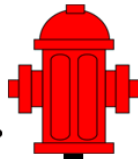


Roats Water
System, Inc.



Est. 1962

2009 Consumer Confidence Report

61147 Hamilton Lane • Bend, OR 97702 • 541-382-3029 • F: 541-382-2292
www.roatswater.com • customerservice@roatswater.com

Letter to customers

Roats Water System is pleased to provide you with this annual Consumer Confidence Report. This report contains information about the source, maintenance and analysis of your drinking water, including sampling results from last year.

The safety and reliability of water service is our top priority. You will see our personnel conducting fire hydrant maintenance, water main flushing, backflow prevention assembly testing, water quality sampling and cross

connection inspections. All of these maintenance programs are essential to provide our customers with quality water service.

It is our privilege to serve you. Please feel free to call our office with questions or visit us on our website.

Sincerely,

Casey Roats - Vice President

*Este informe contiene informacion muy importante sobre la calidad de su agua beber.
Traduscalo o hable con alguien que lo entienda bien.*

Important information regarding your drinking water

Is my water safe?

Last year, as in years past, your tap water met all U.S. Environmental Protection Agency (EPA) and state drinking water health standards. Roats Water vigilantly safeguards its water supplies and once again we are proud to report that our system has not violated a maximum contaminant level or any other water quality standard.

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/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 Water Drinking Hotline (800-426-4791).

Where does my water come from?

Your drinking water comes from ground water. Our Pinebrook wellfield contains three wells that tap deep into the Deschutes Basin aquifer.

Source water assessment

The State of Oregon has completed this assessment for our water system, which includes a map, possible sources of contamination, and a review of the susceptibility of our water sources to contamination. This plan is available for public review.

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

Water Quality Data Table

<u>Contaminants</u>	<u>MCLG</u>	<u>MCL</u>	<u>Your Water</u>	<u>Sample Date</u>	<u>Next Sample Date</u>	<u>Violation</u>	<u>Typical Source</u>
Inorganic Contaminants							
Fluoride (ppm)	4	4	0.252	2009	2012	No	Erosion of natural deposits
Sodium (optional) (ppm)			8.85	2009	2012	No	Erosion of natural deposits; Leaching

Terms and Abbreviations	
<u>Term</u>	<u>Definition</u>
ug/L	ug/L : Number of micrograms of substance in one liter of water
ppm	ppm: parts per million, or milligrams per liter (mg/L)
ppb	ppb: parts per billion, or micrograms per liter (µg/L)
NA	NA: not applicable
ND	ND: Not detected
NR	NR: Monitoring not required, but recommended.
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.

The table above lists all of the drinking water contaminants that we detected during the calendar year of this report, or during the most recent testing period. 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. The presence of contaminants in the water does not necessarily indicate that the water poses a health risk.

*Again, the above table contains only the most recent **detected** substances. We perform numerous other tests and can provide more information at your request.*

Potential for Lead in 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. Roats Water System 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/safewater/lead.

Information regarding contaminants in 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, 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.

Safe Drinking Water: Cross Connection Control

Cross connection control and backflow prevention

What is a cross connection?

A cross connection is an actual or potential connection between piping that carries drinking water and piping that carries other substances.

What are common examples of cross connections?

Common examples of cross connection include fire systems, private wells, lawn irrigation systems, boilers, swimming pools and hot tubs.

What is the legal basis for a local cross connection control program?

The Federal Safe Drinking Water Act has jurisdiction over the public health aspects of the drinking water supply. The Oregon Health Division regulates public water systems in this state, including cross connection control, through Oregon Administrative Rules (OAR). OAR 333-61-0070 requires water systems to develop and administer a cross connection control program that will protect the public water supply. Please visit www.roatswater.com for more information on Roats Water System's Safe Drinking Water Program.

What are Roats Water System's requirements?

Roats Water requires that every service connection have a backflow prevention assembly at the water meter. Our company has a certified cross connection inspector on staff and annual cross connection surveys are performed to find and remedy any potential cross connections.

How often does a backflow assembly need to be tested?

Backflow assemblies must be tested at the time of installation, once a year after installation, and after any repair or relocation.

How can I prevent backflow?

- Never submerge hoses in buckets, pools, spas, tubs or sinks. They may contain harmful substances.
- Always keep the end of the hose away from possible contaminants.
- Do not use any spray or cleaning attachments on your hose without a vacuum breaker/backflow preventer on the faucet



Typical double check valve assembly in box with meter (DCVA on the right).

Roats Water System

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We're on the Web!

Visit us at:

www.roatswater.com

Backflow prevention and thermal expansion

Our staff is dedicated to providing your household with superior quality drinking water that exceeds federal standards. With the installation of a backflow assembly, you can feel confident that you are helping to protect the public water supply.

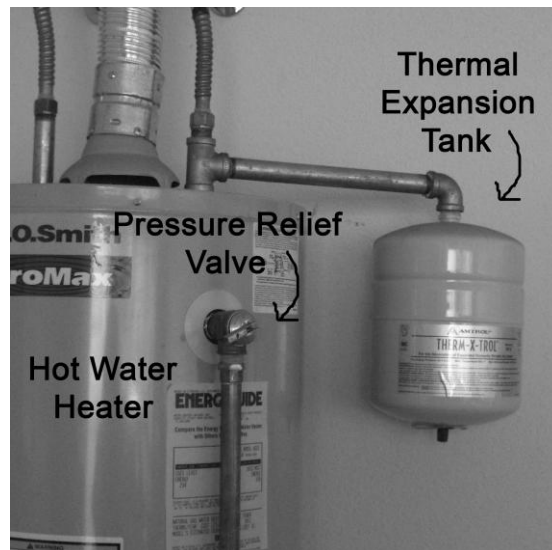
A backflow assembly prevents water from flowing back into the public water pipes. The backflow assembly creates an isolated or "closed" plumbing system.

Before the backflow assembly was in place, your hot water heater warmed the water causing it to expand. Thermal expansion may have pushed the water back into the public water supply.

Once the backflow assembly is installed, the water can no longer expand into the public water supply and relieve this pressure. Therefore, pressure on the house plumbing can increase dramatically.

Thermal expansion may cause leaky faucets, set off the relief valve on the hot water heater, or cause other damage or personal injury.

Installation of a thermal expansion tank can help manage thermal expansion concerns. You should consult a certified plumber if you have any questions or concerns regarding thermal expansion on your property.



The picture at left shows installation of a thermal expansion tank on a typical residential hot water heater.

Additional Information Sources

Backflow Prevention

<http://www.oregon.gov/DHS/ph/crossconnection/>

<http://roatswater.com/incidents.html>

<http://abpa.org/>

Conservation

www.americanwater.com/49ways.htm

www.wateruseitwisely.com

www.awwa.org/waterwiser

http://www1.wrd.state.or.us/pdfs/waterconservation_indoor.pdf

http://www1.wrd.state.or.us/pdfs/waterconservation_outdoor.pdf

Conservation Tips

Did you know that the average U.S. household uses approximately 350 gallons of water per day? Luckily, there are many low-cost or no-cost ways to conserve water.

Water your lawn at the least sunny times of the day.

Fix toilet and faucet leaks.

Take short showers - a 5 minute shower uses 4 to 5 gallons of water compared to up to 50 gallons for a bath.

Turn the faucet off while brushing your teeth and shaving; 3-5 gallons go down the drain per minute.