250 SW Taylor Street
Portland, OR 97204

503-226-4211
nwnaturalwater.com

This is the annual Consumer Confidence Report (CCR) for your drinking water system. In this report, you can find general information regarding water quality testing, health information, and specific information regarding the water quality in your water system.

Educational & Health Information

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 operation, 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.

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 (1-800-426-4791).

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.

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. Hiland Water Services 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.*

About Chehalem Terrace Water Company and 2023 Sampling Results

Your drinking water comes from the City of Newberg. Chehalem Terrace Water purchases the water in bulk from the City of Newberg as a wholesaler. The water received is chlorinated by the City. The Annual Report from Newberg follows this report.

We continually sample for many different chemicals and have found very little contamination. Contamination is anything other than pure water. We sample total coliform bacteria as an indicator of microorganisms that should not be present. The table below lists all the drinking water contaminants that we detected during the past calendar year or in our most recent tests as noted. 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 (1-800-426-4791).

Regulated	MCLG	MCL	Our Water	Sample Date	Violation	Typical Source of Contaminant
Total Trihalomethanes TTHM (ppb)	N/A	80	**0.38**	**8/23/2023**	No	Byproduct of drinking water disinfection
Total Haloacetic Acids (HAA5) (ppb)	N/A	60	**0.81**	**8/23/2023**	No	Byproduct of drinking water disinfection

Violations: We have one outstanding violation for non-reporting of lead and copper results. This will be resolved quickly.

Maximum Contaminant Level Goal (MCLG): 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.
Maximum Contaminant Level (MCL): 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.
Action Level (AL): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
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 a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
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 contamination.
N/A: not applicable ND**:** not detectable at testing limit
ppm: parts per million or milligrams per liter **ppb:** parts per billion or micrograms per liter **pCi/L:** picocuries per liter (a measure of radiation)

For additional information about Hiland Water Services, please visit our website at **www.hilandwater.com** or contact us via phone or email.

General Information & CCR Questions:
Hiland Water Services - Compliance Department
PO Box 699
Newberg, OR 97132
Toll-free: 1-855-554-8333
Email: testing@hilandwater.com

City of Newberg

Water Quality Report 2023

PRIDE IN SERVICE - INTEGRITY IN ACTION

The City of Newberg provides reliable water to you!

The City of Newberg is committed to providing safe and reliable drinking water. In Oregon, water providers are required to meet the Environmental Protection Agency (EPA) and the Oregon Health Authority (OHA) water quality regulations which include constant testing and disinfection from the source through the treatment plant up to the reservoirs and to your tap.

880.1
MILLION GALLONS
of water was produced in 2023 with zero water quality deficiencies or violations.

2.56
MILLION GALLONS
the City produced on average per day (MGD) in 2023.

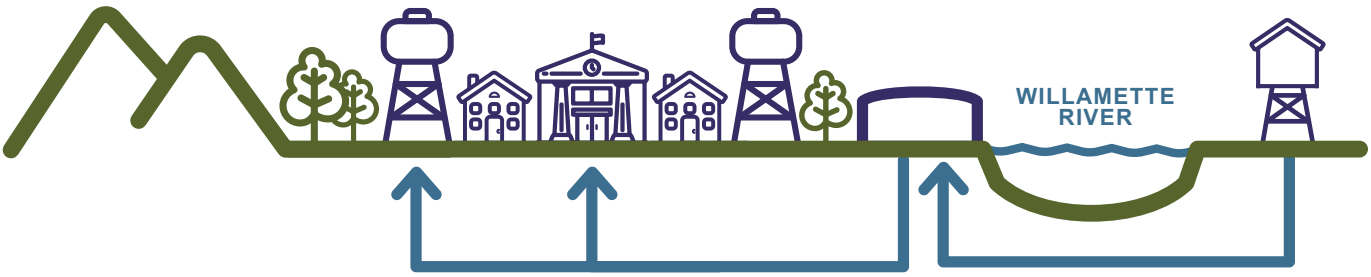
49.48
MILLION GALLONS
of nonpotable water were supplied for irrigation. This helps conserve Newberg's source of drinking water.

5.30
MILLION GALLONS
was the City's peak production day in 2023.

The City's water comes from a groundwater supply drawn from a "wellfield" located just south of the Willamette River on property owned by the City of Newberg. Raw water is pumped from this natural sand and rock aquifer to the treatment plant for further treatment and distribution.

Water from the wellfield is safe to drink without treatment. However, to protect your health, the following processes take place.

- Chlorine is used to disinfect and prevent any contamination between the source and your faucet. One part per million (ppm) is added and monitored throughout the delivery system.
- Iron and manganese are naturally occurring elements. They pose no risk but can cause discoloration and affect the taste. Filtration is used to remove these elements.



Backflow Devices

Preventing contamination in the drinking water

Steps to help keep our drinking water safe

Step 1

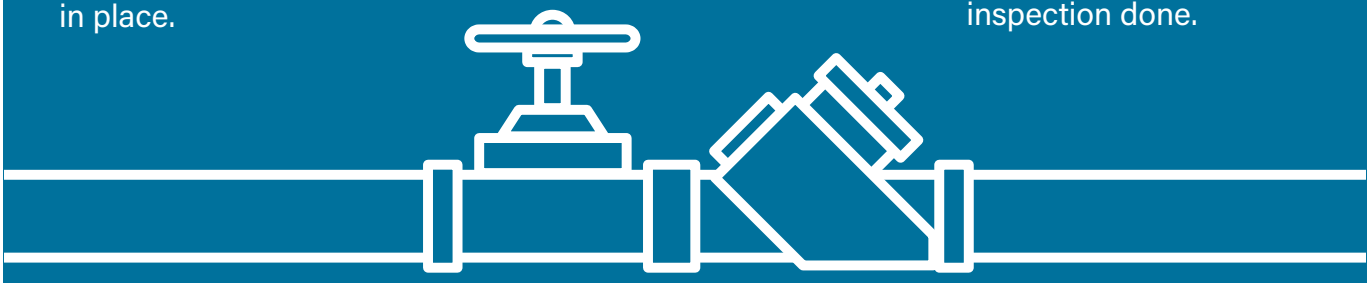
Locate or install a Backflow Assembly Device. If you have an underground irrigation system, check to see if you already have one in place.

Step 2

If you install irrigation or fire system plumbing, code requires a backflow device to be installed.

Step 3

Test your Backflow Assembly Device annually! We will help you remember by sending you a letter each year to have your inspection done.



Not sure
if you have a device?

Call the Water Treatment Plant at 503-554-6839 or email backflow@newbergorgegon.gov for assistance finding the device on your property.

Protect your home from backflow!

DO NOT submerge the end of the garden hose in a swimming pool, container, or bucket to fill it.

To protect against these common cross-connections, check to see if you have installed air vacuum breakers on each hose bib. These simple devices are inexpensive and can be purchased from your local hardware store.

The City of Newberg provides reliable water to you!

The following tables show the results of the City of Newberg's water quality analyses. All regulated contaminants that have been detected, even in minute amounts, are shown in the table. The table contains the name of the substance, the water source, the amount detected, the maximum level allowed by regulation (MCL or AL), the ideal goal for public health (MCLG), and the likely source of the substance.

For more information: yourwater.oregon.gov/inventory.php?pwsno=00557

Substance	Water Source	Level	MCL	Date Tested	Influenced by
Nitrate (ppm)	Well Field	None detected	10.0	08/15/23	Runoff from fertilizer, natural deposits, septic systems, etc.
HAA5* (ppb)	Distribution System	8.3	60	07/23	Byprodut of disinfection.
TTHM* (ppb)	Distribution System	37	80	07/23	
Radium (pCi/L) 226/228	Well Field	None Detected	NA	09/21	Erosion of natural deposits.
Uranium (ppb)	Well Field	None Detected	30	09/21	
Chlorine (ppm)	Treatment Plant	1.93	<4.0	2023	EPA requires the range of disinfectant to stay in water throughout the system not to exceed 4.0 ppm.
Chlorine (ppm)	Distribution System	1.42	<4.0	2023	

Substance	Test Location	Over Limit	Level	Date Tested	Influenced by
Lead (ppb) Tested every 3 years	Residential Taps	0%	15	08/21	Corrosion of household plumbing.
Copper 3 (ppm) Tested every 3 years	Residential Taps	0%	<1.3	08/21	
Sodium (ppm)	Well Field	0%	27.8	2023	There are no limits set for sodium by the EPA.

Substance	Location	Number of Tests	Result	Year	Notes
Total Coliform Bacteria	Multiple Locations	396	395 Negative	2023	All check and repeat samples were negative.
Arsenic	Well Field		Negative	07/21	Testing schedule every 9 years.

Other Testing	Number of Tests	Frequency	Result	Last Test	Notes
Regulated VOC	21	Every 3 years	ND	2022	Organic, i.e. petroleum, solvents.
Unregulated VOC	35	Every 3 years	ND Below MCLs	2021	
Organic SOC	29	Every 3 years	29 or all ND Below MCLs	2021	Pesticides, PCBs.
Inorganic	17	Every 9 years	Below MCLs	2021	Man-made compounds.

ABBREVIATIONS

ppm Parts Per Million or Milligrams Per Liter

ppb Parts Per Billion or Micrograms Per Liter

NTU Nephelometric Turbidity Units

pCi/L Picocuries Per Liter

mgd Million Gallons per Day

TTHM Total Trihalomethanes

HAA5 Haloacetic Acids

ND None Detected

MCLG Maximum Contaminant Level Goal: The level of a contaminant in drinking water below which there is no known or expected risk to health.

MCL Maximum Contaminant Level: The highest level allowed in drinking water. The MCL is set as close to the MCLG as feasible using the best available technology.

NA Non-Applicable

SOC Synthetic Organic Contaminants

PCB Polychlorinated Biphenyls

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

VOC Volatile Organic Compound

* Values are maximum recorded of all sources sampled during 2023.

** The 90th percentile value is the level that 90% of the homes tested were at or below. If the 90th percentile value exceeds the AL, water suppliers must take steps to reduce lead and/or copper levels.

*** Measured at residential taps.

Why Provide a Water Quality Report?

Drinking water (including bottled water) can come from 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 from the presence of animals or human activity. It is important to remember that the presence of these contaminants does not necessarily pose a health risk.

In order to ensure that tap water is safe to drink, the EPA prescribes regulations that limit the number 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 protections for public health.

Contaminants that may be present include:

Microbiological Contaminants
Such as viruses and bacteria, may come from wastewater treatment plants, septic systems, livestock operations, and wildlife.

Pesticides and Herbicides
Which may come from a variety of sources, such as agriculture, stormwater runoff, and residential use.

Radioactive Contaminants
Which may be naturally occurring, or be the result of mining or oil and gas production.

Inorganic Contaminants
Such as salts and metals, can be naturally occurring or result from stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, and farming.

Organic Chemicals
Including synthetic and volatile organics, are byproducts of industrial processes and petroleum production. These can also come from gas stations, urban stormwater runoff, and septic systems.

A Message from the EPA

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 infections by cryptosporidium and other microbiological contaminants are available from the EPA Safe Drinking Water Hotline 1-800-426-4791.

Lead plumbing was banned in 1985. 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. The City of Newberg 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 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 are available at www.epa.gov/lead or the Safe Drinking Water Hotline 1-800-424LEAD (5323).

Frequently Asked Questions

Does Newberg's water supply contain fluoride?
The City of Newberg does not add fluoride to the water, however, there are trace amounts that occur naturally in the water supply.

Is Newberg's water hard or soft?
Our water supply is considered medium - hard measured at 84 milligrams per liter (ppm).

Is there chlorine in my drinking water?
The City is required to maintain a "chlorine residual" in the water. This is to protect the water from microbial contamination as it travels from the treatment facility to your home. There is approximately one milligram per liter of chlorine in a consumer's water.

Team up with us to protect our watershed!

Protect water by helping rain absorb naturally and slowly instead of running down streets, collecting pollution, eroding hillsides, and destroying habitats. Healthy streams have lower temperatures and return water to underground sources.

Schools or Civic Groups

- Stormwater or watershed classroom education or projects.
- Create a rain garden or rain swale.
- Replace invasive plants with native stock.
- Mark storm drains or clean up invasive plants.

Private Property Owners

- Add erosion control.
- Add native plants within 50 feet of a stream.
- Create a rain garden or swale.

Questions? Contact: environment@newbergoregon.gov or 503-537-1282

A cleaner community = A safer community

Unwanted items do not belong on the curb or down storm drains!

Report ANYONE you see dumping into storm drains!

503-538-8321

For a list of waste, yard debris, and recycling options in Newberg, visit the Waste Management website.

www.wmnorthwest.com/transferstation/newberg.htm

Newberg Prepares!

Redundancy: Plan for the best and prepare for the rest

Our water system has 2 lines one above and one below the ground to ensure that if one is damaged the other can still be used. The water reservoirs are in two separate locations and our lift stations have generator back up power. The city owns 14 Portable Water Purification Systems that can be delivered quickly if clean drinking water is unavailable for a long period of time. In addition, 5 water filtration supply pods are located in the city for large scale water distribution. City staff train 40+ hours a year to be emergency response ready. Keeping our community safe is important to us and we are prepared for emergencies.

Be Prepared for an emergency.

Help may be 72 hours away so have the following ready:

- Water
- Portable Power/ Batteries
- Flashlight
- Blanket
- Food
- Spare Medicine
- Weather Radio
- Pet Supplies

Keep important documents in watertight containers or saved digitally.

- Birth Certificates
- Government ID
- Insurance Cards
- Medical Records
- Recent photo of family members

Have a meeting place and an evacuation route ready for home, school, and work.

For more information about emergency readiness visit **www.tinyurl.com/NewbergPrepares**

A Toilet is Not a Trash Can!

Think Before You Flush

An overflowing toilet can ruin your home in an instant!

FLUSHABLE WIPES CLOG PIPES!

"Flushable" wipes are NOT flushable. They are the #1 cause of sewer backups in your system.

Bottled Water Is Not Safer Than Tap Water

More than half of all bottled water comes from tap water.

Bottled water is $8.26 per gallon. That's 1,000 times more expensive than tap water.

FDA does not require testing by bottling companies.

Oregon requires the City to conduct 10 different tests weekly.

Water bottle manufacturing is a significant source of pollution.

How Do I Pay My City Municipal Services Bill?

Customers are invoiced on one monthly statement for all city fees, including water, wastewater, and stormwater.

SERVICES

Call 503-537-1205 or visit 414 E First Street, Newberg, Oregon.

Electronic Payments

Ask a Question

START

STOP

Start/Stop Service

For more information about how to read the invoice, questions about winter averaging, or participating in the Citizens Rate Review Committee, contact the Finance office or visit www.newbergoregon.gov/finance.

Need help paying your utility bill?

We're happy to help!
Visit www.newbergoregon.gov/finance/page/water-bill-assistance or call 503-537-1205.

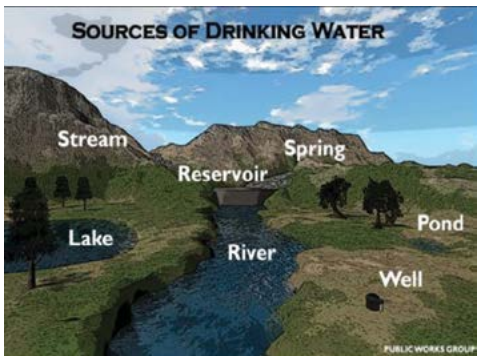
Projects and Upgrades

HB2001 Water Line Projects

During the process of infrastructure evaluations related to enacting local provisions allowing middle housing in accordance with HB2001 (2019) and Oregon Administrative Rule (OAR) Chapter 660, Division 46, the City of Newberg identified areas that require upgrades to the existing infrastructure. Eight significant pipe improvement projects were identified in the south study area and one minor project was identified for the north study area to provide adequate fire flows to potential higher density development. Most of these projects are for the replacement of undersized pipes with larger pipes. The work will be completed by June 2029.

New Groundwater Treatment Plant

On October 2, 2023 the City Council voted to indefinitely pause the project, citing high-cost estimations, insufficient city funds, and economic realities.



Safe, Reliable Water: Redundant Supply

The Water Master Plan notes that the City's system is vulnerable to flooding, ground movement, seismic activity or other natural disasters. It was recommended that the City assess redundant supply options on the north side of the Willamette River in case of an emergency that makes our existing source unavailable. This is of particular importance as the City does not have a connection to another source of water for the residents.

Property has been acquired and water rights are in the process of being acquired to provide a redundant supply option.

Contact Information

Have questions? We're here to help.

City of Newberg

www.newbergoregon.gov/operations

Have a question regarding water quality?

503-537-1239

Have a water leak or need an emergency shut-off?

503-537-1234

Want to start or stop service?

503-537-1205