2025 WATER QUALITY and CONSUMER CONFIDENCE REPORT

CITY OF BEND

Contents

About This Report

In 2025, City of Bend Water, (Water System ID OR41 00100), met or exceeded all Federal and State requirements to provide our customers with safe, reliable drinking water. This report details how the City of Bend remains committed to producing and delivering high-quality drinking water to our community day after day.

This report provides important information about the quality of our drinking water, an explanation of where our water comes from, and tips on how to interpret the data in this report. The data presented is for Jan. 1 through Dec. 31, 2025, unless otherwise noted.

If you would like printed copies, please call 541-317-3000, ext. 2 or visit our website at **bendoregon.gov/waterreport** to download a printable PDF of this report.

Please share this information with anyone who drinks this water (or their guardians), especially those who may not have received this report directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this report in a public place or distributing copies by hand, mail, email, or another method.

Get involved

The Bend City Council meets on the first and third Wednesdays of each month at 6 p.m. for a Business Meeting, and on the second and fourth Wednesday of each month from 4 to 6 p.m. for a Work Session. Information is available at **bendoregon.gov/citycouncil**.

Contact Us

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Accommodation Information for People with Disabilities & Language Assistance Services
You can obtain this information in alternate formats such as Braille, electronic format, etc. Free language assistance services are also available. Please email **accessibility@bendoregon.gov** or call 541-693-2198. Relay Users Dial 7-1-1. All requests are subject to vendor processing times and should be submitted 48-72 hours in advance of events.

Servicios de asistencia lingüística e información sobre alojamiento para personas con discapacidad
Puede obtener esta información en formatos alternativos como Braille, formato electrónico, etc. También disponemos de servicios gratuitos de asistencia lingüística. Póngase en contacto en correo electrónico **accessibility@bendoregon.gov** o número de teléfono 541-693-2198. Los usuarios del servicio de retransmisión deben marcar el 7-1-1. Por favor, envíe sus solicitudes con 48-72 horas de antelación al evento; todas las solicitudes están sujetas a los tiempos de procesamiento del proveedor.

Health Information From the EPA and CDC

Potential Contaminants

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 water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline (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 microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

Types of Contaminants

- **Microbial Contaminants:** Viruses and bacteria from sewage plants, septic systems, farms and wildlife.
- **Pesticides and Herbicides:** From farms, stormwater runoff and homes.
- **Inorganic Contaminants:** Salts and metals from natural sources, stormwater, wastewater or farming.
- **Organic Chemical Contaminants:** Byproducts of industrial processes, gas stations, stormwater and septic systems.
- **Radioactive Contaminants:** From natural sources or oil and gas production and mining.

To ensure that tap water is safe to drink, EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration regulations establish limits for contaminants in bottled water which must provide the same protections for public health.

Information for Immunocompromised Persons

Some people are more at risk from contaminants in drinking water. This includes those with cancer, organ transplants, HIV/AIDS, immune system disorders, some elderly, and infants. They should ask their doctors about safe drinking water. Guidelines to reduce infection risk are available from the Safe Drinking Water Hotline (800-426-4791).

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2025 Water Quality Test Results

Surface Water from Bend Municipal Watershed, Bridge Creek

Regulated Contaminant	Minimum Amount Detected	Maximum Amount Detected	MCL, Action Level, Treatment Technique or MRDL	MCLG or MRDLG	Typical Source of Substance	In Compliance?
Total Organic Carbon	ND	0.5 ppm	Treatment Technique	N/A	Naturally present in the environment	YES
Turbidity	0.01 NTU	0.2 NTU	Must be less than or equal to 0.30 NTU in at least 95 percent of the measurements taken each month. Must at no time exceed 1 NTU	N/A	Soil runoff	YES
	Lowest monthly % samples meeting limit: 100%					
Contaminants presented in this section are monitored less than once per year. Data is from the most recent testing done in accordance with regulations.						
Arsenic Most recent sample date: 8/23/2023	ND	8 ppb	10 ppb	0 ppb	Erosion of natural deposits; Runoff from orchards	YES
Fluoride Most recent sample date: 8/23/2023	ND	0.2 ppm	4 ppm	4 ppm	Erosion of natural deposits	YES
Nitrite (NO2) Most recent sample date: 8/23/2023	ND	0.1 ppm	1 ppm	1 ppm	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits	YES
Mercury Most recent sample date: 8/23/2023	ND	1 ppb	2 ppb	2 ppb	Erosion of natural deposits; Runoff from landfills; Runoff from cropland	YES
Sodium Most recent sample date: 8/23/2023	4 ppm	11 ppm	N/A	20 ppm	Erosion of natural deposits	YES
Pentachlorophenol Most recent sample date 8/20/2025	ND	0.1 ppb	1 ppb	0 ppb	Discharge from wood preserving factories	YES

Distribution System

Regulated Contaminant		Minimum Amount Detected	Maximum Amount Detected	MCL, Action Level, Treatment Technique or MRDL	MCLG or MRDLG	Typical Source of Substance	In Compliance?
MICROBIOLOGICAL CONTAMINANTS							
Total Coliform (non-fecal)		2 of 1,222 samples collected throughout 2025 had detectable coliform bacteria		Treatment Technique	N/A	Naturally present in the environment	YES
DISINFECTION BYPRODUCTS							
Haloacetic Acids	Running annual average	6.4 ppb	12 ppb	60 ppb	N/A	Byproduct of drinking water disinfection	YES
	Range of single results at all sites	ND	15 ppb	N/A			
Total Trihalomethanes	Running annual average	3.6 ppb	19 ppb	80 ppb	N/A	Byproduct of drinking water disinfection	YES
	Range of single results at all sites	ND	48 ppb	N/A			
DISINFECTION RESIDUAL							
Free Residual Chlorine		0 ppm	1.5 ppm	4 ppm	4 ppm	Water additive used to control microbes	YES

High-Risk Residential Water Taps: Sampled in 2023

Copper and Lead

Regulated Contaminant	2023 Minimum Detected	2023 Maximum Detected	2023 90th Percentile Results	Sites Exceeding Action Level	EPA Standard: Action Level	MCLG	Typical Source of Substance	In Compliance?
Copper	0.02 ppm	0.21 ppm	0.11 ppm	0 out of 31 (0%)	1.3 ppm	1.3 ppm	Corrosion of household and commercial plumbing systems; Erosion of natural deposits	YES
Lead	ND	1 ppb	0 ppb	0 out of 31 (0%)	15 ppb	0 ppb	Corrosion of household and commercial plumbing systems; Erosion of natural deposits	YES

Per- And Polyfluoroalkyl Substances (PFAS)

2025 Detections at Copperstone Well #1 (Facility ID: EP-H)
Contaminants presented in this section are unregulated (see PFAS, Page 7)

PFAS - Unregulated contaminants	Minimum Amount Detected	Maximum Amount Detected	Average of results	In Compliance?
Perfluoro octanoic acid (PFOA)	3.2 ppt	22.5 ppt	12.7 ppt	NA
Perfluoro octane sulfonic acid (PFOS)	ND	3.4 ppt	1.7 ppt	NA
Perfluoro hexanoic acid (PFHxA)	ND	12.9 ppt	6.4 ppt	NA
Perfluoro heptanoic acid (PFHpA)	ND	10.8 ppt	5.3 ppt	NA
Perfluoro pentanoic acid (PFPeA)	3.0 ppt	21.9 ppt	12.3 ppt	NA
Perfluoro butanoic acid (PFBA)	ND	5.3 ppt	2.6 ppt	NA
Perfluoro butane sulfonic acid (PFBS)	ND	3.6 ppt	1.8 ppt	NA
Perfluoro nonanoic acid (PFNA)	ND	2.4 ppt	1.2 ppt	NA

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Lead

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. City of Bend 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 the Water Services Department at 541-317-3000 ext. 2. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at **www.epa.gov/safewater/lead**.

In 2024, City of Bend Water completed a service line inventory using approved statistical analysis and determined it has zero (0) lead or galvanized-requiring-replacement service lines of the 30,634 service lines inventoried. Results can be found at: **yourwater.oregon.gov/leadcopper.php?pwsno=00100**. More information can be found at **bendoregon.gov/waterquality**.

Arsenic

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 and is linked to other health effects such as skin damage and circulatory problems.

Regulated and Unregulated Substances Detected In 2025

The City of Bend Water Services Department checks for over 130 different contaminants in its water sources all year. This includes things like lead, copper, minerals, pesticides and radioactive materials. Some of these contaminants have been found and are listed in this report.

Unregulated contaminants are those that don't yet have a drinking water standard set by EPA. The purpose of monitoring for these contaminants is to help EPA decide whether the contaminants should have a standard. City of Bend Water monitors unregulated contaminants under the EPA's Unregulated Contaminant Monitoring Rule (UCMR). The latest sampling under the Fifth Unregulated Contaminant Monitoring Rule (UCMR 5) began in 2023 and concluded in 2024. UCMR 5 test results and data for City of Bend Water and other public water systems is available for review at **epa.gov/dwucmr/occurrence-data-unregulated-contaminant-monitoring-rule.**

For further information, you may also visit **epa.gov/dwucmr/fifth-unregulated-contaminant-monitoring-rule** or call EPA's Safe Drinking Water Hotline at 1-800-426-4791.

PFAS

The EPA has established Maximum Contaminant Levels (MCLs) for certain per- and polyfluoroalkyl substances, more commonly referred to as PFAS. The MCLs for PFAS will go into effect in 2029.

During UCMR 5 monitoring, one of Bend's eight groundwater sources, Copperstone Well #1, was found to contain small amounts of some PFAS. Copperstone Well #1 was removed from regular service and further monitored for PFAS. Details of the 2025 PFAS monitoring are included in the table on Page 6. Some of the detections of PFAS are above state and federal health advisory limits. Copperstone Well #1 was placed in "emergency" status in July 2025 and will only be utilized if an emergency need arises. Work is ongoing to isolate and remove PFAS contamination from Copperstone Well #1.

Information about UCMR 5 detections and PFAS at City of Bend Water can be found at **bendoregon.gov/departments/utilities/water/water-quality-reports/perfluoroalkyl-and-polyfluoroalkyl-substances-pfas.**

State of Oregon health advisories for PFAS can be found at: **oregon.gov/oha/ph/healthyenvironments/drinkingwater/operations/pages/pfas.aspx.**

EPA health advisories for PFAS can be found at: **epa.gov/sdwa/drinking-water-health-advisories-pfoa-and-pfos.**

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Violation of Standards

City of Bend Water had a single violation for late/nonreporting of Surface Water Treatment Rules in 2025 on Aug. 11. The results were transmitted to Oregon Health Authority after the monthly reporting deadline. City of Bend Water returned to compliance automatically on Sept. 5, 2025, when the following monthly report was submitted. At no time during the violation period were City of Bend Water customers at risk nor was the quality of drinking water compromised.

Definitions and Units of Measure

Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that 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 disinfectant allowed in drinking water. There is convincing evidence that the addition of a disinfectant is necessary for the 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 contamination.

Most Probable Number (MPN): A method used to estimate the concentration of microorganisms.

Nephelometric Turbidity Unit (NTU): A measure of water's clarity (turbidity).

Not Applicable (N/A)

Not Detected (ND): Substance not detectable using current monitoring equipment.

Part per Million (ppm): Also known as milligrams per liter (mg/L) which is equal to the number of milligrams of a substance in one liter of water. One part per million is equal to 1,000 parts per billion.

Part per Billion (ppb): Also known as micrograms per liter (µg/L) which is equal to the number of micrograms of a substance in one liter of water.

Part per Trillion (ppt): Also known as nanograms per liter (ng/L) which is equal to the number of nanograms of a substance in one liter of water.

90th Percentile: This means that 90 percent of the samples collected were equal to or below the value reported.

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

For more definitions and tips to understanding your water quality report, visit the EPA website at **epa.gov/ccr/understanding-your-annual-water-quality-report.**

Water Sources and Treatment

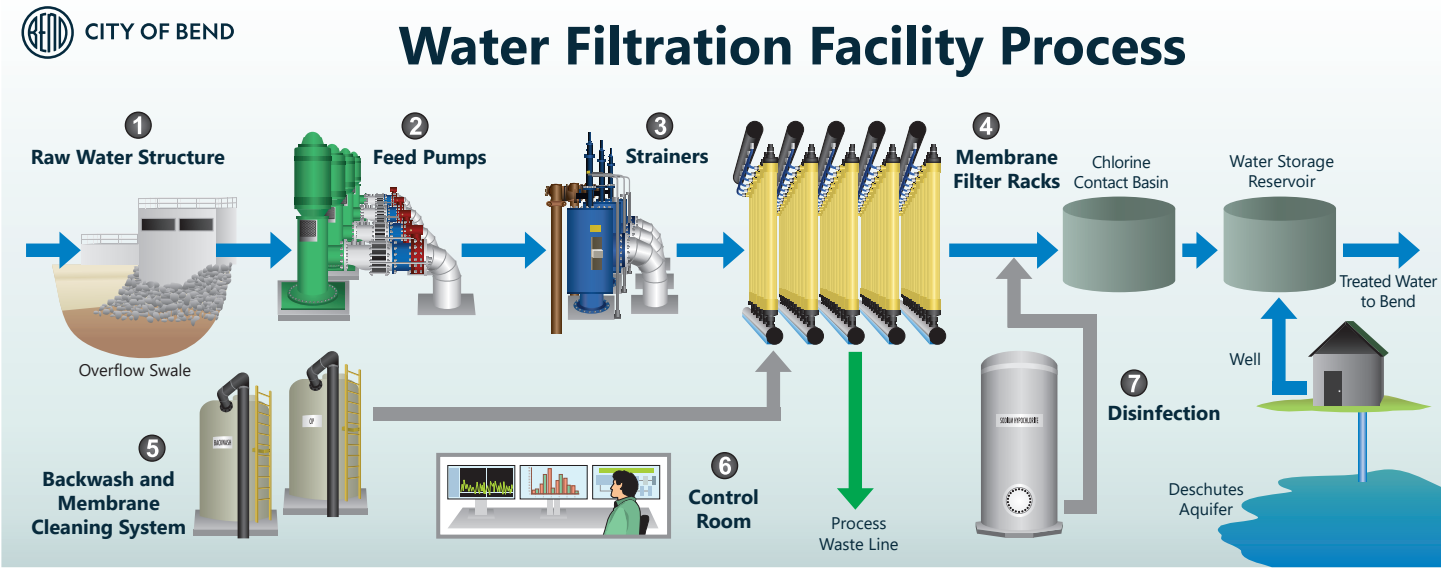
Bend Has Two Water Sources

Bend Municipal Watershed: The Bend Municipal Watershed in the Tumalo Creek/Bridge Creek drainages of the Deschutes National Forest supplies surface water.

Deschutes Regional Aquifer: The City operates 20 wells to pump groundwater from the Deschutes Regional Aquifer to supplement the surface water.

Surface Water

All surface water from Bend Municipal Watershed is treated at the Outback Water Filtration Facility by membrane filtration, which removes pathogens and other particles too small for the naked eye to see. A small amount of chlorine is added to deactivate any viruses and bacteria while keeping our network of storage tanks and pipelines clean. This image shows a snapshot of the surface water filtration process.



Groundwater

Groundwater is naturally filtered by layers of soil, volcanic rock, sand, and gravel. Small amounts of chlorine are added when the water is pumped to ensure it is safe to drink and keep our distribution system of storage tanks and pipelines clean.

Source Water Assessment

Oregon Health Authority has determined through source water assessments that the City of Bend Water Department's system has a low potential for contamination.

For further information visit **oregon.gov/oha/ph/healthyenvironments/drinkingwater/sourcewater/pages/index.aspx**.

Advanced Water Quality Laboratory

The City of Bend's new Water Quality Laboratory supports the delivery of safe drinking water to the community. The laboratory ensures accurate testing of drinking water and wastewater, protecting public health and the environment.

The Water Quality Laboratory maintains accreditation through the Oregon Environmental Laboratory Accreditation Program (ORELAP). Accreditation ensures that laboratories meet rigorous standards under federal and state regulations, including the Clean Water Act and Safe Drinking Water Act, and that the laboratory environment provides accurate and reliable testing.

The Water Quality Laboratory, which opened in 2025 at the City's new Public Works Campus, represents a major investment in public health and environmental protection. Nearly twice the size of the previous facility, the lab features advanced safety systems, expanded testing capabilities and capacity for future growth. These improvements allow the City to deliver faster, more reliable data to support water, wastewater and engineering operations, which are critical for routine compliance monitoring and emergency response.

Key features of the Water Quality Laboratory include:

- Expanded capacity for more than 20,000 tests of drinking water, wastewater, stormwater, biosolids and river samples annually.
- Advanced safety systems, including a biosafety cabinet and state-of-the-art chemical hoods.
- An enhanced water deionization system to produce ultra-pure water needed for testing.
- Improved turnaround times for critical water and wastewater data.

The Water Quality Laboratory operates 365 days a year, ensuring rapid response to emergencies such as water main breaks. It is one of only 10 municipal laboratories among the 48 accredited laboratories in Oregon.

For more information, visit **bendoregon.gov/water-services**.

100 Years of Water in Bend

Celebrating a Century of Exceptional Water Service

In 2026, the City of Bend marks 100 years of providing municipal water service to the community.

Since the establishment of the City's water system in the early 20th century, Bend's water services have evolved to support a growing community while maintaining a strong commitment to public health, environmental stewardship and regulatory compliance.

System Development

Over the past century, the City has developed and managed a diverse water system that includes surface water from Prowell Springs and the Bend Municipal Watershed and groundwater from the Deschutes Regional Aquifer. Investments in infrastructure, treatment, monitoring and professional expertise have allowed the City to continue to meet federal and state drinking water standards while ensuring reliable service for residents and businesses.

Water Quality

Protecting water quality has been a central focus throughout the City's history. Advances in treatment technology, laboratory testing, watershed protection and system monitoring have strengthened the City's ability to safeguard drinking water and respond to emerging challenges. These efforts support both routine compliance monitoring and long-term planning to ensure the sustainability of Bend's water resources.

Above: Bridge Creek Water Intake, winter 1948.
Below: Membrane filtration system at Outback Water Filtration Facility.

As Bend enters its second century of municipal water service, the City remains committed to providing safe, high-quality drinking water while protecting the natural systems that make it possible.

To learn more about Bend's water celebration,visit **bendoregon.gov/celebrate-water**.

100 YEARS OF WATER

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CITY OF BEND
WATER SERVICES

From the Director

This year's Water Quality Report comes at a meaningful moment for our community. In 2026, we're celebrating 100 Years of Water in Bend — a century of exceptional water service supported by strong stewardship, careful planning and a shared commitment to protecting the resources we all depend on.

This report gives you a clear look at where your drinking water comes from, how we treat and monitor it and the results of the rigorous testing we conduct throughout the year to make sure we meet and exceed drinking water standards. You'll find details about our surface water from the Bend Municipal Watershed, our groundwater from the Deschutes Regional Aquifer and the steps we take every day to ensure our community's water — your water — remains safe, clean and reliable.

As we recognize a century of progress, I'm especially proud of the dedicated people behind this work — the operators, engineers, technicians and staff who safeguard Bend's drinking water around the clock. Their expertise and care are the reason we're able to celebrate both our history and our future with confidence.

Thank you for your continued trust in us. It's an honor to provide high-quality water to our community, today and for the next century ahead.

— Mike Buettner,
Public Works Director