

**Suburban
Water Systems**

Suburban Water Systems Annual Water Quality Report

Glendora System

Reporting Year 2025

Your drinking water is constantly monitored from source to tap for regulated and unregulated constituents through comprehensive drinking water quality compliance testing programs carried out by dedicated Suburban Water Systems (Suburban) professionals. For generations Suburban has provided dependable, high-quality water that complies with all federal and state health safety standards to thousands of families in the San Gabriel Valley and nearby areas. We are proud to report that 2025 was no exception.

Suburban's team of state certified Water Treatment and Water Distribution Operators collect several thousand water samples each year to safeguard the quality of your tap water. These samples are analyzed in the field at the time of sample collection or by independent, state certified laboratories for various substances as mandated by law. The results of these samples are then submitted to the State Water Resources Control Board (SWRCB) – Division of Drinking Water (DDW), which oversees water quality compliance for all public water systems in California.

The Covina Valley Water Company (CVWC), a wholesale supplier to Suburban and the source of our water in 2025, has their own comprehensive drinking water source and treatment monitoring programs that comply with the United States Environmental Protection Agency (USEPA) and SWRCB regulatory requirements.

Purpose of this Report

This annual water quality report demonstrates Suburban's compliance with SWRCB and USEPA regulations. It also provides important information to the public about where drinking water comes from, how drinking water is regulated, and what types of contaminants may be in the drinking water. You will find tables on the following pages, which summarize the results of a

comprehensive water quality testing program.

You can determine how the water quality in your area compares to government standards by finding the average values in the tables and comparing these values to the maximum contaminant level (MCL).

Chemicals reported in the table were detected in the water by independent accredited laboratories during 2025 or from the most recent tests. Most, but not all, of these chemicals are minerals, metals, and radiologicals occurring naturally in the water. Some of these chemicals, however, are the result of:

- 1) drinking water treatment processes — chlorine residual, disinfection byproducts, aluminum;
- 2) agricultural practices that occurred many decades ago — nitrate; and



3) household plumbing — copper.

To help you understand what these test results mean, we have also included information about significant constituents, measurements, water quality definitions and advisories.

Who We Serve

Suburban provides drinking water to the portion of Glendora bounded on the north and south by the Santa Fe Railroad and Arrow Highway, respectively, and on the east and west by Grand Avenue and Barranca Avenue, respectively. Suburban serves approximately 5,300 people. In 2025 Suburban's water supply was purchased from CVWC. CVWC filters and disinfects local surface water from the San Gabriel mountains and imported water from the California State Water Project.



Suburban's Drinking Water Complies with All Health and Safety Regulations

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (U.S. EPA) and the State Water Resources Control Board (State Water Board) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. 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.

Last year, as in the past, Suburban's drinking water was in full compliance with all applicable county, state, and federal drinking water regulations. Our system of pumps, reservoirs, and distribution pipelines are all routinely inspected, monitored, and maintained by professional state-certified water system operators to protect the quality of the water from source to tap.

General Information on Drinking Water

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 (800) 426-4791.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections.

These people should seek advice about drinking water from their health care providers.

USEPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791.

Household Issues that May Affect You or Your Water Quality

Hot Water Heaters: Many odor complaints may be traced to the home's hot water heater. Remember to follow manufacturer's instructions and flush hot water heaters regularly. This will flush out any sediments that may have accumulated, provide good water turnover to maximize water quality, and help keep your unit in good working order.

Point of Use or Home Water Filtration Units: Be vigilant in changing or cleaning any filters or media on your home units. The water Suburban provides is safe to drink without an additional filter. When you add a filter in your home, always follow the manufacturer's instructions. Improperly maintained filters can deliver poor quality water.

Sources of Drinking Water and Contaminants that May Be Present in Source Water

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

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, mining, or 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, that are byproducts 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.

Drinking Water Contaminants Detected

SUBURBAN WATER SYSTEMS - GLENDORA DRINKING WATER SOURCES TESTED IN 2025									
Covina Valley Water Company									
Chemical		Met Standard?	Year Tested	Units	Average	Range	MCL	PHG (MCLG)	Typical Source of Contaminant
Primary Standards									
Aluminum		Yes	2025	ppb	17	ND - 61	1000	600	Erosion of Natural Deposits
Arsenic		Yes	2025	ppb	1.9	0.9 - 2.5	10	0.004	Runoff or Leaching from Natural Deposits
Fluoride		Yes	2025	ppm	0.1	ND - 0.36	2	1	Runoff or Leaching from Natural Deposits
Gross Alpha Radiation		Yes	2025	pCi/L	3.3	3.3	15	(0)	Erosion of Natural Deposits
Nitrate		Yes	2025	ppm-N	0.3	ND - 0.34	10	10	Fertilizers, Septic Tanks
Combined Radium-226+228		Yes	2025	pCi/L	0.2	0.2	5	0	Erosion of Natural Deposits
Uranium		Yes	2025	pCi/L	2.5	2.5	20	0.43	Erosion of Natural Deposits
Secondary Standards*									
Aluminum		Yes	2025	ppm	0.02	ND - 0.06	0.2	0.6	Erosion of Natural Deposits
Chloride		Yes	2025	ppm	52	47 - 57	500	N/A	Runoff or Leaching from Natural Deposits
Color		Yes	2025	Color Units	ND	ND - 3	15	n/a	Naturally occurring organic materials
Specific Conductance		Yes	2025	µmho/cm	380	350 - 410	1,600*	n/a	Ions in Water; Seawater Influence
Sulfate		Yes	2025	ppm	22	16 - 28	500*	n/a	Runoff or Leaching from Natural Deposits
Total Dissolved Solids		Yes	2025	ppm	185	160 - 210	1,000*	n/a	Runoff or Leaching from Natural Deposits
Unregulated									
Alkalinity, total		n/a	2025	ppm CaCO3	89	78 - 100	n/r	n/a	Runoff or Leaching from Natural Deposits
Boron		n/a	2025	ppb	93	75 - 110	NL = 1000	n/a	Runoff/leaching from Natural Deposits; industrial w
Calcium		n/a	2025	ppm	20	19 - 21	n/r	n/a	Runoff or Leaching from Natural Deposits
Hardness, total		n/a	2025	ppm CaCO3	92	85 - 98	n/r	n/a	Runoff or Leaching from Natural Deposits
Hardness, total		n/a	2025	grains/gallon	5.4	5 - 5.7	n/r	n/a	Runoff or Leaching from Natural Deposits
Magnesium		n/a	2025	ppm	10	9.3 - 11	n/r	n/a	Runoff or Leaching from Natural Deposits
pH		n/a	2025	pH units	8.2	8.1 - 8.4	n/r	n/a	Acidity, Hydrogen Ions
Potassium		n/a	2025	ppm	2.6	2.3 - 2.9	n/r	n/a	Runoff or Leaching from Natural Deposits
Sodium		n/a	2025	ppm	38	33 - 43	n/r	n/a	Runoff or Leaching from Natural Deposits
Total Organic Carbon (ppm)		Yes	2025	ppm	2.3	1.3 - 3.1	Treatment Technique		Various Natural Decaying Sources
ppb = parts-per-billion; ppm = parts-per-million; ppt = parts-per-trillion; pCi/L = picoCuries per liter; ntu = nephelometric turbidity units; ND = not detected; n/a = not applicable; µmho/cm = micromho per centimeter; < = average is less than the detection limit for reporting purposes; MCL = Maximum Contaminant Level; (MCLG) = federal MCL Goal; PHG = California Public Health Goal; NL = Notification Level; n/r = not regulated. *Contaminant is regulated by a secondary standard to maintain aesthetic quality.									
Turbidity - Combined Filter Effluent			TT	Value	Met Standard?	Source	Turbidity is a measure of the cloudiness of the water, an indication of particulate matter, some of which might include harmful microorganisms. Low turbidity in CVWC's treated water is a good indicator of effective filtration. Filtration is called a treatment technique (TT). A treatment technique is a required process intended to reduce the level of contaminants in drinking water that are difficult and sometimes impossible to measure directly.		
Covina Valley Water Company Temple Filtration Plant									
1) Highest single turbidity measurement			0.3	0.2	Yes	Run-Off			
2) Percentage of samples less than 0.3 NTU			95%	100%	Yes	Run-Off			

SUBURBAN WATER SYSTEMS GLENDORA DISTRIBUTION SYSTEM WATER QUALITY TESTED IN 2025					
Chemical (Units)	Met Standard?	MCL (MRDL/MRDLG)	Highest Annual Average	Range	Typical Source of Contaminant
Disinfection Byproducts					
Total Trihalomethanes (ppb)	Yes	80	35	21 - 47	Byproducts of Chlorine Disinfection
Haloacetic Acids (ppb)	Yes	60	15	8.9 - 23	Byproducts of Chlorine Disinfection
Chemical (Units)	Met Standard?	MCL (MRDL/MRDLG)	Average	Range	Typical Source of Contaminant
Chlorine Residual (ppm)	Yes	(4 / 4)	2.1	0.2 - 2.7	Disinfectant Added for Treatment
Aesthetic Quality					
Color (Color Units)	Yes	15*	1.6	ND - 5	Naturally occurring organic materials
Turbidity (ntu)	Yes	5*	0.1	ND - 0.7	Soil runoff
Odor (threshold odor number)	Yes	3*	0.2	ND - 2	Naturally occurring organic materials
Two locations in the distribution system are tested quarterly for total trihalomethanes and haloacetic acids; one location is tested weekly for color, odor and turbidity. MRDL = Maximum Residual Disinfectant Level; MRDLG = Maximum Residual Disinfectant Level Goal; ntu = nephelometric turbidity units; ND = not detected; < = average is less than the detection limit for reporting purposes; *Contaminant is regulated by a secondary standard to maintain aesthetic qualities.					
Bacterial Quality	Met Standard?	MCL	MCLG	Highest / Monthly	Typical Source of Contaminant
Total Coliform Bacteria	Yes	No more than 2 positive total coliform in a month	0	0	Bacteria that occur naturally in soils and water
Lead and Copper	Met Standard?	Action Level	PHG	90th Percentile	Typical Source of Contaminant
Copper (ppm)	Yes	1.3	0.3	0.17	Corrosion of Household Plumbing
Lead (ppb)	Yes	15	0.2	ND	Corrosion of Household Plumbing
The most recent lead and copper at-the-tap samples were collected from residences in 2025. None of the 20 samples for lead and copper exceeded the respective Action Level (AL). A regulatory Action Level is the concentration of a contaminant which if exceeded triggers treatment or other requirements that a water system must follow.					

Water Quality Goals

The water Suburban delivers to your home meets standards required by USEPA, SWRCB and California Public Utilities Commission (CPUC). Often, Suburban goes beyond what is required to monitor for constituents that have known health risks. The company uses only independent, state-certified water quality laboratories for testing. The charts in this report include two types of water quality goals:

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

Water Quality Standards

The quality of drinking water in the United States is regulated by the USEPA. Two state agencies, the SWRCB and CPUC, supplement and enforce federal USEPA standards. Standards established by these agencies are used to set limits for substances that may affect health or aesthetic qualities of water. The water quality charts in this report cover the following standards:

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

- **Maximum Residual Disinfectant Level (MRDL):** The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
- **Maximum Residual Disinfectant Level Goal (MRDLG):** The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
- **Primary Drinking Water Standard (PDWS):** MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, as well as water treatment requirements.
- **Regulatory Action Level (AL):** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

Frequently Asked Questions

Is my tap water safe to drink?

Yes, tap water is safe to drink. Annually, Suburban performs more than 12,000 water quality tests on its water to ensure that it complies with State and Federal drinking water quality standards. Suburban's water system operators are certified with the California State Water Resources Control Board – Division of Drinking Water. Interestingly, bottled water is not regulated by these agencies, does not have the same testing requirements, and cost hundreds of times more than tap water.

Why does my water leave a white residue on glass and metal surfaces?

The white residue sometimes left when water dries on a surface is a product of water hardness. Hardness is an indication of the presence of minerals in water. Minerals are naturally occurring and do not pose a health risk. Mineral deposits, usually calcium, may form in hotter or colder water; customers sometimes see deposits on tea kettles and in ice cubes. A mild vinegar solution is usually sufficient to clean fresh mineral deposits on glass and metal surfaces.

Why does my tap water sometimes have a reddish-brown color?

Reddish-brown water can be caused by rust dislodged from the drinking water pipes in the street, those leading to, or inside, your home, or from your hot water tank. If you are experiencing red water and your neighbors are not, then the color is likely originating somewhere in your plumbing system. Let your water run until it clears up before using it.

How is the inside of a pipe cleaned after a water main break?

After repair work is done, pipes are flushed with a chlorine solution to disinfect them. In some cases, water is flushed through the pipe at a high velocity using a fire hydrant to scour the pipe.

Why do Suburban's crews run water down the street?

One way Suburban maintains water quality is by flushing pipes to clean out sediment and minimize the potential for stagnant water. This process restores disinfectant residuals and reduces the chances of bacterial growth in the water distribution system. Pipeline cleaning is a vital routine process that is a beneficial use of water.

Why does water from the tap sometimes look cloudy, but then clears up?

The cloudy or milky water is caused by tiny air bubbles in the water. With time, the bubbles rise to the top and dissipate into the air. Cloudiness occurs more often in the winter when the drinking water is cold. Air in water does not pose a health risk.

Why does my water smell like chlorine?

State and Federal regulations require that water utilities, including Suburban, maintain a disinfectant residual throughout the distribution system. The purpose is to prevent water-borne illnesses by suppressing the growth of bacteria and other potential contaminants. Suburban, like many other utilities, uses chlorine and chloramines to comply with these requirements. You may, at times, experience a chlorine taste or odor.

Source Water and Water Quality Assessments

In 2025, Suburban distributed treated surface water from CVWC. Suburban also has the capability of distributing groundwater through an interconnection with the City of Glendora. CVWC and Glendora have completed source water assessments in accordance with the federal Safe Drinking Water Act. The purpose of the source water assessment is to promote source water protection by identifying types of activities in the proximity of sources which could pose a threat to the water quality. You may request summaries of the assessments by contacting Nina Wester at Nina.Wester@nexuswg.com or you may request complete copies from the SWRCB at (818) 551-2049.

Every five years, CVWC is required to examine and update possible sources of drinking water contamination in their surface water source waters. These reports are called watershed sanitary surveys. CVWC completed an update of its San Gabriel River watershed sanitary survey in 2015. The survey concluded that CVWC's surface water is vulnerable to contamination from erosion, debris removal, forest fires and recreational activities.

City of Glendora source water assessments were completed in 2001 and concluded that Glendora's groundwater wells are considered most vulnerable to the following activities or facilities associated with contaminants detected in the water supply: crops irrigation, fertilizer, pesticide/herbicide application and known contaminant plumes.

In addition, the groundwater wells are considered most vulnerable to the following facilities not associated with contaminants detected in the water supply: utility stations maintenance areas, above ground storage tanks and high density of housing.



Water Quality Advisories

Chloramines

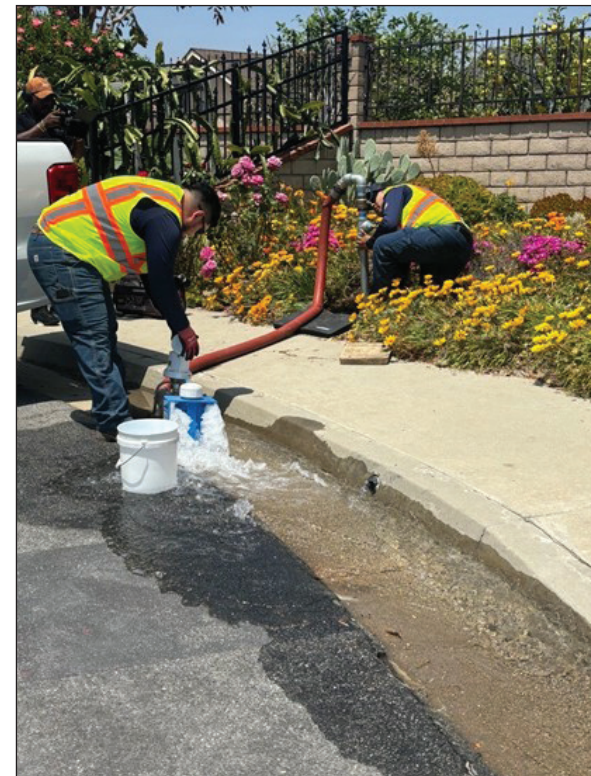
CVWC converts free chlorine as its residual disinfectant. Chlorine and ammonia are combined at the CVWC treatment facility to produce these chloramines. Chloramines are added to the water for public health protection because they prevent regrowth of bacteria in the distribution system pipes and reduce the formation of certain chemicals that are regulated in drinking water. All of Suburban's water has some form of chlorine disinfect residual at all times. Chloraminated water is safe for people and animals to drink, and for most general uses. **Please be advised that kidney dialysis units and aquarium owners must remove chloramines from water prior to use.** Hospitals or dialysis centers should be aware of the chloramines from water and should install proper chloramine removal equipment, such as carbon adsorption units. Aquarium owners can use readily available products to remove or neutralize chlorine.

Information Regarding Lead and Lead Service Lines

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. Suburban is responsible for providing high quality drinking water and removing lead pipes, but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards

Institute accredited certifier to reduce lead in drinking water. If you are concerned about lead in your water and wish to have your water tested, contact Suburban Water Systems at **(800) 203-5430**. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <http://www.epa.gov/safewater/lead>.

Suburban has completed an inventory of the material of the service lines. For more information, please visit: <https://www.mywater.us/california/water-quality/lead-lead-service-lines>



Protecting Your Drinking Water from Backflow

The SWRCB adopted the Cross-Connection Control Policy Handbook (CCCPH), which went into effect on July 1, 2024. The primary goal of the CCCPH is to protect public health by updating standards to prevent the backflow of contaminants into public water distribution systems.

At Suburban Water Systems, we work hard to ensure that the water we deliver to you meets or exceeds all drinking water regulatory standards. Our Cross-Connection Control Program is one of many critical tools we use to maintain the safety of drinking water from the public water system all the way to the plumbing at your property. A cross-connection is a point in the water system where non-potable water sources (which are unsafe for drinking) on your property could contact drinking water. Examples of non-potable water sources include swimming pools, landscape irrigation systems, and pesticide and fertilizer sprayers. *Backflow*, or the reversal of flow from a non-potable water source into the drinking water system, can occur at unprotected cross-connections, potentially contaminating your drinking water supply. Proper cross-connection control is therefore essential to protecting your drinking water supply.

To prevent the risk of backflow and contamination of drinking water, we implement the following safety measures:

Routine Hazard Assessments: Cross-Connection Control Specialists conduct routine hazard assessments throughout the public drinking water system to identify, eliminate, or protect against cross connections.

Air Gaps and Backflow Prevention Assemblies: These are required at cross-connections to prevent non potable water from flowing into the drinking water system, potentially introducing contaminants.

Annual Inspection and Testing: Air gaps require annual inspection and backflow prevention assemblies require annual inspection and testing, by approved testers or specialists. This helps to ensure proper function and continued protection of drinking water supply.

Public Education: Residents and property owners are informed about the risks of backflow and the importance of cross-connection control. Together, we can keep drinking water safe for everyone.

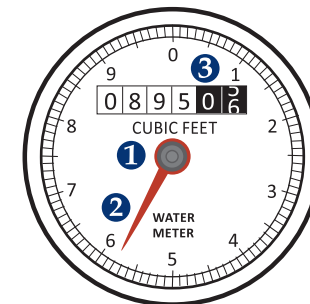


Protecting your water supply is Suburban's top priority, and we are currently developing additional educational resources to help you understand these changes. Look for more details coming soon in your bill inserts, on our social media channels, and our website.

If you are trying to determine if you have a leak, turn off all the water in your home, both indoor and outdoor faucets, and then check the dial for any movement of the low-flow indicator. If there is movement, that indicates a leak between the meter and your plumbing system.



- 1 Low-Flow Indicator** ~ The low flow indicator will spin if any water is flowing through the meter.
- 2 Sweep Hand** ~ Each full revolution of the sweep hand indicates that one cubic foot of water (7.48 gallons) has passed through the meter. The markings at the outer edge of the dial indicate tenths and hundredths of one cubic foot.
- 3 Meter Register** ~ The meter register is a lot like the odometer on your car. The numbers keep a running total of all the water that has passed through the meter. The register shown here indicates that 89,505 cubic feet of water has passed through this meter.



This report contains important information about your drinking water. Translate it or speak with someone who understands it.

يحتوي هذا التقرير على معلومات هامة عن نوعية ماء الشرب في منطقتك. يرجى ترجمته، أو ابحث للتقرير مع صديق لك يفهم هذه المعلومات.

Arabic	Chinese	Hindi
この資料には、あなたの飲料水についての大切な情報が含まれています。お読みをよく理解するために、日本語に翻訳した版の取説を付けてください。	① 本報告書には、あなたが飲む水の安全に関する重要な情報が含まれています。② これは、本報告書に添付されている、日本語に翻訳した版の取説を付けてください。	Este reporte contiene información importante sobre su agua de beber. Tíradlo con o hágalo con alguien que lo entienda bien.
Japanese	Korean	Spanish

Ang ulat na ito ay naglalaman ng mahalagang impormasyon tungkol sa layang pag-inom ng tubig. Isalin ito, o malipag-usap sa ibang taong naunawaan ito.	Đảm bảo các chỉ thị được chỉ tiết quan trọng và phẩm chất nước trong cộng đồng cụ thể. Hãy nhớ người thông dịch, hoặc là một người bạn biết rõ về văn hóa này.
Tagalog	Vietnamese

We value your input, concerns and suggestions. Please contact Lauren James, Communications Manager, at (626) 543-2531 or email at Lauren.James@nexuswg.com to inquire about possible future public participation opportunities. Also, please feel free to contact Nina Wester, Water Quality Manager at Nina.Wester@nexuswg.com or (626) 201-0427, if you have any questions about water quality. In addition, several local water boards hold monthly meetings that are open to the public, including:



Suburban Water Systems

District Office: San Jose Hills
1325 N Grand Ave #100,
Covina, CA 91724

Customer Service:
(626) 543-2640

www.swwc.com/suburban

Metropolitan Water District of Southern California
Second Tuesday of the month, (213) 217-6000

Glendora City Council
Second and Fourth Tuesday of every month,
(626) 914-8200

Main San Gabriel Basin Watermaster
First Wednesday of the month, (626) 815-1300

Three Valleys Municipal Water District
First and Third Wednesday of every month,
(909) 621-5568