



Spanaway Water Company

2019 CONSUMER CONFIDENCE REPORT



Este informe contiene información muy importante sobre la calidad de su agua potable. Por favor lea este informe o comuníquese con alguien que pueda traducir la información.

About Your Water Company

Spanaway Water Company (SWC) is a non-profit, mutual water company owned by the property owners (members) served by the company. SWC serves over 10,540 families and more than 450 businesses in the Spanaway area. The company's Board of Directors are elected from and by the company membership. Therefore, you can be certain that both high water quality and reasonable prices are their top priorities.

We strive to provide you with safe, high quality water that meets or exceeds all federal and state standards. Water quality is tested daily by water company employees. We also have a regular testing schedule that includes weekly, quarterly, annual and tri-annual analysis by Washington State and EPA certified laboratories.

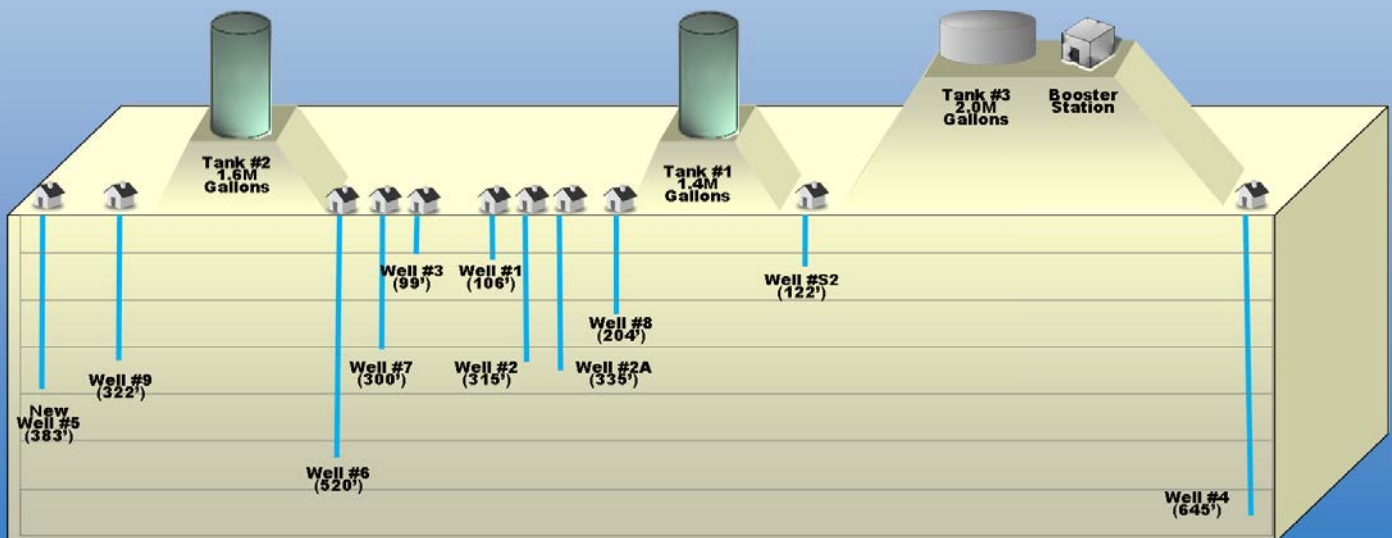
Spanaway Water Company



Main office located at | 18413 B Street E | Spanaway, WA 98387

SPANAWAY WATER COMPANY AN OVERVIEW OF OUR WATER SUPPLY.

Spanaway Water Company draws water from 11 wells located in the Spanaway area of the Chambers/Clover Creek watershed. The well depths vary from 99 to 645 feet. The water system has three tanks holding over 5,000,000 gallons, one booster station serving the higher elevations at the south end of the water system, well over 135 miles of water mains, and nearly 1,000 fire hydrants. The diagram below provides an overview of the water system.



A Message from our Manager

Not since the Spanish Flu in 1918/19 has the world battled such an unseen enemy. We hope you and your family are staying safe and healthy through this difficult period. We want to assure you we are working hard to provide safe and reliable drinking water to your homes and businesses. During this time, as essential service workers, our staff is still conducting essential work, including collecting routine monitoring samples, monitoring the production and treatment systems, inspecting our facilities, reading meters, conducting important routine maintenance, and emergency repairs. Fortunately, there is no evidence of Coronavirus being detected in drinking water. Chlorination treatment further protects the water you receive.

To help ensure our staff remains healthy and ready to provide you with safe drinking water, we are asking you to please give our staff the space they need to conduct their work, by keeping at least 6 feet of distance. Please continue to allow our staff access to the water system by not blocking driveways or easements. Our operators need clear access to water system components such as valves, meters, pump houses, and storage tanks. Our staff is vital to keeping the water system operational. Thank you in advance for your continued cooperation. If you would like more information, have any questions, please go to our web site: spanaway-water.org or contact us at (253) 531-9024.

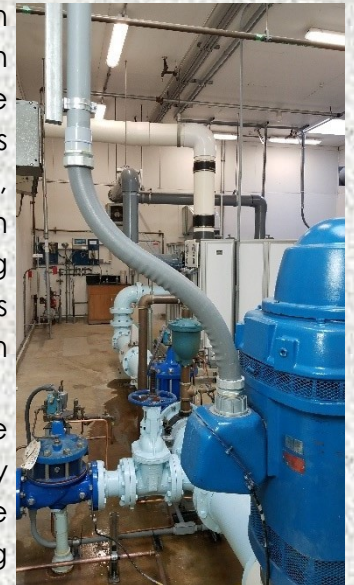
As we seek to protect the health of our employees, we realize that many of you may be going through difficult times, especially with many businesses and schools closed. In response, the Company has not applied any late payment fees or disconnected water service due to lack of payment since mid-March. To keep you informed, if you have had difficulties keeping your account current, we have mailed out letters to keep you up to date on your account status. Realizing the impact of many business suspensions and work lay-offs, we are developing payment options to ease concerns about water accounts. If you have been so impacted, watch for account update letters with details on this program.



On a more positive note, we are no longer adding sodium hydroxide for corrosion control at the 1,000 gallon per minute Well 9. Following on the success of air stripping at Well 5, a similar system is now operational at Well 9. We strongly feel it better to simply remove dissolved CO₂ from water than to add additional chemicals. Engineering and Dept. of Health approval has also been received for the secondary booster station to serve the upper pressure zone. Throughout the year, COVID-19 or not, we will continue to strive to ensure

quality water is available to you from a reliable system whose infrastructure is maintained and updated as needed.

For now, we wish you all the very best, Be Safe & Stay Healthy!
Jeff Johnson, Manager



Why provide a Water Quality Report?

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration regulations establish limits for contaminants in bottled water which must provide similar protection for public health.

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 byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.
- Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

Sometimes my water is discolored, is it safe to drink?

Your water is safe to drink or cook with. Manganese build up in pipes can be released when valves are being repaired, the system is being flushed or fire hydrants are in use. Should you experience “brown” water, letting an outside faucet run for a few minutes should clear the problem.

Routine main flushing is done on Tuesdays, October through May. To reduce the risk of discoloring clothing we suggest that you avoid washing clothes on Tuesdays during this period.



Spanaway Customers Meet Water Use Efficiency Goal

The Water Use Efficiency Goal for each year in the period 2014-2019 is to reduce the rolling six-year average pumped water per water service by at least 0.5% each year. We met our 2019 six-year rolling average goal of 280 gallons per day (GPD) per water service, with actual six-year average usage at 276 GPD – **But 2019 usage was the highest of past six-year planning period!**

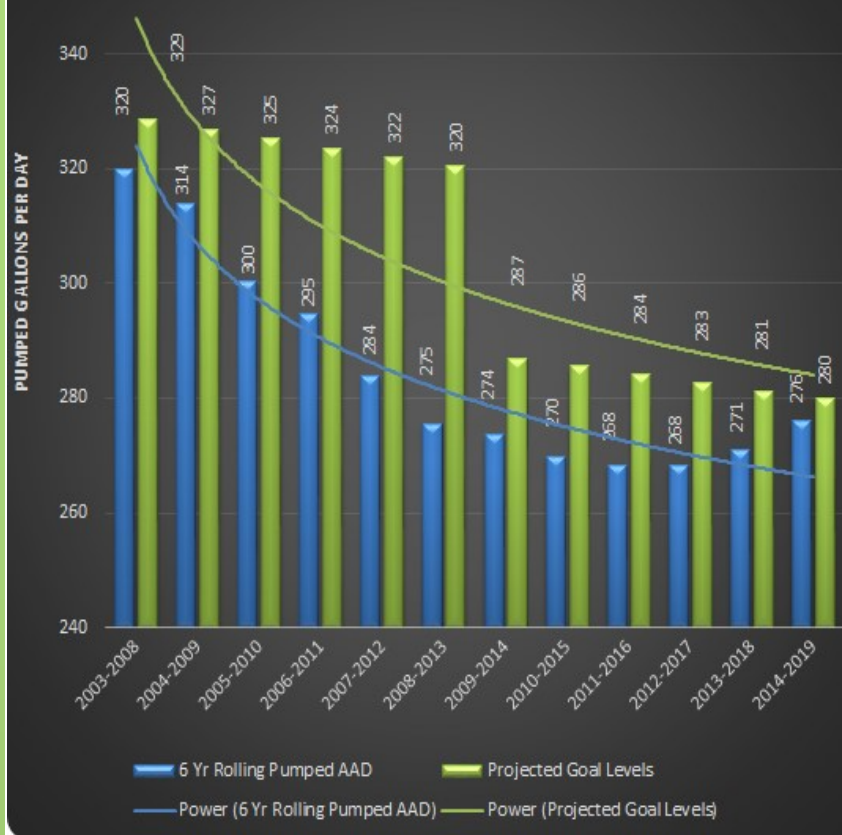
2019's increase was a combination of higher customer use by connections other than single family homes and system leakage. On the customer side, the average home's usage dropped from 214 to 198 GPD, nearly a 7.5% decrease. However, we saw increased use in some multi-family units and particularly in school and dedicated irrigation systems. This summer we ask that you use outdoor water wisely. See the Summer Conservation Tips under "Conservation" on our webpage at Spanaway-Water.org.

On the distribution side, unaccounted for water rose to 19.50% (231,390,843 gallons) from 2018's 16.48%. Anticipating this increase the Company contracted with Utility Services Association to complete a system wide leak detection study. During the January-February 2019 study, 92 leaks were identified. All those leaks have been repaired and we expect a substantial drop in unaccounted for water in fiscal year 2020.

The Company is continuing a multi-year meter replacement program using ultra sonic meters rather than mechanical meters. The new meters register much lower flows than mechanical meters. Once all meters have been replaced we anticipate unaccounted for water to be reduced by 5 to 10 percent as seen by other utilities with similar meter replacements. Check your house for small leaks like drippy faucets as the new meters will pick up that usage!

In many ways, your eyes are our eyes in your neighborhood. If you see unexplained standing water in your neighborhood or notice a substantial drop in your home's water pressure, give us a call – we will check it out.

Rolling 6 Year Average GPD per connection & Goal



Community Participation

The annual meeting of SWC is held on the third Monday of November at 7:30 p.m. Members are elected to the Board of Directors at the annual meetings. The Board of Directors meet on the third Thursday of each month at 4:00 p.m. Meetings are held at the Company office at 18413 "B" St. E. You are invited to participate in these meetings.

If you would like more information about Spanaway Water Company, information in this newsletter, contaminants, or any other water issues, we will be happy to answer your questions. Please see www.spanaway-water.org or call (253) 531-9024 and ask for Jeff Johnson, Manager or Dwayne Farmer, Water Programs Manager.





Message from the EPA

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemotherapy, those persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants may 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 800-426-4791.

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. Spanaway Water Company 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 are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at www.epa.gov/lead.

The U.S. EPA Office of Water www.epa.gov/your-drinking-water and the Centers for Disease Control and Prevention www.cdc.gov web sites provide a substantial amount of information on many issues relating to water resources, water conservation, and public health. Also, the Washington State Department of Health has a website www.doh.wa.gov/ehp/dw that provides complete and current information on water issues in Washington State, including valuable information about our watershed.

Please use these definitions for the chart on the next page.....

Minimum Detectable Level (MDL): the level of contaminant in drinking water that can be reliably detected by the laboratory.

Maximum Contamination Level Goal (MCLG): the level of a contaminant in drinking water below which there is no known or expected risk to health.

Maximum Contamination Level (MCL): 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.

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

MCLGs allow for a margin of safety.

ND: not detectable at testing limit.

N/A: not applicable.

mfl: million fibers per liter.

ppb: parts per billion or micrograms per liter.

ppm: parts per million or milligrams per liter.

pCi/l: picocuries per liter (a measure of radiation)

Sampling Results

For 2019, we sampled every source for nitrates. The finished water was tested for bacteria


and disinfection byproducts (DBP) as well as asbestos. DBP's are the result of naturally occurring chemicals reacting with chlorination. The DBP's testing results were all less than 25% of the EPA's maximum contamination level. Some chemicals are listed as of the last detection date. We have also included the EPA's standards and information about the contaminants that were detectable. A complete listing of all water quality testing and highest levels ever found in the water system is available at the company office.

CONTAMINANTS DETECTED IN 2019 WITH DESIGNATED MAXIMUM CONTAMINANT LEVELS (pwsid# 82850P)

Compound:	MCL	MCLG	Highest Source Sampling	Range of Samples (Regulated at source)	Year	Typical Source of Contamination
Nitrate (ppm)	10	10	4.45	<0.2 - 4.45	2019	Runoff from fertilizer use; leaching from septic tanks, sewage, or erosion.
Fluoride (ppm)	4	4	0.3	<0.2 - 0.3	2019	Naturally occurring
Arsenic (ppm)	.010	.010	.0021	.001 - .0021	2019	Naturally occurring & Industrial Activities
VOC (ppm)	Varies - between 0.2 & 10,000		ND	ND	2019	Septic tanks, landfills & industrial facilities
Herb (ppm)	Varies - between 0.2 & 10,000		ND	ND - ND	2016	Runoff from farms, gardens & lawns
Pest (ppm)	Varies - between 0.2 & 10,000		ND	ND - ND	2016	Runoff from farms, gardens & lawns
Gross Alpha	15		ND	ND - ND	2016	Naturally occurring
Radium-228	5		ND	ND - ND	2016	Naturally occurring
REGULATED IN DISTRIBUTION SYSTEM						
Haloacetic Acids (HAA5) (ppb)	60	60	ND	ND - ND	2019	By product of chlorination
Trihalomethanes (THM): (ppb)	80	80	3.65	1.43-3.65	2019	By product of chlorination
Asbestos (mfl)	7	7	<0.095	N/A - <0.095	2017	Asbestos piping
Total Coliform	>5% +	0	0	0.00 - 0.00	2019	Naturally occurring throughout the environment
E coli	0	0	0		2019	Animal Wastes
Chlorine (ppm)	4	4	1.27	0.58 - 1.27	Daily	Water additive used to control microbes
REGULATED AT CONSUMER'S TAP (BASED ON 90TH % OF CUSTOMERS TESTED)						
Copper (ppm)	1.3	1.3	0.495	0.01 - .495 (0.402 - 90th %)	2019	Corrosion of household plumbing systems
Lead (ppb)	15	0	7.2	< 1 - 7.2 (3.4 - 90th%)	2019	Corrosion of household plumbing systems
UNREGULATED CONTAMINANTS MONITORING RULE 3						
Chromium (ppb)	100		0.47	ND -0.47	2014	Naturally occurring & Industrial Activities
Molybdenum (ppb)	Not set		1.8	ND - 1.8	2014	Naturally occurring & Industrial Activities
Strontium (ppb)	Not set		280	52 - 280	2014	Naturally occurring throughout the environment
Vanadium (ppb)	Not set		3.8	ND - 3.8	2014	Naturally occurring throughout the environment
Chlorate (ppb)	800		240	ND - 240	2014	By-product of drinking water chlorination
Hexavalent Chromium (ppb)	Not set		0.35	ND - 0.35	2014	Naturally occurring & Industrial Activities



Spanaway Water Company



Providing reliable, high quality water in an efficient and "friendly, professional" manner.



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