

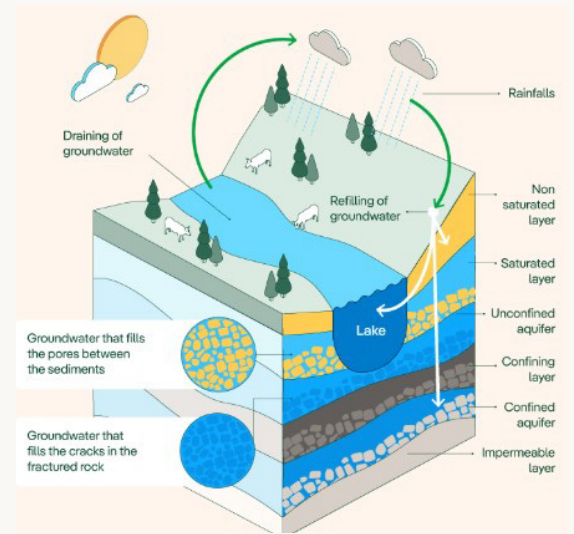
Avion Water

OR41 00094 Chaparral

Consumer Confidence Report

V2024

As water reliability and safety are at the forefront of minds and news, we are pleased to provide this year's Consumer Confidence Report (CCR) as required by the Safe Drinking Water Act (SDWA). Our commitment to water quality doesn't stop at monitoring; it encompasses a proactive approach to maintaining and improving our water systems. With rigorous testing protocols in place, we not only adhere to the standards set by the Safe Drinking Water Act but also aim to exceed them. In our ongoing effort to uphold transparency and keep our community informed, we encourage you to read through this year's Consumer Confidence Report. It provides essential information about the water quality, including results from our latest water testing, as well as details on any contaminants that were detected. Avion remains dedicated to engaging with our community. We welcome questions and concerns about water quality, and we value your feedback. Each year, we strive to improve not just our water systems, but also the way we communicate and connect with the people we serve. Thank you for trusting Avion with your water needs. Together, we can ensure that our community continues to enjoy safe, reliable, and high-quality groundwater.



Straight From the Source

We source our water from many wells found within our area. Those wells draw cold, clean, and naturally filtered water up from deep within the Deschutes Basin Aquifer. The Deschutes Aquifer is plentiful and recharged by rain and snowmelt.

Special Precautions

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised people such as those with cancer undergoing chemotherapy, people 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).

Contaminants in My Drinking Water...?

Drinking water, including bottled water, may reasonably be expected to contain at least some small amounts of 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). 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: microbial contaminants, such as viruses and bacteria, that 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 by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems; and 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 that limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

Avion Water Company
541-382-5342
60813 Parrell Road
Bend, Oregon 97702

If you have any queries or questions, please do not hesitate to contact our team
avion@avionwater.com

Drinking Water Quality Data Table

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of contaminants in water provided by public water systems. The table below lists all of the drinking water contaminants that we detected during the calendar year of this report. Although many more contaminants were tested, only those substances listed below were found in your water. All sources of drinking water contain some naturally occurring contaminants. At low levels, these substances are generally not harmful in our drinking water. Removing all contaminants would be extremely expensive, and in most cases, would not provide increased protection of public health. A few naturally occurring minerals may actually improve the taste of drinking water and have nutritional value at low levels. Unless otherwise noted, the data presented in this table is from testing done in the calendar year of the report. The EPA or the State requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not vary significantly from year to year, or the system is not considered vulnerable to this type of contamination. As such, some of our data, though representative, may be more than one year old. In this table you will find terms and abbreviations that might not be familiar to you. To help you better understand these terms, we have provided the definitions below the table.

Contaminate	MCLG or MRDLG	MCL, TT, or MRDL	Detected in the water	Range	Sample Year	Violation	Typical Source
<i>Inorganic</i> Nitrate [Measured as Nitrogen]{ppm}	10	10	1.3	NA	2024	No	Erosion of natural deposits
<i>Microbiological</i> Total Coliform{RTCR}	NA	TT	ND	N/A	2024	No	Naturally present in the environment
<i>Heavy Metal</i> Copper Action Level at Consumer Tap	1.3	1.3	.0475	.0070-.0791	2024	No	Corrosion of household plumbing systems
<i>Heavy Metal</i> Lead Action Level at Consumer Tap	0	15	ND	N/A	2024	No	Corrosion of household plumbing systems

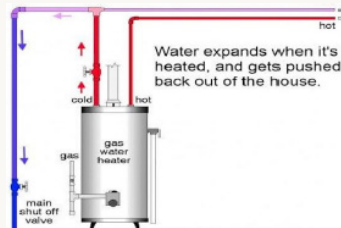
Unit or Term	Description or Definition
ug/L	Number of micrograms of substance in one liter of water
ppm	Parts per million, or milligrams per liter (mg/L)
pCi/L	Picocuries per liter (a measure of radioactivity)
N/A	Not applicable
ND	Not detected
MCLG	Maximum Contaminant Level Goal: The level of a contaminant in drinking water below which there is no known or expected risk to health. 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.
TT	Treatment Technique: A required process intended to reduce the level of contaminants in drinking water.
MRDLG	Maximum residual disinfection level goal. 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
MRDL	Maximum residual disinfectant level. The highest level of disinfectant is allowed in drinking water. There is convincing evidence that the addition of a disinfectant is necessary for control of microbial contaminants.
MPL	State Assigned Maximum Permissible Level

What is Cross Connection?

A cross connection is an actual or potential connection between piping that carries drinking water and piping that carries other substances. Common examples of cross connections include fire systems, private wells, lawn irrigation systems, boilers, or any other hard plumbed water feature, such as swimming pools, hot tubs, and ponds. The Federal Safe Drinking Water Act has jurisdiction over the public health aspects of any drinking water supply. The Oregon Health Division regulates public water systems in this state, including cross connection control, through Oregon Administrative Rules (OAR). OAR 333-61-0700 requires water systems to develop and administer a cross-connection control program (CCP) that will protect the public water supply. During spring and summer months our field team is hard at work after business hours and on weekends performing thousands of tests on Avion owned backflow prevention assemblies (DCVAs). All backflow prevention devices are required to be tested at installation and annually thereafter. Avion Water has a Cross Connection Program for the annual testing and maintenance of eligible devices. Contact us at 541-382-5342 or email backflow@avionwater.com for more information.

Thermal Expansion...What?

Thermal expansion refers to a characteristic of water when it is heated it expands. Unlike air, which can be compressed, water grows in volume and that must be accounted for. You can address thermal expansion by installing an expansion tank or valve to your system near the water heater, alleviating pressure building in the heating tank. Expansion tanks are relatively inexpensive and do not require a drain system. Expansion valves are another common solution but require more complex plumbing solutions to drain excess water. A frequently asked question is if a Temperature and Pressure (T&P) valve is sufficient. T&P valves are not thermal expansion devices.

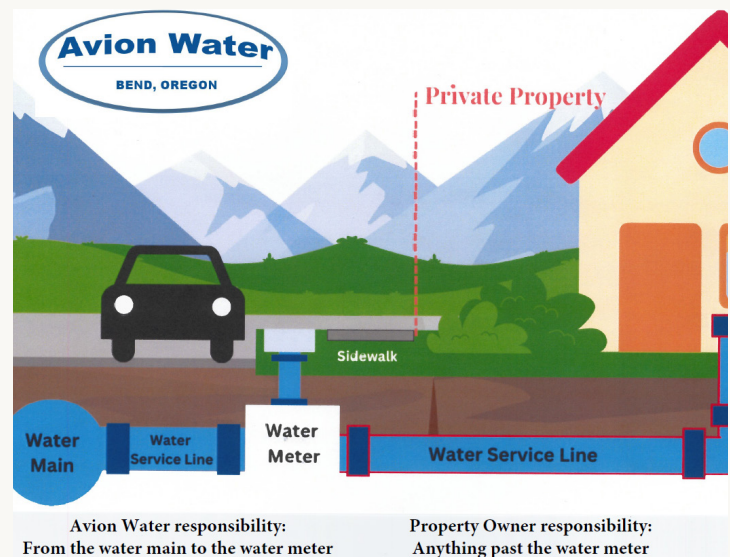


Many things can cause issues with a T&P valve. For example, the constant dripping of water can cause natural mineral deposits to occur creating a blockage, causing the T&P valve to become ineffective. If the water temperature increases to more than 212 °F (111 °C) the tank is considered

to be “superheated.” If superheated water is suddenly exposed to the atmosphere when a faucet opens, it instantly flashes into steam and a violent reaction may occur. In rare circumstances the tank may even explode, however it is rare. Avion Water recommends that you contact a licensed professional for inspection of your T&P valve or to install a thermal expansion tank.

Results of Avion's Lead Service Line Inventory

In 2021, the US Environmental Protection Agency issued Lead and Copper Rule Revisions (LCRR). One key element of this action was requiring all water systems across the country to inventory service lines connected to their systems to determine if lead pipes are present before October 2024. Over the last two years, Avion has completed an inventory of all our water systems, and we are pleased to report that No Lead Service Lines were found. We determined this through a combination of approved methods including the date of subdivision plat, date structure was built or service installed, manual or visible inspection or excavation at the meter pit, and statistical/predictive analysis. Inspections will be ongoing for service lines that we used the statistical/predictive methodology on.



Individual system inventory lists are extensive. They are viewable upon request in our office.

The Risks of Lead

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. Avion 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 <http://www.epa.gov/safewater/lead>.