Based on water quality data from the calendar year 2015

Drinking Water Quality Report and Other Important Information Regarding Your Community Water Supply

Hillsboro Water
A Word from the Utilities Commission Chair

The Value of Hillsboro’s Water System

It has been another big year in water news throughout the nation as water providers grapple with major issues including drought (not enough water), water quality (water being safe to drink) and resiliency (timely restoration of water service in a disaster). We are thankful that people living and working in Hillsboro in the 1950’s and 1960’s were willing to invest in a reliable water system that still benefits us today, delivering safe, high-quality water to current residents and businesses.

But now we need to plan for, and develop, an additional water source to provide redundant supply for current customers and expanded supply for the generation to come after us. This is not an easy, or inexpensive, task. We also need to continue to invest in maintaining the aging current system. Parts of that system require seismic upgrades, since we know more about subduction zone earthquake risks than when the current system was built 50 years ago. Finally, the number one priority of the Hillsboro Water Department is the protection of public health, so source water protection and sampling programs have become vital to ensuring that you can trust the water coming out your tap to be safe to drink. Our customers have expressed to us that all of these values – reliability, quality, and resiliency – are important to them.

However, as water is an essential service, the Utilities Commission also focuses on balancing these values with water affordability. For over 75 years, the City has provided safe, reliable water to its citizens at rates that are among the lowest in the region. Future rate increases may mean that we are not among the lowest but we are adding resilience and capacity for present and future users, with the long view that we will be competitive. The rate increase proposed for this year is 9%, and future increases could stay that high for several years. Nine percent means a $2.43 increase per month for the average residential customer, or $4.86 per bi-monthly bill. That is a larger increase than is typically proposed to us for Hillsboro water rates. However, if we approve the proposed increase, the expectation is that slightly larger increases now will allow Hillsboro to participate in cost-saving partnerships that will save Hillsboro millions of dollars and benefit customers in the long-run.

Hillsboro’s water supply and infrastructure was worth the investment last century and is worth a continued investment this century. Your Utilities Commission is committed to balancing these investments with affordability and value for all customers, and will strive to make the best decisions for our community. We are interested in your input, and invite you to attend the rate hearing in July, or to send written comments. Thank you for trusting us with stewardship of our community’s most vital resource.

John Godsey, City of Hillsboro, Utilities Commission Chair

Why is Hillsboro Water Department (HWD) proposing a 9% water rate increase?

Primary reasons for increase include:

- Opportunities for partnerships in the construction of the Willamette Water Supply Program will save ratepayers millions of dollars overall, but some of these projects will happen earlier than originally projected, so funds will be needed sooner.
- City of Hillsboro is purchasing a water right from the City of Salem. This water right will ensure Hillsboro’s water supply will meet demands for the next century.

Public Hearing Scheduled for July 12th

The City of Hillsboro Utilities Commission will be holding a public hearing on July 12, 2016, at 7:00 PM, in Room 113 B of the Hillsboro Civic Center, 150 E Main Street, Hillsboro. The Utilities Commission will be considering a proposed water rate increase of 9%, and a proposed water system development charge (SDC) increase of 20%. The proposed rate increase will increase a typical residential customer’s bill by $2.43 per month. Any approved rate change would be implemented on October 1, 2016. An approved SDC increase would be implemented on March 1, 2017.
Groundbreaking
On November 12, 2015, City of Hillsboro, Tualatin Valley Water District, and their partners celebrated the groundbreaking for the first piece of Willamette Water Supply Program water pipeline.

The 2.8-mile long, 66-inch diameter pipeline to be installed as part of the 124th Avenue Extension project is the first section of the earthquake-resilient Willamette Water Supply System (WWSS). The total length of the WWSS transmission pipeline is more than 30-miles, so this project represents just under 10 percent of the total length of pipeline to be constructed over the next 10 years.

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/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.

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 storm water 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 storm water runoff, and residential uses.
- **Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.
- **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, the Environmental Protection Agency (EPA) prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. Federal Drug Administration (FDA) regulations establish limits for contaminants in bottled water which must provide 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. More information about contaminants and potential health effects can be obtained by calling the EPA’s Safe Drinking Water Hotline 800-426-4791.
Ensuring a Safe Water Supply: Information about Lead and Copper from The City of Hillsboro

There has been a lot in the news lately about the water quality issues in Flint, Michigan, concerning lead in their drinking water. In Hillsboro, protection of public health is our #1 priority, and the water is tested regularly to ensure that every drop in the Hillsboro water system is safe to drink. This includes lead and copper sampling, which is the only water testing done by the water utility that uses samples pulled from the very end of the distribution system - customer taps.

Hillsboro’s water supplies consistently meet or are better than all federal and state drinking water standards, including requirements for lead. Unlike the water system in Flint, there are no lead service lines in our community water distribution systems. The majority of the water pipes are made of iron and steel, with some copper, and a small amount of plastic in the MAX tracks area.

The main source of lead in drinking water is typically from household plumbing. This is usually lead solder that was used in homes built or plumbed with copper pipes before 1985. Lead can also be found in brass plumbing fixtures and components. This is the reason that lead/copper testing is done at customer taps instead of on the city’s distribution system. Even though any lead leaching comes from the customer’s plumbing, Hillsboro is required to provide treatment protection to minimize that leaching, and test the water on a schedule set by the State of Oregon Health Department, to make sure that the water consumed by customers and their children meets safe drinking water standards.

Water providers, including Hillsboro, are required to regularly test for lead and manage their systems to reduce lead exposure by managing corrosion in pipes through treatment. Hillsboro receives its drinking water from the Joint Water Commission Treatment Plant (JWC WTP). The JWC WTP uses a form of soda (similar to baking soda) to raise the pH and reduce the corrosiveness of the water.

Hillsboro water quality staff test a sampling of customer homes throughout the city on a three-year cycle. Hillsboro is only required to test for lead and copper every three years because there has never been a problem with high levels of lead in Hillsboro’s water pipes. The last round of testing was in 2015 and out of the 35 homes tested (considered highest risk because they were built in the 70’s and 80’s when lead solder was still being used in household plumbing), most had no detection of lead. The few houses that had any lead detected all were way below the Action Level of 15 parts per billion (ppb) or .015 milligrams per liter (mg/L), with the highest lead reading at 3 ppb (.003 mg/L). There were no violations at all for lead in Hillsboro. The next round of testing will be in 2018. Results from past lead/copper testing can be found on the State’s website.

Hillsboro is also offering lead testing to customers who are concerned they may have lead in their home plumbing. If you are interested in a home test, please visit our website at www.hillsborowater.org, or call (503) 615-6702 for more information.

If you have additional questions about lead or other water quality questions or comments, please email water-department@hillsboro-oregon.gov, or call (503) 615-6702.

Information About Lead and Copper

While there is no MCL for lead or copper, the federal government identifies “action levels” that trigger certain actions by the water provider. The action level is based on the 90th percentile. This means that 90 percent of the samples must meet or be under the defined action level. The action level for copper is 1.3 ppm and the action level for lead is 15 ppb.

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. Hillsboro 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 thirty seconds to two 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/safewater/lead.
## 2015 Sampling Results

### Regulated Substances

<table>
<thead>
<tr>
<th>Substance</th>
<th>Year Sampled</th>
<th>MCL (MRDL)</th>
<th>MCLG (MRDLG)</th>
<th>Amount Detected</th>
<th>Range Low-High</th>
<th>Amount Detected</th>
<th>Range Low-High</th>
<th>Violation?</th>
<th>Typical Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chlorine (ppm)</td>
<td>2015</td>
<td>[4]</td>
<td>[4]</td>
<td>1.42</td>
<td>0.92–1.42</td>
<td>2.89</td>
<td>1.33–2.89</td>
<td>No</td>
<td>Additive controls microbes</td>
</tr>
<tr>
<td>Chromium (ppb)</td>
<td>2015</td>
<td>100</td>
<td>100</td>
<td>ND</td>
<td>ND</td>
<td>1</td>
<td>ND–1.0</td>
<td>No</td>
<td>Erosion of natural deposits</td>
</tr>
<tr>
<td>Nitrate (ppm)</td>
<td>2015</td>
<td>10</td>
<td>10</td>
<td>0.74</td>
<td>0.14–0.74</td>
<td>0.11</td>
<td>0.04–0.11</td>
<td>No</td>
<td>Runoff from fertilizer</td>
</tr>
<tr>
<td>Nitrite (ppm)</td>
<td>2015</td>
<td>1</td>
<td>1</td>
<td>0.0014</td>
<td>ND–0.0014</td>
<td>0.01</td>
<td>.0042–0.01</td>
<td>No</td>
<td>Runoff from fertilizer</td>
</tr>
<tr>
<td>Barium (ppm)</td>
<td>2015</td>
<td>2</td>
<td>2</td>
<td>0.005</td>
<td>0.004–0.005</td>
<td>0.001</td>
<td>ND–0.001</td>
<td>No</td>
<td>Erosion of natural deposits</td>
</tr>
</tbody>
</table>

### Coliform Testing & Treatment Considerations

<table>
<thead>
<tr>
<th>Substance</th>
<th>Year Sampled</th>
<th>Range (Units)</th>
<th>% Positive Samples</th>
<th>Sites Above 90th %tile</th>
<th>Sites Above 90th %tile</th>
<th>Violation?</th>
<th>Typical Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Coliform Bacteria</td>
<td>2015</td>
<td>0%</td>
<td>0</td>
<td>0.08%</td>
<td>ND-0.08%</td>
<td>No</td>
<td>Naturally present in environment</td>
</tr>
<tr>
<td>Total Organic Carbons (ppm)</td>
<td>2015</td>
<td>TT NA</td>
<td>1.77</td>
<td>0.53–1.77</td>
<td>0.54</td>
<td>No</td>
<td>Naturally present in environment</td>
</tr>
<tr>
<td>Turbidity (NTU)</td>
<td>2015</td>
<td>TT NA</td>
<td>0.145</td>
<td>0.022–0.145</td>
<td>0.609</td>
<td>No</td>
<td>Soil run-off</td>
</tr>
<tr>
<td>Turbidity (Lowest Monthly % of samples meeting limit)</td>
<td>2015</td>
<td>TT NA</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>No</td>
<td>Soil run-off</td>
</tr>
</tbody>
</table>

### Disinfection By-Products (DBP)

<table>
<thead>
<tr>
<th>Substance</th>
<th>Year Sampled</th>
<th>Range (ppb)</th>
<th>Violation?</th>
<th>Typical Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>TTHMs (ppb) (Total Trihalomethanes)</td>
<td>2015</td>
<td>80 NA</td>
<td>No</td>
<td>By-product of chlorination</td>
</tr>
<tr>
<td>Haloacetic Acid (ppb) (HHA)</td>
<td>2015</td>
<td>60 NA</td>
<td>No</td>
<td>By-product of chlorination</td>
</tr>
</tbody>
</table>

### Lead and Copper Testing

<table>
<thead>
<tr>
<th>Substance</th>
<th>Year Sampled</th>
<th>Range (mg/L)</th>
<th>Violation?</th>
<th>Typical Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lead (ppb)</td>
<td>2015</td>
<td>15 0</td>
<td>No</td>
<td>Corrosion of plumbing</td>
</tr>
<tr>
<td>Copper (ppm)</td>
<td>2015</td>
<td>1.3 1.3</td>
<td>No</td>
<td>Erosion natural deposits</td>
</tr>
</tbody>
</table>

### Minerals (Combined Ranges for JWC & SSFP)

<table>
<thead>
<tr>
<th>Substance</th>
<th>Year</th>
<th>Range (mg/L)</th>
<th>Other Items of Interest:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aluminium</td>
<td>2015</td>
<td>ND–0.01</td>
<td>Fluoride: Hillsboro does not Fluoridate</td>
</tr>
<tr>
<td>Calcium</td>
<td>2015</td>
<td>5.0–8.3</td>
<td>Hardness: 2.3 grains per gallon</td>
</tr>
<tr>
<td>Chloride</td>
<td>2015</td>
<td>4.0–5.28</td>
<td>pH: (Normal range) 7.6 – 7.8</td>
</tr>
</tbody>
</table>

**Note:** All detections listed are well under the Maximum Contaminant Level (MCL). It is important to us that you know exactly what was detected and how much of the substance was present in the water. A more detailed list of sampling completed in 2015 is available on the Joint Water Commission website at [www.jwcwater.org](http://www.jwcwater.org).
Source Water Assessment

The Department of Environmental Quality (DEQ) and the Oregon Health Authority (OHA) completed a source water assessment that identified the surface areas supplying water to the Tualatin River intakes. They also inventoried the potential contaminant sources that may affect the water supply. A total of 306 potential contaminant sources were identified and 295 of those sources are located in sensitive areas. Sensitive areas include places with high soil permeability, high soil erosion potential, high run-off potential, and areas within 1,000 feet of a river or stream. Potential sources of watershed contamination include the following: agricultural/forest management applications, commercial land uses, residential/municipal land uses, and landslide and clear-cut forest areas. These are the existing potential sources of contamination that could, if improperly managed or released, affect the water quality in the watershed. The JWC-Cherry Grove Source Water Assessment Report provides additional details on the methodology and results of this assessment. The full report is available for review at the Hillsboro Water Department, 150 East Main Street, Hillsboro, or call 503-615-6702 for more information.

Microbials:

Hillsboro operators collect samples from throughout the service area to test for coliform bacteria. Most coliforms are not harmful, but they can be an indicator that other disease-causing organisms may be present. If testing indicates that a routine sample appears to contain coliforms, a set of repeat samples is collected and analyzed to determine whether any disease-causing organisms are present.

Cryptosporidium and Giardia are microscopic organisms that, when ingested, may cause gastrointestinal symptoms. There are no EPA-mandated MCLs required for either Giardia or Cryptosporidium. However, because of the potential health effects of these organisms, the City of Hillsboro filters and chlorinates all of its drinking water. Testing of pre-treatment source water has detected small amounts of these organisms, but the treatment process prevents the organisms from causing public health issues for Hillsboro water customers.

Commitment to Quality

Since 1940, City of Hillsboro’s goal has been to provide safe and high quality drinking water for all its water customers. To maintain our commitment to you, certified operators routinely collect and test water samples every step of the way - from source waters to your meter. Our treatment plants are maintained, evaluated and upgraded regularly to stay abreast of advancements in technology, health science and government regulations. Because of prudent long-term planning, and operational efficiency, we are able to provide you with high-quality drinking water at some of the lowest rates in the region. For more information about this report, or for any questions relating to your drinking water, please call Tacy Steele, Public Information and Relations Officer, at 503-615-6732.
New Water Robot Performs Underwater Inspections for HWD Operations Division

Hillsboro Water Department’s Operations Division has been finding innovative ways to use technology to improve operational efficiencies and save money. One of the tech-savvy tools that you may have seen demonstrated at the Public Works Fair on May 21st, is an underwater inspection rover. The rover can perform inspections by searching for deficiencies on the walls of city-owned reservoirs and Mills Dam. The ability to perform these inspections in-house using the rover will save HWD and its partners the cost of hiring specialized diving consultants to perform these inspections.

Hillsboro Happenings

Pix on the Plaza

Enjoy a Movie on the Plaza This Summer!

June 24
The SpongeBob Movie: Sponge Out of Water

July 1
Coraline

Sponsored by LAIKA, a Hillsboro-based animation studio

Activities and performances begin at 7 pm, movies start at dusk. Bring your chairs and blankets. Please leave pets at home.

Presented by:

For more information, visit www.Hillsboro-Oregon.gov/water or contact Amy Geerling 503-615-6737

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Saving Money and Power While Making Water

Water customers in Hillsboro and Washington County will be glad to learn about new, sustainable practices that contribute to cost savings and energy savings.

The Hillsboro Water Department is the managing agency for the Joint Water Commission (JWC), a partnership between the cities of Hillsboro, Forest Grove, Beaverton, and the Tualatin Valley Water District. The JWC is responsible for treating, transmitting and storing drinking water for approximately 365,000 customers, including those living and working in Hillsboro. With capabilities to treat up to 75 million gallons of water a day, JWC staff know how energy and water are intertwined, and realize the importance of saving both resources.

PGE approached the JWC Water Treatment Plant (WTP) to participate in its EnerNOC power reduction program. During times of peak power usage, EnerNOC can request that the WTP shutdown and leave power on the grid. PGE would then pay the JWC for not using power.

Participants in the program can choose not to shut down during an event if the timing is bad. Knowing that, JWC staff worked with representatives from PGE and EnerNOC to create a customized energy plan for JWC that includes a full shutdown of the plant for a few hours at a time during the winter. The energy plan also reduces the use of selected pumps in the summer based on production needs.

Over the winter, the JWC WTP participated in two high-power usage events, each lasting two hours. By shutting down WTP production, the JWC reduced its power load by almost two megawatts, reducing its energy costs and generating extra revenue at the same time. The JWC received payment of approximately $28,000 for participating in the two shutdowns. The results are a win-win for both the JWC and PGE, by saving money and energy through sustainable practices.

By participating in the Energy Partner program, the Joint Water Commission is putting power back on the grid during peak times when it is needed most, demonstrating sensible stewardship of public resources, and helping to ensure reliable, responsible energy for customers in Hillsboro and other Washington County communities.
Can I pay my bill online?

Yes! Utility Billing accepts payments in a variety of ways including online and automatic withdrawal options. For more information, please visit http://Hillsboro-Oregon.gov/utilitybilling.

Frequently Asked Questions

- Is the water fluoridated? Hillsboro Water (HW) does not fluoridate its water supply. Check with your dentist to see if supplemental fluoride is recommended for your family.
- Is Hillsboro’s water hard or soft? Hillsboro does not use any well water in its supply, so the water is very soft, about 2-3 grains per gallon.
- What is the pH of our drinking water? Hillsboro’s water is buffered to reduce pipe corrosion and protect against lead and copper exposure. The normal pH range for your drinking water is 7.7 - 7.9.

The City of Hillsboro’s Second Water Source

Plan to Deliver Additional Water to City of Hillsboro by 2026 is on Schedule

The Willamette Water Supply Program is a partnership between City of Hillsboro and the Tualatin Valley Water District to develop the mid-Willamette River at Wilsonville as an additional reliable water supply. The project is on-schedule to deliver drinking water to Washington County in 2026.

Program leadership has identified a preferred pipeline route that runs north from Wilsonville to Hillsboro and the Beaverton area. The route will continue to be refined as more information is developed through the design process.

In addition to completing the pipeline preliminary design, several other projects will move ahead in 2016:

- Construction of the 124th Avenue Extension in partnership with Washington County
- Construction of the Kinsman Road project with the City of Wilsonville and the Oregon Department of Transportation (ODOT)
- Selecting a site for a water storage tank in the Cooper Mountain area
- Completing the Willamette River Water Treatment Plant Master Plan in Wilsonville
- Evaluating alternative pipeline routes near Cornelius Pass Road in Hillsboro
- Evaluating alternatives and designing the pipeline route in the Tualatin-Sherwood area
- Designing the first pipeline section for South Hillsboro area

For more information, please visit the Program website at www.ourreliablewater.org where you can also find a video about the project.

The 2017 Calendar Contest

Hillsboro hosted its 13th Annual Water Calendar Contest at Hillsboro Elementary Schools. The theme for this year’s contest was “Hillsboro Runs on Water!” Eleven Hillsboro schools and 25 classrooms participated – for a total of 402 entries. Winners included students from grades 1-6, who creatively illustrated different ways that “Hillsboro Runs on Water”. The calendar will be printed in late fall and all participating schools receive copies. Calendars are also available to the general public at the Civic Center and library branches during the month of December until supplies run out.

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Frequently Asked Questions

- Is the water fluoridated? Hillsboro Water (HW) does not fluoridate its water supply. Check with your dentist to see if supplemental fluoride is recommended for your family.
- Is Hillsboro’s water hard or soft? Hillsboro does not use any well water in its supply, so the water is very soft, about 2-3 grains per gallon.
- What is the pH of our drinking water? Hillsboro’s water is buffered to reduce pipe corrosion and protect against lead and copper exposure. The normal pH range for your drinking water is 7.7 - 7.9.
Health Protection Information Inside!
Este informe contiene información muy importante sobre su agua beber. Copias en español están disponibles por internet y en el Centro Civico de Hillsboro.

City of Hillsboro Water Service Area
Service is also provided to over 600 rural customers in Western Washington County.

KEY
- Hillsboro City Limits
- Hillsboro Service Area

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