

Quick Notes:

- Question about your bill?
Email us: Accounts@psh2o.com
- Moving? Selling?
Be sure to let us know!
- Payments are due by the 20th of each month and are subject to a late fee if not paid on time.
- You can always drop your payment in the green drop box, located next to the mailboxes near 2255 Redwood Drive.

WATER EMERGENCY?

Always call our main phone number FIRST!

The fastest way to reach us

831-688-8476

24 / 7 / 365

**If you don't reach us,
DO leave a detailed message
Including:**

- ☐ **Your name**
- ☐ **What is happening**
- ☐ **Where (address location)**
- ☐ **A number to call you back**

Only if you don't hear back within
5-10 min, then call our
answering service
831-429-7420

They will continue calling us until
they reach us, but calling us directly
is always first!

The Surprising Benefits of Hard Water

As you probably know, the water supplied by PureSource Water is from deep wells. Well water tends to be "hard water."

When people hear the term *hard water*, they often think of mineral buildup, soap scum, or the need for a water softener. But did you know that hard water actually comes with several natural benefits?

Hard water simply means water that contains higher levels of minerals, primarily calcium and magnesium. These minerals occur naturally as water flows through the earth and into the well, and they can be surprisingly good for you.

1. A Source of Essential Minerals

Calcium and magnesium are vital for strong bones, healthy muscles, and overall wellness. Drinking hard water can contribute to your daily mineral intake, giving your body a natural boost.



2. Better Taste

Many people find that hard water has a fresher, crisper taste compared to softened water, thanks to its natural mineral content.

3. Heart Health Support

While more research is needed, some studies suggest that magnesium in hard water may help support cardiovascular health because magnesium helps with blood vessel function, reduces inflammation, and can help regulate blood pressure.

4. Eco-Friendly & Natural

Because hard water hasn't been softened, it remains in its natural state. This means fewer added salts or treatments, which is better for the environment.

While hard water does come with inconveniences, like mineral buildup in appliances and fixtures, it's good to remember the health and taste benefits it offers. For many, hard water isn't a problem to fix, but a natural resource to appreciate.

Consider adding a 1/2 cup of vinegar to your dishwasher to minimize hard water spots on your glassware.

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Cross-Connections

You may have read articles in our newsletters regarding cross-connections. If not, you may be asking, “What is a cross-connection?” As a refresher, cross-connections are points in the water system where non-potable water on your property could contact drinking water. A simple one to visualize is a garden hose submerged in a water fountain. If that hose were on and a fire hydrant were to be opened at the same time or a large pipe broke (causing a

large water demand) water could be sucked, out of your garden hose and fountain, into the water main pipe. Certainly back-siphonage events are rare, but it is smart to reduce the risk.

What are some examples of non-potable water I may have on my property?

Water in a bucket or trough, landscape irrigation systems, pools and hot tubs, ponds and fountains, pesticide and fertilizer sprayers, booster pumps, and other appliances or equipment that use water.

Why does cross-connection control matter?

Normally, drinking water flows one way—into your property from the wells and tanks. However, unprotected cross-connections could allow contaminated water from non-potable sources on your property to backflow into the drinking water system, impacting your property’s water quality and posing a risk to the drinking water system and public health.

Why am I hearing about this now?

Recently, the State Water Resources Control Board (State), which regulates drinking water in California, updated cross-connection control regulations and adopted the new Cross-Connection Control Policy Handbook (CCCPH). The Handbook requires water suppliers to provide information to customers regarding backflow protection and cross-connection control. You will see more information on cross-connection control in future materials from us, such as bill inserts and newsletters.

What is PureSource doing about this?

We are complying with the State’s new and updated requirements, to continue to keep your drinking water supply safe. We have updated our Cross-Connection Control Program. This includes providing you with information as well as a future Hazard Assessment Survey (questionnaire).

Do I have to do anything?

The first step will be to complete and return the initial questionnaire, once we send it to you. You can also start looking around your property and consider ways to eliminate cross-connections. In our fountain example, having the hose a couple of inches above the water eliminates the risk of pulling water from the fountain. This is called an air-gap. Property owners are responsible for ensuring that air gaps and approved backflow prevention assemblies on their side of the water service, when required, are properly installed. Sprinkler systems & plumbing fixtures should be properly installed by trained experts.

How do I know if I have a cross-connection?

Here are examples of where you can look for and eliminate cross-connections between your drinking water system and non-potable sources on your property: hose bibs, pool/hot tub/fountain/pond fill lines, irrigation systems, recirculation or booster pumps, and fire sprinkler systems.

PureSource will help determine the appropriate level of backflow protection for your property, if needed.

