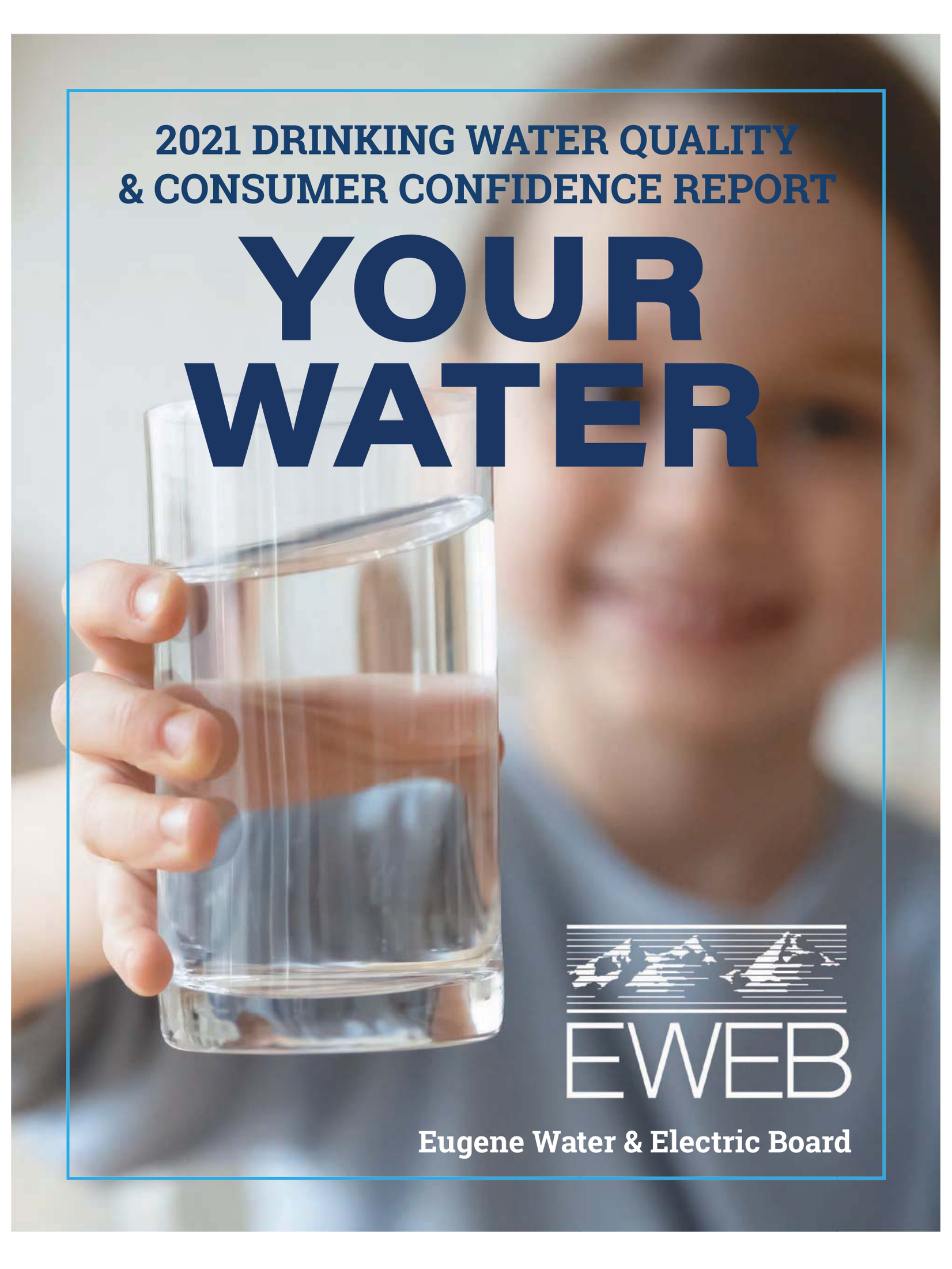
2021 DRINKING WATER QUALITY & CONSUMER CONFIDENCE REPORT

YOUR WATER



EWEB

Eugene Water & Electric Board

Clear Lake, source of the McKenzie River, and Eugene's water supply, sits tucked away in Oregon's Willamette National Forest.

Clean water starts at the source

As an EWEB customer, you receive some of the highest quality drinking water in the world. Your water comes from the pristine McKenzie River, which emerges from Clear Lake, high in the Cascade Mountains. Clear Lake is a spring-fed lake, the water bubbling to the surface through acres of natural volcanic "filters," before flowing 85 miles down the McKenzie River to the Hayden Bridge Water Filtration Plant in Springfield, where the Eugene Water & Electric Board draws water from the river.

EWEB has completed a Source Water Assessment to identify potential contaminants of concern for our drinking water. Although the McKenzie River has faced some major challenges in 2020 and 2021, overall water quality remains excellent. EWEB works with residents throughout the watershed to minimize contaminants from pesticides and urban runoff, and coordinates with multiple emergency responders to contain hazardous materials spills. With climate change bringing warmer and drier weather, our watershed will endure greater threats in the forms of droughts, wildfires, and harmful algal blooms.

For more information about EWEB's source water monitoring and protection program visit www.eweb.org/sourcewaterprotection.

For contacts and more information, see page 9.

Para obtener contactos y más información, consulte la página 9.

Your tap water costs about a penny a gallon. But there's a lot more to your water bill than just water.

Source Water Protection Programs

3-Step Treatment Process

800 Miles of Pipes

25 Pump Stations

22 Storage Tanks

85,000 Samples Each Year

Your water bill supports clean, safe, and reliable drinking water from source to tap.

This report is a summary of the quality of water we provided to our customers in 2021. We are happy to report that your water meets and exceeds the safe drinking water standards set by the Environmental Protection Agency (EPA) and EWEB has once again been listed as an "Outstanding Performer" by the Oregon Health Authority (OHA).

Investing in drinking water for a resilient community

The clean, reliable drinking water we all need is not possible without the infrastructure that delivers it. Over the past 15 years, EWEB has invested more than $37 million to upgrade and expand the Hayden Bridge Filtration Plant. We are now prioritizing strengthening base level storage and in-town transmission infrastructure throughout our service territory.

Some of the major drinking water projects we are planning and developing include:

Building a second water treatment plant on the Willamette River
Of the 20 largest cities in the Northwest, Eugene is the only one with a single source of drinking water. While the McKenzie River will continue to be Eugene's primary water source, EWEB is in the early stages of developing the Willamette River as an additional water supply. The future water treatment plant will be upstream of the Eugene/Springfield area, built to modern seismic standards and designed to deliver water quality that is as good or better than McKenzie River treated water.

Upgrading and diversifying water storage tanks
The three primary tanks that store drinking water for all of Eugene are nearing the end of their useful lives and do not meet modern seismic standards. In early 2020, EWEB began a multi-year project to replace the exisiting tanks with six smaller tanks. This distributed approach improves water quality and increases our resiliency to potentially disruptive events.

Developing emergency water solutions
Just as your household invests in an emergency kit, EWEB is making investments to prepare, replace and maintain our community's water system.

We are working with community partners to develop an emergency water supply program that includes several permanent distribution sites located throughout the community using groundwater wells, as well as mobile water trailers. As of January 2021, five sites are operational, with two additional sites planned near Churchill High School and Amazon Park.

Restoring and Protecting the McKenzie Watershed
Back in 2000, Eugene was one of the first metropolitan areas to recognize its watershed as part of its water infrastructure. In the aftermath of the Holiday Farm Fire that burned 25 miles of river frontage, EWEB and our partners in the McKenzie Valley have worked to address immediate risks such as erosion from high intensity burn areas and redevelopment along the river, as well as longer-term resiliency investments to restore floodplain areas that are critical to water quaity and habitat. Water customers are helping fund these projects through a temporary Watershed Recovery Fee.

Emergency Water Stations

Prairie Mountain School
5305 Royal Ave

Howard Elementary
700 Howard Ave

Eugene Science Center
2300 Leo Harris Pkwy

Lane Events Center/Fairgrounds
796 W 13th Ave

Sheldon Fire Station
2435 Willakenzie Rd

Future Site - Churchill High School

Future Site - Amazon Park

2021 Regulated Contaminants Results

Your water met or exceeded all state and federal drinking water health standards

This report provides a snapshot of last year's water quality. EWEB is proud to say that we have never violated a maximum contaminant level or any other water quality standard established by the EPA. For information on EWEB's drinking water monitoring program go to www.eweb.org/outages-and-safety/water-safety-in-your-home-or-business/drinking-water-quality, call 541-685-7861, or email water.quality@eweb.org.

The following regulated contaminants were detected in the water. To view a comprehensive list of all the contaminants that EWEB tested for in 2021, visit www.eweb.org/Documents/water-quality/2021-testing-summary.pdf.

Test	MCL	MCLG	Detection Range	Probable Source	In Compliance?
Inorganics					
Barium (ppm)	2	2	ND - 0.003	Erosion of natural deposits	Yes
Fluoride (ppm)	4	4	ND - 0.057	Erosion of natural deposits	Yes
Nitrate (ppm)	10	10	ND - 0.17	Fertilizer runoff; septic tank leaching; erosion of natural deposits	Yes
Disinfection Byproducts					
Total Trihalomethanes (ppb)	80	NA	6.5 - 16.0 Highest LRAA: 14.5	Byproduct of drinking water disinfection	Yes
Haloacetic Acids (ppb)	60	NA	3.7 - 8.9 Highest LRAA: 7.1	Byproduct of drinking water disinfection	Yes
Chlorine (ppm)	4	4	0.10 - 0.74	Added to control microbes	Yes
Total Organic Carbon (ppm)	TT	NA	0.33 - 0.49	Naturally present in the environment	Yes
Microbiological					
Turbidity (NTU)	TT<0.3 95% of the time	NA	Highest result: 0.056	Soil runoff	Yes

Notes on EWEB dectected contaminants

The following provides additional information about the contaminants that were detected:

<table>
<tr>
<td>Chlorine
EWEB adds chlorine to our water during the disinfection process to protect against microorganisms such as Giardia and E. coli.</td>
<td>Copper
Copper is found in natural deposits and is also widely used in household plumbing materials.</td>
<td>Turbidity
Turbidity is a measure of the cloudiness of water. It can interfere with disinfection. EWEB's filtration process effectively removes turbidity.</td>
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<tr>
<td>Fluoride / Barium
These naturally-occurring substances, found in the mineral composition of our watershed, were detected at extremely low levels — well below regulatory standards.

Total Organic Carbon
A measure of naturally-occurring organic materials in water.</td>
<td>Disinfection Byproducts (DBPs)
Disinfectants are an essential element in drinking water treatment because of the barrier they provide against waterborne disease-causing microorganisms. DBPs form when disinfectants used to treat drinking water react with naturally-occurring materials in the water (e.g., decomposing plant and other organic material).</td>
<td>Nitrate
Nitrate is an essential component of living things and occurs naturally in surface and groundwater at concentrations up to 1-2 mg/L. At these naturally-occurring levels, nitrate is not harmful to health.</td>
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Definitions and abbreviations

90th Percentile Value
This means that 90 percent of the samples collected were equal to or below the value reported.

Action Level (AL)
The concentration of a contaminant which, if exceeded, triggers treatment.

Highest Locational Running Annual Average (LRAA)
The highest calculated average of multiple results at a single location in a 12-month period.

Maximum Contaminant Level (MCL)
The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLG 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.

NA
Non-Applicable

ND
Contaminant not detectable using current monitoring equipment or methods.

Nephelometric Turbidity Units (NTU)
A measure of water clarity.

ppb
Parts Per Billion
One part per billion corresponds to one penny in $10,000,000 or approximately one minute in 2,000 years.

ppm
Parts Per Million
One part per million corresponds to one penny in $10,000 or approximately one minute in two years.

Treatment Technique (TT)
A required process intended to reduce the level of a contaminant in drinking water.

Copper and lead sampling results

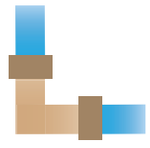
The State requires EWEB to collect samples from 50 high-risk residential water taps once every three years. The following table represents our most recent testing results from 2021. See page 4 for explanation of acronyms.

Contaminant	Action Level	MCLG	90th Percentile Result	Samples Exceeding Action Level	Source of Contaminant
Copper (ppm)	1.3	1.3	0.065	0	Corrosion of household plumbing systems
Lead (ppb)	15	0	2.8	0	

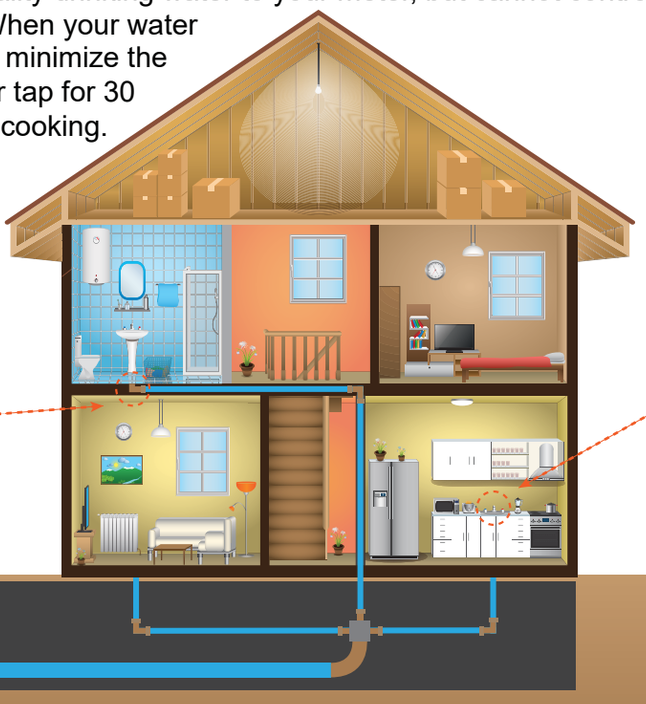
How lead could get into your household drinking water

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing.

EWEB is responsible for providing high quality drinking water to your meter, 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 before using water for drinking or cooking.



Copper Pipe with Lead Solder:
Solder made or installed before 1986 contained high lead levels.



Faucets:
Fixtures made prior to 2014 may contain leaded brass.

EWEB-OWNED

Service lines:
There are no known lead service lines (including goosenecks) in our distribution system.

Meters:
EWEB uses lead-free meters.

CUSTOMER-OWNED

Household plumbing:

The main source of lead in our community's tap water is from old household plumbing. Household plumbing is the homeowner's portion of the service line, which runs from the meter to your house and the type of internal plumbing and faucets used inside your home. Lead solder was often used in homes built or plumbed with copper pipes before 1986. Lead is also common in brass faucets and fixtures manufactured before 2014.

How we reduce risk of lead in our drinking water system

For decades, we have tested our source water for lead. This testing shows that there is no lead in the water that enters the distribution piping. We also adjust the pH of the water to reduce corrosion in our pipe systems and to help prevent lead from leaching out of old household plumbing fixtures.

How you can reduce your lead exposure

Boiling water will not reduce or remove lead from water. Here are a few tips to reduce or eliminate exposure to lead in tap water:

Flush your pipes.

Before drinking or cooking, run your water for 30 seconds, until the water becomes cold or reaches a steady temperature.

Use only cold water to drink, cook and make baby formula.

Hot water makes it easier for lead to leach from your pipes into the drinking water.

Clean your aerator every few months.

Your faucet aerator can trap particles that contain lead.

Consider buying low-lead fixtures.

As of January 4, 2014, all pipes, fittings and fixtures must contain less than 0.25 percent lead. Learn how to identify lead-free products, at https://nepis.epa.gov/Exe/ZyPDF.cgi?Dockey=P100LVYK.txt

Consider using a water filter.

Contact National Sanitation Foundation International at 1-800-673-8010, or visit www.nsf.org for information about certified water filters. Follow all filter maintenance instructions to keep your water safe.

Concerned about lead in your drinking water?

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 1-800-426-4791 or at www.epa.gov/safewater/lead.

Visit www.eweb.org/outages-and-safety/water-safety-in-your-home-or-business/drinking-water-quality/lead-in-drinking-water to learn how you can have your tap water tested for lead.

You can also learn more by visiting the websites for Oregon Health Authority, Environmental Protection Agency, or Centers for Disease Control.

Let's Get the Lead Out - watch this video from the American Water Works Association to learn more about where lead comes from.

What the EPA says about drinking water contaminants

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 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 at 1-800-426-4791 or visiting: www.epa.gov/ground-water-and-drinking-water/safe-drinking-water-information.

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, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

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 regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

Contaminants in drinking water sources may include:

Microbial contaminants such as viruses and bacteria, which may come from wildlife or septic systems.

Inorganic contaminants such as salts and metals, which can occur naturally or result from urban storm water runoff, industrial or domestic wastewater discharges and farming.

Pesticides and herbicides which may come from a variety of sources such as farming and forestry activities, urban storm water runoff, and home or business landscaping activities.

Organic chemical contaminants including synthetic and volatile organic chemicals, which are byproducts of industrial processes. These substances also can come from gas stations, urban storm water runoff and septic systems.

Radioactive contaminants can occur naturally or may result from oil and gas production and mining activities.

Special health considerations

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as those 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).

Boil-water advisories

A “boil-water advisory” is a precautionary notice issued by a public drinking water system or by health authorities to consumers when a community’s drinking water is or could be contaminated by disease-causing organisms. It is a preventive measure that is intended to protect the health of water consumers when there is an actual or significant possibility that contamination may be present within the drinking water system.

In 2021, EWEB issued three boil-water advisories due to loss of water pressure in the distribution pipes. The loss of water pressure can result in the backflow or infiltration of unclean water into EWEB’s water pipes, posing a potential risk to the health of our customers.

EWEB will leave a door hanger advising customers to boil their water as a precaution against any possible contamination as required by the Oregon Health Authority.

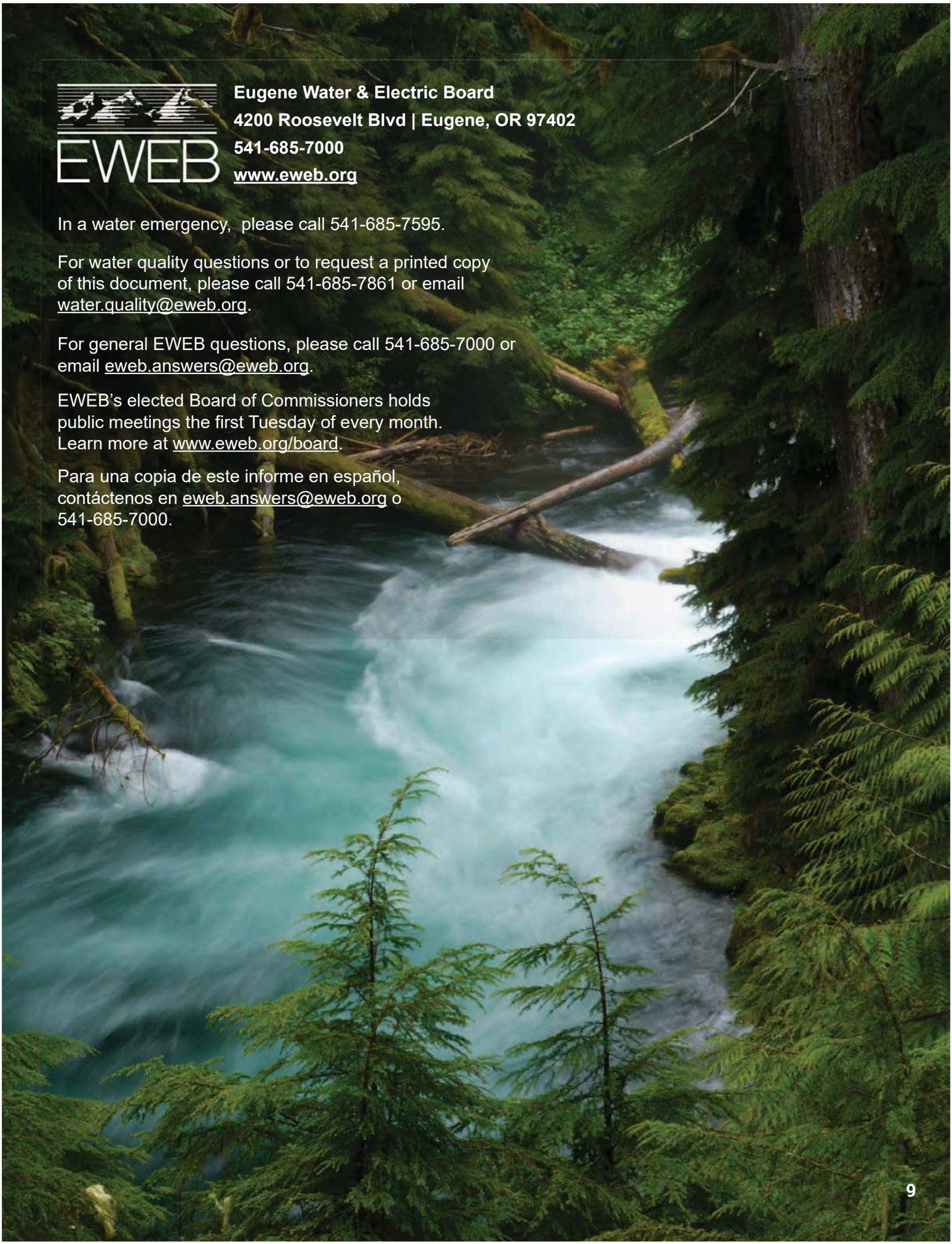
Date	Location	Customers Affected
1/7/2021	Willamette 975 Pressure Zone	51
4/28/2021	Inglewood Ave.	10
6/4/2021	Saddle Place	4

In each case, the system was repaired and water pressure restored within a few hours. EWEB then collected water samples to test for the presence of bacteria. Results from these tests were available after 18 hours, and in all cases EWEB was able to notify the affected customers that the water was safe for consumption. The health of the community is our top priority and EWEB will continue to follow best management practices to reduce the risk of contamination entering the water system.

Once EWEB determines that there are no issues with the water, EWEB will leave a door hanger communicating water is safe to use and consume.

Distribution crew replace water main at Chambers Street.

Distribution crew repairing water main break.



Eugene Water & Electric Board
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www.eweb.org

In a water emergency, please call 541-685-7595.

For water quality questions or to request a printed copy of this document, please call 541-685-7861 or email water.quality@eweb.org.

For general EWEB questions, please call 541-685-7000 or email eweb.answers@eweb.org.

EWEB's elected Board of Commissioners holds public meetings the first Tuesday of every month. Learn more at www.eweb.org/board.

Para una copia de este informe en español, contáctenos en eweb.answers@eweb.org o 541-685-7000.