



Testing laboratories for lead in paint, dust, or soil can be accessed through the Environmental Protection Agency (EPA) National Lead Laboratory Accreditation Program. To view a list of lab service providers, visit: <http://bit.ly/2UFTdkq>. To learn more about lead testing procedures, contact your water service provider.

Should I be concerned about the use of chloramines in my drinking water?

Chloramines are one type of disinfectant used to treat drinking water. Chloramines provide long-lasting disinfection as water moves through pipes to consumers and have been used since the 1930s. The EPA requires water companies meet strict health standards when using chloramines to treat water. For more information about chloramines, please visit: <http://bit.ly/2lxc8t> or contact your water service provider.

Who can I contact for other water-related questions and concerns?

If you have further questions and concerns related to your drinking water quality, the State Water Board's Division of Drinking Water (DDW) can assist in connecting you with the right person to get the information you need. You can reach the Stockton office at: (209) 948-7696.



After you call your drinking water system, please let us know if your issues were addressed or if you still have concerns. You can fill out this quick ten question survey, which is anonymous and will better help us address drinking water issues in Stockton moving forward. Use this link: <http://bit.ly/2UITzY4>, or QR code to access the survey.

ADDRESSING YOUR DRINKING WATER CONCERNS IN STOCKTON

Do you wonder why your water may look brown or sometimes smell or taste bad? While it does not mean your water is unsafe, it can be unpleasant and difficult to drink. There are resources available in Stockton to address your concerns. The purpose of this fact sheet is to help answer commonly asked questions, identify resources, and learn about your drinking water.

What can I do if my water has an unpleasant taste, odor, and/or color?

The taste, odor, and color of your drinking water can be a result of water suppliers changing water sources to manage supply and demand. It can also be a result of old pipes in the house and in delivery systems or naturally occurring algae blooms. Water is tested regularly to make sure the water is safe to drink and that it meets federal and state drinking water standards. However, just because it's safe, it doesn't mean that it's okay to have discolored, bad tasting, or bad smelling water. If you have questions or concerns about your drinking water, your water service providers are committed to investigating these issues. This fact sheet describes how to report your drinking water concerns to your drinking water provider.




ADDRESSING YOUR DRINKING WATER CONCERNS IN STOCKTON

Who is my water service provider?

Stockton has two major water service providers, the City of Stockton Municipal Utilities Department (MUD) and the California Water Service. The easiest way to identify your water service provider is to look at your water bill. If you don't have access to your water bill, you can find your water service provider by entering your address at: <http://bit.ly/2UITzY4>


City of Stockton MUD

For concerns about drinking water, contact the City of Stockton MUD at (866) 786-5987. For information about the safety of your drinking water, please see the City of Stockton MUD 2017 Drinking Water Quality Report at: <http://bit.ly/2UITBPG> 

California Water Service

For concerns about drinking water, contact the California Water Service at (209) 547-7900. You can also visit their Customer Center at 1505 East Sonora Street, Stockton, CA 95205 between 8:00 AM – 5:00 PM. Find more information about the safety of your drinking water by reading the California Water Service 2017 Drinking Water Quality Report at: <http://bit.ly/2IDqtBE>

Depending on who your provider is, you can speak with a representative that will ask you a few questions. If your concerns are not answered completely over the phone, a service technician will be sent to your home at a time that is convenient for you to help identify the source of the problem. If flushing



the pipes in your home is a solution recommended by the service technician, you can ask them if they can turn off your meters while you flush them to remove any excess sediment. This is a common way of removing color from your water. If that doesn't work, the service technician can take a sample of water from your home and perform tests at no cost by a California certified independent lab.

If the test shows the presence of contaminants, your drinking water provider will provide free replacement water. However, if no contamination is detected, there are many ways they can work with you to address odor, taste, or discoloration in your drinking water.

Should I be concerned about lead in my drinking water?

Many residents are concerned about lead in drinking water after high levels of lead were discovered in Flint, Michigan. Fortunately, Stockton's drinking water service lines were built much later than other cities, and do not have any lead pipes. To address community concerns of lead in drinking water, the City of Stockton conducted 50 random tests of homes for lead in drinking water in 2016. 48 homes tested showed no lead detection. The other two homes showed lead levels that were half of the federal limit for allowable lead in drinking water. To learn more about the lead testing results, visit: <http://bit.ly/2v9RMen>.