



YOUR 2023

# Water Quality

## REPORT

### ABOUT YOUR WATER QUALITY REPORT

This Annual Water Quality Report covers water quality testing that was performed in 2023 and is based on requirements established by the State of California. Included in this report are details about where your water comes from, how it is tested, what is in it, and how it compares with state and federal limits. We strive to keep you informed about the quality of your water, and to provide a reliable supply that meets all state and federal regulatory requirements. This report contains important information about your drinking water. Get it translated or speak with someone who understands it. For more about the information contained in this report, please call 562.692.3756 or visit [www.picowaterdistrict.net](http://www.picowaterdistrict.net).

Si desea una copia de este informe en español, llame al 562.692.3756 o visite nuestro sitio web en [www.picowaterdistrict.net](http://www.picowaterdistrict.net).





## LEARN MORE ABOUT PICO WATER DISTRICT

Pico Water District welcomes all customers to better understand your water service. Board of Directors meetings are held on the 1st and 3rd Wednesday of each month. The meetings start at 5:30 p.m. in the District Boardroom, located at 4843 S. Church Street in Pico Rivera. Members of the public are invited to participate. Information on adjustments to meeting times and participation procedures due to COVID-19 can be found on the Pico Water District website. Meeting agendas and minutes are available online at [www.picowaterdistrict.net](http://www.picowaterdistrict.net).

### BOARD OF DIRECTORS

**Raymond Rodriguez**  
President

**Victor Caballero**  
Vice President

**Elpidio "Pete" Ramirez**  
Director

**David Angelo**  
Director

**David Gonzales**  
Director



## DELIVERING WATER QUALITY ONE STEP AT A TIME

At Pico Water District, we are committed to providing safe and reliable water to our customers at the lowest possible cost. This principle guides all the work we do.



Water quality remains our highest priority. Since state standards related to Per- and Poly-fluoroalkyl substances (PFAS) were first tightened in 2019, the District has worked diligently to install cost-effective treatment systems. We rely on groundwater for 100 percent of our water supply, making these systems vital to improving water quality.

State-of-the-art ion exchange treatment systems have been installed at three of our wells, and they have been ready to put into operation since July 2023. We are currently awaiting approval from the State Water Resources Control Board Division of Drinking Water to begin operating these systems. The District expects the first treatment system to gain approval by October of this year and the remaining systems to come online in early 2025. You can find additional details on our PFAS treatment later in this report.

To minimize the financial impact on customers, Pico Water District was able to secure grants to cover a substantial portion of the construction costs. However, operating and maintaining these PFAS treatment systems will require increases in the District's budget in the coming years. To ensure there is enough funding to operate these new treatment systems and deliver a reliable supply to customers, rates were adjusted earlier this year. The new rates are based on an independent study of District expenses and costs over the next five years and were approved following an educational outreach campaign and customer feedback from a community meeting and a public hearing. This process followed all legal requirements to ensure Pico Water District does not make any profit, complying with state requirements.



Thank you for taking the time to learn more about your water quality and reading through this report. I am proud of our District staff and their dedication to securing our water supply. Anyone with additional questions can contact me by phone at 562.692.3756.



**Joe D. Basulto**  
General Manager





## MAKING CONSERVATION A WAY OF LIFE

California has enjoyed a couple of wet years, improving water supplies. But it is a question of when, not if, the state experiences drought conditions again. That is why conservation must remain a way of life.

Pico Water District encourages customers to use water wisely inside and outside the home. Efficient water use shores up our water storage for dry spells and protects future supply for our children and grandchildren.

*To help customers avoid wasteful habits, the following conservation measures are permanently in effect for Pico Water District customers:*



No watering outdoor landscapes between the hours of 10 a.m. and 4 p.m.



Watering time is limited to no more than fifteen minutes per day in each zone.



Sprinklers must be adjusted to avoid excessive runoff on sidewalks, driveways or other hard surfaces.



Hosing down hard surfaces is not allowed.



Leaks must be repaired promptly.



Water fountains and decorative water features must recirculate water.



Hoses must have a self-shutoff nozzle when used to clean vehicles.



Irrigation systems may not be used within 48 hours of measurable rainfall.

Working together as a community will help all of us save water. Even small efforts add up, such as turning the water off while you brush your teeth, or running the dishwasher only when it is full. These steps help us preserve current water supplies and prepare for the next drought.

The District works with the region to ensure the long-term sustainability of our water resources. Together, our water-wise habits today pay off for future.



## MEETING THE PFAS CHALLENGE

When California imposed new standards in 2019, Pico Water District became one of the first water providers in the country to face the challenges of dealing with Per- and Poly-fluoroalkyl substances, better known as PFAS. As a District that relies 100 percent on groundwater, turning off our wells to import water was never an option. The District immediately took up the task of designing and constructing complex treatment systems. While this has been a lengthy process, we anticipate state approval to begin operating these systems within the next year.



**PFAS are found extensively in consumer products, including firefighting foams, waterproofing, stain resistance and non-stick coatings. They are highly durable and do not break down easily. Studies reveal that 99 percent of Americans have PFAS in their bodies and exposure over certain levels may have adverse health effects.**



Despite the difficulties posed by the COVID-19 pandemic, global supply chain disruptions and inflation, the District had systems at all three of our wells ready to operate in July 2023. The new treatment systems will use ion exchange to remove PFAS as needed to ensure all delivered water remains below state and federal notification levels. Unfortunately, the approval and permitting process has delayed the start of water treatment. Current approvals lie in the hands of the State Water Resources Control Board Division of Drinking Water.

Treatment systems incur significant expenses. They cost millions to design, equip and construct, then hundreds of thousands yearly for ongoing operating and maintenance expenses. The District was fortunate to secure a grant from the Water Replenishment District of Southern California to cover 90 percent of the \$4.7 million cost. This support significantly reduces the impact on customers, who also fund the treatment systems through their rates.

Currently, the District estimates Well 11 to be online by October 2024 and Well 5A / Well 8 to be live by the beginning of next year. Pico Water District remains committed to protecting our customer's water quality and starting PFAS treatment as soon as possible. To learn more about PFAS and how Pico Water District is dealing with the issue, visit our website at [picowaterdistrict.net/your-water/#pfoa](https://picowaterdistrict.net/your-water/#pfoa).



## SOURCE WATER ASSESSMENT



Pico Water District conducted an assessment of its groundwater supplies in 2002. Groundwater supplies are considered most vulnerable to contaminants from chemical/petroleum processing/storage, metal plating/finishing/fabricating, landfills/dumps, automobile gas stations, fleet/truck/bus terminals, railroad yards/maintenance/fueling areas, motor pools, dry cleaners, automobile repair shops, electrical/electronic manufacturing, sewer collection systems, lumber processing and manufacturing, water supply wells, parking lots/malls, veterinary offices/clinics, fire stations, office buildings/complexes, food processing, research laboratories, rental yards, junk/scrap/salvage yards, automobile body shops, wood/pulp/paper processing and mills, furniture repair/manufacturing, and hospitals. A copy of the approved assessment may be obtained by requesting one at the Pico Water District office.

### IF YOU HAVE ANY QUESTIONS ABOUT YOUR WATER

Results are from testing performed in 2023, in accordance with state and federal drinking water regulations. For more information about this report, or your water quality in general, please call the District's office at 562.692.3756. Additional information about the District, water quality, and tips on water conservation can be found by visiting the District's website at [picowaterdistrict.net](https://picowaterdistrict.net).



# INFORMATION ABOUT YOUR DRINKING WATER



## CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

- ◆ **Microbial contaminants**, including 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**, which 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**, which can be naturally occurring or be the result of oil and gas production and mining activities.



## IN ORDER TO ENSURE THAT TAP WATER IS SAFE TO DRINK,

the United States Environmental Protection Agency (U.S. EPA) and the state prescribe regulations that limit certain contaminants in water provided by public water systems. State regulations also establish limits for contaminants in bottled water that must provide the same protection for public health.

All 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 U.S. EPA's Safe Drinking Water Hotline 1-800-426-4791. You can also get more information on tap water by visiting these helpful websites:

U. S. Environmental Protection Agency: [www.epa.gov/safewater](http://www.epa.gov/safewater). State Water Resources Control Board (SWRCB), Division of Drinking Water: [www.waterboards.ca.gov/drinking\\_water/programs](http://www.waterboards.ca.gov/drinking_water/programs).



## LEAD IN TAP WATER

Pico Water District meets all standards for lead in the U.S. EPA Lead and Copper Rule, however, if present then 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. Pico Water District 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 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 [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead).



## SHOULD I TAKE ADDITIONAL PRECAUTIONS?

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.

The U.S. EPA/Centers for Disease Control guidelines on appropriate means to lessen the risk of infection of *Cryptosporidium* and other microbial contaminants are available from the U.S. EPA's Safe Drinking Water Hotline 1-800-426-4791.





# PICO WATER DISTRICT 2023 ANNUAL WATER QUALITY REPORT

Results are from the most recent testing performed in accordance with state and federal drinking water regulations

## PRIMARY STANDARDS MONITORED AT THE SOURCE – MANDATED FOR PUBLIC HEALTH

ORGANIC CHEMICALS (ug/l)	GROUNDWATER		PRIMARY MCL	MCLG OR PHG	MAJOR SOURCES IN DRINKING WATER
	AVERAGE	RANGE			
Tetrachloroethylene (PCE)	0.72	ND - 1.7	5	0.06 (a)	Discharge from factories, dry cleaners, and auto shops (metal degreaser)
Trichloroethylene (TCE)	ND	ND	5	0.8 (a)	Discharge from metal degreasing sites and other factories
Methylene Chloride	ND	ND	5	4	Discharge from pharmaceutical and chemical factories; insecticide
Carbon Tetrachloride	ND	ND	0.5		Sources of environmental contamination include industrial facilities and hazardous waste sites.
POLYFLUOROALKYL SUBSTANCES (ng/l)					
PFOS	19.75	16 - 25	-		These chemicals are widely used in firefighting foams, in grease and stain-resistant materials and for non-stick coatings such as pots, pans, clothing and carpets.
PFOA	10.494	0 - 13	-		
PFHxS	3.538	2.3 - 5	-		
PFBS	5.65	4.7 - 6.8	-		
INORGANICS Sampled 2022					
Nitrate (mg/l as N)	2.71	2.3 - 3	45	45 (a)	Runoff and leaching from fertilizer use/septic tanks/sewage, natural erosion
RADIOLOGICAL (pCi/l) Sampled 2018-2023					
Gross Alpha (b)	2.79	1.91-3.38	15 (c)	0	Erosion of natural deposits
Radium 226	0.06	ND-0.173	5	-	Erosion of natural deposits
Radium 228	1.05	ND - 1.9	5	-	Erosion of natural deposits
Uranium	2.57	.47 - 4.4	20 (c)	0.5 (a)	Erosion of natural deposits

## PRIMARY STANDARDS MONITORED IN THE DISTRIBUTION SYSTEM – MANDATED FOR PUBLIC HEALTH

MICROBIALS	AVERAGE % POSITIVE	RANGE % POSITIVE	PRIMARY MCL	MCLG OR PHG	MAJOR SOURCES IN DRINKING WATER
Total Coliform Bacteria	0%	0%	5%	0%	Naturally present in the environment
Fecal Coliform & E. Coli Bacteria	0%	0%	0%	0%	Human and animal fecal waste
No. of Acute Violations	0	0	-	-	
<b>DISINFECTION BY-PRODUCTS (d)</b>					
Trihalomethanes-TTHMS (ug/l)	6.7	2.9 - 8.6	80	-	By-product of drinking water chlorination
Haloacetic Acids (ug/l)	0.9	ND - 1.6	60	-	By-product of drinking water disinfection
Free Chlorine Residual (mg/l)	0.9	0.31 - 1.32	4.0 (e)	4.0 (f)	Drinking water disinfectant added for treatment
<b>AT THE TAP PHYSICAL CONSTITUENTS</b> 39 sites sampled in 2023					
	90TH PERCENTILE	# SITES ABOVE ALL	SECONDARY MCL	MCLG OR PHG	MAJOR SOURCES IN DRINKING WATER
Copper (ug/l)	0.49 (g)	0	1.3 AL	0.17 (a)	Internal corrosion of household plumbing, erosion of natural deposits
Lead (ug/l)	0.64 (g)	0	15 AL	2 (a)	Internal corrosion of household plumbing, industrial manufacturer discharges

## SECONDARY STANDARDS MONITORED AT THE SOURCE – FOR AESTHETIC PURPOSES

SOURCE GROUND WATER Sampled 2022-2023	AVERAGE	RANGE	SECONDARY MCL	MCLG OR PHG	MAJOR SOURCES IN DRINKING WATER
Sulfate (mg/l)	103	62 - 140	500	-	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids (mg/l)	443	300 - 570	1,000		Runoff/leaching from natural deposits
Turbidity (NTU)	0.18	0.1 - 0.25	5 Units	-	Soil runoff

## SECONDARY STANDARDS MONITORED IN THE DISTRIBUTION SYSTEM – FOR AESTHETIC PURPOSES

GENERAL PHYSICAL CONSTITUENTS	AVERAGE	RANGE	SECONDARY MCL	MCLG OR PHG	MAJOR SOURCES IN DRINKING WATER
Color (color units)	0.05	ND - 3	15	-	Naturally-occurring organic materials
Turbidity (NTU)	0.12	ND - 0.65	5	-	Soil runoff
Odor (threshold odor number)	ND	ND	3	-	Naturally-occurring organic materials

## ADDITIONAL CHEMICALS OF INTEREST

CHEMICALS	GROUNDWATER		CHEMICALS	GROUNDWATER	
	AVERAGE	RANGE		AVERAGE	RANGE
ALKALINITY (mg/l)	158	110 - 210	POTASSIUM (mg/l)	4.2	3.6 - 4.7
CALCIUM (mg/l)	72	44 - 104	SODIUM (mg/l)	45	37 - 50
MAGNESIUM (mg/l)	13	8 - 17	TOTAL HARDNESS (mg/l)	247	210 - 350 [14.4 grains per gallon]
PH (standard unit)	7.6	7.4 - 7.9	TOC (mg/l)	0.52	0.52 - 0.52

### FOOTNOTES

- (a) California Public Health Goal (PHG). Other advisory levels listed in this column are federal Maximum Contaminant Level Goals (MCLGs).
- (b) Gross alpha standard also includes Radium-226 standard.
- (c) MCL compliance based on 4 consecutive quarters of sampling.

- (d) Running annual average used to calculate average, range, and MCL compliance.
- (e) Maximum Residual Disinfectant Level (MDRL)
- (f) Maximum Residual Disinfectant Level Goal (MRDGL)
- (g) 90th percentile from the most recent sampling at selected customer taps.

### ABBREVIATIONS

- pCi/l picoCuries per liter
- NTU nephelometric turbidity units
- umhos/cm micromhos per centimeter
- ND constituent not detected at the reporting limit
- mg/l milligrams per liter or parts per million (equivalent to 1 drop in 42 gallons)
- ug/l micrograms per liter or parts per billion (equivalent to 1 drop in 42,000 gallons)



## DEFINITIONS & ABBREVIATIONS

### 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 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 U.S. Environmental Protection Agency.

### MAXIMUM RESIDUAL

### DISINFECTANT LEVEL (MRDL):

The level of a disinfectant added for water treatment that may not be exceeded at the consumer's tap.

### MAXIMUM RESIDUAL

### DISINFECTANT LEVEL GOAL (MRDLG):

The level of a disinfectant added for water treatment below which there is no known or expected risk to health. MRDLGs are set by the U.S. Environmental Protection Agency.

**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.

### TREATMENT TECHNIQUE (TT):

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

### REGULATORY ACTION LEVEL

**(A.L.):** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

### PRIMARY DRINKING WATER

**STANDARD (PDWS):** MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

## FREQUENTLY ASKED QUESTIONS

### WHERE DOES MY TAP WATER COME FROM AND IS IT SAFE TO DRINK?

All water delivered to Pico Water District customers comes from groundwater wells drilled in our service area. The quality of groundwater delivered to your home is presented in this report. This Water Quality Report reflects that the Pico Water District water is safe to drink and meets all federal and state requirements for drinking water.

### WHAT ARE DRINKING WATER STANDARDS?

The U.S. Environmental Protection Agency (U.S. EPA) limits the amount of certain substances allowed in tap water. In California, the State Water Resources Control Board's Division of Drinking Water regulates tap water quality by enforcing limits that are at least as stringent as the U.S. EPA. Historically, California limits are more stringent than the U.S. EPA's.

There are two types of these limits, known as standards. Primary standards protect you from substances that could potentially affect your health. Secondary standards regulate substances that affect the aesthetic qualities of water. Regulations set a Maximum Contaminant Level (MCL) for each of the primary and secondary standards. The MCL is the highest level of a substance that is allowed in your drinking water.

Public Health Goals (PHGs) are set by the California Environmental Protection Agency. PHGs provide more information on the quality of drinking water to customers, and are similar to their federal counterparts, Maximum Contaminant Level Goals (MCLGs). PHGs and MCLGs are advisory levels that are non-enforceable. Both PHGs and MCLGs are concentrations of a substance below which there are no known or expected health risks.

### HOW IS MY DRINKING WATER TESTED?

Your drinking water is tested regularly for unsafe levels of chemicals, radioactivity and bacteria at the source and in the distribution system. We test weekly, monthly, quarterly, annually or as needed depending on the substance being tested.

### WHAT AFFECTS THE QUALITY OF WATER?

The sources of drinking 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.



# BRIGHT FUTURES: THE PICO WATER DISTRICT SCHOLARSHIP PROGRAM



Pico Water District is pleased to announce this year's scholarship recipient, Liliana Rodriguez! Liliana received \$1,000 to put toward her higher education aspirations at Cal Poly Pomona. Funded entirely by the Pico Water District Board of Directors, the District's Scholarship Program promotes continual learning about the District and its mission. It educates the public about water-related issues, water conservation, and the advancement of careers in the water industry through further education.

*The District is proud of Liliana's accomplishment, and looks forward to next year's applicants! Applicants must:*



Meet high school graduation requirements



Reside in the Pico Water District service area, providing proof of water bill/residence



Plan to enter college in the fall semester



Complete the Pico Water District Scholarship application

## A TRUSTED WAY TO PAY

**Looking for a way to simplify your life?  
Save a stamp and use Xpress Bill Pay instead!**



**ONLINE PAYMENT:** Customers can visit the PWD website and access the Xpress Bill Pay service to make one-time payments or schedule autopay to automatically deduct payments each billing period.



**PHONE PAYMENT:** Xpress Bill Pay enables customers to make payments over the phone.



**XPRESS BILL PAY APP:** Customers can conveniently and securely pay bills on mobile devices by using the Xpress Bill Pay app.



**In addition to one-time payments,** Xpress Bill Pay provides a trusted and comprehensive payment solution for PWD customers, offering flexibility and convenience to meet individual preferences.

## LET'S GET SOCIAL

**Keeping in touch with Pico Water District is easier than ever!** We encourage you to follow PWD on social media to get news, announcements and valuable information, such as water conservation tips, maintenance schedules, community events and more.



It's a great way to stay informed and be a part of the PWD community.



**Facebook**  
@picowaterdistrict



**Instagram**  
@picowaterdistrict

*Pico Water District se compromete a mantener a nuestra comunidad informada e involucrada.*