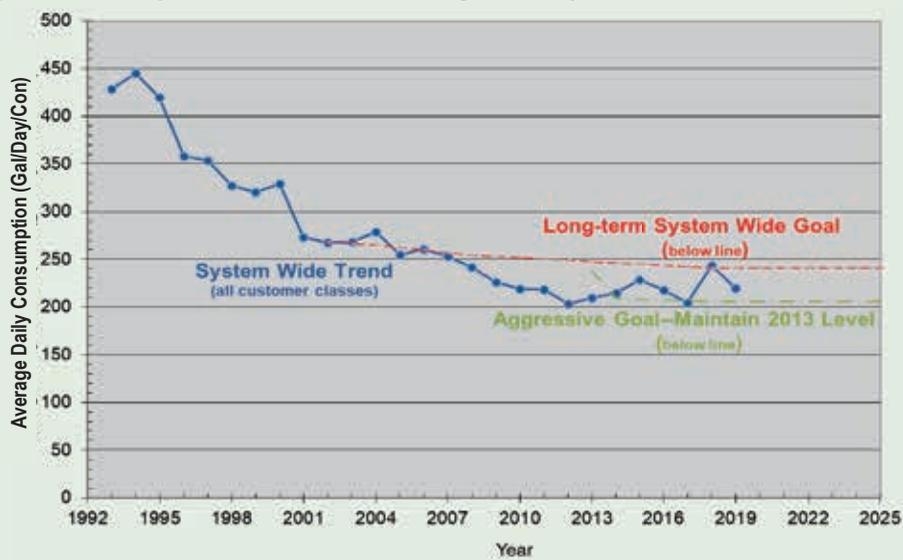
Arlington has made great progress toward Water Use Efficiency (WUE) goals first adopted by the City in 2008, and updated by Council in 2011 and 2016.

2019 Arlington Water Use Statistics

Total water into the system (gallons)	558,281,031
Total authorized, quantified uses (gallons)	490,000,000
Unauthorized and/or unquantified uses and leaks (gallons)	68,281,031
Unauthorized and/or unquantified uses and leaks (percent)	12.2%

Average Daily Consumption

This goal attempts to maintain gains in efficiency since 2002 at 2013 levels. Since 2014, economic recovery within the commercial/industrial sector has driven a 72% increase in water use per corporate connection. However, since goal setting began with 2002 levels, overall per connection consumption has dropped more than 9%. This is because single family residential consumption has dropped nearly 25% since its peak in 2005. Stay the course! In doing so, we will reduce the demand for water production by more than 122 million gallons by 2025.



Unaccounted-for Water

State law requires that we account for at least 90% of the water we make, but we are holding ourselves to 93%—with unaccounted-for “losses” from our distribution system at less than 7%. After several years of searching for leaks and unknown water use, we located and corrected several leaks in 2018. Losses returned to 12% in 2019, however. Our 3-year rolling average remained at 11% losses, and above State limits of 10%, and well above the goal we have set for ourselves.



Substances That May Be in Your Drinking Water



To ensure that tap water is safe to drink, the Department of Health and EPA prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) and the Washington Department of Agriculture regulations establish limits for contaminants in bottled water that must 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.

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 can pick up substances resulting from the presence of animals or from human activity. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency’s (EPA) Safe Drinking Water Hotline (800-426-4791).

Important Health Information

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

Questions and Answers



I don't have any water.

If your water bill has not been paid: call Utility Billing at 360-403-3421.

Otherwise, call Public Works Administration at 360-403-3526.

We'll need to know your name,

phone number, address, how long have you been without water. A water service specialist will contact you to solve the problem.

I need my water shut off.

If you are stopping service: call Utility Billing at 360-403-3421.

If you are doing repairs: call Public Works Administration at 360-403-3526. We'll need your name, phone number, address and when you want the water shut off. A water service specialist will shut the water off, or call you to arrange a time to do so.

I need my water turned on.

If you are moving in: call Utility Billing at 360-403-3421.

If you are doing repairs: call Public Works Administration at 360-403-3526. We'll need your name, phone number, address, and when you want the water turned on. A water service specialist will turn the water on, or will call you to arrange a time to do so.

I need to report a leak.

Call Public Works Administration at 360-403-3526, or the emergency pager at 360-386-5926. Tell us your name, phone number, and the address of the leak.

If the leak is located:

In the house: you will need to call a plumber, but we will send a water service specialist out to turn the water off if needed.

At the meter box: we will send a water service specialist out to investigate and repair the leak. They will call you with the results.

In the street: we will send a water service specialist out to investigate immediately. Let us know if it is gushing or trickling down the street, gushing up in the air, and/or associated with a hydrant break or construction accident.

Is there fluoride in my water?

Water we produce has low natural concentrations of fluoride, while water we purchase is "fully fluoridated" for dental protection by the City of Everett. While primarily distributed in distinct zones, these sources do blend to create a small area of moderate fluoride concentrations. Only services east of SR 9 and south of about 200th Street receive appreciable fluoride. The City's fluoride brochure compares this range of fluoride levels to the dental needs for children promoted by the ADA. Copies are available on-line, at Public Works Administration, or where utility bills are paid at City Hall.

Community Participation

You are invited to participate in our public city council meetings and voice your concerns about your drinking water. Arlington City Council meets the first and third Monday of each month beginning at 7 p.m. at the Council Chambers, 110 E. Third Street, Arlington, WA (enter off of Olympic Avenue near City Hall). For meeting information, call City Hall at (360) 403-3421, or visit our website at www.arlingtonwa.gov.

Help For Customers In Need

On May 29, 2020, the Governor issued Proclamation 20-23.4 extending the prohibition of assessing late fees and disconnecting water service. Under this proclamation, the city will be implementing a customer support program to provide assistance to customers who are experiencing financial hardship as a result of COVID-19. Details of the program will be available mid-July but will include extended repayment plans. If you need financial assistance, please visit the city's website at www.arlingtonwa.gov to see if you are eligible for a utility rate discount, to enter into a payment arrangement and to find other State and Federal resources that may be able to assist you.

**WORRIED ABOUT PAYING
YOUR WATER BILL?**

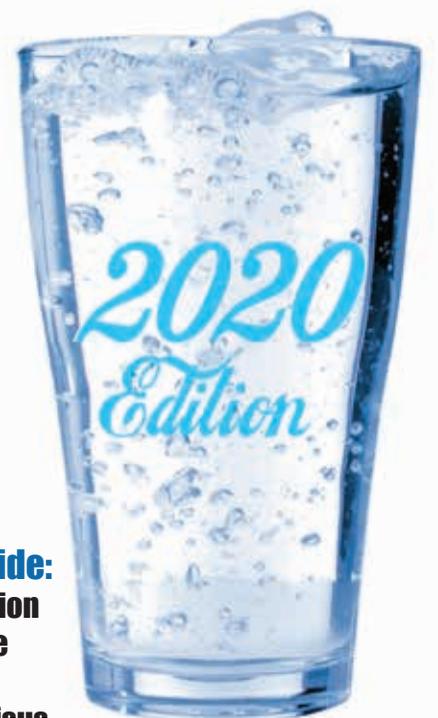


We're here to help



City of Arlington

154 W. Cox Avenue
Arlington, WA 98223



**See Inside:
Information
about the
Covid-19
Coronavirus**