The City of Oak Harbor Water Division supplies water to its customers in and around the City of Oak Harbor. The Water Division issues a Consumer Confidence Report (CCR) annually for the previous year's data. This report is required by the Washington State Dept. of Health and is intended to educate water utility customers about the water system.

The CCR identifies the source of your drinking water, any contaminants that have been identified in the water, the potential health effect of those contaminants and where you can get additional information.

Water analysis is technical, but we hope you will find this report interesting and informative. The next time you enjoy a refreshing glass of water, you can be confident of its safety and superior quality. We all share the responsibility to preserve and protect our most valuable resource – ***water.***

If you have questions about this report, or about your water quality, please contact us at 360-279-4763 or by email at cprice@oakharbor.org

Water from the Anacortes Water Treatment Plant is pumped through 24- and 10-inch diameter transmission lines to the City of Oak Harbor. The water passes through a City of Oak Harbor booster pump station located aboard NAS Whidbey Island, where fluoride is added.

By the time the water reaches you, it has traveled through over 89 miles of water mains.

In addition to supplying residential and commercial customers, the City also supplies water to NAS Whidbey Island, Deception Pass State Park and North Whidbey Water District.

The City has four reservoirs capable of storing 7.15 million gallons of water and maintains three deep wells as an emergency source. There are also three inter-tie connections with the NAS-Whidbey water system, providing access to additional water that could be shared in an emergency. The City of Oak Harbor, as a water supplier, is required to meet State and Federal water standards.

Background photo of Oak Harbor waterfront is courtesy of Jack Penland of Whidbey and Camano Islands Tourism, used with permission.

**Water Use Efficiency**

Water is a precious, limited resource. In the Pacific Northwest, water for our growing population competes with demands for fish protection, agriculture and recreation. Using water efficiently is particularly important during summer months when rainfall is scarce and customer demand is high. The WA State Municipal Water Efficiency Rule required municipal water suppliers to set water use efficiency goals through a public process, which occurs every 6 years. The last update to this took place in 2023.

The following are the water efficiency goals for the City of Oak Harbor Water Utility:

- Continue maintaining distribution leakage at or below 10%. The City of Oak Harbor water leakage for 2024 was 2.85%.
- Reduce family household water use to 65 gallons per person per day on a three year average.
- Continue to reduce irrigation consumption annually through customer education.

Visit https://www.epa.gov/watersense/start-saving to learn about easy ways to help conserve water around your home!

**NOTICE:**

A link to this report has been sent to all City of Oak Harbor water accounts in the water bill. If you own, rent or manage a building with multiple units and multiple water users, the Water Division requests that you make this report available to your tenants. This report can be viewed and downloaded on the Water Division web page at http://www.oakharbor.org, or you can request extra copies of this report by calling (360) 279-4763, or in writing to:

City of Oak Harbor
Water Division
1400 NE 16th Ave.
Oak Harbor, WA 98277

For further information on drinking water related issues call the NSF consumer hotline at (877) 8NSF-HELP or visit www.nsf.org

CITY OF OAK HARBOR

# Water Customer Consumer Confidence Report for 2024

2019

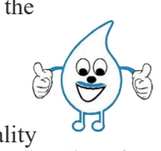
This Annual Consumer Confidence Report was prepared on June 4, 2025 by Christopher Price, Operations Manager City of Oak Harbor Public Works Dept.

This report covers data for the 2024 Calendar Year

## FROM SNOWFLAKES TO WATER DROPS

The City of Oak Harbor purchases 99% of its water from the City of Anacortes Water Treatment Plant (AWTP), and no further treatment is required other than fluoridation. The AWTP's sole source of water supply comes from the Skagit River as surface water. The Skagit River is the largest river basin draining into Puget Sound and is fed by Snow melt and rainfall from high in the Cascade Mountains.

The AWTP uses a multi barrier approach in turning the raw Skagit River water into tap water. This consists of gates and screens at the Intake Station, disinfection to inactivate harmful organisms, and treatment to enhance the formation of large particles that can be readily settled out in the settling (or sedimentation) basins and filtered by the plant's multi-media filters. The filters use nature's own water purification method as the settled water passes through layers of anthracite, sand, garnet, and gravel. The entire treatment process is continuously and closely monitored. The plant is staffed 24 hours per day, 365 days per year by certified water treatment plant operators. Water samples from each phase of the process are tested according to a strict daily schedule at the plant's laboratory. Independent laboratories conduct additional tests.



The City of Oak Harbor receives routine communications on water quality parameters and operational status from the City of Anacortes treatment plant.

Water is pumped from the AWTP in Mount Vernon to Oak Harbor through two water mains suspended under Deception Pass Bridge. These water mains then travel across NAS Whidbey Island's Ault Field where it is delivered to the City and to the Navy.

The City of Oak Harbor applies a solution of Sodium Fluoride to the water at our main pumping station located on NASWI. The water is pumped into the City from there.

# WATER QUALITY RESULTS FOR 2024

| Substance (Units) | Goal (MCLG) | Highest Level Allowed (MCL) | Level Detected | Range of Detections | Source of Substance | Monitored by: | Test Cycle Year | Violation? |
|---|---|---|---|---|---|---|---|---|
| Turbidity (NTU) | N/A | 0.30 | 0.014AVG | 0.0132-0.021 | Soil Runoff | Anacortes | 2024 | No |
| Total Trihalomethanes (PPB) | 0 | 80 | 19.1AVG | 12.3–33.4 | By-product of chlorination | Anacortes | 2024 | No |
| Lead (PPM) | 0 | 0.015 | 90% = ND | ND-0.021 | Corrosion of household plumbing; erosion of natural deposits | Oak Harbor | 2024 | No |
| Total Trihalomethanes (PPB) | 0 | 80 | 24.50AVG | 21.8–27.7 | By-product of chlorination | Oak Harbor | 2024 | Yes |
| Fluoride (PPM) | 4 | 4 | 0.69 AVG | 0.03-0.99 | Additive that promotes strong teeth* | Oak Harbor | 2024 | No |

Anacortes monitors turbidity, which is a measure of the cloudiness of water, because it is a good indicator that the filtration system is functioning properly. Turbidity does not present any risk to your health.

### Violation

**City of Oak Harbor is required to monitor your drinking water for specific contaminants on a regular basis. We did not meet monitoring requirements for trihalomethanes and haloacetic acids in the first quarter of 2024, therefore we cannot be sure of the quality of your drinking water at that time.**

Trihalomethanes are a byproduct of chlorination. Chlorine is used to disinfect water from microbiological organisms that can cause disease.

Fluoride is a mineral that promotes healthy teeth. The American Dental Association recommends the delivery of around 0.70 mg/L of fluoride in drinking water to reduce the risk of cavities.

**DEFINITIONS:**

**Action level or AL**. The concentrations of a contaminant that, triggers treatment or other requirements that a water system must follow.

**Maximum Residual Disinfectant Level or MRDL**. The highest level of a disinfectant allowed in drinking water. There is convincing evidence that the addition of a disinfectant is necessary for control of microbial contaminants.

**Maximum Contaminant Level Goal or 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 Contaminant Level or 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.

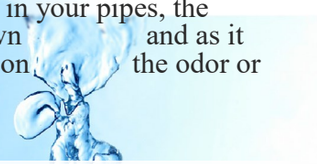
**NTU**. An abbreviation for Nephelometric Turbidity Units, a measurement of water clarity.

**PPM**. An abbreviation for Parts Per Million. One PPM = one penny in Ten Thousand Dollars.

### Chlorine - Disinfecting Your Water

Chlorine is used for its powerful disinfecting properties. It eliminates most bacteria and viruses in water when it is applied, and provides long-lasting protection against bacteria and viruses just by its presence in the water. From a public health perspective, the effective protections of Chlorine outweigh the marginal and infrequent complaints about the smell or taste, especially in the dose ranges of 0.2 mg/L to 1.0 mg/L During 2024, our chlorine level averaged at 0.78 mg/L.

If you are away from your home for an extended time (5 or more days) we recommend you run a cold water faucet upon your return for 2-3 minutes to bring fresh water into your home's plumbing. As water sits in your pipes, the chlorine does break down and as it does the water can take on the odor or smell of chlorine.



If you have a question about water treatment, testing, results or other water matter, please contact our Water Division at 360-279-4763 Mon-Friday 7 AM to 3:30 PM. If you have an immediate problem with your water contact the Utility Office at 360-279-4530 Mon-Fri 8AM to 4:30 PM or (360) 679-9567 for after hours assistance.

### Lead

Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, additional information is available from the Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791). The City of Oak Harbor tests for Lead (and Copper) every 3 years as per regulations. The next testing year for Lead was in 2024. For more information on the City's Lead and Copper testing, contact 360-279-4763

### Microbiological Organisms

These are potentially harmful microorganisms that may be naturally occurring or introduced by humans. In 2024 a total of 290 water distribution samples were analyzed for coliform bacteria and E. coli. None of the samples were found to have coliforms or E. Coli. Your water department collects samples from the distribution system weekly to ensure the continued safety of your water supply.

Drinking water, including bottled water, may reasonably be expected to contain at least a small amount of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk.

Some people may be more vulnerable to contaminants in drinking water than the general population, particularly those with compromised immune systems. 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 Hotline (800-426-4791).

### Reporting Water Quality Problems

To report water quality problems, leaks, outages, low pressure, etc. call our Utility Office at 360-279-4530 (Mon-Fri) 8:00 am - 4:30 pm. If you have a water quality problem after those hours, call: 360-679-9567 and our after hours water specialist will assist you.