Suburban
Water Systems

Suburban Water Systems
Annual Water Quality Report

La Mirada 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 Metropolitan Water District of Southern California (MWDSC) and California Domestic Water Company (Cal Domestic), suppliers of water to the La Mirada system, have their own drinking water monitoring programs that comply with the United States Environmental Protection Agency (USEPA) and California 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;

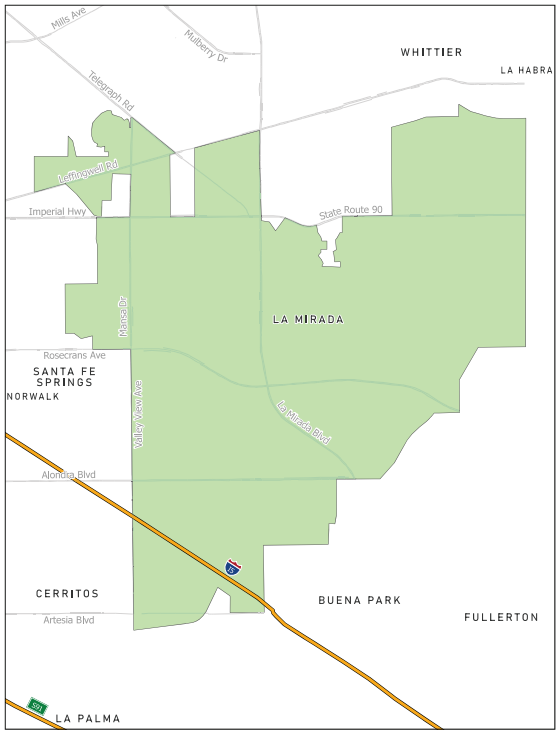
2) agricultural practices that occurred many decades ago — nitrate; and

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's La Mirada system provides drinking water to the City of La Mirada, and portions of Whittier, Buena Park and Fullerton. Suburban serves approximately 55,000 people in its La Mirada system service area. In 2025, Suburban provided drinking water for its La Mirada service area from its four active wells in the Main San Gabriel Groundwater Basin and its two active wells in the Central Groundwater Basin. Suburban also distributes supplemental drinking water from Cal Domestic. Cal Domestic's water comes from wells in the Main San Gabriel Groundwater Basin. In addition, supplemental treated surface water was obtained from the MWDSC's via Central Basin Municipal Water District.



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 of 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-LA MIRADA DRINKING WATER SOURCES TESTED IN 2025										
				Treated Surface Water		LOCAL GROUNDWATER				
Chemical	**Met Standard?**	**Year Tested**	**Units**	**Average**	**Range**	**Average**	**Range**	**MCL**	**PHG (MCLG)**	**Typical Source of Contaminant**
Primary Standards										
Aluminum	Yes	2025	ppb	58	ND - 82	ND	ND	1000	600	Erosion of Natural Deposits
Arsenic	Yes	2025	ppb	ND	ND	2.7	ND - 7.5	10	0.004	Erosion of Natural Deposits
Barium	Yes	2025	ppm	0.1	0.1	0.1	ND - 0.1	1	1	Erosion of Natural Deposits
Fluoride	Yes	2025	ppm	0.7	0.6 - 0.8	0.3	0.2 - 0.4	2	1	Erosion of Natural Deposits
Gross Alpha Particle Activity	Yes	2025	pCi/L	ND	ND - 5	0.4	ND - 3.3	15	(0)	Decay of Natural and Man-Made Deposits
Gross Beta Particle Activity	Yes	2025	pCi/L	ND	ND - 6	ND	ND	50	(0)	Decay of Natural and Man-Made Deposits
Hexavalent Chromium	Yes	2025	ppb	ND	ND	1	ND - 2.7	10	0.02	Erosion of Natural Deposits, industrial contamination
Nitrate	Yes	2025	ppm-N	ND	ND	1.8	ND - 4.4	10	10	Fertilizers, Septic Tanks
Perchlorate	Yes	2025	ppb	ND	ND	0.5	ND - 5.7	6	2	Industrial Contamination
Radium 228	Yes	2025	pCi/L	ND	ND	0.1	ND - 1	5	0.05	Erosion of natural deposits
Tetrachloroethylene (PCE)	Yes	2025	ppb	ND	ND	0.6	ND - 3.4	5	0.06	Discharge from factories, dry cleaners, and auto shops
Trichloroethylene (TCE)	Yes	2025	ppb	ND	ND	0.7	ND - 4	5	1.7	Discharge from metal degreasing sites and other factories
Uranium	Yes	2025	pCi/L	1	ND - 3	1.7	ND - 3.2	20	0.43	Erosion of Natural Deposits
Secondary Standards*										
Aluminum	Yes	2025	ppm	ND	ND-0.11	ND	ND	0.2*	0.6	Erosion of Natural Deposits
Color	Yes	2025	color unit	1	1	0.5	ND - 7.5	15*	n/a	Naturally-Occurring Substances
Iron	Yes	2025	ppb	ND	ND	2	ND - 310**	300*	n/a	Leaching from natural deposits; industrial wastes
Manganese	Yes	2025	ppm	ND	ND	0.01	ND - 0.05	0.05*	n/a	Erosion of Natural Deposits
Odor	Yes	2025	TON	ND	ND	0.7	ND - 2	3*	n/a	Naturally-Occurring Organic Matter
Specific Conductance	Yes	2025	µmho/cm	873	759 - 987	694.3	480 - 950	1,600*	n/a	Mineral Ions in Water
Sulfate	Yes	2025	ppm	182	146 - 218	91.5	40 - 99.5	500*	n/a	Erosion of Natural Deposits
Total Dissolved Solids	Yes	2025	ppm	545	465 - 625	420.2	300 - 530	1,000*	n/a	Erosion of Natural Deposits
Turbidity	Yes	2025	ntu	ND	ND	0.1	ND - 0.3	5*	n/a	Erosion of Natural Deposits
Unregulated										
Aggressiveness Index	n/a	2025	AI	12.4	12.3 - 12.5	11.3	12 - 12.9	n/r	n/a	Measures of the balance between pH and calcium carbonate saturation
Alkalinity, Total	n/a	2025	ppm CaCO3	108	93 - 122	182.4	170 - 220	n/r	n/a	Erosion of Natural Deposits
Boron	n/a	2025	ppb	130	130	34.1	ND - 56.4	NL = 1000	n/a	Runoff/leaching from Natural Deposits; industrial wastes
Calcium	n/a	2025	ppm	56	44 - 68	60.7	18 - 96	n/r	n/a	Erosion of Natural Deposits
Hardness, Total	n/a	2025	ppm CaCO3	236	191 - 280	213.5	140 - 247	n/r	n/a	Erosion of Natural Deposits
Hardness, Total	n/a	2025	grains/gallor	13.8	11.1 - 16.3	12.5	8.2 - 14.5	n/r	n/a	Erosion of Natural Deposits
Magnesium	n/a	2025	ppm	22	19- 25	13.4	12 - 15.1	n/r	n/a	Erosion of Natural Deposits
Perfluorooctonoic Acid (PFOA)	n/a	2025	ppt	ND	ND	4.3	ND - 8.8	NL = 5.1	n/a	Landfills, wastewater
Perfluorooctane Sufonic Acid (PFC	n/a	2025	ppt	ND	ND	8.8	ND - 19	NL = 6.5	n/a	Landfills, wastewater
Perfluorobutanoic Acid (PFBA)	n/a	2025	ppt	ND	ND	5.4	ND - 12	n/r	n/a	Landfills, wastewater
Perfluorobutanesulfonic Acid (PFB	n/a	2025	ppt	ND	ND	2.7	ND - 5.4	NL = 500	n/a	Landfills, wastewater
Perfluorodecanoic Acid (PFDA)	n/a	2025	ppt	ND	ND	1	ND - 1.7	n/r	n/a	Landfills, wastewater
Perfluoroheptanoic Acid (PFHPA)	n/a	2025	ppt	ND	ND	1.1	ND - 1.8	n/r	n/a	Landfills, wastewater
Perfluorohexanoic Acid (PFHXA)	n/a	2025	ppt	ND	ND	1.6	ND - 4	n/r	n/a	Landfills, wastewater
Perfluorohexanesulfonate (PFHXS	n/a	2025	ppt	ND	ND	1.8	ND - 3.8	NL = 3	n/a	Landfills, wastewater
Perfluorononanoic Acid (PFNA)	n/a	2025	ppt	ND	ND	1.1	ND - 1.8	n/r	n/a	Landfills, wastewater
Perfluoropentanoic Acid (PFPEA)	n/a	2025	ppt	ND	ND	2	ND - 5.1	n/r	n/a	Landfills, wastewater
pH	n/a	2025	pH units	8.3	8.2 - 8.3	8	7.8 - 8.6	n/r	n/a	Acidity, Hydrogen Ions
Potassium	n/a	2025	ppm	4.3	3.8 - 4.8	4	2.7 - 4.4	n/r	n/a	Erosion of Natural Deposits
Sodium	n/a	2025	ppm	88	78 - 97	69.7	16 - 130	n/r	n/a	Erosion of Natural Deposits
Total Organic Carbon	n/a	2025	ppm	2.4	1.6 - 2.6	0.2	ND - 1.2	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; **n/r** = not regulated; **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; **RL** = Response Level. ***Contaminant is regulated by a secondary standard to maintain aesthetic quality.**

****Out of 51 Iron samples collected in 2025, 2 samples resulted in elevated iron levels. Suburban took immediate action to mitigate the issue.**

Turbidity - Combined Filter Effluent	**TT**	**Value**	**Met Standard**	**Source**
Metropolitan Water District - Diemer				
1) Highest single turbidity measurement	0.3	0.05	Yes	Run-Off
2) Percentage of samples less than 0.3 NTU	95%	100%	Yes	Run-Off

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.

SUBURBAN WATER SYSTEMS LA MIRADA 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	7.6 - 37	Byproducts of Chlorine Disinfection
Haloacetic Acids (ppb)	Yes	60	12	1.4 - 11	Byproducts of Chlorine Disinfection
Chemical (Units)	**Met Standard?**	**MCL**	**Average**	**Range**	**Typical Source of Contaminant**
Chlorine Residual (ppm)	Yes	(4 / 4)	1.2	0.2 - 2.8	Disinfectant Added for Treatment
Aesthetic Quality					
Color (Color Units)	Yes	15*	1.6	ND - 15	Naturally Occuring Organic Materials
Turbidity (ntu)	Yes	5*	0.1	ND - 2.8	Soil Runoff
Odor (threshold odor number)	Yes	3*	0.2	ND - 2	Naturally Occurring Organic Materials

Eight locations in the distribution system are tested quarterly for total trihalomethanes and haloacetic acids; six locations are 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 tomaintain aesthetic qualities.

Bacterial Quality	Met Standard?	MCL	MCLG	Highest / Monthly (%, Value)	Typical Source Of Contaminant
Total Coliform Bacteria	Yes	No more than 5% in a month	0	1.4% / 1	Bacteria that occur naturally in soils and water

Lead and Copper	Met Standard?	Action Level	PHG	90th Percentile	Typical Source Of Contaminant
Q1 2024 Copper (ppm)	Yes	1.3	0.3	0.3	Corrosion of Household Plumbing
Q1 2024 Lead (ppb)	Yes	15	0.2	ND	Corrosion of Household Plumbing
Q3 2024 Copper (ppm)	Yes	1.3	0.3	0.2	Corrosion of Household Plumbing
Q3 2024 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 Q1 and Q3 in 2024. None of the 62 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 Commision (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

Suburban provides drinking water for its La Mirada service area (City of La Mirada and portions of La Habra, Fullerton and Buena Park) from its wells in the Main San Gabriel Groundwater Basin and the Central Groundwater Basin. In addition, Suburban distributed treated surface water from MWDSC.

Suburban has 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.

Suburban's source water assessment was completed in 2002 and concluded that groundwater sources are most vulnerable to the following activities or facilities associated with contaminants detected in the water supply: leaking underground storage tanks, known contaminant plumes from industrial waste discharges, and gas stations. In addition, the sources are considered most vulnerable to the following activities and facilities not associated with contaminants detected in the water supply: pesticide/fertilizer/petroleum storage and transfer areas, metal and machine shops, and agricultural drainage.

You may request a summary of the assessments by contacting Nina Wester at Nina.Wester@nexuswg.com or you may request a complete copy from the SWRCB at (818) 551-2049.

MWDSC updated its sanitary surveys of the Colorado River Watershed in 2020, and the State Water Project Watershed in 2021. Water from the Colorado River is considered to be most vulnerable to contamination from recreation, urban and stormwater runoff, increasing urbanization in the watershed, and wastewater. Water supplies from Northern California's State Water Project are most vulnerable to contamination from urban and stormwater runoff, wildlife, agriculture, recreation, and wastewater. A copy of the most recent summary of either assessment can be obtained by calling MWDSC at (800) CALL-MWD (225-5693).

Water Quality Advisories

Arsenic

While your drinking water meets the federal and state standard for arsenic, it does contain low levels of arsenic. The arsenic standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. The U.S. Environmental Protection Agency continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.

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

Per- and Polyfluoroalkyl Substances (PFAS)

Per- and Polyfluoroalkyl Substances (PFAS) are a family of manmade chemicals prevalent in the environment and thousands of consumer products used daily, such as water resistant clothing, carpet, food wrappers, non-stick cookware, cleaning products and more. PFAS have been detected in groundwater in various locations throughout the United States. Most research suggests that PFAS enter groundwater from various waste disposal activities.

Suburban began testing wells in our La Mirada/Whittier service area in 2019, revealing the presence of these chemicals, particularly perfluorooctane sulfonic acid (PFOS) and perfluorooctanioic acid (PFOA). Suburban took immediate measures to minimize levels of PFAS. Suburban is committed to delivering safe, high-quality water to the customers we serve.

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.

The Quality of Your Water Is Our Primary Concern

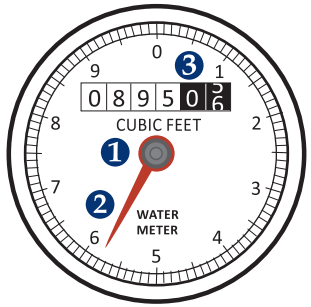
This report contains important information about your drinking water. Translate it or speak with someone who understands it.

How to Read Your Water Meter

Your water meter is usually located between the sidewalk and curb under a cement cover. Remove the cover by inserting a screwdriver in the hole in the lid and then carefully lift the cover. The meter reads straight across, like the odometer on your car. Read only the black numbers (0895).

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.



Public Participation Opportunities

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:

Central Basin Municipal Water District
Fourth Monday of the month, (323) 201-5500

Water Replenishment District of Southern California
Third Thursday of the month, (562) 921-5521

Suburban Water Systems

District Office: Whittier/La Mirada
15088 Rosecrans Avenue
La Mirada, CA 90638

Customer Service:
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SuburbanCustomerCare@swwc.com

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