Rainbow Water District

2025 Water Quality Report

76 years of Reliable Water and Responsive Service

Whats Inside

Please share this report with your family, friends and neighbors!

To our Rainbow Water customers,

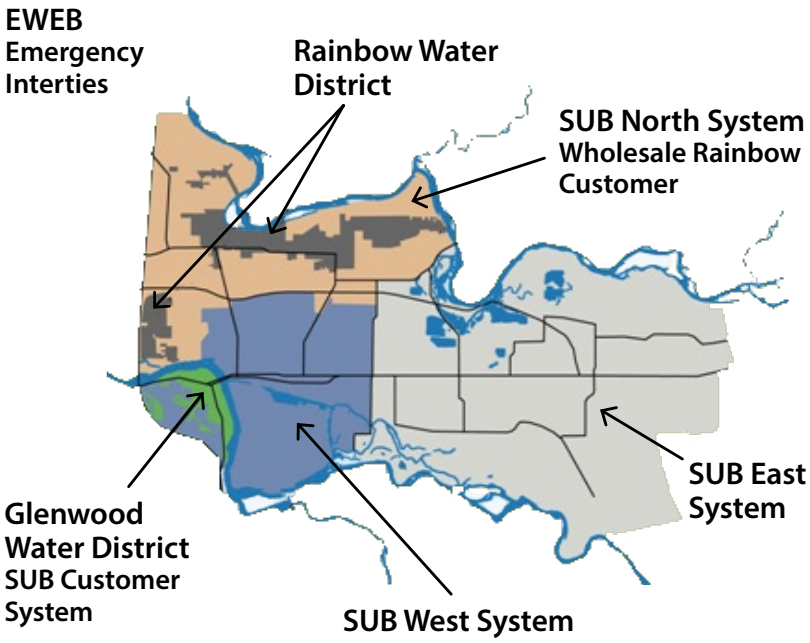
The accompanying report provides test results that confirm the high quality of Rainbow's water – your drinking water.

Each year, we notify every customer that our annual Water Quality Report is available online. Our mission is to protect, monitor, and communicate the condition of our water source. That also fulfills federal and state requirements to keep you informed about the quality of your drinking water.

Recently, we received some good news about funding from grants and legal settlements that will help us recoup costs to address PFAS contamination in some of our drinking water wells. Our goal is to continue delivering great water and service to our customers every day.

Thank you,

Jamie Porter, PE
District Superintendent



Revenue from *monthly water bills* pays for our ongoing water operations.

We use *property taxes* to hire Eugene-Springfield Fire for fire protection and emergency medical services. A portion may help fund water capital projects to maintain fire protection.

Rainbow Water's Supply Sources

Rainbow's system operates on groundwater alone. Water is pumped from underground wells and stored in two hilltop reservoirs. These tanks maintain pressure in the pipes as water use fluctuates during the day, and they provide an emergency reserve for fire protection. Rainbow delivers the water through piping to customers across the service area.

YOUR WATER IS SUPPLIED BY FOUR WELLFIELDS:

I-5 Two large wells provide nearly half of our water (43% spring/summer and 46% fall/winter).

Chase Five wells provide 37% of our spring/summer demand and 45% of our fall/winter demand. We raise the pH of the water from this source to help control corrosion.

Q Street One well provides 2 to 3% of our supply, helping meet demand during peak usage.

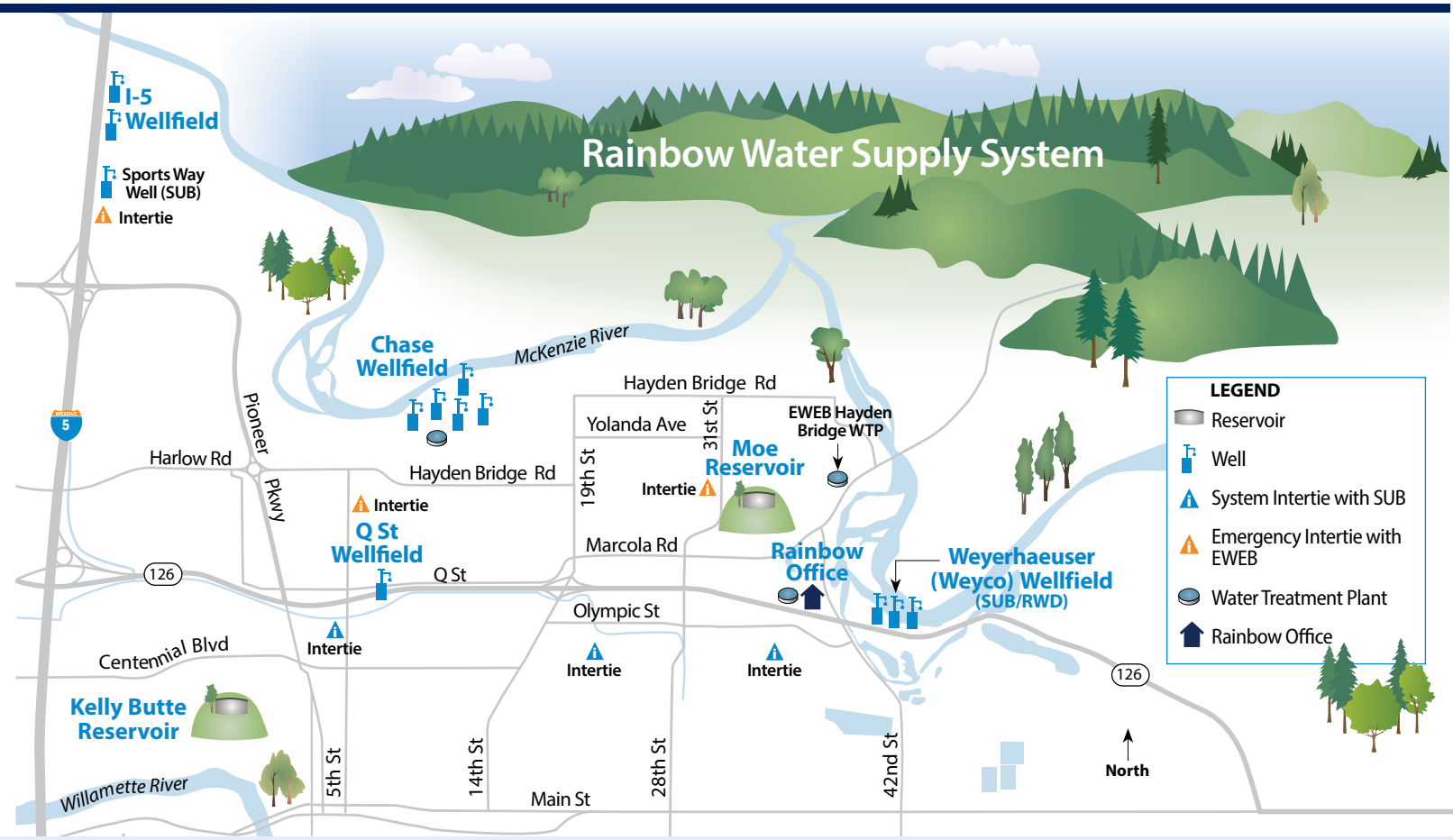
Weyerhaeuser Three wells jointly owned with SUB provide 18% of our spring/summer demand, helping meet demand during the summer watering season. Again, the pH is raised here for corrosion control.

Rainbow is also physically connected to Springfield Utility Board (SUB) and Eugene Water and Electric Board (EWEB), allowing each utility to support the others in the event of a regional emergency. SUB is supplied from a combination of groundwater and surface water sources. EWEB is supplied by a surface water source – the McKenzie River. Rainbow relies on groundwater alone for normal water supply, although one well is subject to influence from the McKenzie River so it is classified and treated as surface water.

Rainbow Water System Fast Facts

AVERAGE FLOW million gallons per day (mgd)	**3.3 mgd (Winter)** **6.6 mgd (Summer)**
SYSTEM SIZE	About **2,400 connections** serving **6,300 people**
SUPPLY/STORAGE	**11 wells** **4 wellfields** **2 reservoirs**
TYPICAL 2025 INDOOR WATER BILL (assuming 12 units of usage and ¾"meter)	**$30.00** base rate + **$25.20** usage (12 units x **$2.10/unit**) = **$55.20**

A Source Water Assessment (SWA) that evaluates risks to our groundwater was prepared as part of the Drinking Water Protection Plan (DWPP) that Rainbow completed jointly with SUB. The Plan was originally adopted May 17, 1999, and the SWA updated in August 2019. Copies may be reviewed or purchased at the Springfield Public Library, Rainbow Water District, or SUB's Water Service Center. The Source Water Assessment concludes the risk to our groundwater wells comes mainly from urban lands in private ownership, with other sources including rural lands, and from agricultural uses. Risks to Chase Well 2, which is influenced by the McKenzie River, include soil erosion and forestry practices.



Here is what the Environmental Protection Agency (EPA) says about drinking water contaminants:

All sources of drinking water are subject to potential contamination by substances that are naturally occurring or manmade. These substances can be microbes, inorganic or organic chemicals and radioactive substances. 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.

Drinking water sources (both tap water 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. Rainbow Water District is supplied about 85% by groundwater wells, and as much as 15% by water from one well that is filtered as protection against the influence of surface water.

To ensure safe drinking water, the EPA regulates the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration establishes limits for contaminants in bottled water to provide the same protection for public health.

Contaminants that may be present in source water may include: Microbial contaminants, such as viruses and bacteria, may come from wildlife or septic systems. Radioactive contaminants can occur naturally. Inorganic contaminants, such as salts and metals, can occur naturally or result from urban stormwater runoff, industrial or domestic wastewater discharges or farming. Organic chemical contaminants, including synthetic and volatile organic chemicals, are byproducts of industrial processes, and can come from septic systems, gas stations, and urban stormwater runoff. Pesticides and herbicides may come from a variety of sources such as farming, urban stormwater runoff and home or business use.

Some people may be more vulnerable than others to contaminants in drinking water. Immuno-compromised persons such as organ transplant patients, persons undergoing chemotherapy for cancer, people with HIV/AIDS or other immune system disorders, infants and some elderly people, can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. Call 1-800-426-4791 (the Safe Drinking Water Hotline) for EPA/CDC (Centers for Disease Control) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbiological contaminants, and for information about water contaminants and their potential health effects.

A note about lead in the water:

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. Rainbow Water is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water. If you are concerned about lead in your water and wish to have your water tested, contact Rainbow Water at 541-746-1676. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at https://www.epa.gov/safewater/lead. Learn more on page 8.

Rainbow Water Quality Data (2025 or most recent results)

TESTING AT WELLFIELD ENTRY POINTS TO THE DISTRIBUTION SYSTEM						
Chemical	Category	Range Detected (Year Tested)	In Compliance?	Federal Limit[1]	Federal Goal[1]	Likely Source of Contamination
Nitrate (as Nitrogen)	Regulated Inorganic	ND - 2.4 ppm (2025)	Yes	10 ppm	10 ppm	Fertilizer runoff, leaching from septic tanks, sewage, erosion of natural deposits
Arsenic[2]	Regulated Inorganic	ND - 5.1 ppb (2021, 2025)	Yes	10 ppb	0 ppb	Erosion of natural deposits
Pentachlorophenol	Part of Regulated SOCs	ND (2022-2025)	Yes	1 ppb	0 ppb	Byproducts of industrial processes
Combined Radium	Regulated Radionuclides	ND - 1.22 pCi/L (2021, 2023)	Yes	5 pCi/L	0 pCi/L	Erosion of natural deposits
Barium	Regulated Inorganic	ND - 3.8 ppb (2021, 2025)	Yes	2.0 ppm (2000 ppb)	2.0 ppm (2000 ppb)	Erosion of natural deposits
Fluoride	Regulated Inorganic	ND - 54 ppb (2021, 2025)	Yes	4.0 ppm (4000 ppb)	4.0 ppm (4000 ppb)	Erosion of natural deposits. Water additive in some systems
Sodium	UNREGULATED Inorganic	12.2-17.7 ppm (2021, 2025)	0	No MCL. 20 ppm is advisory only.	n/a	Fertilizer runoff, leaching from septic tanks, sewage, erosion of natural deposits
TESTING AT ROUTINE DISTRIBUTION SYSTEM LOCATIONS						
Total Coliform Bacteria	Regulated Microbiological	0 positive in 2025 (Out of 99 samples)	Yes	No more than 1 positive sample per month	0	Naturally present in the environment
Fecal Coliform & E. Coli Bacteria	Regulated Microbiological	0 positive in 2025 (Out of 99 samples)	Yes	0 positive samples	0	Human and animal fecal waste
Chlorine	Disinfectant	0.41 - 0.76 ppm (2025) RAA = 0.56	Yes	4 ppm	4 ppm	Water additive used to control microbes
Copper	Regulated Inorganic	0.021 - 0.404 ppm (2024) 90th percentile summary is 0.334 ppm	Yes 90% < AL	Action Level = 1.3 ppm	0	Corrosion of household plumbing systems
Lead	Regulated Inorganic	ND - 3.7 ppb (2024) 90th percentile summary is 2.1 ppb	Yes 90% < AL	Action Level = 15 ppb	0	Lead service lines, corrosion of household plumbing systems including fittings, erosion of natural deposits
Total Trihalomethanes	Disinfection Byproducts	ND - 4.0 ppb (2025)	Yes	80 ppb	0	Byproducts of the disinfection process

TURBIDITY (CHASE WELL #2)					
Other Analyses	Treatment Technique (TT)	In Compliance?	% of Samples Meeting Standard	Range Detected	Likely Source of Contamination
Turbidity[3]	TT less than or equal to 5 NTU at all times and TT requires 95% of the daily samples in any month are less than or equal to 1 NTU	Yes	100%	0.02 - 0.52 NTU	Soil erosion from runoff

There were no 2025 detections of synthetic organics, volatile organics, uranium, asbestos, haloacetic acids or cyanotoxins.

Notes

[1] Federal Limits may be either the MCL or the MRDL. Federal Goals may be either the MCLG or MRDLG. Maximum contaminant levels (MCLs) are the highest levels of chemicals that the EPA has determined to be acceptable for life-long consumption. MCLs are set at very stringent levels. To understand the possible health effects described for many regulated chemicals, a person would have to drink 2 liters (about 8 glasses) of water every day at the MCL for a lifetime to have a one-in-a-million chance of having the undesirable health effects.

[2] While your drinking water meets EPA's standard for arsenic, it does contain low levels of arsenic. EPA's standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. EPA continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations. Long-term exposures are linked to cancers and non-cancer health effects such as cardiovascular disease, diabetes, skin damage and circulatory problems.

[3] Turbidity can interfere with disinfection and provide a medium for 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.

Definitions

Action Level
The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Maximum Contaminant Level (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.

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.

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

Maximum Residual Disinfectant Level Goal (MRDLG)
The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

ND
Not detected.

Nephelometric Turbidity Units (NTU)
The unit of measurement of turbidity or cloudiness in water as measured by the amount of light passing through a sample.

Part Per Million (ppm)
One part per million corresponds to one penny in $10,000 or approximately one minute in two years. One part per million is equal to 1,000 parts per billion.

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

Part Per Trillion (ppt)
One part per trillion is one nanogram per Liter (ng/L). That corresponds to one minute in 2 million years.

Picocuries Per Liter (pCi/L)
Picocurie is a measurement of radioactivity. One picocurie is one trillion times smaller than one curie.

Running Annual Average (RAA)
Computed using monthly or quarterly results and is a value used to determine compliance.

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

Rainbow collects more than 100 samples per year, testing wells and system monitoring points on a regular basis to look for harmful chemicals or bacteria and verify the water system is operating properly.

Testing for PFAS – *Things to Know*

EPA began monitoring for PFAS (per- and polyfluoroalkyl substances) several years ago. PFAS are a group of chemicals produced since the 1940s and widely used in common household items such as nonstick cookware and stain-resistant fabrics, as well as in firefighting foams. These compounds, also called "forever chemicals," break down slowly and can persist in the environment.

In communities where PFAS chemicals have become a concern for drinking water, the problems are typically associated with a specific facility — a military base or airfield where firefighting training occurs, or a factory where PFAS chemicals are produced. Springfield does not have any known sources of PFAS.

Because of the pervasive nature of these chemicals and out of an abundance of caution, in 2019 SUB voluntarily developed a PFAS sampling plan and began testing its groundwater sources. Rainbow joined in 2020, voluntarily testing wells and entry points to contribute information about our water sources in North Springfield. Samples from some wells have indicated the presence of several different PFAS compounds at very low concentrations. 2025 results are summarized in the table below.

Here are five things to know about Rainbow Water's progress on PFAS chemicals.

1. In April 2024, EPA adopted new drinking water requirements for six PFAS compounds. The maximum contaminant level (MCL) for the two most prevalent of these is 4.0 parts per trillion (ppt). The current MCL for four other compounds is under review by the EPA.
2. If these contamination levels are exceeded, treatment will be needed by 2031 to lower the concentrations. Proven but costly technology is available to remove PFAS.
3. Public water systems must also inform the public of monitoring results by 2027. Rainbow is already sharing this information to meet the new standards.
4. Through testing, Rainbow found water samples from some wells exceed the 4.0 ppt limit. Rainbow is working to mitigate the contamination and is still in compliance since EPA's new rules will be phased in through 2031.
5. Rainbow has obtained funding through grants and legal settlements and is proceeding to construct two new wells that will replace shallow wells impacted by PFAS.

There's more about PFAS available online at rwdonline.net/pfas.

PER- AND POLYFLUOROALKYL SUBSTANCES (PFAS)

Water Test	Unit	Chase EP	I-5 EP	Q St. EP	MCL
Perfluorooctanoic acid (PFOA)	ppt	ND - 4.2	ND	ND	4 ppt
Perfluorooctanesulfonic acid (PFOS)	ppt	6.3 - 9.4	ND	ND	4 ppt
Perfluorononanoic acid (PFNA)	ppt	ND	ND	ND	10 ppt
Perfluorohexanesulfonic acid (PFHxS)	ppt	ND	ND	ND	10 ppt
Perfluorobutanesifonic acid (PFBS)	ppt	ND - 3.8	ND	ND	Haz Index
HFPO-DA (GenX)	ppt	ND	ND	ND	10 ppt
PFNA, PFHxS, GenX, and PFBS (Hazard Index mixture)	ppt	0.0000 - 0.0019	ND	ND	HI = 1

ND is Not Detected

Lithium is not in the PFAS family but was also tested by Rainbow as part of the EPA's program to collect nationally representative data on unregulated contaminants in public drinking water systems. Lithium was detected in the range of ND – 9.3 ppb at the I-5 Entry Point.

FAQs — Frequently Asked Questions about Rainbow's Water

Q. Why does my bill increase in the summer?

A. Rainbow charges a base amount plus a three-tiered usage rate that encourages water conservation. A "unit" of water is 748 gallons. For the first 25 units of water used, which is more than sufficient for most indoor water needs, the cost in 2025 was $2.10 per unit. During the summer outdoor water usage increases so you will pay a higher amount per unit if your use reaches the 2nd (25-49 units) or 3rd (50+ units) tier of usage.

Q. How do Rainbow's water rates compare to other utilities?

A. Somewhere in the middle. Like other area water utilities, we have found it necessary to raise rates to maintain services. Your monthly water bills cover our normal operating costs, which climb each year due to inflation. Even with these increases, Rainbow's rates remain in mid-range among Oregon water suppliers. Property taxes pay for your fire protection. A local option levy allows us to collect additional property taxes, providing enough to hire Eugene-Springfield Fire for fire protection and emergency medical services.

Q. Is my water hard or soft?

A. Water is "hard" if it contains high mineral content (> 120 ppm). While the mineral content varies at our different wellfields, most of Rainbow's water is 40-80 ppm, only slightly or moderately hard. Mineral content tends to be slightly higher during the high demand summer months.

Q. Can I pay my bill over the phone or internet? Where do I pay?

A. We accept cash, checks, money orders and credit and debit cards. Our Customer Portal allows you to create an account and manage how you pay and how you receive your bill. Use the PAY NOW button at RWDonline.net or visit RWDonline. net/customer-portal for more information. Our office is open 8am-5pm, Monday through Friday, at 1550 N. 42nd Street, Springfield. (Look for the white tanks on 42nd Street, between Olympic and Marcola Road. Our driveway is adjacent to the westbound Highway 126 on-ramp.) We have a secure mail slot on the front of the building for after-hours payments.

Q. How much should I water my lawn and garden?

A. Grass needs a deep root system to survive and flourish. The amount of water needed depends on the temperature and rate of evaporation. View our website or Facebook page for the weekly watering recommendation and other wise watering tips provided by your Regional Water Providers. See RWDonline.net/summer-tips for more information.

Q. Where does my water come from? How is it treated?

A. All of Rainbow's water comes from wells, with the groundwater naturally filtered by sands and gravels as it is pumped from the ground. We add a small amount of chlorine as a disinfectant. We do not add any fluoride. The pH of water in some of Rainbow's wells is as low as 6.8 but we raise the pH in the water system to about 7.5 to reduce corrosion and help protect your household plumbing. In times of crisis, we are also able to purchase water from or sell water to SUB or EWEB, activating our mutual aid agreements and limited emergency connections. This could temporarily include receiving water from the McKenzie or Willamette Rivers.

Q. What is a backflow device, and why do I need to get it tested?

A. Water should flow from Rainbow's piping system to you, and never in the opposite direction. Our Backflow Program requires devices installed between the public and private systems to protect against possible cross-connections. Backflow devices are required for items such as sprinkler systems, boilers, swimming pools, and rooftop solar water heaters. To ensure that the device is functioning properly, we work with property owners, plumbers and contractors to install and test these devices.

Q. Can I track my water use? How do I know if I have a water leak?

A. Your water meter is usually in the front yard, buried in a concrete or plastic meter box with a metal lid. Most meters have a metal or plastic flap to protect the glass display. Call our office at 541-746-1676 and we can explain how to read your meter to monitor use or check for leaks. You are responsible for any leak on the house side of the meter. If it appears there is a leak on the street side of the meter, please let us know so we can investigate and take care of any leaks that are our responsibility.

Q. Why is extra attention given to lead in drinking water?

A. Lead in drinking water can pose serious potential health risks (explained on page 3). Possible sources (see table on page 4) can include older lead water pipes. Rainbow has carefully inspected its pipes and found none of our 2,383 service lines contain lead or unknown materials. A complete inventory of the District's service lines is available online at https://www.rwdonline.net/lead along with a description of our methodology.

Update on PFAS Chemicals

PFAS Compliance Deadline Extended

In 2020, Rainbow Water got an early start to voluntarily test for the presence of PFAS "forever chemicals" – before any regulations were enacted. Samples from some wells showed very low levels of several different PFAS compounds.

In April 2024, EPA adopted new drinking water requirements for six PFAS compounds. The Maximum Contaminant Level (MCL) for two compounds – PFOA and PFOS – was set at 4.0 parts per trillion (ppt). The MCL for three other compounds was set at 10.0 ppt and a fourth compound was included in a new Hazard Index. If these contamination levels are exceeded, treatment would be required by 2029. Public water systems are also required to do more testing.

Rainbow found water samples from some wells above the 4.0 ppt limit, so steps need to be taken to bring the water system into compliance. We began right away to explore treatment options and pursue funding from grants and financial recovery from manufacturers.

Drilling Rainbow's first Chase wells in 1965

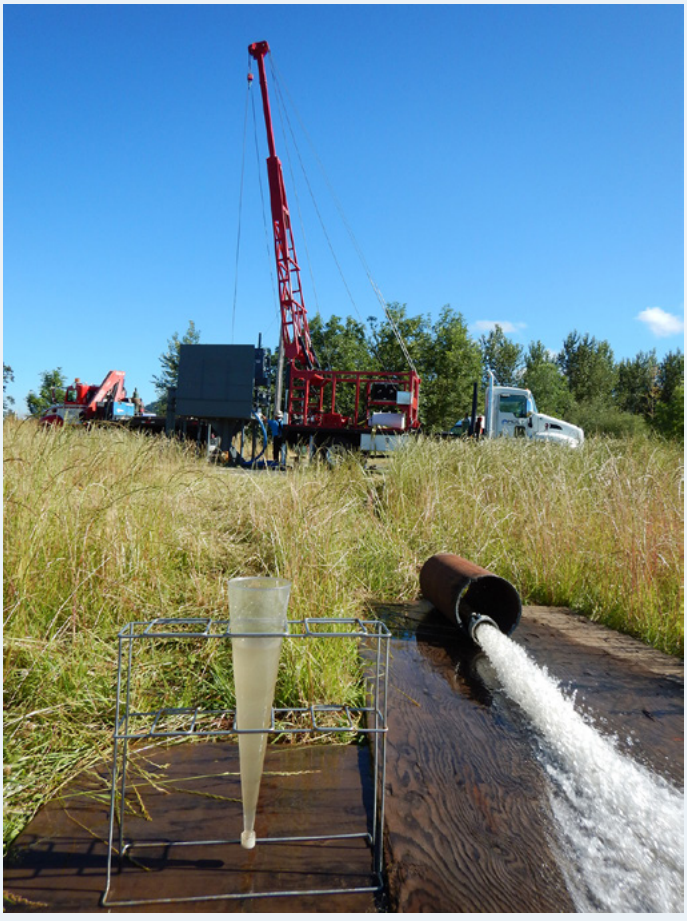
In May 2026, EPA announced drinking water systems can now apply for an additional two years to meet the requirements, moving the deadline from 2029 to 2031. This extra time will help Rainbow resolve technical challenges and comply more affordably.

Good News on PFAS Funding

We have received some very good news – Rainbow Water can recoup a portion of the District's PFAS-related costs. Business Oregon awarded Rainbow $2.4 million as a grant (forgivable loan) to design, drill, install, test, and connect a new well – Chase Well No. 6. Funding is from the State Drinking Water Revolving Loan program. The engineering design contract was signed in April 2026, and work is underway beginning this project that will drill a deeper well to replace two older, shallower wells affected by PFAS.

Rainbow is also a party to four separate legal settlements, with money paid by PFAS manufacturers to public water systems impacted by PFAS. The lawsuits successfully argued that PFAS compliance costs should fall on PFAS manufacturers and polluters, rather than municipal water systems and their ratepayers.

To date, Rainbow has received payments from four manufacturers totaling $2 million. An additional $1 million is scheduled to be paid by 3M Company over the next eight years. This money will be used to construct a second new well that will allow replacement of PFAS-impacted sources.


Well rehabilitation to improve productivity

Compliance Deadline Moving to 2031

April 2024 — Final PFAS rule published

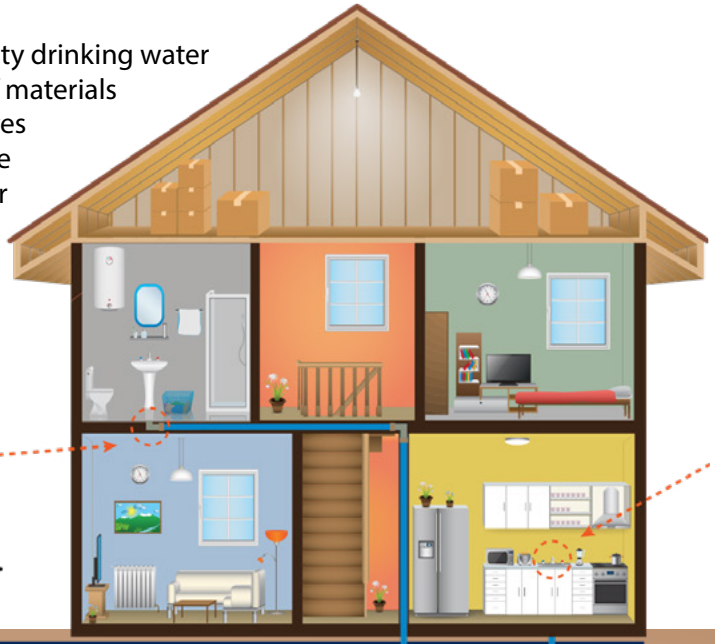
April 2027 — Initial monitoring deadline

April 2031 — Final Compliance deadline moving to 2031

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.

Rainbow is responsible for providing high quality drinking water to your meter, but cannot control the variety of materials used in plumbing components once water leaves Rainbow-owned service lines. In Springfield, the most common sources of lead in drinking water are brass or chrome-plated brass faucets and other piping that utilized lead solder in customer-owned plumbing.



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

Faucets:
Fixtures made before 2014 may contain leaded brass.

RAINBOW-OWNED

Service Lines:
There are no known lead service lines in our distribution system.

Meters:
Rainbow 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.

Rainbow Water District

CONNECT WITH US

PHONE: 541-746-1676 **FAX:** 541-747-0845
WEBSITE: www.RWDonline.net **EMAIL:** office@RWDonline.net

2025 Board of Commissioners

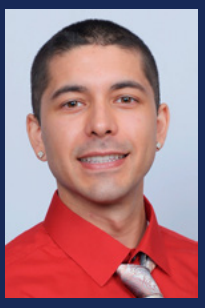
Jamie Porter, PE
District Superintendent

Doug Keeler
Position 1

Mindy Kephart
Position 2

Marla Casley
Position 3

Erik Westerholm
Position 4



James Burrington
Position 5

Meetings of the Board of Commissioners, your elected representatives, are held on the second Wednesday of every month. Meetings begin at 5:30 pm, at the Rainbow office, 1550 N. 42nd Street, Springfield. (A virtual option is provided.)