

2024

Water Quality Report: Upper-System Customers

City of Hillsboro
Water Department



Your safe, clean, high-quality drinking water continues to exceed all federal and state standards.

Learn more about Hillsboro's current water source — the upper-Tualatin River!



About this Report

The U.S. Environmental Protection Agency (U.S. EPA) and State of Oregon requires public drinking water providers to publish a water quality report for their customers by July 1 of each year.

The Hillsboro Water Department's 2024 Water Quality Report — also referred to as a Consumer Confidence Report — includes important information about Hillsboro's drinking water and system, as well as results of water quality tests conducted January 1 to December 31, 2023.

Test results show the drinking water served by Hillsboro Water to customers is safe, clean, and continues to exceed all federal and state standards.

Questions?



Call:
503-615-6702



Email:
WaterQuality@Hillsboro-Oregon.gov

Visit:



Hillsboro Civic Center, First Floor
150 East Main Street
Hillsboro, OR 97123



Fax:
503-615-6595



Public Participation Opportunities

Monthly Public Meeting

The City of Hillsboro Utilities Commission — responsible for the City's water system operation — meets at 1:30 pm on the second Tuesday of each month. Public engagement is encouraged.



Hillsboro-Oregon.gov/Boards

Website and Social Media

Hillsboro Water utilizes a website and social media to provide customers with water-related information and opportunities for input or discussion.



Website:
Hillsboro-Oregon.gov/Water



Social Media:
Twitter.com/HillsboroWater



Facebook.com/HillsboroWater

Information and Questions



Call: 503-615-6702



Email:
Water.Quality@Hillsboro-Oregon.gov



Scan for Public Participation Opportunities

Message from the City of Hillsboro Utilities Commission

To our valued customers:

City of Hillsboro Utilities Commissioners John Godsey, Deborah Raber, and I are delighted to present Hillsboro Water's 2024 Water Quality Report. This report outlines the exceptional quality of your drinking water and underscores our commitment to:

- Providing clean, high-quality drinking water.
- Carefully managing drinking water rates.
- Ensuring there is an abundant water supply today and for our community's future generations.

In 2023, Hillsboro Water served an average of 18.2 million gallons of water each day to more than 93,000 customers. Every drop of that water surpassed all state and federal drinking water quality standards and regulations.

As we move forward, we have so much to celebrate, including:

1. Safe Drinking Water:

Rest assured, we're committed to the continuous treatment and regular testing of water to ensure every single drop meets the highest standards of cleanliness and safety for you and your family.

2. Smart Investment:

We're on top of it! Managing drinking water rates and major infrastructure financing will remain a top priority. Our goal is to ensure that future residents and businesses moving to our community contribute their fair share to cover costs.

3. Essential Infrastructure:

The pipes, reservoirs, valves, and meters working hard to bring water to your doorstep will receive the TLC they deserve. We're dedicated to keeping this essential infrastructure in tip-top shape for seamless service.

4. Additional Water Supply:

While the upper-Tualatin River will continue to be Hillsboro's primary water source, the City of Hillsboro has been partnering with the Tualatin Valley Water District and the City of Beaverton to build a new, additional water system that will collect, treat, and deliver water from the Willamette River in Wilsonville to Hillsboro and our partner's customers by 2026.

As our community grows, having multiple water sources is a strategic move. This approach not only ensures an ample supply but also provides resilience against potential challenges such as droughts and increased demand. I encourage you to learn more about Hillsboro's future, additional water source — the Willamette River — at [OurReliableWater.org](https://www.ourreliablewater.org).

Cheers to keeping the water flowing!

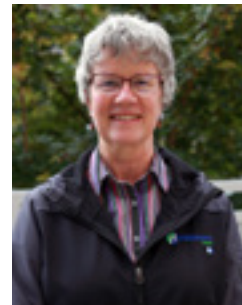
David Judah, Utilities Commission Chair



John Godsey
Utilities Commission



David Judah
Utilities Commission
Chair



Deborah Raber
Utilities Commission

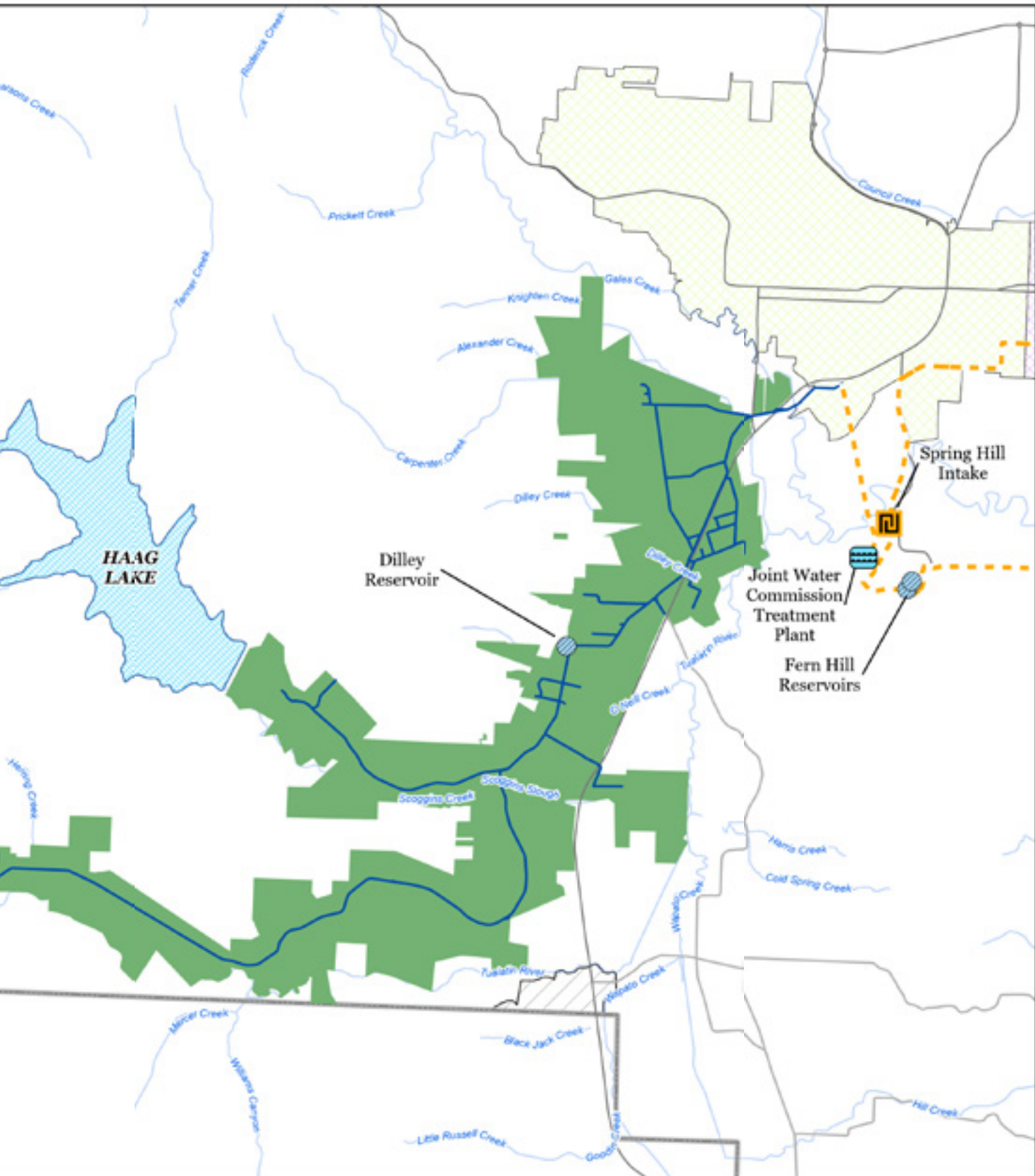


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 City of Hillsboro Water
 Production Date: 2/7/2024

Upper System Edition_002_Series_001

Hillsboro Upper-System Service Area

LEGEND		
WATER SYSTEM	WATER LINES	WATER WAY
Treatment Plant	Distribution Main	River/Creek
Raw Water Intake	High Pressure Main	Pond/Lake
Water Reservoir	Water Main	CITY BOUNDARY
	TRANSPORTATION	City of Hillsboro
	Arterial	Upper System
	Roadway	Wholesale Customer
		County



Scale: 1:65,000

PROJECTION NOTES:
 ELIPSOID: NAD 1983 HAVEN
 SPHEROID: GRS1980
 DATUM: NORTH AMERICAN 1983 HAVEN

Contact:
 150 E Main Street,
 Hillsboro, Oregon 97123
 503-615-6792
Hillsboro-Oregon.gov/Water

SOURCE:
 City of Hillsboro GIS - Current as of May 2019
 City of Hillsboro Water Department - Current as of February 2019
 Tualatin Valley Water District (TVWD) - Current as of May 2019
 Regional Land Information System (RLIS) - Current as of February 2019

DISCLAIMER:
 This map was derived from various digital database sources. While care has been taken to insure the accuracy of the information shown on this page, the City of Hillsboro assumes no responsibility or liability for any errors or omissions in this information. This map is "as is". However, notification of errors would be appreciated.



Delivering High-Value, Reliable Water Service

Depending on your location in Hillsboro, your water provider is either Hillsboro Water or Tualatin Valley Water District (TVWD). Both agencies work closely together to deliver high-value, reliable water service to customers.

Hillsboro Water serves water to:

- **Upper-system customers** in western Washington County along Hillsboro's original water service line, from the community of Dilley, along Highway 47, then up to the Cherry Grove community.
- **In-town customers** located west of Cornelius Pass Road and south of Highway 26 (Sunset Highway), as well as

the area to the west between Hillsboro and Cornelius.

- **Three wholesale customers:** the cities of Cornelius and Gaston, and the L.A. Water Cooperative.

Within the City of Hillsboro, TVWD serves water to:

- **Customers** located east of Cornelius Pass Road and north of Highway 26.

- **Butternut Creek neighborhood customers** located off SE Butternut Creek Parkway.
- After water pipeline construction is completed in South Hillsboro, Hillsboro Water will be the water provider to Butternut Creek neighborhood customers.



Hillsboro's Reliable Water Source: Upper-Tualatin River

Hillsboro Water serves high-quality drinking water to about 93,000 customers in the City of Hillsboro (in-town customers) and in rural Washington County (upper-system customers).

Every drop of water that runs through customers' taps comes out of a river or reservoir.

Hillsboro's winter water source has been the upper-Tualatin River and its tributaries since 1940.

In the summer, the river level drops too low for community use, so Hillsboro customers rely upon water stored in two reservoirs to meet demand:

- **The Barney Reservoir** is in the Trask River Watershed and holds 20,000 acre-feet of water at capacity, of which 14,886 acre-feet is available for drinking water. (An acre-foot is the amount that covers an acre at a depth of one foot of water and is equal to 325,851 gallons.)
- **The Scoggins Reservoir** — also known as Hagg Lake — is located near Gaston. The reservoir stores approximately 59,950 acre-feet of water when full, of which 13,500-acre feet is available for drinking water.



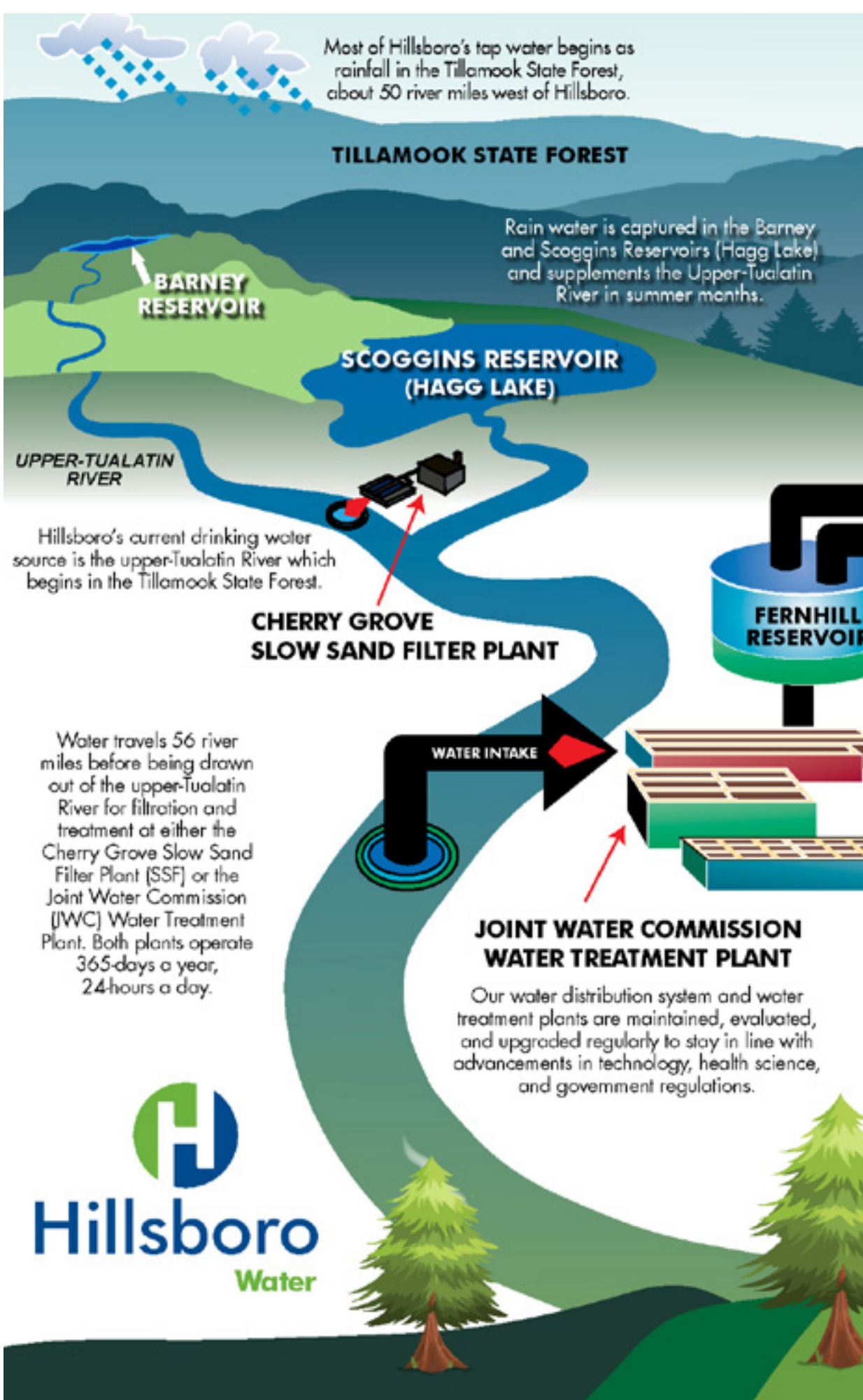
Upper-Tualatin River



Barney Reservoir



Scoggins Reservoir (Hagg Lake)





Hillsboro's Reliable Drinking Water Source and System

Water is delivered to Hillsboro by 2 large transmission lines.



City of Hillsboro

More than 300 miles of water pipeline ranging in size from 4 to 24 inches deliver water straight to your tap.



Hillsboro Water maintains more than 2,700 hydrants for fire suppression.



3 in-town reservoirs can store up to 30.5 million gallons of finished water.



Treatment Process

Water served to Hillsboro Water's upper system customers is drawn for treatment and pH adjustment by state-licensed drinking water operators at either the Joint Water Commission (JWC) Water Treatment Plant in Forest Grove or the Cherry Grove Slow Sand Filter Plant (SSFP) near the community of Cherry Grove. Both plants operate 365-days per year, 24-hours per day.

The JWC water treatment process includes:

- **Coagulation/Flocculation:** Raw water from the upper Tualatin River is treated with chlorine and alum. Chlorine disinfects the water, while alum causes small particles to stick together (floc) and become heavy, settling in a sedimentation basin.
- **Sedimentation:** Larger particles settle to the bottom of the basin over time. Polymer is then added to help filters remove any particles that escape the sedimentation basins.
- **Filtration:** The water passes through layers of filter media, consisting of anthracite coal and silica sand. Larger particles are trapped between the grains, resulting in clear water.
- **Disinfection:** A disinfectant is added to eliminate any remaining bacteria, viruses, or microbes, ensuring the water is safe for consumption.
- **Corrosion Control:** Caustic soda is introduced to maintain the water's pH, reducing pipe corrosion in both the distribution system and the plumbing of homes or businesses. The treated water is then distributed to water providers through the water distribution system.



Joint Water Commission Water Treatment Plant

The Cherry Grove SSF Plant:

- **Water Extraction:** Untreated river water is taken from the upper Tualatin River at Haines Falls Intake near Cherry Grove.
- **Initial Filtration:** The water goes through screens and then travels through a pipe to a settling pond, where silt is removed to make the water clearer.
- **Slow Sand Filtration:** The clarified water is piped to slow sand filters, where it percolates through a bed of fine sand by gravity. The top layer, known as the "Schmutzdecke," is a natural community of organisms that trap contaminants and pathogens such as silt, bacteria, Cryptosporidium, and Giardia.
- **Chlorination and pH Adjustment:** After passing through the filters, the water is chlorinated, and its final pH is adjusted to reduce lead corrosion. The treated water is then distributed to customers through the water distribution system.



Cherry Grove Slow Sand Filter Plant

Learn more about the treatment processes at: [Hillsboro-Oregon.gov/Water](https://hillsboro-oregon.gov/Water)

Renewable Energy Production

In 2020, Hillsboro Water partnered with Energy Trust of Oregon, Portland General Electric (PGE) and InPipe Energy to install a micro-hydro system that transforms excess pressure within a water main into electricity.

In 2023, the micro-hydro system generated more than 218,000 kWh of electricity to help power a portion of the lighting, electric vehicle charging stations, and concessions at Hillsboro's Gordon Faber Recreation Complex, while still performing the pressure reduction necessary for delivery of water to homes and businesses.

Hillsboro Water is currently planning for additional micro-hydro system installations.

Follow our journey to a more water- and energy-efficient future at:

Hillsboro-Oregon.gov/Conservation



Take Proactive Measures to Protect the Public Water System from Pollution

Hillsboro Water is emphasizing the importance of preventing backflow, a phenomenon where the normal direction of water flow in a public water system is reversed, potentially leading to contamination.

To safeguard against this, residents with irrigation systems are required to install backflow prevention devices, acting like one-way gates to prevent contaminants from entering the public water supply.

Hillsboro Water mandates an annual test to ensure the proper functioning of these devices. A list of certified backflow testers and additional information is available at Hillsboro-Oregon.gov/Backflow.



Water Quality is a Shared Responsibility

While Hillsboro Water takes the lead in ensuring you have safe and reliable drinking water, it is important for customers to play their part in maintaining water quality and pressure within their homes.

City's responsibilities:

- Protect Hillsboro's current drinking water source, the upper-Tualatin River.
- Treat drinking water to remove contaminants and adjust the pH to reduce corrosion.
- Maintain water pressure in the public water distribution system and deliver water to customers' water meters
- Test drinking water throughout the distribution system to ensure it meets water quality standards.
- Maintain, operate, and repair the more than 300 miles of underground water pipeline, three in-town reservoirs, 10,500 valves, 25,000 water meters, 16 pressure reducing valve stations, and other drinking water infrastructure, including 2,700 fire hydrants.
- Respond to water quality and pressure changes in the system.

Customer's responsibilities:

- Maintain and repair all plumbing on the customer's side of the water meter.
- Protect your family from lead in your home's plumbing.
- Report water quality or pressure issues to Hillsboro Water.
- Address water quality and pressure issues caused by home plumbing.
- Maintain and replace water filters and water heaters.
- Prevent backflow contamination from hoses and irrigation systems.
- Store emergency water for planned or unplanned service disruptions.
- Install water-efficient devices and repair leaks.



Source Water Assessment

Protecting the upper-Tualatin River Watershed is vital to ensure clean, safe drinking water now and for future generations.

The JWC is committed to working with partners in the watershed to reduce pollutants from entering waterways, which in turn benefits our drinking water. For example, by reducing erosion and sediment inputs to the Tualatin River, salmon benefit with more available spawning habitat and lower risk of clogged gills from sediment suspended in the water.

In addition to drinking water quality, fish and wildlife, and vegetation benefits, committing resources to protecting the Watershed makes sense financially. The U.S. EPA estimates that every \$1 spent on source water protection activities saves \$27 in water treatment costs.

The JWC is active in the watershed by monitoring water quality and developing projects to reduce the risks of contamination. The JWC is working on multi-year projects in the basin to reduce the occurrence of harmful algal blooms throughout the watershed and to mitigate wildfire risks to water quality.

Also in 2019, the Oregon Health Authority (OHA) and Oregon Department of Environmental Quality conducted an updated source water assessment for the upper-Tualatin River Watershed.



The assessment identified potential contaminant sources that may affect the supply of water.

Out of a total of 567 high-risk potential contaminant sources, 331 were identified within the eight-hour time-of-travel in the JWC Drinking Water Source Area.

Sources of potential watershed contamination include agricultural/forest management applications, commercial land uses, residential/municipal land uses, landslides, and clear-cut forest areas. These existing potential sources of contamination could, if improperly managed or released, affect water quality in the watershed.

The assessment found that 97% of the streams in the JWC drinking water source area have high soil erosion potential. Stream bank stabilization and best management practices were recommended to mitigate the effects of erosion, which contributes turbidity, nutrients, and pathogens into the streams.

Addressing this risk has been a focus of the JWC's Source Water Protection Program, which includes floodplain restoration and securing increased stream setbacks in timber harvests.

To view the updated JWC-Cherry Grove Source Water Assessment Report, call 503-615-6702 or email WaterQuality@Hillsboro-Oregon.gov.

Before There's an Emergency, Start with Water

Following a disaster clean drinking water may not be available. Your regular water source could be cut-off or compromised.

People can survive for weeks without food, but only a few days without water. This makes water the key ingredient in your preparedness efforts. Prepare yourself by building a supply of water that will meet your family's needs during an emergency.

1. Start with Water

Your goal is to have one gallon of water per person per day in your emergency kit to meet sanitation and food preparation needs. You may need to include more water in your kit if your household includes people with special needs or if you have pets.

2. Store What You Can

Purchase bottled water or use your own sanitized containers to store your emergency water supply.

3. Sign Up for Alerts

Sign up to receive free Emergency Alerts by text, email, or voice message at PublicAlerts.org/Signup.



Learn more at: RegionalH2O.org/Emergency-Preparedness



Regional Collaboration

Hillsboro Water is a member of the Regional Water Providers Consortium. The Consortium provides leadership in the planning, management, stewardship, and resiliency of drinking water in the greater Portland metropolitan region. Learn more at RegionalH2O.org.

Check out how-to videos and other resources that show how to store, access, and treat drinking water in an emergency. Resources are available in English, Arabic, Chinese, Farsi, Hindi, Japanese, Karen, Khmer, Korean, Lao, Nepali, Somali, Spanish, Romanian, Russian, Thai, Ukrainian, and Vietnamese at: RegionalH2O.org/Emergency-Preparedness



Collecting and Testing Water Samples

Hillsboro Water is committed to protecting public health and providing customers with safe drinking water. To ensure your drinking water meets or exceeds state and federal drinking water standards, each month hundreds of water samples are collected and tested by a state-certified laboratory.

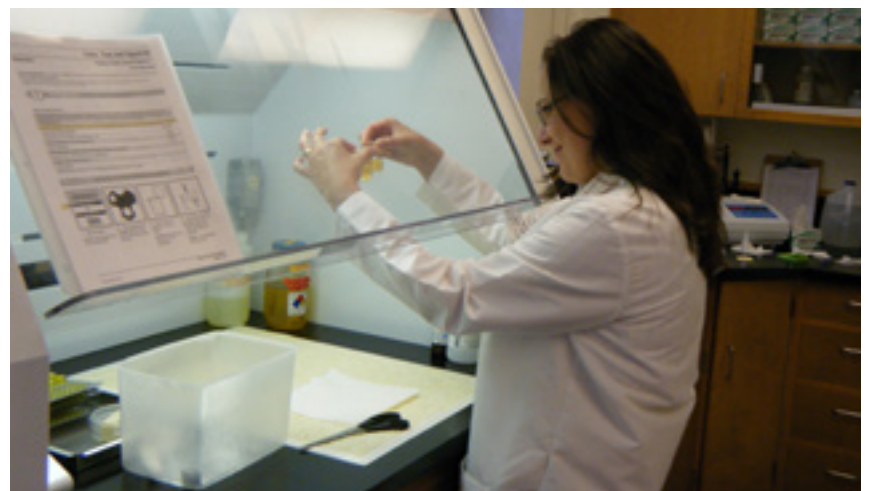
Coliform Bacteria

Hillsboro Water collects water samples 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 contains coliforms, a set of repeat samples are collected and analyzed to determine whether any disease-causing organisms are present.

Cryptosporidium and Giardia

The JWC Water Treatment Plant has been periodically required to test for Cryptosporidium and Giardia in the raw water since 1980. Raw water levels are extremely low, and the water treatment process is effective at removing pathogens. Cryptosporidium and Giardia are microscopic organisms that, when ingested, may cause gastrointestinal symptoms. There are no U.S. EPA mandated Maximum Contaminant Levels (MCL) required for either organism.

MCLs are U.S. EPA standards that set the legal limit on the amount of a substance allowed in public water systems under the Safe Drinking Water Act.



Due to the potential health effects of these organisms, the water treatment plant filters and chlorinates every drop of drinking water delivered to Hillsboro Water customers.

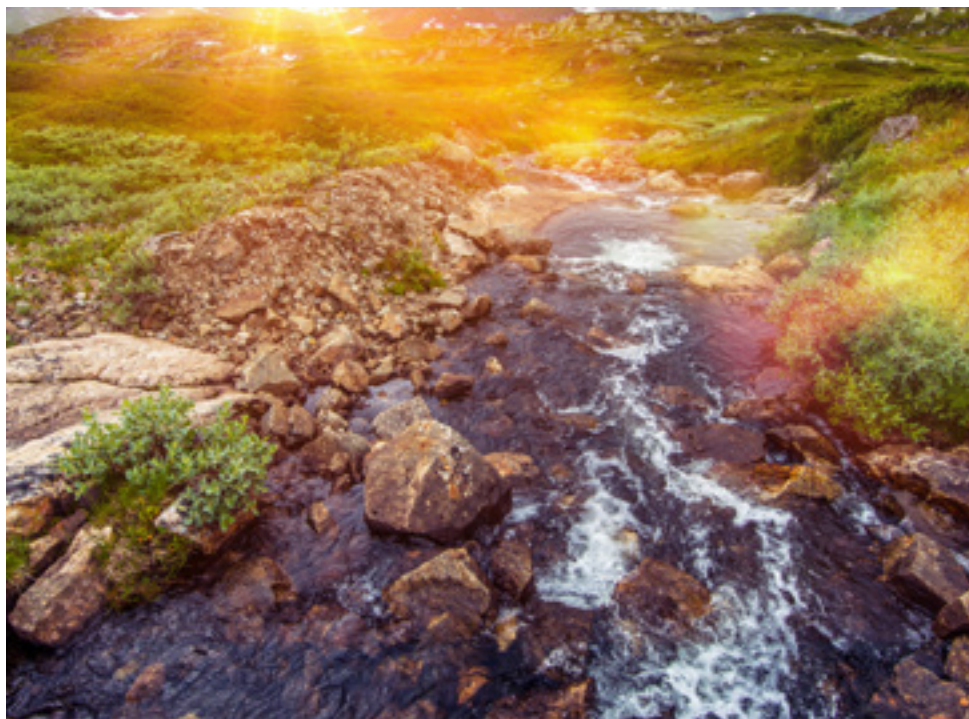
While testing of raw (or pre-treated) source water has detected small amounts of harmful organisms, the treatment process of filtration and disinfection prevents the organisms from causing public health issues.

Contaminant Sources

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 present 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 U.S. EPA prescribes regulations, which limit the amounts of certain contaminants in water provided by public water systems. Food and Drug Administration regulations establish limits for contaminants in bottled water that must provide the same 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 U.S. EPA's Safe Drinking Water Hotline at 1-800-426-4791 or emailing SafeWater@EPA.gov.

Definitions: Water Quality Terms

Some of the terms and abbreviations contained in this report and table are unique to the water industry and may not be familiar to customers. They are explained below.

Action Level (AL):

The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Contaminant:

Potentially harmful physical, biological, chemical, or radiological substance.

Disinfection Byproducts (DBP):

Formed when disinfectants used in a water treatment react with bromide and/or natural organic matter present in the source water.

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.

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 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.

mg/L:

Measurement of density.

Nephelometric Turbidity Units (NTU):

Measurement of the clarity, or turbidity of water. Turbidity in excess of five (5) NTU is just noticeable to the average person.

Non-detected (ND):

Not detected at or above the Maximum Contaminant Level (MCL).

Parts Per Billion (ppb):

Equivalent to micrograms per liter. One ppb is comparable to one drop of water in 55,000 gallons.

Parts per Million (ppm) or Milligrams per Liter (mg/L):

Equivalent to milligrams per liter. One ppm is comparable to one drop of water in 55 gallons.

pH:

Used to indicate the alkalinity or acidity of a substance as ranked on a scale from 1.0 to 14.0. Acidity increases as the pH gets lower.

Treatment Technique (TT):

A required process intended to reduce the level of a contaminant in drinking water.

Turbidity:

A measure of suspended material in water. In the water field, a turbidity measurement — expressed in Nephelometric Turbidity Units (NTU) — is used to indicate clarity of water.

2023 Sampling Results

Customers served water by the Joint Water Commission & Cherry Grove Slow Sand Water Treatment Plants

REGULATED SUBSTANCES				
Substance	Unit of Measure	Year Sampled	MCL (MRDL)	MCLG (MRDLG)
Chlorine	ppm	2023	4	4
Nitrate (as Nitrogen)	ppm	2023	10	10
Barium	ppm	2023	2	2
Hexachlorocyclopentadiene	ppb	2023	50	50

TREATMENT CONSIDERATIONS				
Total Organic Carbons	ppm	2023	TT	N/A
Total Organic Carbons	Percent Removal	2023	TT	N/A
Turbidity	NTU	2023	TT	N/A
Turbidity	Percent	2023	TT	N/A

(Lowest monthly percentage of samples meeting limit of 0.3 NTU for JWC and 1 NTU for SSFP)

MICROBIOLOGICAL TESTING IN HILLSBORO'S UPPER DISTRIBUTION SYSTEM				
Substance	Unit of Measure	Year Sampled	MCL (MRDL)	MCLG (MRDLG)
Total Coliform bacteria	Number of positive samples per month	2023	1	0
E. coli bacteria	Number of positive samples per month	2023	0	0

DISINFECTION BY-PRODUCTS (DBP)				
Total Trihalomethanes	ppb	2023	80	NA
Haloacetic Acid	ppb	2023	60	NA

LEAD AND COPPER TESTING				
Substance	Unit of Measure	Year Sampled	MCL (MRDL)	MCLG (MRDLG)
Lead	ppb	2021	15	0
Copper	ppm	2021	1.3	1.3

OTHER ITEMS OF INTEREST		
Substance	Year	Range (ppm)
Aluminum	2023	ND
Ammonia	2023	ND - 0.01
Calcium	2023	5.5 - 8.5
Chloride	2023	3.8 - 6.5
Magnesium	2023	1.7 - 2.6
Iron	2023	ND - 0.003
Orthophosphate	2023	ND - 0.02
Silica	2023	14.7 - 16.5
Sodium	2023	6.7 - 11.2
Sulfate	2023	1.2 - 17.3
Manganese	2023	ND - 0.0003

During the past year, hundreds of water samples have been taken in order to determine the presence of any biological, inorganic, volatile organic, or synthetic organic contaminants. The table shows only contaminants that were detected and are considered a risk to health if over the Maximum Contaminant Level (MCL).

A more detailed list of sampling completed in 2023 is available on the Joint Water Commission website at JWCWater.org.

JWC Water Treatment Plant		Slow Sand Filter Plant			
Amount Detected	Range Low-High	Amount Detected	Range Low-High	Violation	Typical Source
1.55	1.14 - 1.55	1.99	1.24 - 1.99	No	Additive controls microbes
0.53	0.35 - 0.53	0.1	0.08 - 0.1	No	Agricultural runoff
0.005	0.005 - 0.005	0.0011	ND - 0.0011	No	Erosion of natural deposits
ND	ND	ND	ND	No	Agricultural runoff
 					
1.46	0.49 - 1.46	0.76	0.42 - 0.76	No	Naturally present in environment
44.6%	33.1 - 60.4%	30.3%	16.2 - 46.5%	No	Naturally present in environment
0.13	0.02 - 0.13	0.47	0.04 - 0.47	No	Soil runoff
100%	100%	100%	100%	No	Soil runoff

Amount Detected	Range Low-High	Violation	Typical Source
Absent	Absent	No	Human and animal fecal waste
Absent	Absent	No	Human and animal fecal waste
 			
20.5	17.1 - 22.8	No	By-product of chlorination
18.0	16 - 20.4	No	By-product of chlorination
 			
Amount Detected 90th Percentile	Sites Above AL	Violation	Typical Source
2.10	0	No	Corrosion of plumbing
0.100	0	No	Erosion natural deposits

	Range (ppm)
Fluoride:	Hillsboro does not Fluoridate
Hardness:	Hardness: 20.7 -31.9 ppm = 1.21 - 1.86 grains per gallon
pH:	pH (Normal range): 6.9 - 7.9

Notice of Violation: The Joint Water Commission (JWC) completed all required water quality sampling and there were no water quality violations in 2023. However, the JWC received four reporting violations, one each for Surface Water Treatment Rule (SWTR), chlorine, turbidity, and corrosion control in March 2023. The violation was due to an operator not providing the sample results to Oregon Public Health within the required reporting period.

JWC returned to compliance in May 2023, as soon as the error was identified. Cherry Grove’s Slow Sand Filter Plant (SSFP) received three reporting violations, one each for the SWTR, chlorine, and turbidity in July 2023. The violation was due to an operator not providing the sample results to Oregon Public Health within the required reporting period. Cherry Grove’s SSFP returned to compliance in September 2023, as soon as the error was identified. Hillsboro has increased accountability checks to its reporting system, which should prevent this type of reporting oversight in the future. Water supplied by the JWC and Cherry Grove’s SSFP remains safe to drink, and at no time was public health at risk due to the violation.

Cyanotoxin Monitoring in Drinking Water


Harmful algal blooms (HABs) in freshwater, fueled by nutrient-rich conditions and higher temperatures, pose risks to animals, people, and ecosystems.

HABs, visually identified as foam or scum on water surfaces, can be diverse in color and may contain Cyanobacteria, capable of producing toxins (Cyanotoxins) harmful to the liver and nervous system.

In 2018, the Oregon Health Authority (OHA) implemented rules for routine testing and public notification of Cyanotoxins in drinking water from vulnerable sources.

The JWC tests for Cyanotoxins in accordance with OHA requirements and did not detect any Cyanotoxins in the drinking water during the regulatory season (May through October 2023). Ongoing testing will continue in 2024.

Learn More

 503-615-6702

 WaterQuality@Hillsboro-Oregon.gov

 JWCWater.org/Water-Quality/Testing-Results

Scan to watch the
Oregon Health
Authority's video:

*When In Doubt,
Stay Out!*



Algal bloom

Monitoring Unregulated Contaminants in Drinking Water

Every five years since 1996, the U.S. EPA — through its Unregulated Contaminant Monitoring Rule (UCMR) — requires water utilities across the country to test for a list of substances that are suspected of being in drinking water but are not currently regulated under the Safe Drinking Water Act.

Utilities report their test results to the U.S. EPA, which uses the information to learn more about the presence



of these substances and decide whether they should be regulated in the future to protect public health.

The last round of UCMR testing was conducted from 2018 to 2020.

Hillsboro Water tested for 29 unregulated contaminants including selected Cyanotoxins, Haloacetic Acids (Disinfection Byproducts), Metals, Pesticides/Pesticide Manufacturing Byproducts, Alcohols, and Semivolatile Chemicals as a part of the fourth round of the UCMR.

The next sample collection of UCMR will begin in 2023 and continue through 2025. This sampling requires certain water systems, including Hillsboro Water, to sample for 30 chemical contaminants, including 29 Per-Fluoroalkyl Substances (PFAS) and Lithium.

For more information about UCMR 5, visit [EPA.gov/DWUCMR](https://www.epa.gov/dwucmr).

To request a full list of contaminants that Hillsboro Water tested under past UCMR rounds and their results, call 503-615-6702 or email WaterQuality@Hillsboro-Oregon.gov.

Vulnerable Populations

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 Human Immunodeficiency Virus/Acquired Immune Deficiency Syndrome (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.

The U.S. EPA and the Centers for Disease Control guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at 1-800-426-4791.



Reducing Risk of PFAS in Drinking Water

PFAS, short for perfluoroalkyl and polyfluoroalkyl substances, are chemical compounds manufactured and used for decades to repel water, grease, and oil. They can be found in many common products, including fire-fighting foam, carpets, clothing, nonstick cookware, food packaging, plastic coating, dental floss, and some high-end ski waxes.

How can PFAS get into the water supply?

Because PFAS is so widely used, the chemicals can get into the water cycle in several ways. Firefighting foam can seep into groundwater supplies. PFAS-containing products in landfills can break down and the chemicals can leach out of the landfill. When PFAS-containing products are washed with water, trace amounts of the chemicals can be carried down the drain and into the community's wastewater system.

How are PFAS in drinking water regulated?

PFAS, known as "forever chemicals," resist breaking down easily, and many people in the U.S. have been exposed to some PFAS. Research suggests exposure to high levels of certain PFAS may lead to health impacts.

As of April 2024, the EPA has set limits for five individual PFAS: PFOA, PFOS, PFNA, PFHxS, and HFPO-DA (GenX Chemicals). Additionally, the EPA also set a Hazard Index level for two or more of four PFAS as a mixture, PFNA, PFHxS, HFPO-DA, and PFBS. The EPA is using the best available science on PFAS to set national standards.



What is Hillsboro Water doing about PFAS?

Hillsboro Water is committed to ensuring a clean, high-quality water supply for our customers. We are dedicated to work with legislators, state and local regulators, and other drinking water utilities on how to best find, control, remove, and prevent PFAS contamination in water.

Staff are actively following the U.S. EPA's regulatory process and continually evaluating technologies and treatment options to address PFAS in drinking water.

During the UCMR 3 testing process (2013 and 2014) and current UCMR 5 (2023 to 2025) process, Hillsboro Water tested for PFAS-related compounds in source water and drinking water and did not detect PFAS above the reportable limit set by the method approved by the U.S. EPA.

How can the community reduce risk of PFAS?

- **Install In-Home Water Treatment:** In-home water treatment filters containing activated carbon or reverse osmosis membranes have been shown to be effective at lowering the levels of PFAS.
- **Contaminated Fish:** Avoid eating fish from waterways impacted by PFAS. You can determine which waterways are of concern by contacting your state or tribal fish advisory programs using the U.S. EPA's list of state, territory, and tribal fish advisory contacts.
- **Use PFAS-Free Consumer Goods:** Consider using PFAS-free products to protect your health and reduce the amount of PFAS in circulation.



Find additional tips to reduce exposure to PFAS in drinking water at:
[EPA.gov/PFAS/Meaningful-and-Achievable-Steps-You-Can-Take-Reduce-Your-Risk](https://www.epa.gov/pfas/meaningful-and-achievable-steps-you-can-take-reduce-your-risk)

Water Transmission Line Planning for Resiliency and Reliability

After being treated at the JWC and Cherry Grove SSF plants, drinking water travels about 15-miles through an 18-inch diameter water transmission pipe before being delivered to upper-system customers, the City of Gaston, and L.A. Water Cooperative.

The aging steel transmission line was installed in 1947 and has experienced leaks requiring repairs. Based on this and the pipe being 20 to 30 years beyond its service life, Hillsboro Water partnered with Consor – a local engineering consulting firm – to complete a pipe replacement/rehabilitation study.

The study recommended several improvements, including replacing, rerouting, or rehabilitating the existing water transmission line and adding isolation valves and a booster station. Currently, Hillsboro Water is applying for low interest loans and grants to source affordable options for the construction portion of the project.

This future water infrastructure upgrade will enable continued delivery of reliable, safe, and high-quality drinking water to upper-system and wholesale customers, for many years to come. Additionally, it will help first responders better protect the community during an emergency event.



Drinking Water and Lead

Household plumbing is the main source of lead in drinking water. This is usually from lead solder used in homes built or plumbed with copper pipes before 1985. Lead can also be found in brass plumbing fixtures and components. Lead can enter drinking water from water service lines, pipes in the home and other plumbing fixtures, or solder that contain lead corrode.

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. In Hillsboro Water's water distribution system, there are no known lead service lines or infrastructure components. In addition, Hillsboro Water provides treatment protection to minimize corrosion of lead in home plumbing. All water delivered to homes and businesses in Hillsboro Water's service area has gone through treatment for corrosion control. A form of soda is used to raise the pH and reduce the corrosiveness of the water to reduce the potential for lead to leach from private plumbing fixtures.

Testing for Lead and Copper

Water served by Hillsboro Water is tested regularly to ensure every drop meets all federal and state safe drinking water standards, including those for lead and copper.

On a required schedule set by the OHA, Hillsboro Water tests for lead and copper directly at customers' taps, instead of in the water distribution system. Testing ensures water consumed by customers meet safe drinking water standards.

Lead and copper testing last occurred in 2021 and levels were not detected at or above the action level — 15 parts per billion (ppb) for lead, 1,300 ppb for copper — in either source water or private households. Results from past testing for the City of Hillsboro's water system are available on the State's website at: [YourWater.oregon.gov](https://www.yourwater.oregon.gov)



Water Service Line Material Inventory

As part of the U.S. EPA's new Lead and Copper Rule Revisions, Hillsboro Water developed an online database with information on the materials that make up water service lines in Hillsboro. Access the database at Hillsboro-Oregon.gov/Waterline.

Water service lines — or the pipes responsible for carrying water from the underground water main in the street to the plumbing in homes and businesses — are jointly owned by Hillsboro Water and the customer. Service lines can be made of different materials, including plastic, galvanized steel, copper, or lead. Hillsboro Water's portion of service lines do not contain lead components.

Hillsboro Water used a combination of property records, water quality tests, and visual inspections of service lines to determine most customer's service line materials do not to have lead components. Hillsboro Water will continue to identify the material of service lines in the service area through methods approved by the U.S. EPA and OHA.

If a customer's service line is confirmed to have lead components, Hillsboro Water will work on a replacement plan with the customer.

Learn More



WaterQuality@Hillsboro-Oregon.gov



Hillsboro-Oregon.gov/Lead



503-615-6702



Drinking Water and Lead

Minimizing Lead Exposure

Hillsboro Water cares about our customer's health and the health of their family. Hillsboro Water provides high quality, lead-free drinking water, but cannot control the variety of materials used in customer's plumbing components. Customers can reduce the risk of lead exposure by:

- Flushing taps for 30 seconds to two minutes before using water for drinking or cooking.
- Using cold filtered water for drinking, cooking, and preparing infant formula.
- Cleaning faucet's screen or aerator on a regular basis.



Resources

Free Kit and Analysis

Hillsboro Water provides free lead testing kits and analysis to residential and non-profit customers, as well as childcare facilities.

Request a kit at 503-615-6702 or online at [Hillsboro-Oregon.gov/Lead](https://www.hillsboro-oregon.gov/Lead).

Online Lead Information

Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline at 1-800-426-4791 or online at: [EPA.gov/Safewater/Lead](https://www.epa.gov/Safewater/Lead)

Water is a Smart Investment

Hillsboro Water strives to ensure equity and affordability for all customers by carefully managing drinking water rates and system development charges (SDCs).

Water Rates:

- Constitute approximately 38% of a residential customer's total monthly utility bill and fund the protection and treatment of the upper-Tualatin River source, infrastructure maintenance, and testing of hundreds of water samples monthly.
- These rates, set biennially, also contribute to 40% of the costs to build the new, Willamette Water Supply System.
- In fall 2024, Hillsboro Water will propose new water rates for calendar years 2025 and 2026.
- To engage in the process beginning in September 2024, call 503-615-6702 or access: Hillsboro-Oregon.gov/WaterRates

Water SDCs:


- One-time fees for new or increased water service.
- Ensure growth contributes equitably to system expansions, funding 60% of the new Willamette Water Supply System costs.
- Regular adjustments to SDCs align with infrastructure projects.
- Learn more at: Hillsboro-Oregon.gov/WaterSDC



Utility Assistance is Available

If you're struggling to pay your utility bill or have an overdue amount, the City of Hillsboro is here to assist. We offer resources to support customers facing financial hardship, providing options such as flexible payment plans or emergency bill relief.

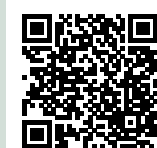
For assistance:

 503-681-6163

 UB@Hillsboro-Oregon.gov

 Hillsboro-Oregon.gov/UtilityAssistance

SCAN FOR HELP



Water Quality & Efficiency Resources



Lead-in-Water Test Kits

Request a free lead-in-water testing kit and analysis online at:

Hillsboro-Oregon.gov/Lead



Water Efficiency Rebates

Explore rebates for purchasing and installing water-efficient toilets, washing machines, weather-based irrigation controllers, and smart water meters at:

Hillsboro-Oregon.gov/Rebates



Home Water Audits

Schedule a free residential home water audit to identify your usage habits, pinpoint leaks, and implement simple conservation measures to help cut water usage at:

Hillsboro-Oregon.gov/HomeWaterAudit

Contact Information

City of Hillsboro Utility Bill

503-681-6163

Water quality and pressure

503-615-6702

Water conservation and rebates

503-615-6737

Backflow prevention

503-615-6723

Hillsboro's future additional water source

503-941-4563

Lead-in-water information

503-615-6702

Water emergency

503-615-6700

After-hours water emergency (pager)

503-615-6775

Not sure?

Call 503-615-6702

or email:

Water-Department@Hillsboro-Oregon.gov





Hillsboro

Water

Engage with Hillsboro Water

503-615-6702

WaterQuality@Hillsboro-Oregon.gov

Hillsboro-Oregon.gov/Water

Hillsboro-Oregon.gov/WaterQualityReport

150 East Main Street, First Floor
Hillsboro, OR 97123

 @HillsboroWater

 [Facebook.com/HillsboroWater](https://www.facebook.com/HillsboroWater)