FALLSVALE SERVICE COMPANY
2024 CONSUMER CONFIDENCE REPORT
July 2025

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

Introduction
The California Domestic Water Quality and Monitoring Regulations (California Code of Regulations Section 64480) requires that community water systems, such as ours, distribute an annual consumer confidence report to their customers on the quality of the water served. If you have questions regarding this report, please call Superintendent Joaquin Baeza at the Fallsvale Service Company (FSC) office at (909) 794-3896.

History
Fallsvale Service Company is a mutual non-profit corporation, originally incorporated in 1925 as the Snow Canyon Mutual Water Company. FSC has operated without interruption.

Location and Service Area
FSC is located solely in Forest Falls, California. The streets served are: Mill Creek Crossing, upper Valley of the Falls Drive, Sycamore Drive, Pine Drive, Canyon Drive, Oak Drive, Cedar Drive, Hemlock Drive, Snowdrift Drive, Redwood Drive, Grape Lane, Summit Way, Rock Drive, Rainbow Lane, Dogwood Drive, Conifer Drive, Mill Drive, Lilac Drive, Quercus Lane, Quercus Drive, Creek Court, Falls Court, Fir Drive, Glen Drive, Maple Drive, Spring Drive, Summit Drive, and Spruce Drive. The FSC service area is at about 5,500 feet elevation.

Water Supply Sources and Storage Tanks
The main source of water supply for FSC is a horizontal well in Snow Creek Canyon. An additional water source is the Big Falls Well, a vertical well with a 25-horsepower pump. Big Falls Well is located on Island Dr. The pump is used to meet needs during periods of peak demand, which occur in spring, summer, and emergencies. In 2024, the Snow Creek Well produced 57,291,884 gallons, and the Big Falls Well produced 18,597,527 gallons. FSC has five steel storage tanks that are located throughout the community. The tanks, aid in maintaining system pressure, can supply large quantities of water for firefighting, and can be a source of water in the event of a disaster.

Distribution System
Currently, FSC has 494 active service connections in our system. It is estimated that 995 people receive water, both full-time and part-time, from these connections.

Drinking Water Source Assessment Information
A source water assessment was conducted for the Big Falls Well and the Snow Creek Well of the Fallsvale Service Company water system in May 2002 and is summarized in the table below.

Source Number	Source ID	Most Vulnerable Activities (PCA)	Chemical Detected
002	Snow Creek Well	No activities are present around the source	None
003	Big Falls Well	Septic systems-high and low density	Iron
		Housing high-density Managed Forests Transportation corridors-Road Right-of-ways	None

A copy of the complete assessment may be viewed at the State Water Resources Control Board San Bernardino District Office, 464 West 4th Street, Suite 437, San Bernardino, CA 92401.

Fallsvale Service Company
P.O. Box 23, Forest Falls, CA 92339
(909) 794-3896

Water Production and Demand
The total amount of water produced in 2024 was 75,889,411 gallons. FSC wells can meet 100% of the demand in our system without the importation of water, which is unlike most water utilities in the valley.

Public Participation
It is important that our customers have current and factual information about their water supply, public participation is encouraged. For questions regarding water quality or meeting schedules please call Superintendent Joaquin Baeza at the FSC office at (909) 794-3896. Non-emergency calls will be returned as soon as possible.

Property Owner Advisory
Property owners are encouraged to share a copy of this report with their tenants if they have a rental.

Disaster Preparation
In the event of a disaster, water quality can change dramatically, and water outages can occur. It is important to prepare for such events. Typically, one gallon of water is needed per day, per person, for survival. You are encouraged to store at least 10 gallons of water, in plastic containers, per family member. In an emergency, household bleach can be used to disinfect water. It only takes 8 to 10 drops of household bleach to disinfect a gallon of water. For the latest updates, watch for notices and advisories that are distributed to residents and posted in public places by FSC personnel.

Freezing and Water Loss
This is a high-altitude mountain system, susceptible to severe freezing during the fall, winter, and spring seasons. It is the customer's responsibility to protect water lines, from the service box in the street to the house, from water loss due to freezing. If you are going to be gone for a prolonged period, it is recommended that you shut your water off and drain your piping. This will prevent water loss and expensive damage to your home. FSC cannot thaw frozen customer-owned water service lines or household plumbing. It is the customer's responsibility to winterize their homes properly. Frozen plumbing can dramatically impact our water supplies in a short amount of time. Contact a professional plumber to get tips on how to winterize your plumbing.

Excavations
Before digging anywhere, especially along property lines, where one might suspect there are water lines, a good policy is to call FSC so that FSC can verify that you will not harm the water main. Unfortunately, if you damage any of the FSC pipes or valves, you will be responsible for paying for repairs.

Water Conservation
Precipitation during the 2023-2024 winter season was normal. Although Snow Creek Well has been able to meet customer demands, water conservation should still be practiced. High water demand will result in increased power expenses to run the Big Falls Well.

Water Quality
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 human activity.

Contaminants that may be present in source water include:

- *Microbial contaminants*, such as viruses and bacteria may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- *Inorganic contaminants*, such as salts and metals, can be naturally occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

Fallsvale Service Company
P.O. Box 23, Forest Falls, CA 92339
(909) 794-3896

- *Pesticides and herbicides,* that 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 that are by-products of industrial processes and petroleum production, can also come from gas stations, urban stormwater runoff, agricultural applications, and septic systems.
- *Radioactive contaminants,* that can be naturally occurring or be the result of oil and gas production and mining activities.

To ensure that tap water is safe to drink, the U.S. EPA and the State Water Resources Control Board prescribe regulations that limit the number of certain contaminants in water provided by public water systems. The U.S. Food and Drug Administration regulations and California law also establish limits for contaminants in bottled water that provide the same protection for public health.

TERMS USED IN THIS REPORT	
Maximum Contaminant Level (MCL): The highest level of contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.	**Secondary Drinking Water Standards (SDWS)**: MCLs for contaminants that affect the taste, odor, or appearance of the drinking water. Contaminants with SDWSs do not affect the health at the MCL levels.
Maximum Contaminant Level Goal (MCLG) - used only when PHG is not available. The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency (USEPA).	**Secondary Max Contaminant Level (SMCL):** Non-enforceable, aesthetic standards established to address taste, color, odor, and appearance of drinking water. While exceedances do not pose health risks, they may affect water quality and customer satisfaction.
Public Health Goal (PHG): The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.	**Treatment Technique (TT)**: A required process intended to reduce the level of a contaminant in drinking water.
Maximum Residual Disinfectant Level (MRDL): The highest level of disinfectant allowed in drinking water. There is convincing evidence that adding a disinfectant is necessary to control microbial contaminants.	**Regulatory Action Level (AL)**: The concentration of a contaminant that, if exceeded, triggers treatment or other requirements that a water system must follow.
Maximum Residual Disinfectant Level Goal (MRDLG): 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.	**Variances and Exemptions**: Department permission to exceed an MCL or not comply with a treatment technique under certain conditions.
Primary Drinking Water Standards (PDWS): MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.	**ND**: not detectable at testing limit **ntu:** nephelometric turbidity units **ppm**: parts per million or milligrams per liter (mg/L) **ppb**: parts per billion or micrograms per liter (µg/L) **ppt**: parts per trillion or nanograms per liter (ng/L) **ppq**: parts per quadrillion or picogram per liter (pg/L) **pCi/L**: picocuries per liter (a measure of radiation)

Regulatory Agency and Standards

Tables 1, 2, 3, 4, and 5 list all the drinking water contaminants that were detected during the most recent sampling for the constituent. The presence of these contaminants in the water does not necessarily indicate that the water poses a health risk. The SWRCB allows us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of the data, though representative of the water quality, is more than one year old. Any violation of an AL, MCL, MRDL, or TT is asterisked. Additional information regarding the violation is provided later in this report.

Fallsvale Service Company
P.O. Box 23, Forest Falls, CA 92339
(909) 794-3896

TABLE 1 – SAMPLING RESULTS SHOWING THE DETECTION OF COLIFORM BACTERIA					
Microbiological Contaminants (complete if bacteria detected)	**Highest No. of Detections**	**No. of months in violation**	**MCL**	**MCLG**	**Typical Source of Bacteria**
Total Coliform Bacteria	0	0	1 positive monthly sample	0	Naturally present in the environment
Fecal Coliform or *E. coli*	0	0	A routine sample and a repeat sample detect total coliform and either sample also detects fecal coliform or *E. coli*	0	Human and animal fecal waste

TABLE 2 – SAMPLING RESULTS SHOWING THE DETECTION OF LEAD AND COPPER						
Lead and Copper	**No. of samples collected**	**90th percentile level detected**	**No. sites exceeding AL**	**AL**	**PHG**	**Typical Source of Contaminant**
Lead (ppb) Last tested 12/2024	22	0	0	15	0.2	Internal corrosion of household plumbing; erosion of natural deposits
Copper (ppm) Last tested 12/2024	22	0	0	1.3	0.3	Internal corrosion of household plumbing; erosion of natural deposits

TABLE 3 – SAMPLING RESULTS FOR SODIUM AND HARDNESS				
Chemical or Constituent	**Sample Date**	**Level Detected**	**Range of Detections**	**Typical Source of Contaminant**
Sodium (ppm)	2/1/2024	3	2.5-3.5	Natural deposits
Hardness (ppm)	2/1/2024	84	79-92	Sum of polyvalent cations present in the water, generally magnesium and calcium, and are usually naturally occurring

TABLE 4 – DETECTION OF CONTAMINANTS WITH A PRIMARY DRINKING WATER STANDARD						
Chemical or Constituent	**Sample Date**	**Level Detected**	**Range of Detections**	**MCL**	**PHG**	**Typical Source of Contaminant**
Fluoride (ppm)	2/1/2024	0.26	ND-0.26	2.0	1.0	Erosion of natural deposits; water additive that promotes strong teeth

TABLE 5 – DETECTION OF CONTAMINANTS WITH A SECONDARY DRINKING WATER STANDARD					
Chemical or Constituent	**Sample Date**	**Level Detected**	**Range of Detections**	**SMCL**	**Typical Source of Contaminant**
Bicarbonate Alkalinity (mg/L)	2/1/2024	94.5	89-100	N/A	Naturally occurring
Calcium (mg/L)	2/1/2024	23.5	19-28	N/A	Erosion of natural deposits
Chloride (mg/L)	2/1/2024	1.1	ND-1.1	250	Runoff/leaching from natural deposits
Iron (mg/L)	2/1/2024	0.005	ND-0.01	0.3	Leaching from natural deposits; corrosion of iron pipes

Fallsvale Service Company
P.O. Box 23, Forest Falls, CA 92339
(909) 794-3896

Magnesium (mg/L)	2/1/2024	6.05	5.3-6.8	N/A	Erosion of natural deposits
Odor-Threshold (ton)	2/1/2024	1	1	3	Naturally occurring organic materials
pH (laboratory)	2/1/2024	7.6	7.4-7.8	6.5-8.5	Natural balance of water chemistry
Specific Conductance (µS/cm)	2/1/2024	175	160-190	1600	Substances that form ions when in water; seawater influence
Sulfate (mg/L)	2/1/2024	8	5-11	250	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids (mg/L)	2/1/2024	100	90-110	1000	Runoff/leaching from deposits
Turbidity (ntu)	2/1/2024	0.38	0.11-0.65	5	Soil runoff
Zinc (mg/L)	2/1/2024	0.06	ND-0.06	5	Runoff/leaching from natural deposits; industrial wastes

ND = Not Detected

FSC is required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether your drinking water meets health standards.

Additional General Information on 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 the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline (1-800-426-4791).

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 healthcare providers. The U.S. Environmental Protection Agency and the Centers for Disease Control and Prevention guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

Lead-Specific Language: 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. FSC 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 (1-800-426-4791) or at http://www.epa.gov/lead.

Water System Policy Update – Effective July 1, 2025
The fee to disconnect a shareholder's water service will be $166. A reconnect fee of $166 may also apply, depending on the circumstances of the disconnection. These fees support system maintenance and administrative processing. For questions about this policy, please contact the FSC office at (909) 794-3896.

Fallsvale Service Company
P.O. Box 23, Forest Falls, CA 92339
(909) 794-3896