

Consumers Beware! Be Wise...Buy Wise!

If you choose to purchase a water treatment device, you can protect yourself by observing a few guidelines:

- Beware of door-to-door solicitors who misrepresent themselves as water district employees. Irvine Ranch Water District does not send employees out to test water inside a resident's home. Home water tests are conducted only upon a customer's request.
- Ask to see a contractor's license or a city business license.
- Verify that the firm has a current office address. Ask how long they have been in business.
- Avoid those firms making exaggerated health claims about their products. Be wary of anyone who claims to find "raw sewage" or petroleum by-products in your water. Ask for a sample to be tested by an independent, certified laboratory.
- Contact the Pacific Water Quality Association (714) 960-2428 for a list of Certified Water Dealers in your area.
- Make sure you understand guarantees, warranties and maintenance. There is no such thing as a no-maintenance home filtration device. Be sure the company will be around to honor all warranties.
- Be suspicious of those firms pressuring you to buy their products "on the spot."
- Shop around to make sure you are getting full value for your money because costs vary widely.
- Check to see if the water treatment device has National Sanitation Foundation (NSF) certification. This is the only recognized testing and certification program.
- Beware of deceptive and unethical sales practices. Complaints may be filed with the Consumer Protection Division, Orange County District Attorney, P.O. Box 808, Santa Ana, CA 92702.



Do I need a water treatment device to make the tap water safe to drink?

Irvine Ranch Water District

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Irvine, CA 92715
(714) 476-7500

Questions and Answers about Water Quality

Q: Recent newspaper articles have raised concerns about the safety of drinking water. Is my water safe to drink?

A: Yes. Your drinking water meets or exceeds all state and federal regulations for safety.

Q. How do I know that my drinking water is safe at all times?

A: Water samples are collected daily to check on quality. Samples are tested by highly trained personnel using the most modern equipment available. Any indication of a potential problem results in immediate corrective action.

Q: Are there any reasons to buy home treatment devices?

A: Taste preference, appearance or to obtain consistency in taste are bona fide reasons to treat the tap water or buy bottled water. Some home treatment devices or systems may provide certain benefits if properly maintained. For example, granular activated carbon under-the-sink-filters can remove chlorine odor and organic materials from the water. Reverse osmosis filters will soften the water, and will also remove all minerals from the water.

Fear for your health should not be a reason to purchase a home filtration unit or buy bottled water.

Q: Are there disadvantages to buying home treatment devices?

A: Yes. High cost and the possibility of a health hazard if they are not carefully and regularly maintained. Carbon filters, for example, can allow large numbers of bacteria to grow and contaminate the water. Poor maintenance can result in degraded water quality from your filter.

Q: Is bottled water safer?

A: No. While bottled water must meet certain standards, they are less extensive than those set for domestic water systems.

We think you should know that you are receiving safe and good quality water from your tap. The water distributed by IRWD is of higher quality than required by standards set by state and federal agencies.

If you prefer the taste of home treated water, we encourage you to refer to the guidelines on the back page.

Call Irvine Ranch Water District at (714) 476-7504 if you have any further questions regarding local water resources or treatment methods.