

## CONSUMER CONFIDENCE REPORT



**LAST  
YEAR,  
YOUR WATER  
MET ALL FEDERAL  
AND STATE SAFE  
DRINKING WATER  
STANDARDS**

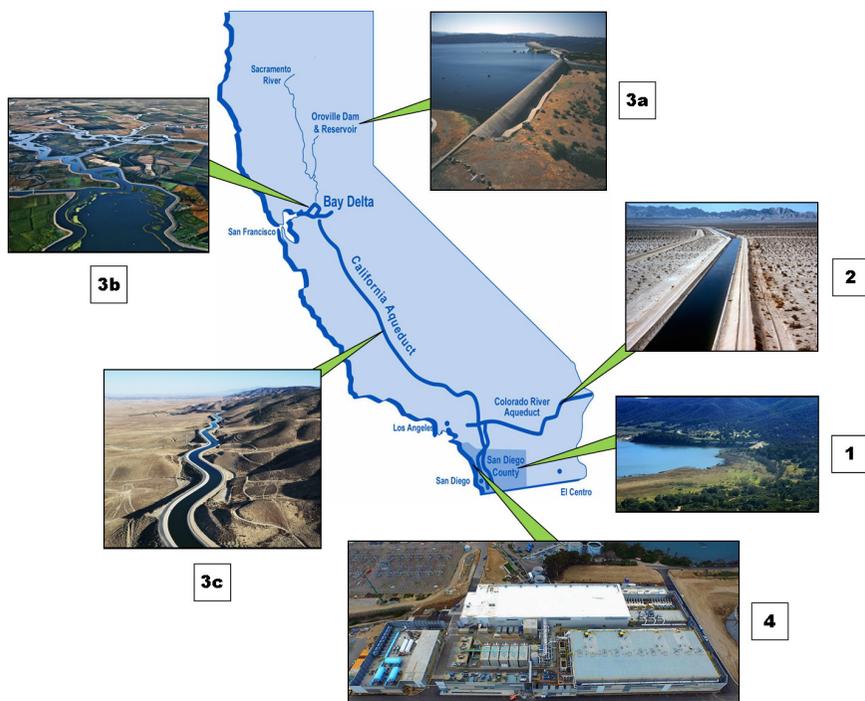
VID tests the drinking water quality for many constituents as required by State and Federal regulations. This report shows the results of our monitoring for the period of January 1, 2017 through December 31, 2017.

### WHAT'S THIS REPORT ABOUT?

We are pleased to present our Consumer Confidence Report (CCR), also known as the Water Quality Report. We take all steps necessary to safeguard your water supply, conducting more than 12,000 tests for over 75 drinking water constituents. This report provides a snapshot of the quality of water we provided last year. Included are details about where your water comes from, what it contains and how it compares to state standards. We are committed to providing you with information because informed customers are our best customers.

If you have any questions or concerns regarding the information presented in this report, please contact Dean Farris, Water Distribution Supervisor at (760) 597-3143. This report is also available on our website under the publications tab at [www.vidwater.org](http://www.vidwater.org).

### WHERE DOES MY WATER COME FROM?



The Vista Irrigation District (VID) uses four sources for your drinking water. The first one is local water, which originates from the watershed and well fields located near Lake Henshaw. VID owns the 43,000-acre Warner Ranch which encompasses the lake and monitors activities that could contaminate it. Water from Lake Henshaw is transferred to Lake Wohlford via a canal originally constructed in the 1890s. Once the water reaches the Escondido-Vista Water Treatment Plant (EVWTP), it is treated and disinfected to protect you against microbial contaminants. The second water source is the Colorado River. The third source is from Northern California. The latter two, called imported water, are delivered to San Diego County and ultimately to VID via the Metropolitan Water District of Southern California (MWD) and the San Diego County Water Authority (Water Authority). Imported water may be treated at EVWTP, Water Authority's Twin Oaks Valley Water Treatment Plant in San Marcos, Oceanside's Robert A. Weese Filtration Plant, or MWD's Skinner Treatment Plant in Riverside County. The fourth source is desalinated seawater from the Claude "Bud" Lewis Carlsbad Desalination Plant.

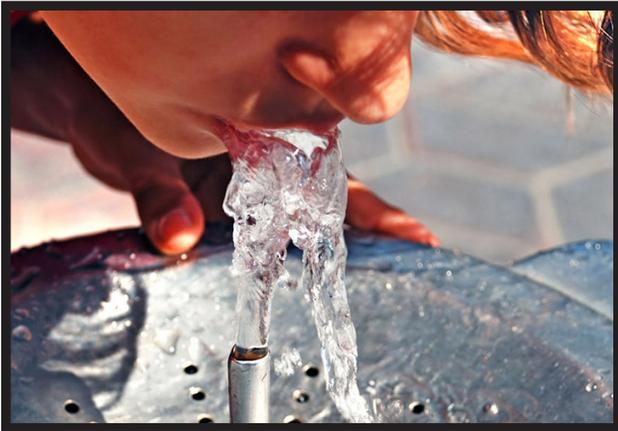
*Pictured: California Water Infrastructure Map*

1. Local Water Source - Lake Henshaw;
2. Imported Water Source - Colorado River Aqueduct;
3. Imported Water Sources: 3a. Oroville Dam & Reservoir, 3b. Bay Delta, 3c. California Aqueduct;
4. Desalinated Seawater - Carlsbad Desalination Plant

## WHAT WERE THE FINDINGS OF THE LOCAL AND IMPORTED SOURCE WATER ASSESSMENTS?

### Local Water Sources

In April 2016, Vista Irrigation District, in conjunction with the City of Escondido, prepared a Sanitary Survey of the local watershed. This survey assesses activities within the watershed that have the potential to influence the quality of water delivered from Lake Henshaw, Dixon Lake and Lake Wohlford. While the survey identifies a number of activities that have the potential to adversely affect water quality, including residential septic facilities, highway run-off, and agricultural and recreational activities, no contaminants from these activities were detected in the local water supply in 2016. A copy of the Watershed Sanitary Survey, which contains a Source Water Assessment Program, is available for review at the District Office located at 1391 Engineer Street in Vista.



### DO I NEED TO TAKE PRECAUTIONS?

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. More information about contaminants and potential health effects can be obtained by calling the U.S. Environmental Protection Agency's (USEPA) Safe Drinking Water Hotline at 1-800-426-4791.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised 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. USEPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available by calling the Safe Drinking Water Hotline at 1-800-426-4791.

### Imported Water Sources

The Metropolitan Water District of Southern California (MWD) completed its source water assessment of its Colorado River and California State Water Project supplies in December 2002. Colorado River supplies are considered to be most vulnerable to contamination from recreation, urban/storm water runoff, increasing urbanization in the watershed and wastewater. State Water Project supplies are considered most vulnerable to contamination from urban/storm water runoff, wildlife, agriculture, recreation and wastewater.

MWD updates its source water assessment through watershed sanitary surveys every five years. The most recent watershed sanitary surveys of its source water supplies from the Colorado River was updated in 2015 and the State Water Project was updated in 2016. Watershed sanitary surveys examine potential sources of contamination, summarize and evaluate water quality data and compliance with regulations, and recommend actions to better protect and improve source water quality.

### WHY IS THERE ANYTHING IN MY WATER?

The sources of drinking water (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.

The following contaminants may potentially be present in our water sources:

- Microbial contaminants, such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- Inorganic contaminants, such as salts and metals, that can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, that are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application and septic systems.
- Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

# Keeping YOU Informed

## WHAT IS A BACKFLOW DEVICE?

Vista Irrigation District (VID) safeguards your water supply through various water quality control measures. Protection of the water supply from potential pollution or health-hazards is the primary objective of VID's Cross Connection Control Program. When customers' private pipes intersect with water system pipelines, a cross-connection is created. Without necessary protections, contamination can result from backflow, or reverse flow, due to changes in water pressure in the distribution system; a backflow device prevents the flow of potentially contaminated water from a customer's pipelines into the water distribution system.



In compliance with state law, VID requires an approved backflow device on commercial, industrial, agricultural and multi-family accounts as well as properties with wells. Backflow protection may also be required on accounts considered "high risk", such as chemical processing, medical and dental facilities, flower growers, and recreational vehicle dump stations. If you have questions about the program, please feel free to contact VID at (760) 597-3100.

## LEAD AND COPPER

The U.S. Environmental Protection Agency Lead and Copper Rule requires Vista Irrigation District (VID) to collect special samples of each constituent every three years; the last samples were collected in 2015. Lead was not detected in either the source water or private households. Copper was not detected in source water but was detected at low levels in private households. The source of copper comes from the leaching of copper used in household plumbing fixtures. For more information about Lead and Copper Rule testing please visit [www.vidwater.org](http://www.vidwater.org).

In addition to the required Lead and Copper Rule testing, the State Water Resources Control Board, Division of Drinking Water required all water agencies to complete one-time lead sampling at schools (K-12) within their service areas upon request. In 2017, VID completed lead sampling at 23 schools.

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. VID is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you do so, you may wish to collect the flushed water and reuse it for another beneficial purpose, such as watering plants. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/lead>.

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (USEPA) and the State Water Resources Control Board (SWRCB) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. SWRCB regulations also establish limits for contaminants in bottled water that must provide the same protection for public health.

**VID HAS NOT HAD ANY VIOLATIONS  
OF THESE REGULATIONS!**

## WHAT ARE THESE TABLES?

The data tables shown on this page and the following two pages list all of the drinking water constituents that were detected during the most recent sampling for the constituent. The presence of these constituents in the water does not necessarily indicate that the water poses a health risk. The State Water Resources Control Board (SWRCB) requires us to monitor for certain constituents less than once per year because the concentrations are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, are more than one year old. The terms used in these data tables can be found listed at the end of the table.

The following tables show water from three sources - local water from Lake Henshaw, which is treated at the Escondido-Vista Water Treatment Plant (EVWTP); imported water, which is treated at the San Diego County Water Authority's Twin Oaks Valley Water Treatment Plant, Metropolitan Water District of Southern California's Robert A. Skinner Treatment Plant, the City of Oceanside's Robert A. Weese Filtration Plant and the EVWTP; and desalinated seawater, which comes from the Claude "Bud" Lewis Carlsbad Desalination Plant (Carlsbad Desalination Plant).

## 2017 WATER QUALITY MONITORING RESULTS

Parameter	Units	Federal or State MCL [MRDL]	PHG (MCLG) [MRDLG]	Range ----- Average	Treatment Plant Effluents			DLR	Typical Source/ Comments
					Escondido-Vista Water Treatment Plant	Skinner, Twin Oaks Valley, & Weese Water Treatment Plants Combined Effluents	Carlsbad Desalination Plant		
<b><i>Inorganic Constituents - Primary Standards</i></b>									
Arsenic (As)	ug/L	10	0.004	Range	ND	2.00	ND	2	Erosion of natural deposits; glass and electronics production waste
				Average	ND	2.00	ND		
Fluoride (F-) Treatment Related	mg/L	2	1	Range	0.69 - 0.83	0.5 - 0.9	0.55 - 0.90	0.1	Erosion of natural deposits; water additive for dental health
				Average	0.76	0.47	0.746		
Nitrate (N)	mg/L	10	10	Range	ND - 0.44	0.2 - 0.4	ND	0.4	Runoff/leaching from fertilizer use; sewage; natural erosion
				Average	0.3	0.4	ND		
<b><i>Inorganic Constituents - Secondary Standards (Aesthetic Standards)</i></b>									
Aluminum (Al)	ug/L	200	NS	Range	ND	53 - 450	ND	50	Residue from water treatment process; natural deposits; erosion
				Average	ND	115	ND		
Color	units	15	NS	Range	1 - 1	ND - 3	ND	-	Decaying vegetation or other naturally occurring organic materials
				Average	1	1.00	ND		
Chloride (Cl)	mg/L	500	NS	Range	55 - 93	35 - 94	39.7 - 127	-	Runoff/leaching from natural deposits; seawater influence
				Average	70	63.0	76.9		
Iron (Fe)	mg/L	0.3	NS	Range	ND	ND	ND - 0.093	0.1	Runoff/leaching from natural deposits; industrial wastes
				Average	ND	ND	0.012		
Sulfate (SO <sub>4</sub> ) <sup>2-</sup>	mg/L	500	NS	Range	87 - 210	41 - 244	11.4 - 41.0	0.5	Runoff/leaching from natural deposits; industrial wastes
				Average	124	81.67	16.6		
Total Dissolved Solids	mg/L	1000	NS	Range	305 - 643	200 - 612	80 - 426	-	Runoff/leaching from natural deposits; industrial wastes
				Average	426	321	232		
Specific Conductance	umho/cm	1600	NS	Range	565 - 1018	455 - 571	304 - 694	-	Substances that form ions in water; seawater influence
				Average	710	491.5	430.7		
<b><i>Inorganic Constituents - Unregulated</i></b>									
Boron (B)	mg/L	NL=1	NS	Range	0.12 - 0.17	0.11 - 0.12	0.33 - 0.95	0.1	Runoff/leaching from natural deposits; industrial wastes
				Average	0.14	0.11	0.59		

## 2017 WATER QUALITY MONITORING RESULTS (continued)

Parameter	Units	Federal or State MCL [MRDL]	PHG (MCLG) [MRDLG]	Range ----- Average	Treatment Plant Effluents			DLR	Typical Source/ Comments
					Escondido-Vista Water Treatment Plant	Skinner, Twin Oaks Valley, & Weese Water Treatment Plants Combined Effluents	Carlsbad Desalination Plant		
<b>Additional Analyzed</b>									
Total Alkalinity	mg/L	NS	NS	Range	83 - 140	52 - 122	48 - 88	-	Erosion of natural deposits; leaching
				Average	110	77.7	59.7		
Bicarbonate (HCO3)	mg/L	NS	NS	Range	100 - 170	NR	NR	-	Erosion of natural deposits; leaching
				Average	133	NR	NR		
Hardness as CaCO3	mg/L	NS	NS	Range	130 - 240	83 - 300	43.4 - 96.2	-	Erosion of natural deposits; leaching
				Average	170	133.7	53.3		
Calcium (Ca)	mg/L	NS	NS	Range	31 - 59	20 - 74	19.4 - 43.9	-	Erosion of natural deposits; leaching
				Average	41	32.67	23.9		
Magnesium (Mg)	mg/L	NS	NS	Range	12 - 23	8.0 - 27.0	0.483 - 1.09	-	Erosion of natural deposits; leaching
				Average	17	12.67	0.745		
Sodium (Na)	mg/L	NS	NS	Range	57 - 120	48 - 56	32.7 - 80.4	-	Erosion of natural deposits; leaching
				Average	80	53.00	52.3		
pH	units	NA	NS	Range	7.7 - 8.1	7.3 - 8.9	7.41 - 8.93	-	Measurement of acidity/ alkalinity
				Average	8.0	8.20	8.52		
Potassium (K)	mg/L	NS	NS	Range	3.3 - 5.8	2.7 - 3.2	1.31 - 4.36	-	Erosion of natural deposits; leaching
				Average	4.3	2.85	2.46		
Total Chlorine Residual	mg/L	[4.0]	[4.0]	Range	2.8 - 3.5	0.2 - 3.7	2.67 - 3.42	-	Addition of chlorine and ammonia as combined disinfectant chloramines
				Average	3.1	2.80	3.14		
Chlorite	mg/L	1	0.05	Range	0.15 - 0.34	NR	NR	0.02	By-products of drinking water chlorination
				Average	0.23	NR	NR		
Chlorate	ug/L	NL=800	NS	Range	400 - 610	23 - 360	NR	20	By-products of drinking water chlorination
				Average	490	100.33	NR		
Total Organic Carbon (TOC)	mg/L	TT	NS	Range	2.4 - 4.5	1.9 - 3.1	NR	0.3	Naturally occurring organic material
				Average	3.4	2.45	NR		
Silica (SiO2)	mg/L	NS	NS	Range	7.0 - 8.6	NR	NR	-	Erosion of natural deposits; leaching
				Average	7.8	NR	NR		
<b>Radionuclides Analyzed Every Four Years, for Four Consecutive Quarters</b>									
Gross Alpha Activity	pCi/L	15	0	Range	ND - 7.8	ND - 7	ND - 2.265	3	Erosion of natural deposits
				Average	3.8	3.55	0.075		
Gross Beta Activity	pCi/L	50	0	Range	NR	ND - 6	ND - 3.56	4	Decay of natural and man-made deposits
				Average	NR	5	1.59		
Uranium (U)	pCi/L	20	0.43	Range	2.4 - 2.4	ND - 3.1	0.029 - 0.161	1	Erosion of natural deposits
				Average	2.4	2.6	0.085		
<b>Microbiological Constituents in VID Distribution System</b>									
Total Coliform Bacteria (monthly positives)	%	5	(0)	Range	0% - 0.97%			-	Naturally present in the environment
				Monthly Highest	0.97%				
Fecal Coliform/ E.Coli	%	*	(0)	Range	0%			-	Naturally present in the environment
				Average	-				

\***Fecal Coliform/E.Coli MCLs:** The occurrence of two consecutive total coliform positive samples, one of which contains fecal coliform/E.Coli, constitutes an acute MCL violation. **The MCL was not violated in 2017.**

## 2017 WATER QUALITY MONITORING RESULTS (continued)

Parameter	Units	Federal or State MCL	PHG (MCLG)	Range ----- Average	Treatment Plant Effluents			DLR	Typical Source/ Comments
					Escondido-Vista Water Treatment Plant	Skinner, Twin Oaks Valley & Weese Water Treatment Plants Combined Effluents	Carlsbad Desalination Plant		
<b>Organic Constituents - Primary Standards (Disinfection Byproduct in Treatment Plant Effluent)</b>									
Effluent Total Trihalomethanes (TTHM)	ug/L	80	NS	Range	43 - 94	14 - 80	ND	NS	By-product of drinking water chlorination
				Average	61	30	ND		
Effluent Haloacetic Acids (HAA5)	ug/L	60	NS	Range	14 - 38	3.0 - 35	ND	NS	By-product of drinking water chlorination
				Average	24	11.1	ND		
<b>Clarity (Turbidity)</b>									
Combined Filter	NTU	TT=1	NA	Range	0.07 - 0.16	0.01 - 0.2	0 - 1	NA	Soil Runoff
				Highest	0.16	0.2	1.0		
Effluent Turbidity* % of readings below 0.3 NTU	%	95%	NA		100%	100%	99.7%	NA	Soil Runoff
* Turbidity is a measurement of the cloudiness of water and is a good indicator of water quality and filtration performance. Turbidity results, which meet performance standards, are considered to be in compliance with filtration requirements.									
<b>Organic Constituents - Disinfection Byproduct in VID Distribution System</b>									
Total Trihalomethanes (TTHM)	ug/L	80	NS	Range	16.3 - 68.9			NS	By-product of drinking water chlorination
				Highest LRAA	47.2				
Haloacetic Acids (HAA5)	ug/L	60	NS	Range	4.0 - 26.7			NS	By-product of drinking water chlorination
				Highest LRAA	17.6				
Parameter (Year Sampled)	Units	Action Level	PHG (MCLG)	Distribution System 90th Percentile	Number of Samples	Number of Sites Exceeding Action Level	DLR	Typical Source/ Comments	
<b>Inorganic Constituents - Copper/Lead in Residential Taps (Sampled in 2015)</b>									
Copper (Cu)	mg/L	1.3	0.3	0.55	51	0	0.05	Corrosion of household plumbing systems; erosion of natural deposits	
Lead (Pb)	ug/L	15	0.2	ND	51	0	5	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits	

### TERMS USED IN THIS REPORT

**Detection Limit for Reporting (DLR):** A detected contaminant is any contaminant detected at or above its detection level for purposes of reporting.

**Locational Running Annual Average (LRAA):** The average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters.

**Maximum Contaminant Level (MCL):** The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste and appearance of drinking water.

**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 are set by the U.S. Environmental Protection Agency (USEPA).

**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.

**Nephelometric Turbidity Units (NTU):** Turbidity is a measure of the cloudiness of the water. It is a good indicator of the effectiveness of the water treatment process and distribution system.

**Primary Drinking Water Standards (PDWS):** MCLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

**Public Health Goal (PHG):** The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

**Regulatory Action Level (AL) / Notification Level (NL):** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

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

>: More than

<: Less than

mg/L: Milligrams per liter or parts per million (ppm)

NA: Not Applicable

NC: Not Collected

ND: Not Detectable at testing limit

NR: Not Reported

NS: No Standard

pCi/L: Picocuries per liter (a measure of radiation)

ug/L: Micrograms per liter or parts per billion (ppb)

umho/cm: Micromho per centimeter; measurement of conductivity

# FREQUENTLY ASKED QUESTIONS



Q. What affects the taste of my water?

A. The taste of drinking water is affected by its mineral content as well as the presence of chlorine, which is used to protect against potential bacterial contamination. Sometimes plumbing can cause a metallic flavor, especially if the water has been sitting in pipes for many hours. Taste, however, does not indicate a higher or lower degree of water quality.

Q. What causes bad odors?

A. Musty or fishy odors can be caused by harmless algae in the water, especially during the hot summer months. Even after chlorine has been added to disinfect the water, these odors may persist. Also, many people mistakenly confuse odors from their sink drain with the smell of their tap water. Check for tap water odors by filling a glass with fresh tap water and smelling it away from the sink.

Q. What causes cloudy water?

A. Cloudy or milky-looking water is usually caused by trapped air picked up from an air pocket in the water main or internal plumbing. Unusual surges or flows within the aqueduct can also trap air, similar to a waterfall. If the water is allowed to sit in a glass or pitcher for a few minutes, the air will dissipate and the water will become clear.

Q. What is Cryptosporidium?

A. Cryptosporidium (pronounced "krip-toe-spore-id-ee-um") is a protozoan parasite found in lakes and rivers typically when these waters contain animal or sewage waste. Cryptosporidium was not detected in any samples of VID's treated water supply.

Q. Should I boil my water?

A. On very rare occasions, the local health department or your water utility may issue a notice to boil your water. This may happen when there is an earthquake or other emergency. Otherwise, unless you have a severely weakened immune system or your doctor advises you, you do not need to boil your tap water. It already meets strict state and federal regulations for quality.

Q. What causes hardness in water?

A. A water's "hardness" is a measure of the amount of certain minerals that are dissolved in the water. Depending on varying sources and system flows, the hardness of our water ranged from 43.5 - 300 mg/L in 2017. These values translate to 2.5 - 17.5 grains per gallon (gpg). These numbers may be of interest because some household appliances (such as dishwashers or water treatment devices) have settings that need to be adjusted based on the hardness of the water.

The minerals in water may leave white spots on glasses, coffeepots, shower heads or shower doors. These spots are chiefly calcium deposits and are not harmful to health. Putting vinegar in a coffeepot and allowing it to sit overnight will usually remove the spots. Make sure to rinse well before using. There are also some store products you can use to avoid spotting when glasses are washed and allowed to dry.

## WHERE CAN I GET MORE INFORMATION?

San Diego County Water Authority  
(858) 522-6600  
[www.sdcwa.org](http://www.sdcwa.org)

Metropolitan Water District of Southern California  
(213) 217-6000  
[www.mwdh2o.com](http://www.mwdh2o.com)



State Water Resources Control Board  
Division of Drinking Water Programs  
(619) 525-4159 – Southern California  
Drinking Water Field Operations Branch  
[www.swrcb.ca.gov/drinking\\_water/programs/index.shtml](http://www.swrcb.ca.gov/drinking_water/programs/index.shtml)

U.S. Environmental Protection Agency  
Office of Ground Water & Drinking Water  
(800) 426-4791  
[www.epa.gov/ground-water-and-drinking-water](http://www.epa.gov/ground-water-and-drinking-water)



1391 ENGINEER STREET  
VISTA, CA 92081-8840  
(760) 597-3100 fax (760) 598-8757  
[www.vidwater.org](http://www.vidwater.org)

District's office hours:  
Monday through Friday  
8:00 a.m. - 5:00 p.m.

The Vista Irrigation District's board meetings are normally held the first and third Wednesdays of each month at 8:30 a.m. at VID's facilities located at 1391 Engineer Street in Vista.

### **UPDATE YOUR EMERGENCY CONTACT INFO WITH US**

Please take a moment and provide us with a telephone number (or telephone numbers) where you can be reached in case of an emergency. Having updated information allows us to contact you quicker during a situation that affects your water supply. You can update your emergency contact number(s) by emailing or calling Customer Service at (760) 597-3120. When providing your updated telephone number(s) via email, please include your name and address or account number. Feel free to give us your work, home and cell phone numbers. Thank you for helping us keep you informed.

The Vista Irrigation District, a public agency, has been proudly serving the city of Vista and portions of San Marcos, Escondido, Oceanside and San Diego County since 1923.