

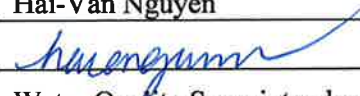
## Consumer Confidence Report Certification Form

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

Water System Name: San Gabriel Valley Water Company

Water System Number: CA 1910039 and 1910189

The water system named above hereby certifies that its Consumer Confidence Report was distributed on \_\_\_\_\_ (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: Hai-Van Nguyen  
Signature:   
Title: Water Quality Superintendent  
Phone Number: (626) 448-6183 Date: June 28, 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.sgvwater.com/wp-content/uploads/2019/06/SGVWC-2018-CCR-FINAL.pdf](http://www.sgvwater.com/wp-content/uploads/2019/06/SGVWC-2018-CCR-FINAL.pdf)
  - ☐ 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.sgvwater.com/wp-content/uploads/2019/06/SGVWC-2018-CCR-FINAL.pdf](http://www.sgvwater.com/wp-content/uploads/2019/06/SGVWC-2018-CCR-FINAL.pdf)
- ☐ 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.\_\_\_\_\_
- ☐ 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.*

A notification that the CCR is available via a direct URL to the CCR is embedded in the customers' water bill. Hard copies were hand delivered to customers that did not receive the bill such as apartments, businesses, and schools.

*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.*



11142 Garvey Avenue • El Monte, Ca 91733-2498

**Customer Service Hours:** Monday -Friday  
8:00 AM - 5:00 PM

**Phone Number/Email:** 1-626-448-6183  
customerservice@sgvwater.com

### Special Message

Your 2018 Consumer Confidence Report is now available. To view your report, please go to:

<https://www.sgvwater.com/wp-content/uploads/2019/06/SGVWC-2018-CCR-FINAL.pdf>

This report contains important information about your drinking water. For a translation of this report, speak to someone regarding this report or to request a paper copy of the report to be mailed to you, please call (626) 448-6183.

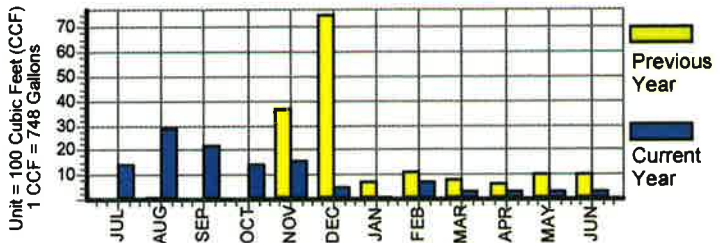
Este informe contiene informacion importante de su agua potable. Para la traduccion de su informe, hable con alguien con de este asunto o solicite una copia del informe que se le enviara por correo, llame al (626) 448-6183.

此报告包含有关您的饮用水的重要信息。如果您需要中文翻译版，讨论报告相关内容，或需要报告的打印件，请致电626-448-6183

### Service Information

Meter Number	Reading Dates		Meter Reading		Usage
	From	To	Previous	Present	
K6292420	05/17/2019	06/18/2019	281	284	3

Compare Your Monthly Water



BILLING PERIOD	BILLING DAYS	TOTAL USAGE IN CCF	AVG DAILY USAGE IN CCF
05/17/2018 - 06/19/2018	33	10	.3
05/17/2019 - 06/18/2019	32	3	.1

### Account Information

Customer Name:  
Account Number: 1-1-027-7094-0-8  
Service Address: 2665 N. LOMA  
Customer Class: COMMERCIAL  
Connection No.: L84249  
Rate Schedule: LA-1  
Meter Size: 5/8 INCH  
Date of Presentation (Date of Bill): 06/19/2019  
**PAST DUE DATE: 07/08/2019**

### Current Charges

SERVICE CHARGE \$22.000  
QUANTITY CHARGES  
3 CCF @ \$3.725 \$11.175  
PUC SURCHARGE \$.012300% \$.408  
This bill includes \$.212800  
per ccf to support the CARW program.  
**TOTAL CURRENT WATER CHARGES \$33.58**

### Amount Now Due

Previous Balance \$1,548.35  
**PAST DUE \$1,548.35**  
**TOTAL CURRENT WATER CHARGES \$33.58**  
**TOTAL AMOUNT NOW DUE \$1,581.93**

**\*\*\*URGENT\*\*\***

**THE PAST DUE DATE APPLIES TO THE TOTAL CURRENT WATER CHARGES ONLY. THE PAST DUE AMOUNT REQUIRES YOUR IMMEDIATE PAYMENT TO AVOID DISCONTINUANCE OF SERVICE.**

PLEASE HELP CONSERVE WATER Please see other side for addresses of Company offices and payment methods.

Form No 3

Please return this portion along with your payment.



SAN GABRIEL VALLEY WATER COMPANY  
PO Box 5970 • El Monte, CA 91734-1970

**Customer Service Hours:** Monday -Friday  
8:00 AM - 5:00 PM

**Phone Number:** 1-626-448-6183  
customerservice@sgvwater.com

Account Number: 1-1-027-7094-0-8  
Service Address: 2665 N. LOMA  
Date of Presentation (Date of Bill): 06/19/2019  
**PAST DUE DATE: 07/08/2019**

**THIS BILL IS NOW DUE AND PAYABLE**

**\$1,581.93**

Amount Now Due

Amount Enclosed

GAB0619C  
9000000024 00.0000.0008 8/1



OFF 3/27/2013  
REMOVED 10/23/17  
0



SAN GABRIEL VALLEY WATER COMPANY  
PO BOX 5970  
EL MONTE, CA 91734-1970

1102770940890001581933

**SAN GABRIEL VALLEY WATER COMPANY**  
**-CONSUMER CONFIDENCE REPORT-**  
**-YEAR 2018-**

This report contains important information about your drinking water.  
 If necessary, have someone who understands it translate or explain it to you.  
*Este informe contiene información muy importante sobre su agua potable.*  
*Si, necesario, tradúzcalo o hable con alguien que lo entienda bien.*

此份有关你的食水报告, 内有重要资料和讯息, 请找他人帮你翻译及解释清楚。

The source of water provided to San Gabriel Valley Water Company's customers, except those located in the Whittier/Santa Fe Springs area, was groundwater produced from the Main San Gabriel Basin. The source of water provided to customers in the Whittier/Santa Fe Springs area south of Beverly Boulevard was a blend of groundwater from the Main San Gabriel Basin and the Central Basin.

All water samples were collected by state-certified employees of the water company or independent engineering firms. Samples were analyzed by state-certified independent laboratories and the results were forwarded to the State Water Resources Control Board ("State Board"), Division of Drinking Water. The following report provides detailed information about the quality of the water delivered to customers. The water supplied by San Gabriel Valley Water Company complies with all state and federal safe drinking water standards and regulations.

**DETECTED WATER QUALITY CONSTITUENTS - GROUNDWATER**

Primary Standards							
Microbiological	Units	PHG (MCLG)	MCL	Highest Percentage of Positive Samples Collected	SampleYear	Likely Source of Detected Constituent	
Total Coliform Bacteria	%	(0)	5% (a)	1.03%	2018	Naturally present in the environment	
Radiological							
Water Quality Constituent	Units	PHG (MCLG)	MCL	Range	Average	SampleYear	Likely Source of Detected Constituent
Gross Alpha	pCi/L	(0)	15	ND - 6.38	1.42	2011-18	Erosion of natural deposits
Uranium	pCi/L	0.43	20	ND - 10.00	2.57	2012-18	Erosion of natural deposits
Inorganics							
Aluminum (b)	ppb	600	1000	ND - 110.00	3.24	2016-18	Erosion of natural deposits
Arsenic	ppb	0.004	10	ND - 2.90	1.24	2016-18	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes
Barium	ppb	2,000	1,000	ND - 210.00	62.12	2016-18	Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits
Fluoride	ppm	1	2	0.16 - 0.91	0.38	2016-18	Erosion of natural deposits; discharge from fertilizer and aluminum factories
Nitrate (as Nitrogen)	ppm	10	10	ND - 8.20	5.13	2016-18	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Nitrite (as Nitrogen)	ppm	1	1	ND - 0.47	<0.40	2016-18	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Organics							
Tetrachloroethylene	ppb	0.06	5	ND - 0.86	<0.50	2018	Discharge from factories, dry cleaners, and auto shops (metal degreaser)
Trichloroethylene	ppb	1.7	5	ND - 0.84	<0.50	2018	Discharge from metal degreasing sites and other factories.
Secondary Standards (Aesthetic Standards)							
Aluminum (b)	ppb	NS	200	ND - 110.00	3.24	2016-18	Erosion of natural deposits
Chloride	ppm	NS	500	4.20 - 110.00	31.50	2016-18	Runoff and leaching from natural deposits
Color	units	NS	15	ND - 1.10	0.01	2018	Naturally-occurring organic materials
Odor-Threshold	units	NS	3	1.00 - 1.08	1.00	2018	Naturally-occurring organic materials
Specific Conductance	µmho/cm	NS	1,600	320.00 - 950.00	576.13	2016-18	Substances that form ions when in water
Sulfate	ppm	NS	500	3.00 - 140.00	55.55	2016-18	Runoff and leaching from natural deposits; industrial wastes
Total Dissolved Solids	ppm	NS	1,000	200.00 - 640.00	378.44	2016-18	Runoff and leaching from natural deposits
Turbidity (c)	NTU	NS	5	ND - 0.27	<0.10	2018	Soil runoff
Additional Constituents (Unregulated)							
Alkalinity (CaCO3)	ppm	NS	NS	140.00 - 240.00	184.90	2016-18	Unknown
Calcium	ppm	NS	NS	28.00 - 100.00	62.50	2016-18	Unknown
Chlorodifluoromethane	ppm	NS	NS	ND - 0.14	0.02	2014-15	Unknown
Cobalt	ppb	NS	NS	ND - 1.30	0.04	2014-15	Unknown
Hardness (CaCO3)	ppm	NS	NS	86.00 - 330.00	212.16	2016-18	Runoff and leaching from natural deposits
Hexavalent Chromium	ppb	NS	NS	ND-7.10	3.22	2016-18	Naturally-occurring metal; industrial byproduct
Magnesium	ppm	NS	NS	4.10 - 26.00	14.19	2016-18	Unknown
Molybdenum	ppb	NS	NS	1.00 - 19.00	4.06	2014-18	Unknown
pH	units	NS	NS	7.37 - 8.10	7.76	2016-18	Unknown
Potassium	ppm	NS	NS	1.10 - 5.00	2.88	2016-18	Unknown
Sodium	ppm	NS	NS	10.00 - 92.00	32.77	2016-18	Runoff and leaching from natural deposits
Strontium	ppb	NS	NS	240.00 - 660.00	477.42	2014-15	Unknown
Vanadium	ppb	NS	NS	ND - 9.30	3.78	2014-15	Unknown

Disinfectant / Disinfection By-Products							
Water Quality Constituent	Units	PHG (MCLG) [MRDLG]	MCL [MRDL]	Range	Average	Sample Year	Likely Source of Detected Constituent
Total Trihalomethanes	ppb	NS	80	0.50 - 12.00	9.80	2018	By-product of drinking water disinfection
Halocetic Acids	ppb	NS	60	ND - 2.00	1.00	2018	By-product of drinking water disinfection
Chlorine Residual	ppm	[4]	[4]	0.50 - 1.90	1.10	2018	Drinking water disinfectant added for treatment
Chlorate	ppb	NS	NS	55.00 - 460.00	173.88	2014-15	By-product of drinking water disinfection
Lead and Copper Monitoring (El Monte/Whittier System)							
Water Quality Constituent	Units	Regulatory Action Level (d)	Sample Year	90th Percentile	Number of Samples Exceeding The Action Level	Likely Source of Detected Constituent	
Lead	ppb	15	2017	ND	0	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits	
Copper	ppb	1300	2017	588.00	0	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives	
Lead and Copper Monitoring (Montebello System) (e)							
Water Quality Constituent	Units	Regulatory Action Level (d)	Sample Year	90th Percentile	Number of Samples Exceeding The Action Level	Likely Source of Detected Constituent	
Lead	ppb	15	2016	3.30	0	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits	
Copper	ppb	1300	2016	320.00	0	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives	
Lead Monitoring for Schools							
Water Quality Constituent	Units	Action Level	Sample Year	Range	Average	Number of Schools Requested Lead Sampling	Likely Source of Detected Constituent
Lead	ppb	15	2018	0.00-2.70	0.82	6	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Other - Treatment Technique (TT) Violation							
TT Violation	Explanation		Duration	Corrective Actions		Health Effects	
Groundwater Rule Treatment Technique Violation, failure to maintain 4-log treatment of viruses.	On September 29, 2018, San Gabriel Valley Water Company experienced a failure at its groundwater treatment plant located in South El Monte to maintain a minimum disinfection residual of 0.50 ppm for more than 4 hours.			On September 29, 2018, the treatment plant was taken out of service and the treatment plant operators corrected the malfunction of the chlorine injection system within the same day. Additional measures are set in place to monitor disinfection levels to ensure prompt identification of a drop in the minimum disinfection residual.		Inadequately treated or inadequately protected water may contain disease causing organisms. These organisms can cause symptoms such as diarrhea, nausea, cramps, and associated headaches.	
			5hours, 51mins.				

Pursuant to Title 22 of the California Code of Regulations, Lead and Copper monitoring for the El Monte/Whittier System was completed in 2017 with the collection of 50 samples. The next sampling event will commence in 2020. Lead and Copper monitoring for the Montebello System was completed in 2016 with the collection of 20 samples. The next sampling event will commence in 2019.

**THE UNITED STATES ENVIRONMENTAL PROTECTION AGENCY ("USEPA") AND STATE BOARD REQUIRE US TO PROVIDE THE FOLLOWING INFORMATION:**

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline (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 guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (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 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.



Contaminants that may be present in source water include:

- 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, and mining.
- 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, 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, that can be naturally-occurring or be the result of oil and gas production and mining activities.

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. San Gabriel Valley Water Company 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>.

**Nitrate:** Nitrate in drinking water at levels above 10 ppm is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in a serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate levels above 10 ppm may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. If you are caring for an infant, or you are pregnant, you should ask advice from your health care provider.

This Consumer Confidence Report (CCR) reflects changes in drinking water regulatory requirements during 2018. All water systems are required to comply with the state Total Coliform Rule. Beginning April 1, 2016, all water systems are also required to comply with the federal Revised Total Coliform Rule. The new federal rule maintains the purpose to protect public health by ensuring the integrity of the drinking water distribution system and monitoring for the presence of microbials (i.e., total coliform and *E. coli* bacteria). The U.S. EPA anticipates greater public health protection as the new rule requires water systems that are vulnerable to microbial contamination to identify and fix problems. Water systems that exceed a specified frequency of total coliform occurrences are required to conduct an assessment to determine if any sanitary defects exist. If found, these must be corrected by the water system.

In order to ensure that tap water is safe to drink, the USEPA and the State 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.

#### **Additional Water Quality Information**

San Gabriel Valley Water Company completed groundwater source assessments in 2002 and new assessments were completed in 2005, 2008 and 2017 for new sources added to the system. Groundwater sources are considered vulnerable to discharge from industry, factories, landfills, dry cleaners, automobile repair shops, gas stations, high density housing, fleet truck and bus terminals, underground storage tanks, and sewer collection systems. Copies of the groundwater source assessments are available for review at San Gabriel Valley Water Company's main office. All groundwater sources are disinfected before the water is distributed to the customers.

In addition to the constituents listed in this report, San Gabriel Valley Water Company conducted monitoring for over 100 additional constituents and the results show none of those constituents detected in the water. Included in this additional monitoring were constituents for which Division of Drinking Water and USEPA have not yet set standards. The State Board allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old. For additional water quality information, contact: Hai-Van Nguyen, Water Quality Superintendent, at [htnguyen@sgvwater.com](mailto:htnguyen@sgvwater.com) or at (626) 448-6183, or write to San Gabriel Valley Water Company, Post Office Box 6010, El Monte, California 91734-2010.

#### **Definitions and Footnotes:**

- MCL = Maximum Contaminant Level: 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.
- MCLG = Maximum Contaminant Level Goal: The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the USEPA.
- MRDL = Maximum Residual Disinfectant Level: The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary to control microbial contaminants.
- MRDLG = Maximum Residual Disinfectant Level Goal: 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.
- ND = None Detected
- NS = No Standard
- NTU = Nephelometric Turbidity Units: A measurement of the turbidity of water as determined by the methods in 40 Code of Federal Regulations, part 141.74(a)(1) (67 Fed. Reg. 65888 (October 29, 2002), which is incorporated by reference.
- pCi/L = picocuries per Liter
- PHG = Public Health Goal: 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, Office of Environmental Health Hazard Assessment.
- ppb = parts per billion
- ppm = parts per million
- units = Units of Measure
- TT = Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water.
- µmho/cm = micromhos per centimeter
- (a) = When 40 or more routine samples are collected per month, no more than 5% of the samples may be total coliform positive.
- (b) = Aluminum has both primary and secondary standards.
- (c) = Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of water quality. High turbidity can hinder the effectiveness of disinfectants.
- (d) = Regulatory Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
- (e) = The Montebello System is that portion of the City of Montebello south of the Pomona Freeway.
- < = Detected but the average is less than California's Detection Limits for the Purposes of Reporting (DLR).

This report along with other important information can be found on the company's website at [www.sgvwater.com](http://www.sgvwater.com).