

...Water, Our Most Precious Resource...

You may also access your 2016 Hawaiian Ocean View Estates (HOVE) Water Quality Report online at:
<http://www.hawaiidws.org/7%20the%20water/ccr/2016/CCRHOVE2016lo.pdf>

Source Water Assessment Program

The Hawaiian Ocean View Estates fill station was officially put into use on July 5, 2012. The water system has a single well source, HOVE Well, and the distribution system includes one 0.3 million gallon storage tank, 6 spigots, 2 standpipes, and a transmission line. No source water assessment has been conducted as of yet in the HOVE Water System. For more information, please contact Kawika Uyehara, P.E., at 961-8670.

Water Conservation Tips

Did you know that the average U.S. household uses approximately 400 gallons of water per day or 100 gallons per person per day? Luckily, there are many low-cost and no-cost ways to conserve water. Small changes can make a big difference - try one today and soon it will become second nature.



- Take short showers - a 5 minute shower uses 4 to 5 gallons of water compared to up to 50 gallons for a bath.
- Shut off water while brushing your teeth, washing your hair and shaving and save up to 500 gallons a month.
- Use a water-efficient showerhead. They're inexpensive, easy to install, and can save you up to 750 gallons a month.
- Run your clothes washer and dishwasher only when they are full. You can save up to 1,000 gallons a month.
- Water plants only when necessary.

- Fix leaky toilets and faucets. Faucet washers are inexpensive and take only a few minutes to replace. To check your toilet for a leak, place a few drops of food coloring in the tank and wait. If it seeps into the toilet bowl without flushing, you have a leak. Fixing it or replacing it with a new, more efficient model can save up to 1,000 gallons a month.
- Teach your kids about water conservation to ensure a future generation that uses water wisely. Make it a family effort to reduce next month's water bill!

Visit www.epa.gov/watersense for more information

Where does my water come from?

The source of water for the HOVE Water System is HOVE Well, which is a groundwater source. Unlike other water systems operated by the Department of Water Supply, the HOVE Water System's distribution consists of two standpipes utilized by commercial haulers and six spigots where residents draw water for their own use.

In 2016, from July 25 to September 30, the HOVE Well was offline for repairs. During that time, water was hauled from the Wai'ōhinu-Nā'ālehu Water System to provide water for the residents of HOVE.

For your convenience, the Wai'ōhinu-Nā'ālehu Water System water quality report is attached as Appendix A to view your water quality results during that period of time.

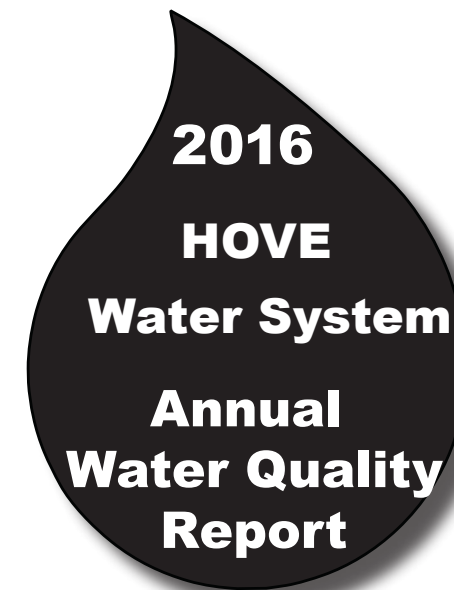
How can I get involved?

The Water Board meets the fourth Tuesday of every month. Call for the time and location of the meeting.

You Can Contact Us at the Following Numbers:

- Administration/Finance/General (808) 961-8050
- Billing/Customer Service (808) 961-8060
- Engineering (808) 961-8070
- Emergencies & Field Operations (808) 961-8790
- Water Quality (808) 961-8670

The Department of Water Supply is an equal opportunity provider and employer



COUNTY OF HAWAI'I



Department of Water Supply

What is the purpose of the Water Quality Report?

List of Abbreviations:

CCR..... Consumer Confidence Report
CDC Center for Disease Control & Prevention
EPA Environmental Protection Agency
HDWS..... Hawai'i Department of Water Supply
RTCR Revised Total Coliform Rule

What is the purpose of the Water Quality Report?

The EPA is responsible for making sure that public water supplies within the United States are safe. In 1974, Congress passed the Safe Drinking Water Act in order to protect the nation's public drinking water supply. This law gives the EPA authority to set the standards for drinking water quality (to determine what levels of contaminants are safe to have in the water) and to oversee the states and water suppliers who implement these standards.

The EPA requires community water systems to deliver a CCR, also known as an annual drinking Water Quality Report, to their customers. These reports provide information to customers about their drinking water quality for the past year. All water quality reports must contain certain content elements and must be made available each year by July 1st for the preceding year.

The EPA determines what levels of contaminants are safe to have in the water, and the water quality report will show customers how the levels of contaminants in their water source compare to the EPA standard.

The water system must provide the EPA standard in the data table for each regulated contaminant detected. The customer can then compare the level of contaminants in their water to the EPA standard.

Why are there contaminants in my drinking 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 EPA Safe Drinking Water Hotline 1-(800) 426-4791. If you have any questions regarding this Water Quality Report, please call Kawika Uyehara, P.E., at 961-8670.

Is my water safe?

Yes it is. HDWS vigilantly safeguards its water supplies and is proud to report that we provide safe drinking water to our customers.

Do I need to take special precautions?

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 EPA Safe Drinking Water Hotline at 1-(800) 426-4791.

Sources of drinking water

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.

In order to ensure that tap water is safe to drink, the 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 the same protection for public health.

Revised Total Coliform Rule

This CCR reflects changes in drinking water regulatory requirements during 2016. All water systems were required to comply with the TCR from 1989 to March 31, 2016, and began compliance with a new rule, the RTCR on April 1, 2016. The new rule maintains the purpose to protect public health by ensuring the integrity of the drinking water distribution system and monitoring for the presence of microbial (i.e., total coliform and *E. coli* bacteria). The U.S. EPA anticipates greater public health protection under the new rule, as it requires water systems that are vulnerable to microbial contamination to identify and fix problems. As a result, under the new rule there is no longer a monthly maximum contamination level violation for multiple total coliform detections. Instead, the new rule requires water systems that exceed a specified frequency of total coliform occurrences to conduct an assessment to determine if any sanitary defects exist. If found, these must be corrected by the public water system.

Water Quality Report Online

This year, you are likely reading the report online, rather than the traditional paper copy sent by mail. The EPA recently changed the requirements to allow utilities to communicate this important information digitally.

Customers are still able to request a paper copy and can do so by the following methods. (Please provide us with your account number, phone number, mailing or email address, and water system name so that we can provide you with the correct report.):

- Call us at (808) 961-8670
- Email us at dws@hawaiiidws.org
- Write to us at:

Department of Water Supply/Micro Lab
889 Leilani Street
Hilo, HI 96720

Lead and drinking water

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 and not usually from the source water. HDWS 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 choose to have your water tested by contacting private laboratories that are certified by the State for doing drinking water analyses. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the EPA Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>. You can also contact the National Lead Information Center at 1-800-424-LEAD (5323) which provides the general public and professionals with information about lead, lead hazards, and their prevention.

Sodium in drinking water

There is no State or Federal maximum contaminant level for sodium. Although required, monitoring for sodium is performed primarily to gather information for the consumers, the Safe Drinking Water Branch, and HDWS.

The EPA Drinking Water Advisory recommends that the sodium concentration in drinking water not exceed a range of 30 to 60 ppm because of the possible adverse effects on taste at higher concentrations. For persons on a sodium-restricted diet, sodium concentrations greater than 120 ppm could be problematic.

If you are on a sodium-restricted diet, you should consult your physician about the level of sodium in the drinking water.

Hawaiian Ocean View Estates (HOVE) System Water Quality Data Table

The table below lists the drinking water contaminants that we detected during the calendar year of this report. The presence of contaminants in the water does not necessarily indicate that the water poses a health risk. Unless otherwise noted, the data presented in this table is from testing done in the calendar year of the report. The EPA or the State requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old.

| Regulated Contaminants | | | | | | | |
|--|-----|------|-------------|---------------------|-------------|-----------|---|
| Contaminants (units) | MCL | MCLG | HOVE Well | | | Violation | Typical Source of Contaminant |
| | | | Level Found | Range of Detections | Sample Date | | |
| Radioactive Contaminants | | | | | | | |
| Beta/photon emitters (pCi/L) | 50 | 0 | 5.7 | ND - 7.0 | 2014 | No | Decay of natural and manmade products. EPA considers 50 pCi/L to be the level of concern for beta particles. The MCL for beta particles is 4 mrem/year. |
| Inorganic Contaminants | | | | | | | |
| Fluoride (ppm) | 4 | 4 | 0.44 | none | 2016 | No | Erosion of natural deposits. |
| Nitrate (ppm) | 10 | 10 | 0.38 | none | 2016 | No | Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits. |
| Disinfection By-Products | | | | | | | |
| Haloacetic acids (HAA5) (ppb) | 60 | n/a | 2.0 | none | 2016 | No | Byproduct of drinking water disinfection. |
| Total Trihalomethanes (TTHMs) (ppb) | 80 | n/a | 10.4 | none | 2016 | No | Byproduct of drinking water disinfection. |
| Haloacetic Acids or "HAA5" means the sum of the concentration of the haloacetic acids (monochloroacetic acid, dichloroacetic acid, trichloroacetic acid, monobromoacetic acid, and dibromoacetic acid). Total Trihalomethanes or "TTHM" means the sum of the concentration of the trihalomethane compounds [trichloromethane (chloroform), dibromochloromethane, bromodichloromethane, and tribromomethane (bromoform)]. | | | | | | | |

| Sodium (Not Regulated by State or Federal Government) | | | | | | | |
|---|------|------|-------------|---------------------|-------------|-----------|-------------------------------|
| Contaminants (units) | MCL | MCLG | HOVE Well | | | Violation | Typical Source of Contaminant |
| | | | Level Found | Range of Detections | Sample Date | | |
| Inorganic Contaminants | | | | | | | |
| Sodium (ppm) | none | none | 119.7 | 119.0 - 120.0 | 2014 | No | Erosion of natural deposits. |

Key definitions of terms used in this report

• **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.

• **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.

• **ppm** = Parts per million. One ppm corresponds to a single penny in \$10,000 or about one minute in two years.

• **ppb** = Parts per billion. One ppb corresponds to a single penny in \$10,000,000 or about one minute in two thousand years.

• **pCi/l** = Picocuries per liter.

• **n/a** = not applicable.

Violation

Our water system incurred a drinking water monitoring and reporting violation in September 2016 because we inadvertently did not collect the required sample from the HOVE Water System during that timeframe. While the HOVE well was down for repair, water was being hauled from the Wai'ōhinu-Nā'ālehu Water System to the HOVE Water System. Although we did not collect the required sample from the HOVE Water System, required samples

were taken from the Wai'ōhinu-Nā'ālehu Water System and from the tanker used to haul the water both of which met all requirements. In October 2016, we conducted the monthly total coliform bacteria and chlorine test. The chlorine test did not exceed the Maximum Residual Disinfectant Level and the total coliform results were negative.

We are required to monitor your drinking water for total coliform and chlorine on a regular basis. Results of regular monitoring are an indicator of the water quality of the drinking water with regard to total coliform bacteria and chlorine.

As a water purveyor our main objective is to provide an adequate supply of safe drinking water for all our customers. Compliance samples for total coliform bacteria for the HOVE Water System have been collected from July of 2012 to the present, and all prior samples collected have been absence/negative for total and fecal coliform. All chlorine averages have not exceeded the Maximum Residual Disinfectant Level. Staff have been reminded to adhere to the required compliance monitoring sample schedules. In addition, increased oversight has been implemented to prevent this from reoccurring.

Appendix A - Wai'ōhinu-Nā'ālehu System Water Quality Data Tables

The table below lists the drinking water contaminants that we detected during the calendar year of this report. The presence of contaminants in the water does not necessarily indicate that the water poses a health risk. Unless otherwise noted, the data presented in this table is from testing done in the calendar year of the report. The EPA or the State requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old.

| Regulated Contaminants | | | | | | | | | | | | | | |
|-------------------------------|-----|------|-----|--|------------------------|----------------|---|------------------------|----------------|----------------|------------------------|----------------|-----------|--|
| | | | | Hao Spring/ Mountainhouse Tunnel Spring | | | Nā'ālehu Well/ Mountainhouse Tunnel Spring/Hao Spring | | | Nā'ālehu Well | | | | |
| Contaminants (units) | MCL | MCLG | AL | Level Found | Range of Detections | Sample Date | Level Found | Range of Detections | Sample Date | Level Found | Range of Detections | Sample Date | Violation | Typical Source of Contaminants |
| Inorganic Contaminants | | | | | | | | | | | | | | |
| Chromium (ppb) | 100 | 100 | n/a | ND | none | 2014 | 2.61 | ND - 2.61 | 2014 | 2.61 | none | 2014 | No | Erosion of natural deposits. |
| Copper-source water (ppm) | n/a | n/a | 1.3 | ND | none | 2014 | 0.0375 | ND - NQ | 2014 | NQ | none | 2014 | No | Erosion of natural deposits. |
| Nitrate (ppm) | 10 | 10 | n/a | ND | none | 2016 | 0.48 | ND - 0.48 | 2016 | 0.48 | none | 2016 | No | Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits. |

Key definitions of terms used in this report

•**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.

•**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.

•**AL** = Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

•**ppb** = Parts per billion. One ppb corresponds to a single penny in \$10,000,000 or about one minute in two thousand years.

•**ppm** = Parts per million. One ppm corresponds to a single penny in \$10,000 or one minute in two years.

•**ND** = Not Detected: If a contaminant is not measured at or above its minimum detection limit, it is reported as Not Detected - detection limits are available upon request.

•**NQ** = Non Quantifiable

•**n/a** = not applicable

| Lead and Copper Rule Compliance | | | | | | | |
|---|-----|------|----------------|--------------------|----------------|-----------|---|
| Wai'ōhinu-Nā'ālehu Water System | | | | | | | |
| Contaminant (units) | AL | MCLG | Level Found | # of Sites > AL | Sample Date | Violation | Typical Source of Contaminant |
| Copper (ppm) | 1.3 | 1.3 | 0.2022 | 0/13 | 2016 | No | Corrosion of household plumbing systems; erosion of natural deposits. |
| The 90th percentile value of copper is reported as the level found. | | | | | | | |

| Sodium (Not Regulated by State or Federal Government) | | | | | | | | | | | | | | |
|---|------|------|----------------|--|----------------|----------------|---|----------------|----------------|------------------------|----------------|-----------|--------------------------------|--|
| | | | | Hao Spring/New Mountainhouse Tunnel Spring | | | Nā'ālehu Well/New Mountainhouse Tunnel Spring/ Hao Spring | | | Nā'ālehu Well | | | | |
| Contaminants (units) | MCL | MCLG | Level Found | Range of Detections | Sample Date | Level Found | Range of Detections | Sample Date | Level Found | Range of Detections | Sample Date | Violation | Typical Source of Contaminants | |
| Inorganic Contaminants | | | | | | | | | | | | | | |
| Sodium (ppm) | none | none | 7.9 | 6.4 - 10.0 | 2014 | 11.2 | 6.4 - 18.0 | 2014 | 16.7 | 16.0 - 18.0 | 2014 | No | Erosion of natural deposits. | |