

Rainier View Water Company, Inc.

The Pipe Line

Henderson Bay Water System

Water Quality Report

June, 2011 Volume 11, Issue 1



News From Billing & Customer Service

Rainier View Water customers are always welcome to stop by our main office located at 5410 189th St. E. (in the Frederickson area of Puyallup) to make payments, set up accounts or make address changes. We also have a drive-up window available (for payments only, please) between 8:00am-4:30pm, Monday-Friday. Rainier View Water also offers multiple ways to make payments:

Credit/Debit Card Payment – Monthly Reoccurring

Customers must submit a preauthorization form. This allows us to charge their Master Card or Visa account each month for the current balance. Please see our web site at www.rainierviewwater.com to find the form. Select the "Forms" link toward the middle area of the navigation links, and then scroll to the bottom of the list to the "Credit Card Payment Form".

Drop Box Locations

Maps and directions to our payment drop-off locations are available by clicking the "Where To Pay" link on our web site www.rainierviewwater.com.

- 5410 189th St. E., Puyallup (next to the drive-up window at our main office)
- 21805 103rd Ave. Ct. E., Graham
- 4006 Pt. Fosdick Dr. NW, Gig Harbor
 - ◇ Payments are picked up before 8:00am every business day, so payments dropped off after 8:00am will be applied the following business day.
 - ◇ Cash payments in drop box locations are not recommended.

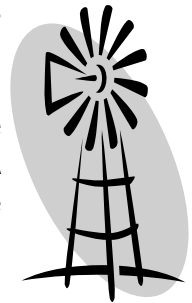
Mail Payments

- Customers may continue to use the payment return envelope provided with your monthly bill with remit address of P.O. Box 11359, Tacoma, WA 98411-0359. This address is used strictly for payments (no correspondence, please).
- For customers paying on multiple properties, please continue to mail your payments to our general mailing address at P.O. Box 44427, Tacoma, WA 98448.

The Washington Utilities and Transportation Commission's publication "Smart Consumer Guide: Public Utilities Services" can be requested by phone @ 1(800) 562-6150, or mail @ Washington UTC, P.O. Box 47250, Olympia, WA 98504. It is also available on their web site @ <http://www.wutc.wa.gov/>. Go to the Consumer tab/Consumer Publication List/Consumer Guide - Utility Services.

Water from thin air? Don't think so. (Your Water Source)

What is the source of your water? Your water is provided by two (2) sources (wells). Source #1 (well#1) is not utilized and is listed with Dept. of Health as an emergency source. Source #2 (well#2) is your primary source of water. Both are located at the 6200 blk of Goodnough Dr NW. The average depth of these wells is 120 feet with a pumping capacity of 30 and 40 gallons per minute. A Source Water Assessment has been performed for our area to provide baseline data about the quality of water before it is treated and distributed to customers. This is important because it identifies the origins of contaminants within our area and indicates the susceptibility of our water system to such contaminants.



Water System Operations (Maintenance)

Rainier View Water Company has completed installation of **SCADA (Supervisory Control and Data Acquisition)** device's on the Southwood, Olympic Mall, Shaw Cove, Rosedale and Artondale water systems. We are still working on the fine tuning of these devices and should be complete by fall of 2011.

In the past year the Rainier View Water Maintenance Department has begun the process of replacing all existing Gig Harbor Satellite Water System's customer's meter with a modern and more efficient meter with the capabilities of both radio read (*a hands free process of collecting monthly customer consumption data*) and identifying customers peak usage times. This project should be completed by the end of this year. Thank you in advance for your patience during this process.



Keeping It Safe (Water Quality Monitoring)

We at Rainier View Water Company take pride in providing the best service possible to our customers. A large part of this service is insuring that the safest and cleanest water possible is delivered to our customers. This is accomplished by monitoring your water system using the regulations and guidelines established by the Washington State Department of Health under the Safe Drinking Water Act.

Those active ground water sources that provide service to your water system are checked and monitored on a daily basis. Water being provided from aquifers provides the advantage of being at lower risk from possible contaminants allowing for reduced monitoring which saves the company and our customers money.

A minimum of one (1) routine bacteriological sample is taken on a monthly basis from all group "A" water systems. Requirements for the reporting of routine monthly and subsequent repeat bacteriological samples which show the presence of Coliform or E-coli bacteria are defined within the rules established by the WSDOH.

Any questions you may have about the types of annual testing and there results can be directed to the Quality Control Department at **253-537-6634 ex. 1215.**

From Aquifer to Tap. (Your Water Quality Information)

Those items that are listed below were detected in the Henderson Bay Water System during this current monitoring period. All items detected were at acceptable levels allowed by both state and federal agencies. Items not shown are a number of synthetic organic chemicals including herbicides and pesticides along with volatile organic chemicals which were tested for but were not detected. Any comments or questions you may have about both the types and frequency of the tests that are performed on this water system can contact Rainier View Water Company at 253-537-6634 ext. 1215 for additional information.

| <u>Contaminant</u> | <u>Tested</u> | <u>Unit</u> | <u>MCL</u> | <u>Detected</u> | <u>Violation</u> | <u>Major Sources</u> |
|---------------------------------|---------------|-------------|------------|-----------------|------------------|---|
| INORGANIC CONTAMINANTS | | | | | | |
| Sodium | 01/19/10 | mg/l | NA | 5.0 | NO | |
| Chloride | 01/19/10 | mg/l | 250 | 2.0 | NO | Natural deposits. Secondary contaminant with non-enforceable regulating guidelines. |
| Iron | 01/19/10 | mg/l | 0.3 | 0.06 | NO | Erosion of natural deposits: Run off from orchards |
| Manganese | 01/19/10 | mg/l | 0.05 | 0.05 | NO | |
| Nitrate | 01/25/11 | mg/l | 10 | <0.02 | NO | Run off from fertilizer. Leaching from septic tanks |
| RADIOACTIVE CONTAMINANTS | | | | | | |
| Radionuclide | 01/26/11 | mg/l | 5.0 | ND | NO | Decay of natural and man made products |

UNREGULATED CONTAMINANTS

Rainier View Water Co, Inc. did not test for Radon

DEFINITIONS

| | | |
|--------------------|---|--|
| AL | = | Action Level |
| MCL | = | Maximum Contaminant Level |
| MFL | = | Million Fibers Per Liter |
| NTU | = | Nephelometric Turbidity Units |
| mrem / year | = | Millirems Per Year (A measure of radiation absorbed by the body) |
| pCi / l | = | Picocuries Per Liter (A measure of radioactivity) |
| Mg / l | = | Milligrams Per Liter or Parts Per Million (ppm) |
| Ppt | = | Parts Per Trillion or Nanograms Per Liter |
| Ppb | = | Parts Per Billion or Micrograms Per Liter (ug/l) |
| Ppq | = | Parts Per Quadrillion or pictograms Per Liter |
| TT | = | Treatment Technique |
| ND | = | Non-Detectable |



Rainy Day Reading (Additional Water Quality Information)



To ensure that tap water is safe to drink, EPA prescribes limits on the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water

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 **Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791)**.

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 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:

- A)** Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.
- B)** Inorganic contaminants such as salts and metals, which can be naturally-occurring or result from urban storm runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.
- C)** Pesticides and herbicides which may come from a variety of sources such as agriculture, storm water runoff and residential uses.
- D)** Organic chemical contaminants including synthetic and volatile organics which are by-products of industrial processes and petroleum production and can also come from gas stations, urban storm water runoff and septic systems.
- E)** Radioactive contaminants which 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, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health. Some people may be more vulnerable to contaminants in drinking water than is the general population. Immune-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/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* are available from the **Safe Drinking Water Hotline (800-426-4791)**.

Physical Address

5410 189th St E
Puyallup, WA 98375

Mailing Address

P.O. Box 44427
Tacoma, WA 98448

Phone: 253-537-6634 ex. 1215
Fax: 253-537-7896

Flowing With & Providing for Our Communities