

Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name: Golden State Water Company – Culver City

Water System Number: CA1910030

The water system named above hereby certifies that its Consumer Confidence Report was distributed by July 1, 2019 (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: Lisa Miller

Signature: _____

Title: Water Quality Engineer

Phone Number: (562) 907-9200 x. 404 Date: 8/23/2019

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/CulverCityCCR
 - 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/CulverCityCCR _____
- 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/CulverCityCCR _____
- 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), California Code of Regulations.

Consumer Confidence Reports Available Now!

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.

In recent years, Golden State Water Company has mailed its customers a printed copy of the CCR to comply with the SDWA.

On February 21, 2013, the California Department of Public Health expanded its interpretation of the SDWA to allow for electronic delivery of the CCR. The electronic delivery method will allow Golden State Water Company to reduce the consumption of paper and minimize potential printing and mailing costs.

If you would like a paper copy of the 2019 CCR mailed to your address or would like to speak with someone about the report, please call 1-800-999-4033 or email waterquality@gswater.com.

*You can view your 2019 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.*

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 (GSWC, por sus siglas en ingles) 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.

En los últimos años, GSWC ha enviado por correo una copia del CCR para cumplir con la regulación.

El 21 de febrero de 2013, el Departamento de Salud Pública de California ha ampliado su interpretación de la regulación para permitir la distribución electrónica del CCR. El método de entrega electrónica permitirá que GSWC reduzca el consumo de papel y gastos de envío y de imprenta.

Si desea una copia en papel del CCR del 2019 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.

2019 Consumer Confidence Report Direct URL Links

System Name	Direct URL Link
Apple Valley North Water System	www.gswater.com/AppleValleyNorthCCR
Apple Valley South Water System	www.gswater.com/AppleValleySouthCCR
Arden Water System	www.gswater.com/ArdenCCR
Artesia Water System	www.gswater.com/ArtesiaCCR
Barstow Water System	www.gswater.com/BarstowCCR
Baypoint Water System	www.gswater.com/BaypointCCR
Bell-Bell Gardens Water System	www.gswater.com/BellBellGardensCCR
Calipatria Water System	www.gswater.com/CalipatriaCCR
Claremont Water System	www.gswater.com/ClaremontCCR
Clearlake Water System	www.gswater.com/ClearlakeCCR
Cordova Water System	www.gswater.com/CordovaCCR
Cowan Heights Water System	www.gswater.com/CowanHeightsCCR
Culver City Water System	www.gswater.com/CulverCityCCR
Cypress Ridge Water System	www.gswater.com/CypressRidgeCCR
Desert View Water System	www.gswater.com/DesertViewCCR
Edna Road Water System	www.gswater.com/EdnaRoadCCR
Florence-Graham Water System	www.gswater.com/FlorenceGrahamCCR
Hollydale Water System	www.gswater.com/HollydaleCCR
Lake Marie Water System	www.gswater.com/LakeMarieCCR
Los Osos Water System	www.gswater.com/LosOsosCCR
Lucerne Water System	www.gswater.com/LucerneCCR
Morongo Del Norte Water System	www.gswater.com/MorongoDelNorteCCR
Morongo Del Sur Water System	www.gswater.com/MorongoDelSurCCR
Nipomo Water System	www.gswater.com/NipomoCCR
Norwalk Water System	www.gswater.com/NorwalkCCR
Orcutt Water System	www.gswater.com/OrcuttCCR
Placentia-Yorba Linda Water System	www.gswater.com/Placentia-YorbaLindaCCR
San Dimas Water System	www.gswater.com/SanDimasCCR
Simi Valley Water System	www.gswater.com/SimiValleyCCR
Sisquoc Water System	www.gswater.com/SisquocCCR
South Arcadia Water System	www.gswater.com/SouthArcadiaCCR
South San Gabriel Water System	www.gswater.com/SouthSanGabrielCCR
Southwest Water System	www.gswater.com/SouthwestCCR
Tanglewood Water System	www.gswater.com/TanglewoodCCR
West Orange County Water System	www.gswater.com/WestOrangeCountyCCR
Willowbrook Water System	www.gswater.com/WillowbrookCCR
Wrightwood Water System	www.gswater.com/WrightwoodCCR

From:
Sent:
To:
Subject:



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WATERWAYS | A Resource For The Communities We Serve

[HOME](#)

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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.

In recent years, Golden State Water Company has mailed its customers a printed copy of the CCR to comply with the SDWA.

On February 21, 2013, the State Water Board Division of Drinking Water expanded its interpretation of the SDWA to allow for electronic delivery of the CCR. The electronic delivery method allows Golden State Water Company to reduce the consumption of paper and minimize potential printing and mailing

costs.

If you would like a paper copy of the 2019 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.

You can view your 2019 Consumer Confidence Report and learn more about your drinking water by visiting the following URL: gswater.com/culvercityCCR/

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.

En los últimos años, Golden State Water Company ha enviado por correo una copia del CCR para cumplir con la regulación.

El 21 de febrero de 2013, La Junta Estatal de Control de Recursos de Agua ha ampliado su interpretación de la regulación para permitir la distribución electrónica del CCR. El método de envío electrónico permite que Golden State Water Company reduzca el consumo de papel y minimizar los posibles costos de impresión y envío.

Si desea una copia en papel del CCR del 2019 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.

Sincerely,

Golden State Water Company

For the latest updates, visit our website at www.gswater.com
or follow us on Twitter and Facebook @GoldenStateH2O.



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|LIST:DESCRIPTION|

Our mailing address is:

|LIST_ADDRESS_HTML|

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SERVICE FOR
 [REDACTED]
 Culver City CA 90232

ACCOUNT NUMBER
 [REDACTED]
BILL DATE
 June 04, 2019

DUE DATE
 June 25, 2019
AMOUNT DUE
 \$360.12

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**.
 Your local Office: 5839 Green Valley Circle Suite 106 Culver City, CA 90230

Please see back of bill or visit **gswater.com** for more information on the 2018 WRAM/MCBA surcharge.

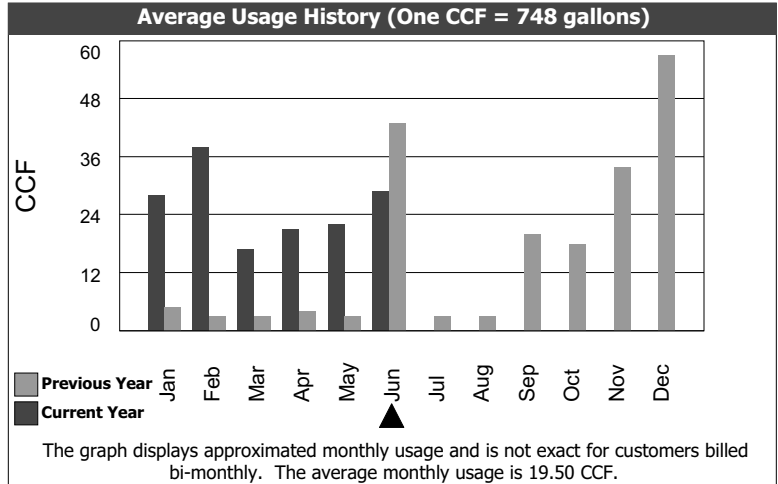
AUTO PAY

Current Activity
Rate Schedule ME-1-NR (ME1NRM)

Service Charge	2" meter	
Service Charge		\$176.88
Water Usage		
Water Usage - 29.00 CCF at \$3.853		\$111.74
Surcharges, Fees, & Credits		
CARW Prog Adm Surcharge - 29.00 CCF at \$0.25		\$7.25
WRAM/MCBA Surcharge/credit		\$25.00
City Tax - Culver City 11% of \$320.87		\$35.30
CPUC Fee - 1.23% of \$320.87		\$3.95
Total New Charges		\$360.12

Account Summary	
Previous Balance	\$321.11
Payments	5-23-19 Thank You -\$321.11
Current Charges	Due On June 25, 2019 \$360.12
<i>Amount To Be Debited on or after June 25, 2019</i>	
Total Amount Due	\$360.12

Your opinion is very important to us. Please rate our job performance by calling 1-888 933 8648. Enter code 208 when prompted.



Read and Usage Information

Meter	Service Period	Days	Previous Reading	Current Reading	CCF Usage
[REDACTED]	May 01 Jun 03	33	261	290	29

Your next scheduled meter read date is approximately July 1, 2019

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.



PO BOX 9016
SAN DIMAS CA 91773-9016

[REDACTED]
 Los Angeles, CA 90077-2924

POSTAL

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

ACCOUNT NUMBER: [REDACTED]

AUTO PAY

Amount Enclosed

GOLDEN STATE WATER COMPANY
 PO BOX 9016
 SAN DIMAS CA 91773-9016

Phone (310) 253-5865 regarding city taxes on your bill.

To view your 2019 Consumer Confidence Report and learn more about your drinking water, please visit: www.gswater.com/CulverCityCCR

The 2018 WRAM/MCBA surcharge is effective March 18, 2019; the 2017 WRAM/MCBA surcharge will expire on Sept. 23, 2019. For additional information, please visit gswater.com.

PAYMENT OPTIONS: Go to www.gswater.com/payment-options for payment options, authorized locations, and application forms.

- ◆ **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 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. A service fee applies.
- ◆ **Mail:** Send bill stub and payment in enclosed envelope.
- ◆ **In Person:** Visit www.gswater.com/payment-options to find a KUBRA EZ-PAY agent (service fee applies) or go to your local GSWC Office.

UNPAID BILL: Your service may be discontinued. A cash deposit and reconnection charge may be required to re-establish credit and service.

BILL TERMS AND OTHER USEFUL INFORMATION:

This 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.

WRAM/MCBA SURCHARGE/SURCREDIT. The Water Revenue Adjustment Mechanism (WRAM) and Modified Cost Balancing Account (MCBA) were adopted by the CPUC in 2008 to help ensure revenue recovered from rates balances with expenses to operate, maintain and improve the water system. A large portion of these costs are fixed, meaning that they don't change as usage changes. These tools ensure under-collected revenue is recovered with a temporary surcharge, and revenue that exceeds the authorized amount is returned to customers in the form of a temporary surcredit. For additional information on the WRAM/MCBA, please visit gswater.com.

DROUGHT INFORMATION/RESTRICTIONS: Golden State Water has implemented local conservation standards for its water systems, reflecting the State Water Board's revised emergency regulations that were issued on May 18, 2016 then extended on Feb. 8, 2017. Many of Golden State Water's systems now have voluntary conservation goals, while others (Edna Road, Cypress Ridge, Nipomo) remain in mandatory conservation under Staged Mandatory Water Conservation and Rationing (Schedule 14.1) due to local water supply conditions. Please visit gswater.com/drought for additional information and to review the water-use restrictions, conservation goals and reduction mandates for your community. Please check the "Message Center" at the top of this bill for irrigation restrictions in your area.

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.

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

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 or rates, pending rate applications and sources of fuel or power.

PLEASE INDICATE ANY CHANGES

Name: _____

Address: _____

City: _____

State: _____ **Zip:** _____

Home Phone: _____

Work Phone: _____

Email: _____

Strip-searched inmates to get payout

[Women, from B1]

The county did not admit wrongdoing and said in the settlement that the agreement was to avoid the cost of further litigation. But the jail has since started using body scanners and privacy curtains to conduct body cavity searches. And part of the payout — up to \$3 million — will be used to hire two outside consultants to evaluate and offer recommendations on jail policies and operations that specifically address difficulties faced by female inmates, many of whom have histories of physical or sexual abuse.

Barry Litt, an attorney representing the inmates, said the stories of the women who endured the searches are reflective of a rampant culture of abuse that has persisted in the jail for years. “Ultimately, the reason that they could do this is because the attitude of deputies is that inmates really aren’t human,” Litt said. “If you don’t transform the culture, the problem pops up again.”

The county said in a statement that the settlement marks a “significant resolution of a deeply troubling period” in which tens of thousands of women were strip-searched with intrusive methods and inadequate privacy.

“The County is profoundly concerned about the practices that gave rise to this lawsuit, and is committed to making sure that reforms instituted by the Sheriff’s Department since 2016 will continue to build a culture that prioritizes safety, dignity and respect for inmates and staff,” the statement said.

The Sheriff’s Department stopped routinely strip-searching female inmates in April 2016, when it began using body scanners as its primary screening method. Now, 98% of female inmates are screened using body scanners, the county said. Plaintiffs’ attorneys said only inmates who are pregnant or otherwise refuse a body scan are strip-searched.

“We hope that this settlement will help bring healing and closure to the women affected by past practices, even as it underscores our determination to continue on the path of justice system reform,” the county said.

The settlement applies to more than 93,000 women incarcerated between March 2008 and January 2015. The most intrusive search conditions were in place before July 2011, and the least intrusive conditions occurred after February 2014, when officials enclosed the bus bay and kept it heated. They began using a scanner later



ALLEN J. SCHABEN Los Angeles Times

JESSICA ALMARAZ, shown at her attorneys’ law office, says sheriff’s deputies humiliated her and “wanted to make us feel powerless.”

that year. Privacy partitions were made available starting early in 2015.

When the lawsuit was first filed in 2010, jail officials told the attorneys that installing curtains was “not feasible,” said Lindsay Battles, another attorney representing the inmates. But they later tasked the jail’s inmate sewing group to make the partitions — at a cost of \$4,000, Battles said.

The strip searches were conducted in groups of 20 to 60 people, sometimes more, according to court documents. In the larger groups, inmates had to stand so close to one another that they couldn’t help but touch.

“Inmates could not avoid seeing each others’ bare bodies,” a plaintiffs’ filing said. “They could see pubic area, stretch marks, breasts missing from mastectomies, surgery scars and tattoos.”

In 2013, the jail implemented a new policy limiting strip searches to groups of 24, court documents show.

During one part of the search, inmates were or-

dered to bend over and spread their genitalia with their hands — in full view of other inmates — so deputies could inspect their bodies. Litt said the search, which typically lasted three to five minutes, was a departure from the more common “squat and cough” practice used in jails.

In one search, a woman expelled her IUD. Those who were menstruating were told to remove their tampons, which left them bleeding on themselves and the ground.

Battles, who has interviewed hundreds of women in the case, said the way they were treated by deputies is what has left the most permanent damage.

“What stands out in most of their minds is the really dehumanizing language that the deputies used to them during the strip searches,” Battles said.

The plaintiffs alleged that deputies made disparaging and degrading comments laced with profanity, the filing said. Deputies

called skinny women “crackheads” and heavier women “two tons of fun,” the filing said. They criticized women for their pubic hair or body odor. When deputies thought a woman smelled bad, they sometimes sprayed Lysol or air freshener on her body.

During her first search, Almaraz said, she removed the wrong garment by mistake. A deputy yelled a profanity at her, asking her whether she was stupid.

“It’s a very confusing and really demeaning type of way to search somebody,” Almaraz said.

Almaraz said she was searched each time she returned from a court appearance and never saw deputies recover any contraband.

One inmate, Sally Martinez, said she lost control of her bowels during a search, according to the plaintiffs’ filing. She tried to tell deputies that she carried hepatitis, but they did not make an effort to clean up the feces.

Litt said hundreds of inmates described the lot as

dirty, with trash strewn across the ground, overflowing garbage bins and piles of leaking trash bags. Some saw urine, vomit and feces on the concrete.

Trails of ants sometimes crawled into clothing set on the pavement, the filing said. Inmates saw spiders, roaches, dead birds and droppings.

During one strip search, an inmate saw deputies trying to kill a bird with pepper spray. Deputies left rat traps in the search area — one inmate had to stand naked for nearly 30 minutes while deputies tried to catch a mouse running around during a search.

Searches were often done at night. Attorneys for the inmates said the Sheriff’s Department ignored its own policy that prohibited searches when temperatures fell below 68 degrees. A plaintiffs’ expert concluded from sheriff’s records that nearly 40% of the searches were done in temperatures of 65 degrees or below, the filing said.

Stephanie Covington, co-director of the Center for Gender and Justice, which is one of the consultants referenced in the settlement, called the group strip search practice “outrageous” and said there have been other complaints about cleanliness, lack of programming and overcrowding at the Lynwood jail.

“The policies and practices have to be rethought,” she said. “If you do this through a gender lens, you’re going to have a safer prison.”

Almaraz, of South L.A., said she still has trouble changing in public restrooms and even in front of her sisters, and has felt ashamed of her body.

“It felt like I was being treated like an animal,” she said. “Worse than an animal.”

When the settlement is approved by a judge, a notice will be posted on the Sheriff’s Department website and a special website will be set up with information on how to file a claim.

Quake fear spurs prep, but fades quickly

[Prep, from B1]
125 miles northeast of Los Angeles.

Despite all the warnings that the Big One is coming, officials have long struggled to get Californians ready to get through a major quake. There are relatively easy things that can be done, such as packing emergency kits with food and supplies, and more complicated — and expensive — tasks, including buying earthquake insurance, retrofitting homes and strengthening structures against violent shaking.

“It seems to always catch us off guard, and it shouldn’t,” said Reshan Dennis, a 16-year employee at the Surplus Store. “It makes you wonder how many of us are really prepared. Probably not a lot.”

The reality that a similar-sized earthquake in Los Angeles, a far more densely populated area than Ridgecrest, would do significant damage resonated with some in the days after the twin quakes. But that fear — which can send people running to the store for bottled water and canned food — is fleeting for most people, said Richard John, a professor of psychology at USC.

“A year or two from now, when the kit needs to be replenished, are they going to have the same feeling? Probably not,” he said. “So the cycle continues. In general, people have built up a sort of sense of resilience that this is just not something they need to worry about.”

California had been in a lengthy earthquake drought before the magnitude 6.4 quake. Light shaking was felt across Los Angeles, but the temblor didn’t cause significant damage, so few rushed out to bolster their emergency supplies.

Then the 7.1 quake struck, reclassifying the earlier temblor as a foreshock. The phenomenon — and



IRFAN KHAN Los Angeles Times

BROTHERS JACOB, left, Elijah, center, and Joseph McDonald help their mother remove drink bottles from toppled shelving at the Minit Shop in Ridgecrest, Calif.

the complacency — isn’t exclusive to California.

On March 9, 2011, a magnitude 7.3 earthquake struck off the east coast of Japan. Two days later, a historic magnitude 9.1 earthquake devastated the area. Some ignored protocol and failed to evacuate before a catastrophic tsunami struck.

“It’s paradoxical,” John said. “You’d think in a near-miss situation, someone would say, ‘Wow, the next one is going to be really bad.’”

Dave O’Brien, who manages the Orange Army Navy store, said the shop, nestled in the heart of Old Towne Orange, was nearly empty July 5 after the holiday quake.

One day later, though, he found himself overwhelmed — and the store understaffed. A crush of people turned out and O’Brien said they couldn’t buy earthquake kits fast enough.

“Our sales totals were double what we normally do,” he said. “It’s finally good to see people getting pre-

pared. Unfortunately, it’s not enough. They’re not really gathering the right amount that they’re going to need if the Big One ever hits in our lifetime.”

Customers gravitate to prepackaged kits that contain a few days worth of food, water and some essential first-aid supplies because they’re convenient.

The kits are helpful in a smaller quake but won’t last long after a major shaker that could cause widespread damage and force people from their homes, O’Brien said.

He scrambled to restock the store as more people trickled in to get supplies last week. After a few days, the crowds had thinned considerably, and he expects most will be gone completely within a month.

“People have short memories — even about earthquakes,” he said.

It’s not just emergency supplies that Californians are lacking. According to the Department of Insurance, only about 21% of homeowners

in L.A. and Orange counties have coverage for quake damage. The figures drop considerably in the Inland Empire, with only 9% of Riverside homes covered and 8% in San Bernardino.

Before July Fourth, it had been almost five years since the state experienced an earthquake of magnitude 6 or stronger. Experts had said the period of calm was sure to end, and when it did, it would likely bring destruction.

Sometimes, a moderate quake — after a series of aftershocks — can lead to a period of seismic quiet, seismologists say. Other times, it can usher in a new era of temblors, sometimes with increasing intensity.

In the 75 years before the great 1906 earthquake that destroyed much of San Francisco, there were 14 quakes of magnitude 6 or greater in the Bay Area, scientist Ross Stein previously said in an interview.

Then came the earthquake storm of the 1980s and ‘90s. As tallied by seismolo-

gists, it began with the Whittier Narrows temblor in 1987 — a magnitude 5.9 — which killed eight, followed by a magnitude 4.9 quake in Pasadena in 1988. The Montebello quake hit in 1989, registering at magnitude 4.4, followed by a magnitude 5.2 temblor in Upland in 1990 and a magnitude 5.8 quake in Sierra Madre a year later, which killed a woman.

The swarm culminated with the devastating Northridge earthquake in 1994, which killed at least 57 people. That earthquake — a magnitude 6.7 — was weaker than the July 5 quake but was centered in a more populated area.

People who experienced the severe quakes of decades past in Southern California are more likely to be concerned after a more moderate temblor. On the other hand, someone who has lived through a bunch of small earthquakes that didn’t wreak havoc is less likely to worry about future episodes, John said.

Mary Jeffers, 85, who has lived in Ridgecrest since the 1960s, admits she falls into the latter category. The wave of aftershocks that followed last week’s quakes didn’t scare her in the slightest.

Earthquakes come with the territory, she said. She had her house built with quakes in mind, so it’s sturdy and it suffered only minimal damage in the latest shakers.

But she’s never had an emergency preparedness kit and because most of the quakes in the area have been small, she said, she probably won’t change anything about the way she lives.

“I guess I don’t worry a lot,” she said. “Maybe famous last words. Maybe I’m tempting fate.”

Times staff Writers Rong-Gong Lin II and Alejandra Reyes-Velarde contributed to this report.

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