

City of Redmond WATER QUALITY REPORT

YOUR DRINKING WATER



SUMMER 2016

PWS ID: 71650B



CITY OF REDMOND

all about your drinking water

Reliable and high quality drinking water is essential for our community. Redmond is committed to protecting our supply, maintaining the city's water system and planning for future years of service. Our commitment is demonstrated through our ongoing water system improvements and dedicated operators and engineers.

In this annual report, you will learn where your drinking water comes from. You'll learn what is in the water and how it is protected, treated and monitored. You will also learn about ways we all can help to conserve and protect our drinking water.

Thank you for your interest in Redmond's drinking water resources and efforts to keep these resources safe and clean, now and in the future.



Mayor John Marchione



INFORMATION FROM THE EPA

The sources of drinking water (both tap 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 can pick up substances resulting from the presence of animal or human activity.

Substances and contaminants that could be present in source water include:

Microbes such as viruses and bacteria, which may come from septic systems, livestock, and wildlife.

Inorganic chemicals such as salts and metals, which may be naturally-occurring or result from urban stormwater runoff, wastewater discharges and farming.

Pesticides and herbicides from agriculture, urban stormwater runoff, and residential uses.

Organic chemicals both synthetic and volatile, which are by-products of industry and can also come from gas stations, dry cleaners, urban stormwater runoff and septic systems.

Radioactive contaminants, which can be naturally-occurring or result from petroleum production or mining activities.

In order to ensure the safety of tap water, the EPA regulates the amount of contaminants allowed in public drinking water. The FDA regulates the contaminants in bottled water, which must provide a similar degree of safety.

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 Environmental Protection Agency's Safe Drinking Water Hotline at 800-426-4791.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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 at 800-426-4791.

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WHERE DOES MY WATER COME FROM?

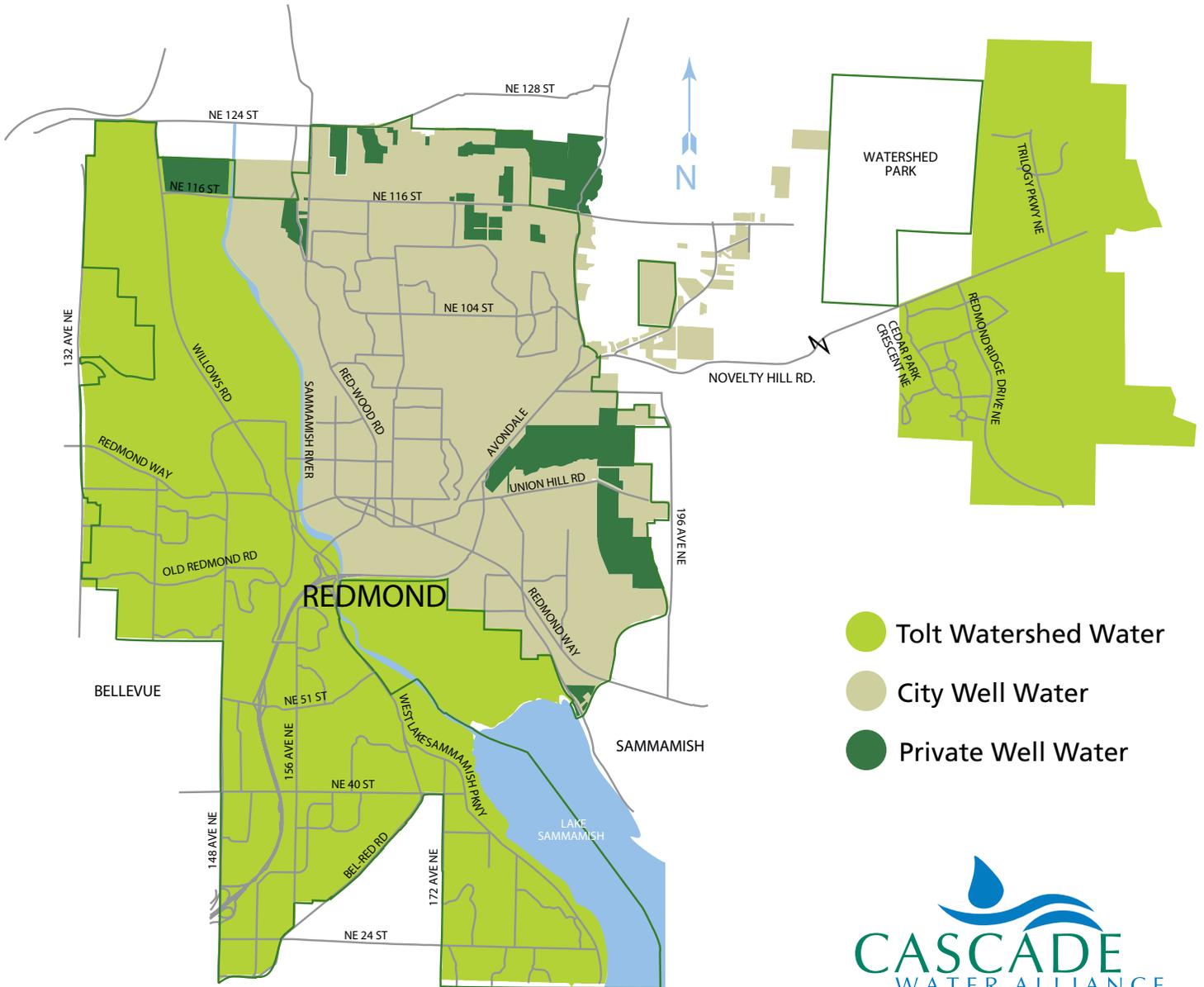
The City of Redmond has a hybrid water system. You may drink water from the Cascade Mountains or well water from an aquifer, depending on where you live.

THE TOLT WATERSHED

Residents on the west side of Lake Sammamish and the Sammamish River, as well as those who live in Redmond Ridge and Trilogy, are served water that comes from the Tolt Watershed in the Cascade Mountains.

THE GROUNDWATER SYSTEM

Residents east of Lake Sammamish and the Sammamish River drink well water from our aquifers. During the summer, water from the Tolt will be blended with the groundwater to help meet peak summer demand.





From the Cascade Mountains to your tap

The Tolt Reservoir and Watershed are located 15 miles east of Redmond in the Cascade Mountains. Rivers, streams, and snowmelt are impounded here to make up the reservoir supply. The water is filtered and treated and then travels through a supply pipeline to Redmond and other eastside water districts on its way to Seattle. The City of Seattle owns the Watershed and pipeline. Redmond, as a member of the Cascade Water Alliance, buys this water, and both Seattle and Redmond monitor and test it to maintain quality.

Watershed Protection

The Tolt Watershed covers nearly 14,000 acres and is closed to public access. Seattle's aggressive watershed protection plan safeguards the water supply from degradation

and human intrusion. However, according to the State Department of Health, all surface waters in Washington State are given a contamination susceptibility rating of "high," whether or not contaminants have been detected. Contamination that might occur would most likely be from soil erosion or animal activity.

Treatment

Water treatment of the Tolt supply consists of filtration, ozonation, chlorine disinfection, and fluoridation. Calcium oxide and CO2 are added to help reduce the water's natural corrosive effect on plumbing. Filtration removes organic material and makes the water cleaner and clearer. Ozone kills tough potential pathogens like giardia and cryptosporidium.

2015 WATER QUALITY DATA—TOLT SYSTEM

Detected Compounds	Units	Levels		EPA Limits		Typical Sources
		Average	Range	MCLG	MCL	
FLUORIDE	ppm	0.8	0.7 - 0.9	4	4	Additive for dental health
TURBIDITY	NTU	0.07	0.04 - 1.4	NA	TT	Soil runoff
TTHM	ppb	35.5	18.8 - 55.4	NA	80	Chlorination by-products
HAA5	ppb	35.3	22.3 - 48.7	NA	60	Chlorination by-products
CHLORINE	ppm	0.75	0.14 - 1.40	NA	4 MRDL	Additive that kills germs
BARIUM	ppb	1.3	(one sample)	2000	2000	Erosion of natural deposits
NITRATE	ppb	0.11	(one sample)	10	10	Erosion of natural deposits, septic systems and fertilizers
TOTAL COLIFORM	% positive	0%	0 out of 617	0	5%	Naturally present in environment
Untreated Water						
TOTAL ORGANIC CARBON	ppm	1.5	1.2 - 1.8	NA	TT	Naturally present in the environment
CRYPTOSPORIDIUM	#/100L	ND	ND	NA	NA	Naturally present in the environment

MCLG (maximum contaminant level goal): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLG's allow for a margin of safety.

MRDL (maximum residual disinfectant level)

MCL (maximum contaminant level): The highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCLG's as feasible using the best available treatment technology.

NTU (nephelometric turbidity unit) A measurement of water clarity. High turbidity can interfere with disinfection.

PPM (Parts Per Million): 1 ppm = 1 mg/l

PPB (Parts Per Billion): 1 ppb = 1 ug/l

TT (treatment technique): A required process intended to reduce the level of a contaminant in drinking water.

NA Not Applicable

OTHER USEFUL TOLT DATA

• Water Hardness = 26.3 mg/l or 1.5 grains per gallon. *This water is soft.* • pH = 8.1 – 8.6 • Alkalinity 18.7 mg/L

A list of other contaminants that were not detected, are secondary or unregulated, is available upon request.

Turbidity Violation: On December 29, 2015, turbidity for the Tolt supply exceeded 1.0 NTU for about 17 minutes. Turbidity has no health effects, however, it can interfere with disinfection and provide a medium of microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. Customers did not need to take action at the time, as mentioned in a previous mailing. Your water was and continues to be safe to drink. Redmond works closely with our wholesale water providers and the Washington Department of Health to bring you high quality water.

THE GROUNDWATER SYSTEM

Redmond's renewable resource

East of the Sammamish River, there are underground, water-bearing formations called aquifers. For 60 years, the aquifers have supplied 35-40% of Redmond's drinking water. In 2015, the city's wells pumped over one billion gallons from the aquifers. This resource is considered to have a high vulnerability to potential contamination, because the aquifers are extremely shallow.

Groundwater Protection

In 2003, Redmond established a Wellhead Protection Program as a way to help protect our groundwater from contamination and depletion. The Wellhead Protection staff is responsible for:

- Gathering hazardous materials data and visiting businesses to help identify and eliminate sources of pollution that could contaminate groundwater.
- Reviewing development proposals to ensure that groundwater will not be adversely impacted.

- Measuring groundwater levels and collecting samples from monitoring wells throughout the city.

As a result of the Wellhead Protection Program, Redmond is in compliance with the three components of the State's Source Water Assessment Program: Protection Area Delineation, Contaminant Source Inventory, and Susceptibility Assessment. To learn more, contact Amanda Balzer at abalzer@redmond.gov or call 425-556-2753.

Treatment

Our groundwater is treated for safety and dental health with two common drinking water additives: sodium fluoride and chlorine. Chlorine acts as a safety net against disease-causing germs. The well water is adjusted for optimum pH. At most wells, we use air stripping towers, which release CO₂ from the water as a way of raising the pH. At Well #4, sodium hydroxide is used. Increasing the pH makes the water less corrosive to household plumbing.

2015 WATER QUALITY DATA—GROUNDWATER SYSTEM (CITY WELLS)

Detected Compounds	Units	Levels		EPA Limits		Typical Sources
		Average	Range	MCLG	MCL	
FLUORIDE	ppm	0.71	0.32 - 1.00	4	4	Additive to promote dental health
NITRATE	ppm	0.91	0 - 1.6	10	10	Erosion of natural deposits, septic systems and fertilizers
TTHM	ppb	18.9	9.1 - 33.3	NA	80	Chlorination by-products
HAA5	ppb	10.4	4.4 - 18.9	NA	60	Chlorination by-products
CHLORINE	ppm	0.63	0.10 - 1.16	NA	4MRDL	Additive that kills germs
TOTAL COLIFORM	% positive	0%	0 out of 634	0	5%	Naturally present in environment
BARIUM	ppb	1.25	0 - 5	2000	2000	Naturally present in environment
CHROMIUM	ppb	.5	0 - 2	100	100	Naturally present in environment

MCLG (maximum contaminant level goal): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLG's allow for a margin of safety.

MRDL (maximum residual disinfectant level)

MCL (maximum contaminant level): The highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCLG's as feasible using the best available treatment technology.

NA Not Applicable

NTU (nephelometric turbidity unit) A measurement of water clarity. High turbidity can interfere with disinfection.

PPB (Parts Per Billion): 1 ppb = 1 ug/l

PPM (Parts Per Million): 1 ppm = 1 mg/l

TT (treatment technique): A required process intended to reduce the level of a contaminant in drinking water.

TTHM (total trihalomethane): Disinfection by-products

HAA5 (Haleoacetic acid): Disinfection by-products

OTHER USEFUL GROUNDWATER DATA

• Hardness = 60-90 mg/l (4-5 grains per gallon) *This water is moderately hard.* • pH = 7.5 – 7.9 • Alkalinity = 85-90mg/l

A list of other contaminants that were not detected, are secondary or unregulated, is available upon request.

KEEPING THE LEAD OUT

What you can do to help

There is no detectable lead or copper in any of the sources of Redmond drinking water. However, lead is a serious contaminant and can be found in the water of some homes due to older plumbing.

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 Redmond is responsible for providing high quality drinking water but cannot control the variety of materials used in residential and commercial plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your cold water 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, 800-426-4791, or epa.gov/safewater/lead. You can also get information from the Redmond Water Quality Office at 425-556-2847.



2015 LEAD AND COPPER CITYWIDE MONITORING PROGRAM

Compounds & Units	MCLG	90th Percentile Action Level*	90th Percentile Residential Level	# of Homes Exceeding Action Level*	Sources
LEAD (ppb)	0	15 ppb	Not Detected	0 out of 31	Corrosion of household plumbing
COPPER (ppm)	1.3 ppm	1.3 ppm	Not Detected	0 out of 31	Corrosion of household plumbing

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

Since 1983, Redmond's drinking water has been treated to minimize corrosion in household plumbing. The current citywide monitoring program began in 1992, which tests water in homes most likely to have plumbing components containing lead. Ten of the 429 samples had exceeded the action level (15 ppb) for lead since inception of the monitoring program. In 2015, samples for lead and copper levels were again collected using the same selected homes and none were found to exceed the action levels for either contaminant. Redmond's sampling has demonstrated successful compliance with all State and Federal requirements relating to lead and copper.

CROSS CONNECTION CONTROL PROGRAM

The purpose of a Cross Connection Control Program is to keep unsafe water from mixing with the potable water supply. Redmond's Water Quality Office maintains a database of assemblies installed throughout the City. We monitor all testing and send customers an annual reminder notice. Your efforts in performing required testing is essential in protecting your drinking water.

Backflow Testing

If you have an irrigation system for your yard, fire suppression sprinkler system, boiler, pool/spa, or water feature, state law requires that you have a backflow prevention assembly installed to prevent contaminated water from flowing back into your drinking water—a serious health hazard.

Backflow assemblies fail for a variety of reasons. That's why state law requires them to be tested annually by a certified tester—to ensure that the assemblies will function if there is a backflow event.



Garden hoses can be hazardous to the water quality in your home.

To prevent backflow and keep your water safe:

- **Do not** submerge a garden hose into anything that you would not want to drink.
- **Do not** use hose-end applicators to apply garden chemicals to your yard.
- When not using your garden hose, keep the hose bibs on the house in the “off” position. The spray nozzle at the end of the hose is not a safe shut off.

Protecting against potentially harmful backflow incidents is an important part of providing high quality drinking water. Redmond strives to provide the highest quality water to our customers, and protecting against potentially harmful backflow is a very important part of this effort. If you have any questions about the Cross Connection Control Program and testing of backflow assemblies, contact the Water Quality Office at 425-556-2847.



2015 ANNUAL WATER USE

The Redmond Water Utility is pleased to provide you with its annual performance report. This report, which is required by the Washington State Department of Health (DOH) Water Use Efficiency Rule (WUE), includes information about our metering status, our distribution system leakage and progress made toward our water efficiency goals.

Metering and Distribution Leakage Summary

The Redmond water system is fully metered. The state requires that water suppliers maintain their distribution system leakage at 10% or less for a rolling 3-year average. The state recognizes that a certain amount of leakage is expected and unavoidable. The leakage is based on the total water produced by the wells and purchased from Cascade Water, less the amount of water sold to customers and used for other system purposes like flushing and fire fighting. The estimated total leakage for Redmond for 2015 was 8.30% and the rolling 3-year average is 6.77%, well within the state DOH leakage standard.

Efficiency Performance Report

DOH is now allowing Cascade Water Alliance (Cascade) to establish a goal that includes all seven of its members, including Redmond. The new water efficiency goal, which must be updated every six years, was established by Cascade on December 19, 2013, for years 2014 through 2019. Cascade's goal is to achieve a cumulative drinking water savings of 600,000 gallons per day on an annual basis and 1,000,000 gallons per day during peak season (June – September) by 2020.

Cascade provides water efficiency programs and services on behalf of its members. In 2015, Cascade administered many distinct activities, including:

- Showerhead and aerator installations at commercial accounts
- Residential gardening classes
- Irrigation system upgrade rebates
- Classroom presentations on water topics
- Leak detection dye mailed to all single-family homes
- Free online ordering of shower timers, rain gauges, and other conservation items
- Water audits at King County Housing Authority properties

- Free conservation items shipped to multifamily properties
- Training for landscape contractors, parks and school district staff, and others on the fundamentals of efficient irrigation management
- Development of a WaterSense Labeled New Homes program for builders

As shown in Table 1, these programs and services resulted in approximately 20,000 direct customer interactions promoting water efficiency and a savings of an estimated 79,205 gallons of water per day; or, 13% of Cascade's 2014 – 2019 WUE goal. Along with savings from 2014, Cascade has achieved approximately 42% of its 6-year cumulative savings goal.

2015 CASCADE WATER EFFICIENCY PROGRAM

Community Engagement		Completed
Classroom Presentations / Students Reached		465 / 11,269
Road Shows / Customer Interactions		10 / 4,890
Water Wall Uses / Customer Interactions		8 / 2,500
Cascade Gardener Classes / Attendees		30 / 724
Garden Hotline		324
Irrigation Trainings / Attendees		4 / 150
Real Estate Conservation Trainings / Attendees		8 / 96
Single Family Water Audits / Multifamily Water Audits		24 / 112
Rainwater Harvesting Projects		1
Savings Generated	Savings (Gallons/Day)	Completed
Residential Clothes Washers	20,200	1,246
Residential Showerheads	9,900	1,064
Residential Toilets	178	18
Residential Aerators	278	32
Multifamily Showerheads	3,440	845
Multifamily Bathroom Aerators	6,180	976
Multifamily Kitchen Aerators	595	64
Multifamily Toilets (Repaired)	331	12
Multifamily Toilets (Replaced)	59	6
Commercial Aerators	9,589	223
Commercial Showerheads	7,028	400
PreRinse Spray Valves	2,055	15
Irrigation Projects	1,000	5
Webpage Conservation Items	442	442
Road Shows Conservation Items	17,032	17,032
Member-Provided Items	898	898
Total Savings	79,205	

REDMOND PARTICIPATES IN FEDERAL WATER SAMPLING PROGRAM

In 2014 and 2015, the City of Redmond collected water samples under the Unregulated Contaminant Monitoring Rule 3 (UCMR3). Redmond and approximately 6,000 other public water systems were selected to collect samples based on population size served; not because of a water quality concern. The Environmental Protection Agency (EPA) utilizes the UCMR3 program to collect data for contaminants expected to be present in drinking water but that do not have defined health-based standards.

EPA required Redmond and other water providers to test for 30 contaminants as part of UCMR3. Of those, four were found (see chart).

If testing shows that a large number of drinking water systems have detected any specific contaminant at levels of concern, the EPA may decide to regulate them in the future.



2015 TEST RESULTS FOR UNREGULATED CONTAMINANTS – UCMR3

	Range	Average	MRL	
Strontium	19 - 130 ug/L	70 ug/L	0.3 ug/L	Strontium is a naturally occurring element; historically used in the faceplate glass of cathode-ray tube televisions to block x-ray emissions
Vanadium	ND - 1.30 ug/L	0.65 ug/L	0.2 ug/L	Vanadium occurs naturally in about 65 different minerals and in fossil fuel deposits. The primary industrial use of vanadium is in the strengthening of steel.
Hexavalent Chromium	ND - 0.44 ug/L	0.07 ug/L	0.03 ug/L	Hexavalent Chromium is a naturally occurring element; used in making steel and other alloys; used for chrome plating, dyes, and pigments, leather tanning and wood preservation.
Chlorate (2014)	ND - 69 ug/L	26.8 ug/L	20.0 ug/L	Chlorate is a known byproduct of the drinking water disinfection process when utilizing sodium hypochlorate.

Ug/L = Microgram/liter ND = Non Detection MRL = Method Reporting Level

If you would like a full list of contaminants tested for but not detected, or more information about Redmond's results, please contact the Water Quality office at 425-556-2847. For more information about the program, visit EPA's website at water.epa.gov/lawsregs/rulesregs/sdwa/ucmr/ucmr3.

DID YOU KNOW...

It takes **1.85 gallons of water** to manufacture the plastic to make the bottle for "bottled water".



Hard water is water that has high mineral content. If you receive water from the City well supply (page 5), your water may be moderately hard. **Occasionally this might cause a build up in your dishwasher.**

To avoid this build up, periodically run a cycle with **two cups of vinegar**.

WELLHEAD PROTECTION ZONES

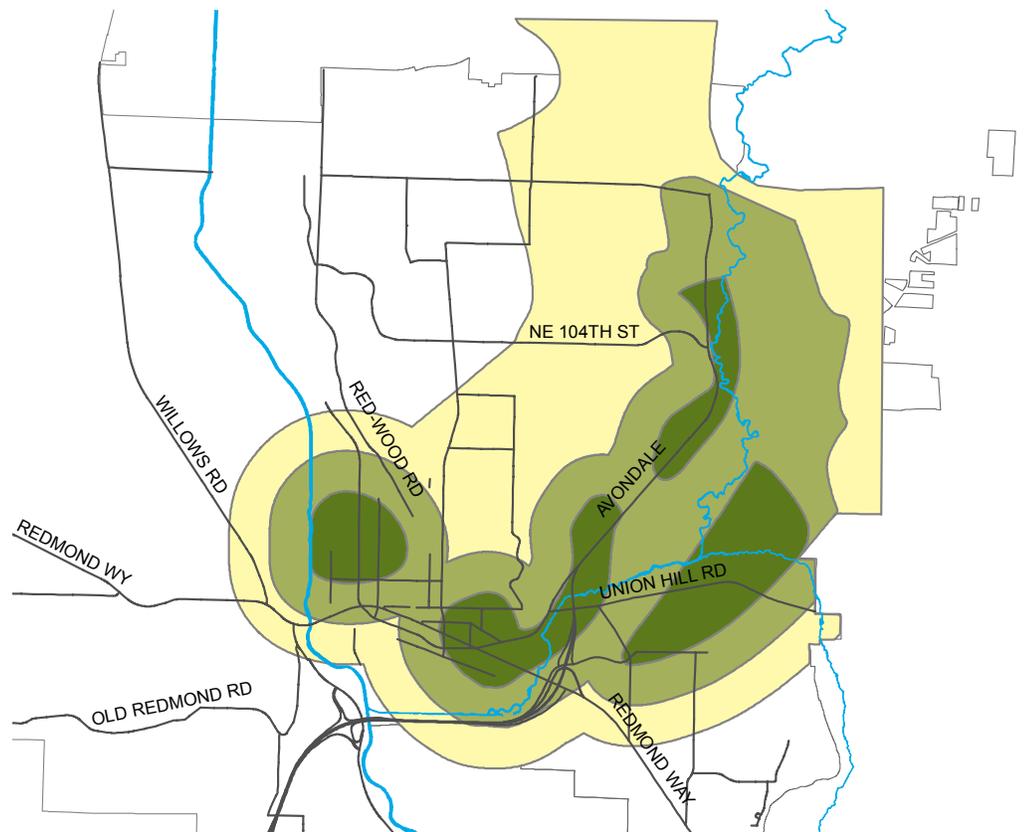
Keep your drinking water safe

In Redmond, 35-40% of our drinking water comes from groundwater wells located in Redmond. The groundwater is in a shallow aquifer located beneath downtown that also continues north up Avondale and east along Union Hill Road. The aquifer is made up of sand, gravel and rock deposited long ago by rivers and glaciers. Groundwater comes from rain that seeps or “infiltrates” down through the soil and is then stored within and travels through open spaces of all geologic material.

The Critical Aquifer Recharge Area (CARA) is an area where the aquifer is vulnerable to contamination, and infiltration has an important effect on replenishing or “recharging” groundwater in the aquifer for drinking water wells. Redmond’s CARA is divided into three Wellhead Protection Zones (shown on the map). These zones are based on the time it takes a drop of water to travel from the point it enters the aquifer to the point it enters the nearest drinking water well. In Zone 1, groundwater takes six months or less to travel to the nearest drinking water well. In Zone 2, it takes one year or less, and in Zone 3 it takes up to 10 years. You can protect our drinking water by preventing pollution from getting onto the ground, especially within the Critical Aquifer Recharge Areas (CARA).

Redmond’s Wellhead Protection Program works to protect our drinking water quality and quantity by managing Wellhead Protection Zones throughout the city. The city is currently working on a project to evaluate our Wellhead Protection Zones which will help inform effective management of our CARA. For more information, visit redmond.gov/Environment/GroundwaterWellheadProtection.

For more information about how you can help protect our clean and reliable drinking water resources, visit redmond.gov/Environment/GroundwaterWellheadProtection/Residential.



The Critical Aquifer Recharge Area (CARA) includes these Wellhead Protection Zones:

- Zone 1 (6-month time of travel)
- Zone 2 (1-year time of travel)
- Zone 3 (10-year time of travel)

SAFEGUARDING OUR GROUNDWATER

It's up to all of us

The best way to protect our drinking water is to make sure pollution does not get into the environment around us, especially in the Critical Aquifer Recharge Area (CARA).



Properly Maintain Your Septic System

If you have a septic system, pump it out on a regular basis (every three years depending on the tank and family size). Household hazardous wastes should never be flushed or put down the drain. These include strong acids or bases, petroleum products, solvents, heavy metals and pesticides. For more information, contact Public Health - Seattle & King County District Office at 206-296-4932.



Limit your use of chemicals, fertilizers, pesticides, and other hazardous products

Make the switch to safer, non-toxic products to help protect your family, your pets, and your local streams and groundwater. Visit King County's website on Natural Yard Care lhwmp.org/home/gsgs and get the Grow Smart iPhone App. Find green cleaning ideas at redmond.gov/Environment/GroundwaterWellheadProtection/Residential/GreenCleaning.



Properly Dispose of Hazardous Products

Items such as used motor oil, oil based paint, cleaning solvents, fuels, antifreeze, transmission and brake fluid, pesticides and herbicides should never be dumped on the ground or into a stormwater drain on the street. Residents and qualifying businesses are eligible for FREE hazardous waste disposal at King County Hazardous Waste facilities and roving WasteMobile. For more information about drop off locations, visit King County's website at lhwmp.org.



If you own or operate a business in Redmond, evaluate your hazardous materials handling process.

- Properly store products and waste, both indoors and outdoors, utilizing secondary containment (where the original container is placed in another container to catch spills and leaks).
- Be prepared for spills. Have a spill kit and spill procedures in place and train employees how to use them. For more information about how get a FREE spill kit, contact a Pollution Prevention Specialist at 425-556-2888.
- Keep lids closed on outside dumpsters and waste bins.
- Minimize use of toxic cleaning solvents, such as chlorinated solvents and other toxic chemicals.
- For additional information on hazardous materials storage and handling or environmentally safer alternatives, contact our Wellhead Protection staff at 425-556-2714.



BE VIGILANT

If spills occur, clean them up immediately. Call Redmond's 24-hour Spill Hotline at 425-556-2868 to report spills.

wellhead
protection



ADDITIONAL INFORMATION

**Redmond Public Works
Water Quality Office**
[www.redmond.gov/environment/
drinkingwater](http://www.redmond.gov/environment/drinkingwater)
425-556-2800

Washington Department of Health
www.doh.wa.gov/ehp/dw
800-521-0323

Environmental Protection Agency
www.epa.gov/safewater
Safe Drinking Water Hotline
800-426-4791

American Water Works Association
www.drinktap.org
www.awwa.org

Redmond Wellhead Protection Program
www.redmond.gov/environment
425-556-2701

GET INVOLVED

It's your drinking water and your input is important. Attend and comment at City Council meetings on the first and third Tuesday of the month at 7:30 pm in the Council Chambers, located at 15670 NE 85th Street. Agendas for the meetings can be found on the City's website (www.redmond.gov) or posted in the lobbies of City Hall and the Public Safety Building.

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If you have questions about this report or about your drinking water, please contact Redmond's Drinking Water Quality section at kcaldwell@redmond.gov or lmward@redmond.gov.

Este informe contiene información muy importante sobre su agua de beber.

本报告含有饮用水问题的重要信息。

이 보고서에는 식수에 관한 중요한 정보가 담겨있습니다



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