

## APPENDIX B: eCCR Certification Form (Suggested Format)

### Consumer Confidence Report Certification Form

*(To be submitted with a copy of the CCR)*

Water System Name:	Golden State Water Company – South Shore
Water System Number:	CA1700519

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 7/1/2025 (*date*) to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the State Water Resources Control Board, Division of Drinking Water (DDW).

Certified by:

Name: Roberto Casas	Title: Associate Water Quality Engineer
Signature:	Date: 9/11/2025
Phone number: (310) 890-2804	

*To summarize report delivery used and good-faith efforts taken, please complete this page by checking all items that apply and fill-in where appropriate:*

- CCR was distributed by mail or other direct delivery methods (attach description of other direct delivery methods used).
- CCR was distributed using electronic delivery methods described in the Guidance for Electronic Delivery of the Consumer Confidence Report (water systems utilizing electronic delivery methods must complete the second page).
- “Good faith” efforts were used to reach non-bill paying consumers. Those efforts included the following methods:
  - Posting the CCR at the following URL: [www.gswater.com/SouthShoreCCR](http://www.gswater.com/SouthShoreCCR)
  - Mailing the CCR to postal patrons within the service area (attach zip codes used)
  - Advertising the availability of the CCR in news media (attach copy of press release)
  - Publication of the CCR in a local newspaper of general circulation (attach a copy of the published notice, including name of newspaper and date published)
  - Posted the CCR in public places (attach a list of locations)
  - Delivery of multiple copies of CCR to single-billed addresses serving several persons, such as apartments, businesses, and schools

- Delivery to community organizations (attach a list of organizations)
- Publication of the CCR in the electronic city newsletter or electronic community newsletter or listserv (attach a copy of the article or notice)
- Electronic announcement of CCR availability via social media outlets (attach list of social media outlets utilized)
- Other (attach a list of other methods used)
- For systems serving at least 100,000 persons:* Posted CCR on a publicly-accessible internet site at the following URL: www.\_\_\_\_\_
- For privately-owned utilities:* Delivered the CCR to the California Public Utilities Commission

### **Consumer Confidence Report Electronic Delivery Certification**

*Water systems utilizing electronic distribution methods for CCR delivery must complete this page by checking all items that apply and fill-in where appropriate.*

- Water system mailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available website where it can be viewed (attach a copy of the mailed CCR notification). URL: [www.gswater.com/SouthShoreCCR](http://www.gswater.com/SouthShoreCCR)
- Water system emailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available site on the Internet where it can be viewed (attach a copy of the emailed CCR notification). URL: [www.gswater.com/SouthShoreCCR](http://www.gswater.com/SouthShoreCCR)
- Water system emailed the CCR as an electronic file email attachment.
- Water system emailed the CCR text and tables inserted or embedded into the body of an email, not as an attachment (attach a copy of the emailed CCR).
- Requires prior DDW review and approval.* Water system utilized other electronic delivery method that meets the direct delivery requirement.

*Provide a brief description of the water system's electronic delivery procedures and include how the water system ensures delivery to customers unable to receive electronic delivery.*

In our continuing efforts to better serve our customers, conserve resources, and reduce
costs, Golden State Water Company chose to utilize electronic delivery of the annual
Consumer Confidence Reports (CCRs) as allowed by the United States Environmental
Protection Agency and the State Water Resources Control Board – Division of Drinking

Water. Notices regarding the availability of the CCR were mailed to customers as a bill
insert, and also emailed to all customers receiving electronic bills. These notices,
printed and emailed in both English and Spanish, directed people to the URL for
viewing the CCR online, and also gave them information on how to request a hard copy
of the CCR.

*This form is provided as a convenience and may be used to meet the certification requirement of section 64483(c) of the California Code of Regulations.*



**Golden State**  
Water Company  
A Subsidiary of American States Water Company

2025

# South Shore Water System

Consumer Confidence Report  
on Water Quality for 2024



## About the Company

GSWC is a wholly owned subsidiary of American States Water Company (NYSE:AWR) and provides water service to over 1 million customers throughout 12 counties in Northern, Coastal and Southern California. American States Water Company also owns a contracted services subsidiary, American States Utility Services, Inc. (ASUS). ASUS provides operations, maintenance and construction management services for water and wastewater systems located on military bases throughout the country under 50-year privatization contracts with the U.S. government. Bear Valley Electric Service is also a subsidiary and distributes electricity to approximately 24,000 customers in the City of Big Bear Lake and surrounding areas in San Bernardino County.



Robert Sprowls  
President and  
Chief Executive Officer  
Golden State Water Company



Sean Twilla  
General Manager,  
Northern District  
Golden State Water Company

## President's Message

Dear Golden State Water Customer,

Golden State Water Company (GSWC) is pleased to present our 2025 Annual Water Quality Report (Consumer Confidence Report), providing customers with important information regarding local water quality and service during the 2024 calendar year.

GSWC is proud to serve more than one million customers across 81 communities in California, delivering reliable, high-quality water every day. We know that access to safe water is essential, and our team works around the clock to ensure your water is always there when you need it.

From scientists and engineers to water quality experts, our dedicated team continuously monitors and tests for hundreds of potential contaminants to keep your water safe. By proactively testing for hundreds of potential contaminants in our water systems, GSWC has consistently scored among the top water companies for compliance with water quality regulations.

**GSWC is working as quickly as possible to bring the South Shore/Crescent Bay Water System into full compliance with all federal and state quality standards established to protect the public's health and safety.** GSWC is seeking grant funding to install new water mains, services, and meters, and to provide a new source of clean drinking water. GSWC provides bottled water for drinking purposes. This report provides information regarding local water supply sources, testing, and the steps GSWC takes to ensure our water complies with the strictest standards set by the United States Environmental Protection Agency (USEPA), State Water Resources Control Board's Division of Drinking Water (DDW), and California Public Utilities Commission (CPUC).

To access the most up-to-date Water Quality Report for your area, sampling results, and frequently asked questions, visit [www.gswater.com/water-quality](http://www.gswater.com/water-quality). If you have questions, please contact our 24-hour Customer Service Center at 1.800.999.4033 or email us at [customerservice@gswater.com](mailto:customerservice@gswater.com).

Given our proactive approach to maintaining, operating, and improving our water systems, our customers can rest assured that their monthly rates contribute directly to the safety and reliability of their local water system. This upholds the essential right of every Californian to access safe, clean, and affordable water, regardless of their zip code.

We encourage all customers to visit [www.gswater.com](http://www.gswater.com) and follow us on X (formerly Twitter) and Facebook at @GoldenStateH2O. On behalf of everyone at GSWC, thank you for allowing us to serve you and your community.

Sincerely,

Robert Sprowls

Sean Twilla

**Golden State Water is constantly working toward 100 percent customer satisfaction and we encourage you to visit [www.gswater.com](http://www.gswater.com) and follow us on Twitter and on Facebook at @GoldenStateH2O**



## Where Does My Water Come From?

Water delivered to customers in the South Shore System is surface water from Clear

Lake, which is treated at Golden State Water Company's Crescent Bay Treatment Plant.

## Source Water Assessment

Golden State Water Company conducted an assessment in 2002 of the drinking water source serving the customers of its South Shore System.

Clear Lake is considered most vulnerable to the following activities not associated with detected contaminants:

- ◆ Lake recreation
- ◆ Sanitary sewer overflows
- ◆ Septic system areas

A copy of the assessment may be viewed at:

State Water Board Mendocino District Office  
50 D St., Suite 200, Santa Rosa, CA 95404

You may request a summary of the assessment be sent to you by contacting:

State Water Board Mendocino District Office at 1.707.576.2145

For more details, contact Lisa Miller, Water Quality Engineer, at 1.800.999.4033, or email the Customer Service Center at [customerservice@gswater.com](mailto:customerservice@gswater.com).



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**In every one of our water systems, a team of highly-trained employees monitors water quality on an on-going basis to ensure that our customers are receiving high-quality water. For more information and to access frequently asked questions about your 2024 CCR visit: <https://gswater.com/ccrfaq>**





## Glossary of Terms

### Maximum Contaminant Level (MCL)

The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the public health goals and maximum contaminant level goals as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste and appearance of drinking water.

### California Notification Level (NL)

Non-regulatory, health-based advisory levels established by the State Board for contaminants in drinking water for which an MCL has not been established.

### Maximum Contaminant Level Goal (MCLG)

The level of a contaminant in drinking water below which there is no known or expected risk to health. Maximum contaminant level goals are set by the United States Environmental Protection Agency (USEPA).

### Maximum Residual Disinfectant Level (MRDL)

The highest level of a disinfectant allowed in drinking water. There is convincing evidence that the 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.

### Primary Drinking Water Standard (PDWS)

MCLs, MRDLs and treatment techniques (TTs) for contaminants that affect health, along with their monitoring and reporting requirements.

### Public Health Goal (PHG)

The level of a contaminant in drinking water below which there is no known or expected risk to health. Public health goals are set by the California Environmental Protection Agency (CalEPA).

### Regulatory Action Level (AL)

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

### Treatment Technique (TT)

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

Delivering drinking water is serious business, and our team of scientists, engineers and water experts is dedicated to protecting our water systems and ensuring the water we deliver to local homes and businesses meets stringent standards set by the state and federal governments.



Unit of Measurement	Unit Abbreviation	Also Known as	This can be compared to...
Parts per million (PPM)	mg/L	milligrams per liter	1 second in 12 days
Parts per billion (PPB)	µg/L	micrograms per liter	1 second in 32 years
Parts per trillion (PPT)	ng/L	nanograms per liter	1 second in 32,000 years
Grains per gallon	grains/gallon	a measurement for water hardness often used for sizing household water softeners	1 grain/gal equals 17.1 mg/L of hardness
Nephelometric Turbidity Units	NTU	a measurement of the clarity of water	Turbidity in excess of 5 NTU is noticeable to the average person
Microsiemens per centimeter	µS/cm	a measurement of a solution's ability to conduct electricity	
Picocuries per liter	pCi/L	a measurement of radioactivity in water	

# How to Read This Table

The consumer confidence report lets you know which constituents, if any, are in your drinking water and how this may affect your health. The constituents presented in this table were detected above the detection limit set by the State Water Resources Control Board. Below is a guide that explains each column of the table.

The highest level of a constituent allowed in drinking water.

The range of presence for which the constituent was detected in the drinking water.

The average amount of a constituent detected in the drinking water.

The most recent year tests were conducted.

Describes the most likely ways a constituent enters the drinking water. Wording provided by the USEPA.

Primary Standards - Health Based (units)	Primary MCL	PHG (MCLG)	Range of Detection	Average Level	Most Recent Sampling Date	Typical Source of Constituent
Substance A (mg/L)	50	0.6	ND - 40	20	2019	Erosion of natural deposits; residue from some surface water treatment processes
Substance B (µg/L)	6	1	0.1 - 2.8	1.7	2016	Discharge from petroleum refineries; fire retardants; ceramics; electronics; solder

## South Shore Water System – Source Water Quality

Primary Standards – Health Based (units)	Primary MCL	PHG (MCLG)	Range of Detection	Average Level	Most Recent Sampling Date	Typical Source of Constituent
<b>Turbidity</b>						
Highest single measurement of the treated surface water (NTU) (a)	TT = 1.0	n/a	n/a	1.98	2024	Soil runoff
Lowest percent of all monthly readings less than 0.5 NTU (%) (a)	TT = 95	n/a	n/a	53%	2024	Soil runoff
<b>Inorganic Constituents</b>						
Fluoride (mg/L)	2.0	1	n/a	0.14	2024	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
Secondary Standards – Aesthetic (units)	Secondary MCL	PHG (MCLG)	Range of Detection	Average Level	Most Recent Sampling Date	Typical Source of Constituent
Color (units)	15	n/a	n/a	10	2024	Naturally-occurring organic materials
Chloride (mg/L)	500	n/a	n/a	7	2024	Runoff/leaching from natural deposits; seawater influence
Iron (µg/L)	300	n/a	n/a	130	2024	Leaching from natural deposits; industrial wastes
Manganese (µg/L)	50	n/a	n/a	28	2024	Leaching from natural deposits
Odor—Threshold (units)	3	n/a	n/a	2	2024	Naturally-occurring organic materials
Specific Conductance (µS/cm)	1600	n/a	n/a	320	2024	Substances that form ions when in water; seawater influence
Sulfate (mg/L)	500	n/a	n/a	4.9	2024	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids (mg/L)	1000	n/a	n/a	180	2024	Runoff/leaching from natural deposits
Turbidity (units)	5	n/a	n/a	2.6	2024	Soil runoff
Zinc (mg/L)	5.0	n/a	n/a	0.16	2024	Runoff/leaching from natural deposits; industrial wastes
Other Parameters (units)	Notification Level	PHG (MCLG)	Range of Detection	Average Level	Most Recent Sampling Date	Typical Source of Constituent
Alkalinity (mg/L)	n/a	n/a	n/a	150	2024	
Calcium (mg/L)	n/a	n/a	n/a	25	2024	
Hardness [as CaCO3] (mg/L)	n/a	n/a	n/a	140	2024	The sum of polyvalent cations present in the water, generally magnesium and calcium; the cations are usually naturally occurring
Hardness [as CaCO3] (grains/gal)	n/a	n/a	n/a	8.2	2024	
Magnesium (mg/L)	n/a	n/a	n/a	18	2024	
pH (pH units)	n/a	n/a	n/a	8.0	2024	
Potassium (mg/L)	n/a	n/a	n/a	2.1	2024	
Sodium (mg/L)	n/a	n/a	n/a	13	2024	Refers to the salt present in the water and is generally naturally occurring

(a) The treated water from the Crescent Bay Treatment plant exceeds the standards for turbidity, Haloacetic Acids, and Total Trihalomethanes. GSWC is working as quickly as possible to bring the South Shore/Crescent Bay water system into full compliance with all federal and state MCLs. GSWC provides bottled water for drinking purposes.

ND = Not Detected      CaCO3 = Calcium Carbonate

**This table includes data only on constituents that were detected.**

# Laboratory Analyses

Through the years, we have taken thousands of water samples to determine the presence of any radioactive, biological, inorganic, volatile organic, or synthetic organic contaminants in your drinking water. The table we provide shows only detected contaminants in the water.

Even though all of the substances listed here are under the Maximum Contaminant Level (MCL), we feel it is important that you know exactly what was detected and how much of these substances were present in your water. Compliance (unless otherwise noted) is based on the average level of concentration below the MCL. The state allows us to monitor for some contaminants less than once per year because the concentrations do not change frequently. Some of our data, while representative, is more than a year old.

**Haloacetic Acids (HAA5) —** Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.

**Lead —** 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. GSWC 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 two minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information about lead in drinking water, testing methods and steps you can



take to minimize exposure is available from the USEPA's Safe Drinking Water Hotline at 1.800.426.4791 or at <http://www.epa.gov/safewater/lead>.

Golden State Water has completed the initial lead service line inventory required by the USEPA's Lead and Copper Rule Revisions. Through a thorough review of historical records and initial field investigations, GSWC has determined that its distribution systems do not have lead or galvanized service lines that require replacement. This includes any customer-owned service lines. For more information, please visit <https://www.gswater.com/service-material-inventory>.

**Total Trihalomethanes (TTHMs) —** Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience liver, kidney, or central nervous system problems, and may have an increased risk of getting cancer.

**Turbidity —** Turbidity is a measure of the cloudiness of the water. It is monitored because it is a good indicator of the effectiveness of surface water filtration.

## South Shore Water System – Distribution Water Quality

Disinfection Byproducts and Disinfectant Residuals (units)	Primary MCL (MRDL)	PHG (MRDLG)	Range of Detection	Average Level	Most Recent Sampling Date	Typical Source of Constituent	
Chlorine [as Cl <sub>2</sub> ] (mg/L)	(4.0)	(4)	0.9 - 3.2	1.6	2024	Drinking water disinfectant added for treatment	
HAA5 [Sum of 5 Haloacetic Acids] (µg/L) (a)	60	n/a	48 - 130	86	2024	Byproduct of drinking water disinfection	
TTHMs [Total Trihalomethanes] (µg/L) (a)	80	n/a	69 - 260	125	2024	Byproduct of drinking water disinfection	
Inorganic Constituents (units)	Action Level	PHG (MCLG)	Sample Data	90th % Level	Most Recent Sampling Date	Typical Source of Constituent	
Copper (mg/L)	1.3	0.3	None of the 5 samples collected exceeded the action level.	0.34	2024	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives	
Lead sampling in schools and residential plumbing	Action Level	PHG	Sample Data	90th % Level	Most Recent Sampling Date	Typical Source of Constituent	Number of Schools Tested (b)
Lead (µg/L)	15	0.2	None of the 5 samples collected exceeded the action level.	ND	2024	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits.	Golden State Water Company does not provide water to any schools in this service area.

(b) The State of California made lead sampling in schools mandatory with a compliance window through 2019. ND = Not Detected  
**This table includes data only on constituents that were detected.**



## Risk to Tap and Bottled Water

Drinking water, including bottled water, may reasonably be expected to contain 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 USEPA's Safe Drinking Water Hotline at 1.800.426.4791.

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 layers in the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, which can pick up substances resulting from the presence of animal or human activity.

In order to ensure that tap water is safe to drink, the USEPA and the State Water Resources Control Board prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The U.S. Food and Drug Administration regulations and California law also establish limits for contaminants in bottled water that provide the same protection for public health.

### Contaminants in Drinking Water Sources May Include:

- ◆ Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife
- ◆ Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, and farming
- ◆ Pesticides and herbicides that 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, which are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff and septic systems
- ◆ Radioactive contaminants that can be naturally occurring or be the result of oil and gas production and mining activities

## For People with Sensitive Immune Systems

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised people, such as those individuals with cancer undergoing chemotherapy, those who have undergone organ transplants, those with HIV/AIDS or other immune system disorders, some elderly populations, and infants, can be particularly at risk from infections. These people should seek advice from their health care providers.

The USEPA and Centers for Disease Control issue guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants.

To obtain a copy of these guidelines, please call the USEPA's Safe Drinking Water Hotline at **1.800.426.4791**.

For additional information, please contact our 24-hour Customer Service Center at **1.800.999.4033** or email us at [customerservice@gswater.com](mailto:customerservice@gswater.com).

## Cross Connection Control Program

GSWC's Cross Connection Control Program provides a level of certainty that the water in the company's distribution system is protected from possible backflow of contaminated water from customers' premises. For additional information and how to learn how to prevent cross-connections at your home, visit <https://www.gswater.com/protecting-our-drinking-water/>.



## Flushing

Hydrant flushing is an essential maintenance procedure that all water providers must perform periodically to ensure the water delivered to customers meets state and federal drinking water standards. GSWC is using NO-DES (Neutral Output-Discharge Elimination System) flushing in several of our service areas to help flush our distribution systems sustainably.

Traditional hydrant flushing discharges hundreds of thousands of gallons of water onto the street. GSWC's NO-DES trucks and trailers offer a new maintenance technology, connecting two hydrants to a complex filtration system which cleans the water and returns it to the distribution system.

For more information about hydrant flushing, visit <http://www.gswater.com/flushing>.

## If You Have Questions – Contact Us

For information about your water quality or to find out about upcoming opportunities to participate in public meetings, please contact our 24-hour Customer Service Center at **1.800.999.4033**. Visit us online at [www.gswater.com](http://www.gswater.com) or email us at [customerservice@gswater.com](mailto:customerservice@gswater.com).

Este informe contiene información muy importante sobre su agua de beber. Tradúzcalo o hable con alguien que lo entienda bien.



## Connect with us to learn more!

Visit [www.gswater.com](http://www.gswater.com) to:

- ◆ Access the latest Water Quality Report for your area
- ◆ Get the latest updates and news regarding water supply and state/local restrictions
- ◆ Learn more about water-use efficiency, including programs and rebates in your area
- ◆ Understand your water bill and learn about payment options
- ◆ Obtain information about programs for low-income customers (Customer Assistance Program or CAP)
- ◆ Sign up to receive email updates about your water service



## Infrastructure Investments

At GSWC, we believe access to clean and reliable drinking water is a fundamental right for all Californians. Our customers should never think twice about the quality of water coming from their taps. To fulfill this commitment, we continue to invest in water infrastructure essential to treating and delivering sustainable, long-term value for our customers.

Since 2019, GSWC has invested more than \$894 million in water infrastructure projects essential to providing quality, reliable water to over 1 million Californians in 81 communities. In 2024, GSWC invested more than \$210 million in water treatment facilities, water storage and distribution systems. GSWC continues to invest in its water system, which now includes approximately 2,869 miles of pipeline, 81,073 valves and 27,118 fire hydrants. These proactive investments in local infrastructure avoid the costly and sometimes dangerous effects of deferring maintenance or delaying the replacement of aged infrastructure.

Customers interested in learning more about current and completed infrastructure projects in their service areas are encouraged to visit their service area's webpage at [www.gswater.com/your-service-area](http://www.gswater.com/your-service-area).

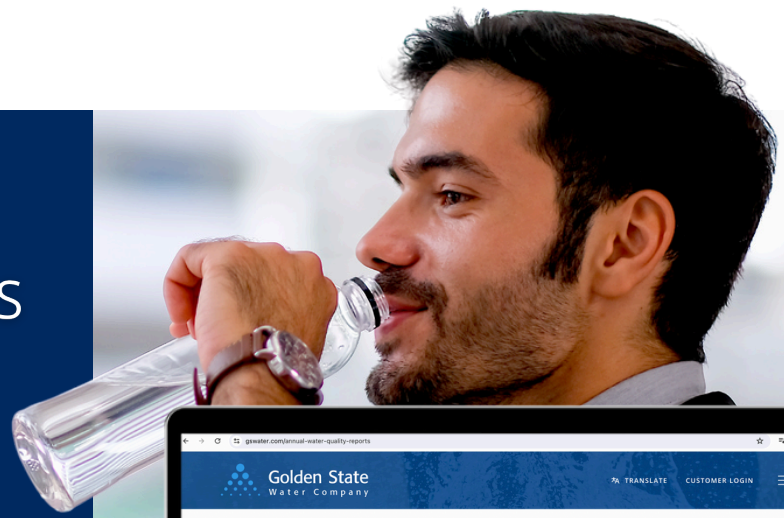
## Conserving for California

After years of severe drought, California's water supply has improved for many parts of the state. GSWC customers did a tremendous job reducing water use during the last drought, and most have continued those water-efficient practices and made conservation a way of life. GSWC is proud to be your partner in conservation, offering tips and programs to help you manage your water use and control your bill. To learn more about conservation programs and rebates in your area, please visit [www.gswater.com/conservation](http://www.gswater.com/conservation) or call 1.800.999.4033.



*A drought-tolerant garden.*

# CONSUMER CONFIDENCE REPORTS AVAILABLE NOW!



For more information, visit  
[gswater.com](http://gswater.com)



## The Consumer Confidence Report

The Consumer Confidence Report, or CCR, is an annual water quality report that the Safe Drinking Water Act (SDWA) requires Golden State Water Company to provide its customers. The CCR introduces customers to the quality of their drinking water, its origin, and the efforts required by Golden State Water Company to deliver quality, reliable water. The State Water Resources Control Board's Division of Drinking Water is comprised of highly trained water quality experts who closely monitor all water testing and have confirmed that Golden State Water's water meets all water quality standards and is safe to drink.

Si desea una copia en papel del CCR del 2025 enviado por correo a su dirección o si desea hablar con alguien sobre el informe, llame al **1-800-999-4033** o por correo electrónico a **[waterquality@gswater.com](mailto:waterquality@gswater.com)**.

You can view your 2025 Consumer Confidence Report and learn more about your drinking water by visiting our website. You can find a direct URL link in the message center on the back of your water bill. You can also find the URL link for your system in the table on the reverse side of this page.

If you would like a paper copy of the 2025 CCR mailed to your address or to speak with someone about the report, please call **1-800-999-4033** or email **[waterquality@gswater.com](mailto:waterquality@gswater.com)**.



El informe de Confianza del Consumidor o CCR, es un informe anual de la calidad de agua potable que el Decreto de Agua Potable Sana requiere que Golden State Water Company le provee.



El CCR presenta a los clientes la calidad de su agua potable, su origen y los esfuerzos requeridos por Golden State Water Company para entregar agua confiable y de calidad.



La División de Agua Potable de la Junta Estatal de Control de Recursos Hídricos está compuesta por expertos altamente capacitados en la calidad del agua que monitorean de cerca todas las pruebas de agua y han confirmado que el agua de Golden State Water cumple con todos los estándares de calidad del agua y es segura para beber.

**Apple Valley North Water System**

[www.gswater.com/AppleValleyNorthCCR](http://www.gswater.com/AppleValleyNorthCCR)

**Apple Valley South Water System**

[www.gswater.com/AppleValleySouthCCR](http://www.gswater.com/AppleValleySouthCCR)

**Arden Water System**

[www.gswater.com/ArdenCCR](http://www.gswater.com/ArdenCCR)

**Artesia Water System**

[www.gswater.com/ArtesiaCCR](http://www.gswater.com/ArtesiaCCR)

**Barstow Water System**

[www.gswater.com/BarstowCCR](http://www.gswater.com/BarstowCCR)

**Baypoint Water System**

[www.gswater.com/BaypointCCR](http://www.gswater.com/BaypointCCR)

**Bell-Bell Gardens Water System**

[www.gswater.com/BellBellGardensCCR](http://www.gswater.com/BellBellGardensCCR)

**Calipatria Water System**

[www.gswater.com/CalipatriaCCR](http://www.gswater.com/CalipatriaCCR)

**Claremont Water System**

[www.gswater.com/ClaremontCCR](http://www.gswater.com/ClaremontCCR)

**Clearlake Water System**

[www.gswater.com/ClearlakeCCR](http://www.gswater.com/ClearlakeCCR)

**Cordova Water System**

[www.gswater.com/CordovaCCR](http://www.gswater.com/CordovaCCR)

**Cowan Heights Water System**

[www.gswater.com/CowanHeightsCCR](http://www.gswater.com/CowanHeightsCCR)

**Culver City Water System**

[www.gswater.com/CulverCityCCR](http://www.gswater.com/CulverCityCCR)

**Cypress Ridge Water System**

[www.gswater.com/CypressRidgeCCR](http://www.gswater.com/CypressRidgeCCR)

**Desert View Water System**

[www.gswater.com/DesertViewCCR](http://www.gswater.com/DesertViewCCR)

**Edna Road Water System**

[www.gswater.com/EdnaRoadCCR](http://www.gswater.com/EdnaRoadCCR)

**Florence-Graham Water System**

[www.gswater.com/FlorenceGrahamCCR](http://www.gswater.com/FlorenceGrahamCCR)

**Hollydale Water System**

[www.gswater.com/HollydaleCCR](http://www.gswater.com/HollydaleCCR)

**Lake Marie Water System**

[www.gswater.com/LakeMarieCCR](http://www.gswater.com/LakeMarieCCR)

**Los Osos Water System**

[www.gswater.com/LosOsosCCR](http://www.gswater.com/LosOsosCCR)

**Lucerne Water System**

[www.gswater.com/LucerneCCR](http://www.gswater.com/LucerneCCR)

**Morongo Del Norte Water System**

[www.gswater.com/MorongoDelNorteCCR](http://www.gswater.com/MorongoDelNorteCCR)

**Morongo Del Sur Water System**

[www.gswater.com/MorongoDelSurCCR](http://www.gswater.com/MorongoDelSurCCR)

**Nipomo Water System**

[www.gswater.com/NipomoCCR](http://www.gswater.com/NipomoCCR)

**Norwalk Water System**

[www.gswater.com/NorwalkCCR](http://www.gswater.com/NorwalkCCR)

**Orcutt Water System**

[www.gswater.com/OrcuttCCR](http://www.gswater.com/OrcuttCCR)

**Placentia-Yorba Linda Water System**

[www.gswater.com/Placentia-YorbaLindaCCR](http://www.gswater.com/Placentia-YorbaLindaCCR)

**Robbins Water System**

[www.gswater.com/RobbinsCCR](http://www.gswater.com/RobbinsCCR)

**San Dimas Water System**

[www.gswater.com/SanDimasCCR](http://www.gswater.com/SanDimasCCR)

**San Juan Oaks Water System**

[www.gswater.com/SanJuanOaksCCR](http://www.gswater.com/SanJuanOaksCCR)

**Simi Valley Water System**

[www.gswater.com/SimiValleyCCR](http://www.gswater.com/SimiValleyCCR)

**Sisquoc Water System**

[www.gswater.com/SisquocCCR](http://www.gswater.com/SisquocCCR)

**South Arcadia Water System**

[www.gswater.com/SouthArcadiaCCR](http://www.gswater.com/SouthArcadiaCCR)

**South San Gabriel Water System**

[www.gswater.com/SouthSanGabrielCCR](http://www.gswater.com/SouthSanGabrielCCR)

**South Shore Water System**

[www.gswater.com/SouthshoreCCR](http://www.gswater.com/SouthshoreCCR)

**Southwest Water System**

[www.gswater.com/SouthwestCCR](http://www.gswater.com/SouthwestCCR)

**Tanglewood Water System**

[www.gswater.com/TanglewoodCCR](http://www.gswater.com/TanglewoodCCR)

**West Orange County Water System**

[www.gswater.com/WestOrangeCountyCCR](http://www.gswater.com/WestOrangeCountyCCR)

**Willowbrook Water System**

[www.gswater.com/WillowbrookCCR](http://www.gswater.com/WillowbrookCCR)

**Wrightwood Water System**

[www.gswater.com/WrightwoodCCR](http://www.gswater.com/WrightwoodCCR)

**From:** [Golden State Water Company](#)  
**Subject:** Consumer Confidence Reports Are Now Available  
**Date:** Monday, June 2, 2025 2:00:35 PM

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**This Message Is From An External Sender**

This message came from outside the company. Do not open any attachments unless you expected this message. Do not click links unless you are sure they are safe.

**EXTERNAL EMAIL**

Genasys logo



## Message from Golden State Water Company

Dear Valued Customer,

Golden State Water is pleased to announce that Consumer Confidence Reports are now available. The Consumer Confidence Report, or CCR, is an annual water quality report that the Safe Drinking Water Act (SDWA) requires Golden State Water Company to provide to you. The purpose of the CCR is to raise customer awareness of the quality of your drinking water, where your drinking water comes from, what it takes to deliver water to your homes, and the importance of protecting drinking water sources. This report contains important information about the source and quality of your drinking water.

If you would like a paper copy of the 2025 CCR mailed to your mailing address or would like to speak with someone about the report, please call 1- 800-999-4033 or email [waterquality@gswater.com](mailto:waterquality@gswater.com).

You can view your 2025 Consumer Confidence Report and learn more about your drinking water by visiting the following URL: [www.gswater.com/SouthShoreCCR](http://www.gswater.com/SouthShoreCCR)

El informe de Confianza del Consumidor o CCR, es un informe anual de la calidad de agua potable que el Decreto de Agua Potable Sana requiere que Golden State Water Company le provee. El

objetivo del CCR es aumentar la conciencia de los consumidores acerca de la calidad de su agua potable, de donde viene el agua potable, lo que se necesita para distribuir agua a su hogar, y la importancia de proteger fuentes de agua potable. Este informe contiene información importante acerca del origen y la calidad de su agua potable.

Si desea una copia en papel del CCR del 2025 enviado por correo a su dirección o si desea hablar con alguien sobre el informe, llame al 1-800-999-4033 o por correo electrónico a [waterquality@gswater.com](mailto:waterquality@gswater.com).

Sincerely,  
Golden State Water Company

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Golden State Water Company

**Lake County Record-Bee**

415 Talmage Road Suite A  
Ukiah, CA. 95482  
legals@record-bee.com

3852042

GOLDEN STATE WATER COMPANY  
630 E. FOOTHILL BLVD  
SAN DIMAS, CA 91773

**Affidavit of Publication  
STATE OF CALIFORNIA  
County of Lake**

I, Audrey Taylor, being first duly sworn, depose and say: That at and during all the dates and times herein mentioned I was, and now am the legal clerk of the Lake County Record-Bee, a newspaper published for the dissemination of local or telegraphic news and intelligence of a general character, having a bona fide subscription list of paying subscribers, and which is, and has been, established, printed and published at regular intervals, to-wit: Daily (except Sunday and Monday) in the City of Lakeport, County and State aforesaid, for more than one year preceding the date of the publication below mentioned, a newspaper of general circulation, as that term is defined by Section 6,000 et al, of the Government Code of the State of California, and is not and was not during any said times, a newspaper devoted to the interests or denomination, or for any members of such classes, professions, trades, callings, races or denominations.

That at, and during all of said dates and times herein mentioned, affiant had and now has knowledge and charge of all notes and advertisements appearing in said newspaper; that the notice of which the annexed is printed copy, was published each week in the regular and entire issue of one or more number of the said newspaper during the period and times of publication thereof, to-wit:

For 1 issue published therein on the following date, viz: 06/27/2025;

that said notice was published in said newspaper proper and not in a supplement; that said notice, as so published, was set in type not smaller than nonpareil, and was preceded with words printed in black face type not smaller than nonpareil, describing and expressing in general terms the purport and character of said notice, as fully appears from the exact copy of said notice, which is hereto annexed as aforesaid.

Executed this 27th day of June, 2025 at Lakeport, California. I hereby declare under penalty of perjury that I have read the foregoing and that it is true and correct.



\_\_\_\_\_  
Audrey Taylor, Legal Clerk

Legal No. **0006904664**

**Public Notice**

Golden State Water Company's 2025 Annual Water Quality Reports (Consumer Confidence Reports) detailing local water quality and service during the 2024 calendar year are now available. Interested parties who would like to view or print a copy can access the reports at: [www.gswater.com/annual-water-quality-reports](http://www.gswater.com/annual-water-quality-reports).

6/27/2025



**SERVICE FOR**  
 [REDACTED]  
 Lower Lake CA 95457

**ACCOUNT NUMBER**  
 [REDACTED]  
**BILL DATE**  
 June 04, 2025

**DUE DATE**  
 June 25, 2025  
**AMOUNT DUE**  
 \$386.27

**Customer Service - 24 Hours: (800) 999-4033 www.gswater.com**  
 Hearing Impaired TTY: (877) 933-9533  
 Preguntas? Llame al Centro de Servicio al Consumidor al **(800) 999-4033**

Visit **gswater.com** to enroll for service updates via **e-newsletter**.

**Mail Payments to NEW Address: P.O. Box 51133, Los Angeles, CA 90051-1133.** To learn about the various Payment Options we offer go to: **www.gswater.com/payment-options** or see back of bill

Account Summary			
Previous Balance			\$257.18
Payments			\$0.00
Total Prior Balance	Due On July 8, 2025		\$257.18
Current Charges	Due On June 25, 2025		\$129.09
<b>Total Amount Due</b>			<b>\$386.27</b>

**Current Activity**  
**Rate Schedule CL-2 (CL2M)**

**Surcharges, Fees, & Credits**

Service Connection Fee	\$125.64
CAP Prog Adm Surcharge	\$0.83
Other Surcharges/credits	\$1.75
CPUC Fee - 0.68% - of \$128.22	\$0.87
<b>Total New Charges</b>	<b>\$129.09</b>

Drought Stage 1 Usage History (One CCF = 7.48 CGL or 748 gallons)					
Bill Period	2020 Usage	Target Usage *	Actual Usage		
<b>Prior</b>	0 CCF or 0.00 CGL	0 CCF or 0.00 CGL	0 CCF or 0.00 CGL		
<b>Current</b>	0 CCF or 0.00 CGL	0 CCF or 0.00 CGL	0 CCF or 0.00 CGL		
<b>Next</b>	0 CCF or 0.00 CGL	0 CCF or 0.00 CGL			
The Stage 1 TARGET USAGE (your allocation) for the PRIOR and CURRENT period is voluntary and based on the number of days of the bill period.					
Read and Usage Information					
Meter	Service Period	Days	Previous Reading	Current Reading	CCF Usage

**Your opinion is very important to us. Please rate our service by calling 1-888 933 8648. Enter code 681 when prompted.**

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.



**PO BOX 9016  
 SAN DIMAS CA 91773-9016**

**POSTAL**

If you have changed your address or are moving, please call (800) 999-4033 or fill out form on back.

ACCOUNT NUMBER: [REDACTED]

Total Prior Balance Due On July 8, 2025	\$257.18	<b>Amount Enclosed</b>
Current Charges Due On June 25, 2025	\$129.09	
Total Amount Due	\$386.27	

[REDACTED]  
 [REDACTED]  
 [REDACTED]  
 Lower Lake, CA 95457

GOLDEN STATE WATER COMPANY  
 PO BOX 51133  
 LOS ANGELES CA 90051-1133

The state of California is experiencing drought conditions, and all water customers are encouraged to use water responsibly and reduce usage. FOR INFORMATION ON THE DROUGHT, conservation and local requirements, please visit [www.gswater.com/drought](http://www.gswater.com/drought). To view your 2024 Consumer Confidence Report and learn more about your drinking water, please visit: [www.gswater.com/southshoreccr](http://www.gswater.com/southshoreccr)  
 Watering Days: EVEN ADDRESSES (0,2,4,6,8): Sunday, Wednesday, Friday ODD ADDRESSES (1,3,5,7,9): Tuesday, Thursday, Saturday.

**PAYMENT OPTIONS:**

Go to [www.gswater.com/payment-options](http://www.gswater.com/payment-options) for payment options, authorized locations, and auto pay application form.

- ◆ **Auto Pay (Electronic Funds Transfer):** Submit an application to pay your bill automatically from a checking or savings account.
- ◆ **Online:** Receive bills online and pay electronically by using "MyGSWater". Go to: [www.gswater.com/payment-options](http://www.gswater.com/payment-options) or call (800) 999-4033.
- ◆ **Phone:** Call KUBRA EZ-PAY at (844) 706-7690. KUBRA EZ-PAY accepts ATM, Visa, MasterCard, Discover or electronic check.
- ◆ **Mail:** Send bill stub and payment in enclosed envelope.
- ◆ **In Person:** Visit [www.gswater.com/payment-options](http://www.gswater.com/payment-options) to find a KUBRA EZ-PAY agent to make a Cash Payment (service fee applies).

**BILL TERMS AND POLICY OF DISCONTINUATION OF RESIDENTIAL SERVICES FOR NONPAYMENT**

The bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of mailing. A cash deposit and reconnection charge may be required to re-establish credit and service.

To avoid disconnection of residential service for nonpayment, customers can call Golden State Water to request a one-time payment extension or set-up a payment plan by contacting our Customer Service Center at (800) 999-4033. For more information on the Policy of Discontinuation of Residential Services please visit <https://www.gswater.com/policy-of-discontinuation> available in multiple languages.

**WRAM/MCBA SURCHARGE/SURCREDIT**

The Water Revenue Adjustment Mechanism (WRAM) and Modified Cost Balancing Account (MCBA) ensure revenue recovered from rates balances with expenses to operate, maintain and improve the water system. For more info, please visit [www.gswater.com/rates-schedules-and-tariffs](http://www.gswater.com/rates-schedules-and-tariffs).

**DROUGHT INFORMATION**

The state of California is experiencing drought conditions, and all water customers are encouraged to use water responsibly and reduce usage. For information on the drought, conservation and local requirements, please visit [www.gswater.com/drought](http://www.gswater.com/drought).

**DISPUTING YOUR BILL:** If you believe there is an error on your bill or have a question about your service, please call Golden State Water Company customer support at (800) 999-4033. We welcome the opportunity to assist you. If after contacting us, you are still not satisfied with Golden State Water Company's response, you may submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)  
 Mail: California Public Utilities Commission, Consumer Affairs Branch,  
 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

Language	Type of Call	Toll-free 800 Number
English	TTY/VCO/HCO to Voice	1-800-735-2929
	Voice to TTY/VCO/HCO	1-800-735-2922
	From or to Speech-to- Speech	1-800-854-7784
Spanish	TTY/VCO/HCO to Voice	1-800-855-3000
	Voice to TTY/VCO/HCO	

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on. The Commission will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of the utility's service, general level of rates, pending rate applications and sources of fuel or power.

**PLEASE INDICATE ANY CHANGES**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_

**State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Home Phone:** \_\_\_\_\_

**Work Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

June 20, 2025

California Public Utilities Commission  
ATTN: Terence Shia, P.E.  
Director, Water Division  
505 Van Ness Avenue  
San Francisco, California 94102

To: Terence Shia

Enclosed, please find printed versions of Golden State Water Company's 2025 Consumer Confidence Reports for 2024 and a list of each water system owned and operated by our company.

The Consumer Confidence Reports were delivered to the respective water customers during June 2025. The reports are available at each local water system office, the District offices of Golden State Water Company, and may be viewed on our website at [www.gswater.com/annual-water-quality-reports](http://www.gswater.com/annual-water-quality-reports). Please let us know if you would like hard copies to be mailed to your office.

Should you have any further questions in this matter, you may contact me at (714) 514-5210 ([sunil@gswater.com](mailto:sunil@gswater.com)), or Dawn White at (916) 853-3615 ([dawn.white@gswater.com](mailto:dawn.white@gswater.com)).

Sunil Pillai,

*Sunil Pillai*

Vice President, Environmental Quality

Enclosure



### List of Golden State Water Systems

1. Apple Valley North
2. Apple Valley South
3. Arden
4. Artesia
5. Barstow/Lenwood
6. Bay Point
7. Bell/Bell Gardens
8. Calipatria
9. Claremont
10. Clearlake
11. Cordova
12. Cowan Heights
13. Culver City
14. Cypress Ridge
15. Desert View
16. Edna Road
17. Florence-Graham
18. Hollydale
19. Lake Marie
20. Los Osos
21. Lucerne
22. Morongo Del Norte
23. Morongo Del Sur
24. Nipomo (Vista)
25. Norwalk
26. Orcutt
27. Placentia-Yorba Linda
28. Robbins
29. San Dimas
30. San Juan Oaks
31. Simi Valley
32. Sisquoc
33. South Arcadia
34. South San Gabriel
35. South Shore
36. Southwest
37. Tanglewood
38. West Orange
39. Willowbrook
40. Wrightwood