

Roche Harbor Water Systems, INC Consumer Confidence Report



We are pleased to present to you this year's Annual Water Quality Report. This report is designed to inform you about the quality of your water and services we deliver to you every day. Our constant goal is to provide you with a safe and enjoyable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water.

2025

Group A, Class III, .5 MGD Water Treatment Plant.
630 Connections Served, Treatment volume 42 million gallons.

Water Source

Briggs Lake provides our community with 175,500,000 gallons of storage. It is a shallow (average depth 9 feet, maximum depth 15 feet) 39-acre lake located approximately 2 miles southeast of Roche Harbor Resort. The lake is refreshed via rainfall from the 527-acre watershed. Briggs Lake is open to the public and is a popular destination for hiking, biking, horseback riding, and trail running. In order to keep our source water as clean as possible, please keep dogs and horses at least 50 feet from the water edge.

The shallow water contributes to a high level of dissolved organic compounds in the lake. These organics contribute to high levels of disinfection byproducts in our treated water. Organic matter takes precise chemistry to be removed from water, representing a challenge to water operators all over. We utilize many tools to measure water quality, above and beyond the requirements to ensure that our water remains clean and safe, and aesthetically pleasing.

Treatment Plant

Our (2003) treatment plant notably improved our ability to produce adequate quantity and improved quality of our water. In the past, we struggled to meet the TTHM and HAA contaminant levels required by the State. Since we've installed our two granular activated carbon (GAC) vessels in the plant, our TTHMs & HAAs levels have dropped significantly and we have notably improved the taste and odor of our water! With constant monitoring/adjusting chemicals & sufficient testing, we have done very well with extending the life of the carbon media. We change out the carbon media annually in April in anticipation of our peak demand summer months.

Did you know we use chlorine in our water system? Chlorine not only serves as a disinfection vector for water at the plant, but it is maintained in our entire distribution system, so that no re-growth can occur. We monitor chlorine at the water plant and at several remote testing stations in the neighborhood. You may even see our operators out performing routine samples and testing.

Distribution System

Roche Harbor Water maintains 12.5 miles of water distribution mains, 634 water connections, 69 fire hydrants and we have capacity to store 418,000 gallons of treated water.

Water Use Efficiency

At our Roche Harbor Neighborhood meeting we agreed as a community to water use efficiency goals. Roche Harbor Water customers agreed to decrease per capita annual consumption by 2% (approximately 900 gallons per customer) over the next 6 years.

What you can do to help meet this goal:

- Use low flow toilets, appliances, shower heads and faucets
- Fix leaks
- Install shutoff valve for use when property is unoccupied
- Reduce outdoor watering
- Choose low water use landscaping
- Properly winterize plumbing

What we are doing to meet this goal

- Send regular conservation reminders
- Help customer with leak detection
- Send utility bill showing consumption history
- Encourage Xeriscaping (low-water use landscaping)
- Provide educational material

Roche Harbor Water has also agreed to maintain annual distribution system leakage rate of less than 10%. Our 2025 leakage rate was 7.2%. To meet this goal we employ:

- Source meter calibration
- Service meter replacement
- Leak Detection surveys

Roche Harbor Water maintains the trails and right of ways where our water mains are located. Trail users can report potential water leaks to our office.



Water Quality Monitoring Results

Roche Harbor Water System routinely monitors for constituents in your drinking water according to Federal and State laws. The following table shows the test results of our monitoring for the period of January 1st to December 31st. All other results were ND-(non detect). All drinking water, including bottled drinking water, may contain at least small amounts of some constituents. It is important to remember that the presence of these constituents does not necessarily pose a health risk.

Table 1
Routine Testing Results

Contaminant	Violation (YES / NO)	(Low-High) Range	Reported Value	MCL Max Allowed
TTHMS's [Total Trihalomethanes]	YES	26.8 - 86 µg/L	86 µg/L	80 µg/L
HAA5's [Haloacetic acids]	NO	4.6 - 29 µg/L	29 µg/L	60 µg/L
Maximum Effluent Turbidity	NO	0.03 - 0.089 NTU	0.089 NTU	<.3 NTU 95% of run-time
Nitrate-N	NO	Non-Detect	Non-Detect	10 ppm
All Distribution Coliform Samples	NO	Absent	Absent	Presence / Absence
All Distribution E. Coli Samples	NO	Absent	Absent	Presence / Absence

Water Quality Violations, Exceedances, and Additional Information

During routine water quality testing this year, one of our samples showed a level of **Total Trihalomethanes (TTHMs)** slightly above the limit established by State drinking water regulations. As required, we are informing you of this result and the actions being taken.

What Are THMs?

Trihalomethanes (THMs) are a group of compounds that can form when chlorine, which is used to disinfect drinking water, reacts with naturally occurring organic matter in the source water. Disinfection is a critical step in protecting public health, as it eliminates harmful bacteria and viruses that can cause illness.

THMs are regulated by the United States Environmental Protection Agency (EPA) because long-term exposure to elevated levels may increase certain health risks. The regulatory limit for Total Trihalomethanes is set well below levels known to cause immediate health effects and is based on lifetime exposure.

Why Did This Occur?

This year, our source water (Briggs lake) experienced higher-than-normal levels of natural organic material. Increased rainfall, seasonal turnover, and organic debris entering the lake can all elevate organic content in the water.

When there is more organic material present, there is greater potential for THMs to form during the disinfection process — even when treatment operations remain consistent and effective.

How We Reduce THM Formation

Our treatment process includes **Granular Activated Carbon (GAC)** filtration prior to chlorination. GAC is a highly porous carbon media designed to adsorb (remove) organic compounds from the water.

By removing a significant portion of natural organic matter before chlorine is added, GAC treatment helps:

- Reduce the precursors that contribute to THM formation
- Improve overall water clarity and quality
- Support compliance with disinfection byproduct regulations

Even with GAC in place, unusually high organic loading in the source water can increase the potential for THM formation. We continuously monitor and adjust our treatment processes to maintain optimal performance.

What Does This Mean for You?

- The exceedance does **not** represent an immediate health risk.
- The only regulatory consequence is an **increase in monitoring frequency** to ensure levels return to and remain within compliance.
- All other water quality parameters tested during the year met state and federal standards.

Our Commitment

We remain committed to delivering safe, high-quality drinking water. In response to this result, we are:

- Increasing monitoring as required by the State
- Continuing to optimize our treatment processes, including GAC performance
- Closely tracking source water conditions
- Maintaining compliance with all other drinking water standards

Protecting public health remains our top priority. Effective disinfection is essential for preventing waterborne disease, and we carefully balance strong microbial protection with minimizing disinfection byproducts such as THMs.

Lead and Copper

Testing frequency: Every 3 years.

In 2025, we performed lead and copper testing from 10 sites located throughout our distribution area, in August/September. Regulations specify that no more than 10% of the samples may exceed an action level of 0.015 ppm for lead and 1.3 ppm for copper . In 2025, no homes tested exceeded the action level for lead and copper.

We use the chemical sodium hydroxide (NaOH) for corrosion control in our pipelines. This help to stabilize our pH at 7.8 - 7.9, which reduces our chances for lead and copper to precipitate from fittings and fixtures into the customers water. Roche Harbor Water uses NO LEAD in any of our water mains or service lines to our customers.

Table 2
2025 Lead and Copper Testing Results

Contaminant	Violation (YES / NO)	Lead	Lead Action Level	Copper	Copper Action Level
Site 1	NO	0.0019 mg/L	0.015 mg/L	0.079 mg/L	1.3 mg/L
Site 2	NO	ND	0.015 mg/L	0.13 mg/L	1.3 mg/L
Site 3	NO	ND	0.015 mg/L	0.031 mg/L	1.3 mg/L
Site 4	NO	ND	0.015 mg/L	0.091 mg/L	1.3 mg/L
Site 5	NO	0.0016 mg/L	0.015 mg/L	0.051 mg/L	1.3 mg/L
Site 6	NO	0.0031 mg/L	0.015 mg/L	0.43 mg/L	1.3 mg/L
Site 7	NO	0.0027 mg/L	0.015 mg/L	0.11 mg/L	1.3 mg/L
Site 8	NO	0.0031 mg/L	0.015 mg/L	0.14 mg/L	1.3 mg/L
Site 9	NO	ND	0.015 mg/L	0.094 mg/L	1.3 mg/L
Site 10	NO	0.0010 mg/L	0.015 mg/L	0.15 mg/L	1.3 mg/L

Lead and Copper Rule Revision

Lead and Copper Service Line Inventory

In 2025 we fully complied with the U.S. Environmental Protection Agency's Lead and Copper Rule Revisions (LCRR) requiring all public water systems to complete a Lead Service Line inventory.

After a comprehensive review of our entire water system, from record searches to on-site physical inspections, we found no evidence of any lead service lines in our distribution system.

PFAS

Per- and polyfluoroalkyl substances

We have conducted routine testing for PFAS (per- and polyfluoroalkyl substances) in accordance with current regulatory guidance. Test results confirmed that no PFAS compounds were detected in our source water.

Table 3
2025 PFAS Testing Results

Contaminant	SAL	Our Results (Briggs Lake)	MCL (effective 2029)
Perfluorooctanoic acid (PFOA)	10 ng/L	ND	4 ng/L
Perfluorooctanesulfonic acid (PFOS)	15 ng/L	ND	4 ng/L
Perfluoro-hexanesulfonic acid (PFHxS)	65 ng/L	ND	10 ng/L

Test Result Definitions

To help you better understand the terms and abbreviations you might not be familiar with we have provided the following definitions:

(mg/L) Milligrams per liter or Parts per million (ppm) - one part per million corresponds to one minute in 2 years.

(µg/L) Micrograms per liter or Parts per billion (ppb) - one part per billion is equivalent to one minute in 2,000 years.

(ng/L) Nanograms per liter or Parts per trillion (ppt) - one part per trillion is equivalent to one minute in 2,000,000 years.

(MCL) Maximum Contaminant Level. The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to MCLGs as feasible using the best available treatment technology and taking cost into consideration. MCLs are enforceable standards.

(NTU) Nephelometric Turbidity Unit: For systems that use conventional or direct filtration, at no time can turbidity (cloudiness of water) go higher than 1 NTU, and samples for turbidity must be less than or equal to 0.3 NTUs in at least 95 percent of the samples in any month.

(TTHM) Total Trihalomethanes are formed as a by-product predominantly when chlorine is used to disinfect drinking water. They are generally referred to as disinfection by-products. They result from the reaction of chlorine or bromine with organic matter present in the water being treated.

(HAA5) Haloacetic acids are a group of disinfection byproducts that form when chlorine compounds that are used to disinfect water react with other naturally-occurring chemicals in the water.

(DBP) Disinfection by-product. DBP's are leftover constituents from the disinfection of organic material in the water. They form from chlorine's reaction to organic matter.

(SAL) State Action Level: A level in water expected to be without appreciable health effects over a lifetime of exposure, including in sensitive groups.

To understand the possible health effects described for many regulated constituents, a person would have to drink 2 liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of having the described health effect.

Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson's Disease should consult their personal doctor.

Lead: Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure. Lead in drinking water is rarely the sole cause of lead poisoning, but it can add to a person's total lead exposure. All potential sources of lead in the household should be identified and removed, replaced, or reduced.

All 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 Hot line at 1-800-426-4791.

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 microbiological contaminants are available from the Safe Drinking Water Hot line 1-800-426-4791.

WATER FAQ

How is Roche Harbor Water treated?

Roche Harbor Water uses direct filtration to treat our water, after which it is sent through granular activated carbon filters to remove organics. Chlorine is added to disinfect against organisms such as viruses and bacteria. Finally the pH is adjusted to reduce the water's corrosiveness to metals such as lead and copper.

What is Roche Harbor Water's Hardness?

Roche Harbor Water is considered moderately hard. It typically has a total hardness of 102 - 119 parts per million (ppm), or 6 to 7 grains per gallon of hardness.

What is the pH of Roche Harbor Water?

The pH of Roche Harbor Water typically ranges between 7.8 and 8.0. Our average distribution pH was 7.9.

Has Roche Harbor Water been tested for PFAS?

Yes, and we are happy to report that PFAS have not been detected in our drinking water. Per- and polyfluoroalkyl substances (PFAS) are widely used, long-lasting, human-made chemicals used on non-stick cookware, rain-gear, makeup, food packaging, carpets, and upholstery, among many other products. These forever chemicals generally do not break down naturally and can find their way into our soil, food and drinking water. Studies have shown that exposure to some PFAS in the environment may be linked to harmful health effects in humans and animals.

Thank you for allowing us to continue providing your family with clean, quality water this year. We at Roche Harbor Water System, Inc. work around the clock to provide top quality water to every tap. We ask that all our customers help us protect our water sources, which are the heart of our community, our way of life and our children's future. If you have any questions about the Roche Harbor Water System or the quality of your water, please contact our office at the number listed below.

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