# **APPENDIX B: eCCR Certification Form (Suggested Format)**

# Consumer Confidence Report Certification Form (To be submitted with a copy of the CCR)

Water	System Name:	Golden State Water Company-Southwest	
Water	System Number:	1910155	
was dist of avail containe	tributed on <u>7/1/2</u> 0 ability have been ed in the report is sly submitted to th	025 given). Furthe correct and con	ertifies that its Consumer Confidence Report _ (date) to customers (and appropriate notices r, the system certifies that the information sistent with the compliance monitoring data esources Control Board, Division of Drinking
Certified	d by:		
Name:	David Schultise	$\Omega$	Title: Water Quality Engineer
Signati	ure:( ) ) //	9	Date: 8/13/2025
Phone	number: 310-956-	9887	
oth  CC for ele	ner direct delivery r CR was distributed Electronic Deliver ectronic delivery me	methods used). using electronic y of the Consume ethods must com	direct delivery methods (attach description of delivery methods described in the Guidance er Confidence Report (water systems utilizing plete the second page).  ch non-bill paying consumers. Those efforts
<ul> <li>included the following methods:</li> <li>☑ Posting the CCR at the following URL: <a href="www.gswater.com/SouthwestCCR">www.gswater.com/SouthwestCCR</a></li> <li>☑ Mailing the CCR to postal patrons within the service area (attach zip code used)</li> <li>☑ Advertising the availability of the CCR in news media (attach copy of preselease)</li> <li>☑ Publication of the CCR in a local newspaper of general circulation (attach copy of the published notice, including name of newspaper and da published)</li> <li>☑ Posted the CCR in public places (attach a list of locations)</li> </ul>			
<u> </u>		pasilo piadoc	(attach a not 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)
$\times$	Fors	systems serving at least 100,000 persons: Posted CCR on a publicly-accessible
	inter	net site at the following URL: <u>www.gswater.com/SouthwestCCR</u>
$\boxtimes$	For	privately-owned utilities: Delivered the CCR to the California Public Utilities
	Con	nmission
	Con	sumer Confidence Report Electronic Delivery Certification
N/at		•
	ter sys	tems utilizing electronic distribution methods for CCR delivery must complete
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his ⊠	ter sys page Wate URL copy	Items utilizing electronic distribution methods for CCR delivery must complete by checking all items that apply and fill-in where appropriate.  Er system mailed a notification that the CCR is available and provides a direct to the CCR on a publicly available website where it can be viewed (attach a of the mailed CCR notification). URL: <a href="https://www.gswater.com/SouthwestCCR">www.gswater.com/SouthwestCCR</a>
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Provide a brief description of the water system's electronic delivery procedures and include how the water system ensures delivery to customers unable to receive electronic delivery.

In our continuing efforts to better serve our customers, conserve resources, and reduce costs, Golden State Water Company chose to utilize electronic delivery of the annual Consumer Confidence Reports (CCRs) as allowed by the United States Environmental Protection Agency and the State Water Resources Control Board – Division of Drinking Water. Notices regarding the availability of the CCR were mailed to customers as a bill insert, and also emailed to all customers receiving

electronic bills. These notices, printed and emailed in both English and Spanish, directed people to the URL for viewing the CCR online, and also gave them information on how to request a hard copy of the CCR.

This form is provided as a convenience and may be used to meet the certification requirement of section 64483(c) of the California Code of Regulations.



**Southwest Water System** 



# About the Company

GSWC is a wholly owned subsidiary of American States Water Company (NYSE:AWR) and provides water service to over 1 million customers throughout 12 counties in Northern, Coastal and Southern California. American States Water Company also owns a contracted services subsidiary, American States Utility Services, Inc. (ASUS). ASUS provides operations, maintenance and construction management services for water and wastewater systems located on military bases throughout the country under 50-year privatization contracts with the U.S. government. Bear Valley Electric Service is also a subsidiary and distributes electricity to approximately 24,000 customers in the City of Big Bear Lake and surrounding areas in San Bernardino County.



Robert Sprowls
President and
Chief Executive Officer
Golden State Water Company



Katherine Nutting General Manager, Southwest District Golden State Water Company

# President's Message

Dear Golden State Water Customer,

Golden State Water Company (GSWC) is pleased to present our 2025 Annual Water Quality Report (Consumer Confidence Report), providing customers with important information regarding local water quality and service during the 2024 calendar year.

GSWC is proud to serve more than one million customers across 81 communities in California, delivering reliable, high-quality water every day. We know that access to safe water is essential, and our team works around the clock to ensure your water is always there when you need it.

From scientists and engineers to water quality experts, our dedicated team continuously monitors and tests for hundreds of potential contaminants to keep your water safe. By proactively testing for hundreds of potential contaminants in our water systems, GSWC has consistently scored among the top water companies for compliance with water quality regulations.

GSWC proudly reports that the water delivered to your tap meets all federal and state quality standards established to protect the public's health and safety.

This report provides information regarding local water supply sources, testing, and the steps GSWC takes to ensure our water complies with the strictest standards set by the United States Environmental Protection Agency (USEPA), State Water Resources Control Board's Division of Drinking Water (DDW), and California Public Utilities Commission (CPUC).

To access the most up-to-date Water Quality Report for your area, sampling results, and frequently asked questions, visit **www.gswater.com/water-quality**. If you have questions, please contact our 24-hour Customer Service Center at 1.800.999.4033 or email us at **customerservice@gswater.com**.

Given our proactive approach to maintaining, operating, and improving our water systems, our customers can rest assured that their monthly rates contribute directly to the safety and reliability of their local water system. This upholds the essential right of every Californian to access safe, clean, and affordable water, regardless of their zip code.

We encourage all customers to visit **www.gswater.com** and follow us on X (formerly Twitter) and Facebook at @GoldenStateH2O. On behalf of everyone at GSWC, thank you for allowing us to serve you and your community.

Sincerely,

**Robert Sprowls** 

Robert of Apromla

Katherine Nutting

Golden State Water is constantly working toward 100 percent customer satisfaction and we encourage you to visit www.gswater.com and follow us on Twitter and on Facebook at @GoldenStateH2O

# Where Does **My Water Come From?**

Water delivered to customers in the Southwest System is a blend of groundwater

pumped from the West Coast and Central Groundwater Basins and imported water from the Colorado River Aqueduct and the State Water Project (imported and distributed by the Metropolitan Water District of Southern California). The West Coast Groundwater Basin stretches southwesterly from the Newport-Inglewood Fault Zone. The Central Groundwater Basin is bounded on



the north by the La Brea Uplift; on the east by the Elysian, Repetto, Merced and Puente hills; on the southeast by the Orange County Groundwater Basin; and on the west by the Newport-Inglewood Fault Zone.

#### Source Water Assessment

Golden State Water Company conducted a source water assessment from 2002 through 2017 for each groundwater well serving the customers of its Southwest System.

The groundwater sources are considered most vulnerable to the following activities not associated with detected contaminants; active and historic gas stations, automobile body shops, known contaminant plumes, wastewater treatment plants; chemical/petroleum processing/storage, confirmed leaking underground storage tanks, dry cleaners, metal plating/finishing/ fabrication, machine shops, plastics/synthetics producers, NPDES / WDR permitted discharges, and sewer collection systems.

A copy of the assessment may be viewed at:

State Water Board Los Angeles District Office 500 N. Central Ave., Suite 500, Glendale, CA 91203

You may request a summary of the assessment be sent to you by contacting:

State Water Board Los Angeles District Office at 1.818.551.2004

For more details, contact David Schultise, Water Quality Engineer, at 1.800.999.4033, or email the Customer Service Center at

#### customerservice@gswater.com

In December 2002, the Metropolitan Water District of Southern California (MWD) completed a source water assessment of its Colorado River and State Water Project supplies. Colorado River supplies are considered to be most vulnerable to the following: increasing urbanization in the watershed, recreation, urban/stormwater runoff, and wastewater.

State Water Project supplies are considered to be most vulnerable to the following: agriculture, recreation, urban/stormwater runoff, wastewater and wildlife.

A copy of the assessment can be obtained by contacting MWD at 1.213.217.6000.



In every one of our water systems, a team of highlytrained employees monitors water quality on an on-going basis to ensure that our customers are receiving high-quality water. For more information and to access frequently asked questions about your 2024 CCR visit: https://gswater.com/ccrfaq

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Delivering drinking water is serious business, and our team of scientists, engineers and water experts is dedicated to protecting our water systems and ensuring the water we deliver to local homes and businesses meets stringent standards set by the state and federal governments.



## **Glossary of Terms**

#### **Maximum Contaminant Level (MCL)**

The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the public health goals and maximum contaminant level goals as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste and appearance of drinking water.

#### California Notification Level (NL)

Non-regulatory, health-based advisory levels established by the State Board for contaminants in drinking water for which an MCL has not been established.

#### **Maximum Contaminant Level Goal (MCLG)**

The level of a contaminant in drinking water below which there is no known or expected risk to health. Maximum contaminant level goals are set by the United States Environmental Protection Agency (USEPA).

#### **Maximum Residual Disinfectant Level (MRDL)**

The highest level of a disinfectant allowed in drinking water. There is convincing evidence that the 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, MRDLs and treatment techniques (TTs) for contaminants that affect health, along with their monitoring and reporting requirements.

#### **Public Health Goal (PHG)**

The level of a contaminant in drinking water below which there is no known or expected risk to health. Public health goals are set by the California Environmental Protection Agency (CalEPA).

#### **Regulatory Action Level (AL)**

The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

#### **Treatment Technique (TT)**

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

Unit of Measurement	Unit Abbreviation	Also Known as	This can be compared to
Parts per million (PPM)	mg/L	milligrams per liter	1 second in 12 days
Parts per billion (PPB)	μg/L	micrograms per liter	1 second in 32 years
Parts per trillion (PPT)	ng/L	nanograms per liter	1 second in 32,000 years
Grains per gallon	grains/gallon	a measurement for water hardness often used for sizing household water softeners	1 grain/gal equals 17.1 mg/L of hardness
Nephelometric Turbidity Units	NTU	a measurement of the clarity of water	Turbidity in excess of 5 NTU is noticeable to the average person
Microsiemens per centimeter	μS/cm	a measurement of a solution's ability to conduct electricity	
Picocuries per liter	pCi/L	a measurement of radioactivity in water	

# How to Read This Table

The highest level of a constituent allowed in drinking water.

The highest level for which the constituent has no known or expected health risks.

The consumer confidence report lets you know which constituents, if any, are in your drinking water and how this may affect your health. The constituents presented in this table were detected above the detection limit set by the State Water Resources Control Board. Below is a guide that explains each column of the table.

L	The range of presence for whi the constituent was detected the drinking water.	ich in	a constit	stituent detected _ year			ost recent ests were cted.  Describes the most likely ways a constituent enters the drinking water. Wording provided by the USEPA.
	Primary Standards - Health Based (units)	Primary MCL	PHG (MCLG)	Range of Detection	Average Level	Most Recent Sampling Date	Typical Source of Constituent
	Substance A (mg/L)	50	0.6	ND - 40	20	2019	Erosion of natural deposits; residue from some surface water treatment processes
	Substance B (μg/L)	6	1	0.1 - 2.8	1.7	2016	Discharge from petroleum refineries; fire retardants; ceramics; electronics; solder

YOUR WATER	R MEETS A	LL CURF	RENT FED	ERAL AI	ND STATE R	EQUIREMENTS
Southwest Water System – Source Water Quality						
Primary Standards – Health Based (units)	Primary MCL	PHG (MCLG)	Range of Detection	Average Level	Most Recent Sampling Date	Typical Source of Constituent
Turbidity						
Highest single measurement of the treated surface water (NTU)	TT = 1.0	n/a	n/a	0.06	2024	Soil runoff
Lowest percent of all monthly readings less than 0.3 NTU (%)	TT = 95	n/a	n/a	100%	2024	Soil runoff
Inorganic Constituents						Freeign of patieral depositor recidus from come surface water
Aluminum (mg/L)	1	0.6	ND - 0.15	ND	2024	Erosion of natural deposits; residue from some surface water treatment processes
Arsenic (µg/L)	10	0.004	ND - 3.1	ND	2024	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes
Barium (mg/L)	1	2	ND - 0.13	ND	2024	Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits
Fluoride (mg/L) (a)	2.0	1	0.3 - 1.1	0.7	2024	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate [as N] (mg/L)	10	10	ND - 0.5	ND	2024	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Radioactive Constituents						
Gross Alpha Activity (pCi/L)	15(b)	(0)	ND - 7.1	ND	2023	Erosion of natural deposits
Gross Beta Activity (pCi/L)	50(c)	(0)	ND - 5	ND	2024	Decay of natural and manmade deposits
Jranium (pCi/L)	20	0.43	ND - 3	ND	2023	Erosion of natural deposits
Secondary Standards – Aesthetic (units)	Secondary MCL	PHG (MCLG)	Range of Detection	Average Level	Most Recent Sampling Date	Typical Source of Constituent
Aluminum (µg/L)	200	n/a	ND - 150	ND	2024	Erosion of natural deposits; residue from some surface water treatment processes
Color (units)	15	n/a	ND - 10	1	2024	Naturally-occurring organic materials
Chloride (mg/L)	500	n/a	24 - 130	56	2024	Runoff/leaching from natural deposits; seawater influence
Manganese (μg/L) (d)	50	n/a	ND - 54	ND	2024	Leaching from natural deposits
Odor—Threshold (units)	3	n/a	ND - 2	ND	2024	Naturally-occurring organic materials
pecific Conductance (μS/cm)	1600	n/a	440 - 1080	640	2024	Substances that form ions when in water; seawater influence
iulfate (mg/L)	500	n/a	0.55 - 253	79	2024	Runoff/leaching from natural deposits; industrial wastes
otal Dissolved Solids (mg/L)	1000	n/a	270 - 690	400	2024	Runoff/leaching from natural deposits
urbidity (units)	5	n/a	ND - 0.25	0.10	2024	Soil runoff
Other Parameters (units)	Notification Level	PHG (MCLG)	Range of Detection	Average Level	Most Recent Sampling Date	Typical Source of Constituent
lkalinity (mg/L)	n/a	n/a	94 - 210	164	2024	
Calcium (mg/L)	n/a	n/a	32 - 78	54	2024	
Hardness [as CaCO3] (mg/L)	n/a	n/a	120 - 305	197	2024	The sum of polyvalent cations present in the water, generally magnesium and calcium; the cations are usually naturally occurri
lardness [as CaCO3] (grains/gal)	n/a	n/a	7.0 - 18	12	2024	
Magnesium (mg/L)	n/a	n/a	9.2 - 29	15	2024	
pH (pH units)	n/a	n/a	7.8 - 8.3	8.1	2024	
Potassium (mg/L)	n/a	n/a	2.6 - 5.8	4.1	2024	
Sodium (mg/L)	n/a	n/a	41 - 117	57	2024	Refers to the salt present in the water and is generally naturally occurring
Unregulated Drinking Water Constituents (units)	Notification Level	PHG (MCLG)	Range of Detection	Average Level	Most Recent Sampling Date	
Lithium (ug/L)	n/a	n/a	ND - 51	ND	2024	Naturally-occurring; used in electrochemical cells, batteries, and organic syntheses and pharmaceuticals

<sup>(</sup>a) Our water system treats your water by adding fluoride to the naturally occuring level to help prevent dental caries in consumers. State regulations require the fluoride levels in the treated water to be maintained within a range of 0.6-1.2 mg/L with an optimum dose of 0.7 mg/L. (b) MCL is based on Gross Alpha minus Uranium. (c) DDW considers 50 pCi/L to be the level of concern for beta particles.

<sup>(</sup>d) The secondary MCL for manganese is based on an average. Although one sample was over the secondary MCL, your drinking water still met all standards throughout 2024. ND = Not Detected CaCO3 = Calcium Carbonate This table includes data only on constituents that were detected.

## **Laboratory Analyses**

Through the years, we have taken thousands of water samples to determine the presence of any radioactive, biological, inorganic, volatile organic, or synthetic organic contaminants in your drinking water. The table we provide shows only detected contaminants in the water.

Even though all of the substances listed here are under the Maximum Contaminant Level (MCL), we feel it is important that you know exactly what was detected and how much of these substances were present in your water. Compliance (unless otherwise noted) is based on the average level of concentration below the MCL. The state allows us to monitor for some contaminants less than once per year because the concentrations do not change frequently. Some of our data, while representative, is more than a year old.

**Chloramination** — The treated groundwater and water received from the Metropolitan Water District of Southern California (MWD) contains chloramine. Chloramine is added to the water for public health protection. Chloraminated water is safe for people and animals to drink, and for all other general uses. Three special user groups, including kidney dialysis patients, aquarium owners, and businesses or industries that use water in their treatment process, must remove chloramine from the water prior to use.

Hospitals or dialysis centers should be aware of chloramine in the water and should install proper chloramine removal equipment, such as dual carbon adsorption units. Aquarium owners can use readily available products to remove or neutralize chloramine. Businesses and industries that use water in any manufacturing process or for food or beverage preparation should contact their water treatment equipment supplier regarding specific equipment needs.

**Fluoridation** — GSWC began adding fluoride to its treated water supply in March 2013. Fluoride has been added to the water that GSWC purchases from Metropolitan Water District of Southern California (MWD) since November 2007. Customers should see no difference in the taste, color or odor of their water



as a result of fluoridation. Fluoridation does not change the way you normally use water for fish, pets or cooking. Parents and guardians of children who receive fluoride supplements should consult the child's doctor or dentist. For information regarding fluoridation of your water, please visit the Division of Drinking Water's fluoridation website at https://www.waterboards.ca.gov/drinking\_water/certlic/drinkingwater/Fluoridation.html.



**Lead** — 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. GSWC 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 two 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 about lead in drinking water, testing methods and steps you can take to minimize exposure is available from the USEPA's Safe Drinking Water Hotline at 1.800.426.4791 or at http://www.epa.gov/safewater/lead.

GSWC has completed the initial lead service line inventory required by the U.S. EPA's Lead and Copper Rule Revisions. Through a thorough review of historical records and initial field investigations, GSWC has determined that its distribution systems do not have lead or galvanized service lines that require replacement. This includes any customer-owned service lines. For more information, please visit <a href="https://www.gswater.com/service-material-inventory">https://www.gswater.com/service-material-inventory</a>.

**Manganese** — The secondary MCL for manganese is set for aesthetic reasons and there is no health concern associated with the manganese levels detected in this water system.

**Turbidity** — Turbidity is a measure of the cloudiness of the water. It is monitored because it is a good indicator of the effectiveness of surface water filtration.

**Unregulated Contaminant Monitoring** — Monitoring for unregulated contaminants helps the USEPA and the State Water Board to determine where certain contaminants occur and whether the contaminants need to be regulated.

Southwest Water System – Distribution Water Quality							
Disinfection Byproducts and Disinfectant Residuals (units)	Primary MCL (MRDL)	PHG (MRDLG)	Range of Detection	Average Level	Most Recent Sampling Date	Typical Source of Constituen	t
Bromate (µg/L)	10	0.1	ND - 9.2	3.1	2024	Byproduct of drinking water disinfection	
Chloramines [as Cl2] (mg/L)	(4.0)	(4)	ND - 4.0	2.4	2024	Drinking water disinfectant added for treatment	
HAA5 [Sum of 5 Haloacetic Acids] (µg/L)	60	n/a	ND - 12	12	2024	Byproduct of drinking water disinfection	
TTHMs [Total Trihalomethanes] (µg/L)	80	n/a	1.8 - 37	40	2024	Byproduct of drinking water disinfection	
Inorganic Constituents (units)	Action Level	PHG (MCLG)	Sample Data	90th % Level	Most Recent Sampling Date	Typical Source of Constituen	t
Copper (mg/L)	1.3	0.3	None of the 107 samples collected exceeded the action level.	0.12	2023	Internal corrosion of household plumbing systems natural deposits; leaching from wood preservative	
Lead sampling in schools and residential plumbing	Action Level	PHG	Sample Data	90th % Level	Most Recent Sampling Date	Typical Source of Constituent	Number of Schools Tested (e)
Lead (µg/L)	15	0.2	1 of the 107 samples collected exceeded the action level.	ND	2023	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits.	45

**(e)** The State of California made lead sampling in schools mandatory with a compliance window through 2019.

This table includes data only on constituents that were detected.

ND = Not Detected



# **Risk to Tap and Bottled Water**

Drinking water, including bottled water, may reasonably be expected to contain 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 at 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 layers in the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, which can pick up substances resulting from the presence of animal or human activity.

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

#### **Contaminants in Drinking Water Sources May Include:**

- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife
- Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, and 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, which are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff and septic systems
- Radioactive contaminants that can be naturally occurring or be the result of oil and gas production and mining activities

# For People with Sensitive Immune Systems

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised people, such as those individuals with cancer undergoing chemotherapy, those who have undergone organ transplants, those with HIV/AIDS or other immune system disorders, some elderly populations, and infants, can be particularly at risk from infections. These people should seek advice from their health care providers.

The USEPA and Centers for Disease Control issue guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants.

To obtain a copy of these guidelines, please call the USEPA's Safe Drinking Water Hotline at **1.800.426.4791**.

For additional information, please contact our 24-hour Customer Service Center at **1.800.999.4033** or email us at **customerservice@gswater.com**.

# **Cross Connection Control Program**

GSWC's Cross Connection Control Program provides a level of certainty that the water in the company's distribution system is protected from possible backflow of contaminated water from customers' premises. For additional information and how to learn how to prevent cross-connections at your home, visit https://www.gswater.com/protecting-our-drinking-water/.



# **Flushing**

Hydrant flushing is an essential maintenance procedure that all water providers must perform periodically to ensure the water delivered to customers meets state and federal drinking water standards. GSWC is using NO-DES (Neutral Output-Discharge Elimination System) flushing in several of our service areas to help flush our distribution systems sustainably.

Traditional hydrant flushing discharges hundreds of thousands of gallons of water onto the street. GSWC's NO-DES trucks and trailers offer a new maintenance technology, connecting two hydrants to a complex filtration system which cleans the water and returns it to the distribution system.

For more information about hydrant flushing, visit http://www.gswater.com/flushing.

## If You Have Questions - Contact Us

For information about your water quality or to find out about upcoming opportunities to participate in public meetings, please contact our 24-hour Customer Service Center at 1.800.999.4033. Visit us online at www.gswater.com or email us at customerservice@gswater.com.

Este informe contiene información muy importante sobre su agua de beber. Tradúzcalo o hable con alguien que lo entienda bien.

Báo cáo này chứa thông tin quan

trọng về nước uống của quý vị. Xin nhờ người dịch cho quý vị. Mahalaga ang impormasyong ito. Mangyaring ipasalin ito.

この報告書には上水道に関する重要な情報が記されております。 翻訳を御 依頼なされるか、内容をご理解なさっておられる方にお尋ね下さい。

이 안내는 매우 중요합니다. 본인을 위해 번역인을 사용하십시요.



#### Connect with us to learn more!

Visit www.gswater.com to:

- ♦ Access the latest Water Quality Report for your area
- Get the latest updates and news regarding water supply and state/local restrictions
- Learn more about water-use efficiency, including programs and rebates in your area
- Understand your water bill and learn about payment options
- Obtain information about programs for low-income customers (Customer Assistance Program or CAP)
- Sign up to receive email updates about your water service



# **Conserving for California**

After years of severe drought, California's water supply has improved for many parts of the state. GSWC customers did a tremendous job reducing water use during the last drought, and most have continued those water-efficient practices and made conservation a way of life. GSWC is proud to be your partner in conservation, offering tips and programs to help you manage your water use and control your bill. To learn more about conservation programs and rebates in your area, please visit www.gswater.com/conservation or call 1.800.999.4033.



#### Infrastructure Investments

At GSWC, we believe access to clean and reliable drinking water is a fundamental right for all Californians. Our customers should never think twice about the quality of water coming from their taps. To fulfill this commitment, we continue to invest in water infrastructure essential to treating and delivering sustainable, long-term value for our customers.

Since 2019, GSWC has invested more than \$894 million in water infrastructure projects essential to providing quality, reliable water to over 1 million Californians in 81 communities. In 2024, GSWC invested more than \$210 million in water treatment facilities, water storage and distribution systems. GSWC continues to invest in its water system, which now includes approximately 2,869 miles of pipeline, 81,073 valves and 27,118 fire hydrants. These proactive investments in local infrastructure avoid the costly and sometimes dangerous effects of deferring maintenance or delaying the replacement of aged infrastructure.

Customers interested in learning more about current and completed infrastructure projects in their service areas are encouraged to visit their service area's webpage at www.gswater.com/your-service-area.



A drought-tolerant garden.



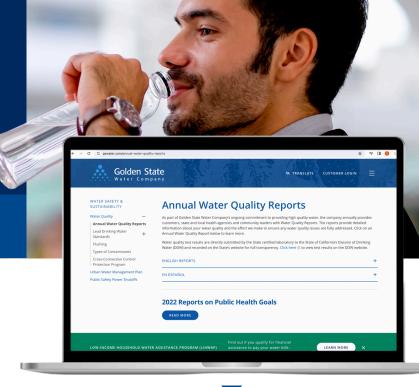
# CONSUMER CONFIDENCE REPORTS AVAILABLE NOW!



For more information, visit **gswater.com** 

# **The Consumer Confidence Report**

The Consumer Confidence Report, or CCR, is an annual water quality report that the Safe Drinking Water Act (SDWA) requires Golden State Water Company to provide its customers. The CCR introduces customers to the quality of their drinking water, its origin, and the efforts required by Golden State Water Company to deliver quality, reliable water. The State Water Resources Control Board's Division of Drinking Water is comprised of highly trained water quality experts who closely monitor all water testing and have confirmed that Golden State Water's water meets all water quality standards and is safe to drink.



Si desea una copia en papel del CCR del 2025 enviado por correo a su dirección o si desea hablar con alguien sobre el informe, llame al 1-800-999-4033 o por correo electrónico a waterquality@gswater.com.

You can view your 2025 Consumer Confidence Report and learn more about your drinking water by visiting our website. You can find a direct URL link in the message center on the back of your water bill. You can also find the URL link for your system in the table on the reverse side of this page.

If you would like a paper copy of the 2025 CCR mailed to your address or to speak with someone about the report, please call **1-800-999-4033** or email **waterquality@gswater.com**.



El informe de Confianza del Consumidor o CCR, es un informe anual de la calidad de agua potable que el Decreto de Agua Potable Sana requiere que Golden State Water Company le provee.



El CCR presenta a los clientes la calidad de su agua potable, su origen y los esfuerzos requeridos por Golden State Water Company para entregar agua confiable y de calidad.



La División de Agua Potable de la Junta Estatal de Control de Recursos Hídricos está compuesta por expertos altamente capacitados en la calidad del agua que monitorean de cerca todas las pruebas de agua y han confirmado que el agua de Golden State Water cumple con todos los estándares de calidad del agua y es segura para beber.



**Apple Valley North Water System** 

www.gswater.com/AppleValleyNorthCCR

**Apple Valley South Water System** 

www.gswater.com/AppleValleySouthCCR

**Arden Water System** 

www.gswater.com/ArdenCCR

**Artesia Water System** 

www.gswater.com/ArtesiaCCR

**Barstow Water System** 

www.gswater.com/BarstowCCR

**Baypoint Water System** 

www.gswater.com/BaypointCCR

**Bell-Bell Gardens Water System** 

www.gswater.com/BellBellGardensCCR

**Calipatria Water System** 

www.gswater.com/CalipatriaCCR

**Claremont Water System** 

www.gswater.com/ClaremontCCR

**Clearlake Water System** 

www.gswater.com/ClearlakeCCR

**Cordova Water System** 

www.gswater.com/CordovaCCR

**Cowan Heights Water System** 

www.gswater.com/CowanHeightsCCR

**Culver City Water System** 

www.gswater.com/CulverCityCCR

**Cypress Ridge Water System** 

www.gswater.com/CypressRidgeCCR

**Desert View Water System** 

www.gswater.com/DesertViewCCR

**Edna Road Water System** 

www.gswater.com/EdnaRoadCCR

Florence-Graham Water System

www.gswater.com/FlorenceGrahamCCR

**Hollydale Water System** 

www.gswater.com/HollydaleCCR

**Lake Marie Water System** 

www.gswater.com/LakeMarieCCR

**Los Osos Water System** 

www.gswater.com/LosOsosCCR

**Lucerne Water System** 

www.gswater.com/LucerneCCR

**Morongo Del Norte Water System** 

www.gswater.com/MorongoDelNorteCCR

**Morongo Del Sur Water System** 

www.gswater.com/MorongoDelSurCCR

Nipomo Water System

www.gswater.com/NipomoCCR

**Norwalk Water System** 

www.gswater.com/NorwalkCCR

**Orcutt Water System** 

www.gswater.com/OrcuttCCR

Placentia-Yorba Linda Water System

www.gswater.com/Placentia-YorbaLindaCCR

**Robbins Water System** 

www.gswater.com/RobbinsCCR

**San Dimas Water System** 

www.gswater.com/SanDimasCCR

San Juan Oaks Water System

www.gswater.com/SanJuanOaksCCR

Simi Valley Water System

www.gswater.com/SimiValleyCCR

**Sisquoc Water System** 

www.gswater.com/SisquocCCR

**South Arcadia Water System** 

www.gswater.com/SouthArcadiaCCR

**South San Gabriel Water System** 

www.gswater.com/SouthSanGabrielCCR

**South Shore Water System** 

www.gswater.com/SouthshoreCCR

**Southwest Water System** 

www.gswater.com/SouthwestCCR

**Tanglewood Water System** 

www.gswater.com/TanglewoodCCR

**West Orange County Water System** 

www.gswater.com/WestOrangeCountyCCR

Willowbrook Water System

www.gswater.com/WillowbrookCCR

**Wrightwood Water System** 

www.gswater.com/WrightwoodCCR

From: Golden State Water Company

**Subject:** Consumer Confidence Reports Are Now Available

**Date:** Monday, June 2, 2025 2:02:36 PM

#### This Message Is From An External Sender

This message came from outside the company. Do not open any attachments unless you expected this message. Do not click links unless you are sure they are safe.

#### **EXTERNAL EMAIL**



# Message from Golden State Water Company

Dear Valued Customer,

Golden State Water is pleased to announce that Consumer Confidence Reports are now available. The Consumer Confidence Report, or CCR, is an annual water quality report that the Safe Drinking Water Act (SDWA) requires Golden State Water Company to provide to you. The purpose of the CCR is to raise customer awareness of the quality of your drinking water, where your drinking water comes from, what it takes to deliver water to your homes, and the importance of protecting drinking water sources. This report contains important information about the source and quality of your drinking water.

If you would like a paper copy of the 2025 CCR mailed to your mailing address or would like to speak with someone about the report, please call 1-800-999-4033 or email <a href="mailto:waterquality@gswater.com">waterquality@gswater.com</a>.

You can view your 2025 Consumer Confidence Report and learn more about your drinking water by visiting the following URL: <a href="https://www.gswater.com/SouthwestCCR">www.gswater.com/SouthwestCCR</a>

El informe de Confianza del Consumidor o CCR, es un informe anual de la calidad de agua potable que el Decreto de Agua Potable Sana requiere que Golden State Water Company le provee. El

objetivo del CCR es aumentar la conciencia de los consumidores acerca de la calidad de su agua potable, de donde viene el agua potable, lo que se necesita para distribuir agua a su hogar, y la importancia de proteger fuentes de agua potable. Este informe contiene información importante acerca del origen y la calidad de su agua potable.

Si desea una copia en papel del CCR del 2025 enviado por correo a su dirección o si desea hablar con alguien sobre el informe, llame al 1-800-999-4033 o por correo electrónico a waterquality@gswater.com.

Sincerely,
Golden State Water Company

Golden State Water Company



Los Angeles Daily News 181 E. Huntington Drive, Suite 209 Los Angeles, California 91016 (562) 499-1236

> David Schultise 14401 S. Chadron Ave Hawthorne, CA 90250

> > FILE NO. 0011742680
> > PROOF OF PUBLICATION AFFIDAVIT
> > (2015.5 C.C.P.)

STATE OF CALIFORNIA County of Los Angeles

I am a citizen of the United States and a resident of the County aforesaid, I am over the age of eighteen years, and not a party to or interested in the matter. I am the principal clerk of the printer of the Daily News, a newspaper of general circulation published 7 times weekly in the City of Los Angeles, County of Los Angeles, and which newspaper has been adjudged a newspaper of general circulation by the Superior Court of the County of Los Angeles, State of California, under the date of May 26, 1983, Case Number Adjudication #C349217, that the notice, of which the annexed is a printed copy has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to wit:

#### 06/27/2025

I certify (or declare) under the penalty of perjury that the foregoing is true and correct.

Executed at Los Angeles, California, on this 27th day of June, 2025.

Signature

#### **Public Notice**

Golden State Water Company's 2025 Annual Water Quality Reports (Consumer Confidence Reports) detailing local water quality and service during the 2024 calendar year are now available. Interested parties who would like to view or print a copy can access the reports at: www.gswater.com/annual-water-quality-reports.

Los Angeles Daily News Published: 6/27/25



#### SERVICE FOR



### ACCOUNT NUMBER

**DUE DATE**July 02, 2025

BILL DATE June 11, 2025 **AMOUNT DUE** \$1,112.26

Page 1 of 2

Customer Service - 24 Hours: (800) 999-4033 www.gswater.com Hearing Impaired TTY: (877) 933-9533 Preguntas? Llame al Centro de Servicio al Consumidor al (800) 999-4033

Visit **gswater.com** to enroll for service updates via **e-newsletter**.

Mail Payments to NEW Address: P.O. Box 51133, Los Angeles, CA 90051-1133. To learn about the various Payment Options we offer go to: www.gswater.com/payment-options or see back of bill

# Current Activity Rate Schedule ME-1-R (ME1RM)

Service Charge	5/8" meter	
Service Charge		\$34.86
Water Usage		
Tier 1 - Water Usage - 9.00 CCF at	\$5.215	\$46.94
Tier 2 - Water Usage - 12.00 CCF a	t \$5.997	\$71.96
Tier 3 - Water Usage - 7.00 CCF at	\$6.897	\$48.28
Surcharges, Fees, & Credits		
Sewer Charges - 28.00 CCF at \$0.3	705	\$10.37
CAP Prog Adm Surcharge - 28.00 C	CF at \$0.242	\$6.78
WRAM/MCBA Surcharge/credit		\$10.28
Other Surcharges/credits		\$17.57
CPUC Fee - 0.68% - of \$236.67		\$1.61
<b>Total New Charges</b>		\$248.65

		Account Summary	
3	Previous Balance		\$983.61
	Payments	5-23-25 Thank You	-\$120.00
	Total Prior Balance	Due On August 13, 2025	\$863.61
	Current Charges	Due On July 2, 2025	\$248.65
	<b>Total Amount Due</b>		\$1,112.26

Drought Stage 1 Usage History (One CCF = 7.48 CGL or 748 gallons)					
Bill Period	2020 Usage	Target Usage *	Actual Usage		
Prior	28 CCF or 209.44 CGL	22 CCF or 164.56 CGL	19 CCF or 142.12 CGL		
Current	30 CCF or 224.40 CGL	24 CCF or 179.52 CGL	28 CCF or 209.44 CGL		
Next	31 CCF or 231.88 CGL	25 CCF or 187.00 CGL			

The Stage 1 TARGET USAGE (your allocation) for the PRIOR and CURRENT period is voluntary and based on the number of days of the bill period.

Read and Usage Information						
Meter	Service	Period	Days	Previous Reading	Current Reading	CCF Usage
	May 08	Jun 10	33	3216	3244	28
Your next scheduled meter read date is approximately July 11, 2025						

Your opinion is very important to us. Please rate our service by calling 1-888 933 8648. Enter code 201 when prompted.

#### **POSTAL**

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

ACCOUNT NUMBER:

То

Total Prior Balance Due On August 13, 2025 \$863.61
Current Charges Due On July 2, 2025 \$248.65
Total Amount Due \$1,112.26

Amount Enclosed

Torrance, CA 90505

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.

Golden State
Water Company
A September of American States Water Comp

SAN DIMAS CA 91773-9016

**PO BOX 9016** 

GOLDEN STATE WATER COMPANY PO BOX 51133 LOS ANGELES CA 90051-1133

#### **Message Center**

The state of California is experiencing drought conditions, and all water customers are encouraged to use water responsibly and reduce usage. FOR INFORMATION ON THE DROUGHT, conservation and local requirements, please visit www.gswater.com/drought.

To view your 2025 Consumer Confidence Report and learn more about your drinking water, please visit: www.gswater.com/SouthwestCCR

To view your 2025 Consumer Confidence Report and learn more about your drinking water, please visit: www.gswater.com/SouthwestCCR Watering Days: EVEN ADDRESSES (0,2,4,6,8): Sunday, Wednesday, Friday ODD ADDRESSES (1,3,5,7,9): Tuesday, Thursday, Saturday.

Effective 5/1/25, due to annual WRAM&MCBA recalibration 12-month surcharge applies to general meter service & 12-month surcredit to non-general meter service & 2023 WRAM&MCBA surcharge expires. For more information, visit www.gswater.com/advice-letters-0

Effective May 1 2025, a temporary surcharge will be in effect for 12-months to recover the difference between interim rates and final rates, as a result of a delignment.

Effective May 1,2025, a temporary surcharge will be in effect for 12-months to recover the difference between interim rates and final rates, as a result of a delay in Decision 25-01-036. For more information, visit www.gswater.com/advice-letters-0

#### **PAYMENT OPTIONS:**

Go to www.gswater.com/payment-options for payment options, authorized locations, and auto pay application form.

- Auto Pay (Electronic Funds Transfer): Submit an application to pay your bill automatically from a checking or savings account.
- Online: Receive bills online and pay electronically by using "MyGSWater". Go to: www.gswater.com/payment-options or call (800) 999-4033.
- Phone: Call KUBRA EZ-PAY at (844) 706-7690. KUBRA EZ-PAY accepts ATM, Visa, MasterCard, Discover or electronic check.
- Mail: Send bill stub and payment in enclosed envelope.
- In Person: Visit www.gswater.com/payment-options to find a KUBRA EZ-PAY agent to make a Cash Payment (service fee applies).

# BILL TERMS AND POLICY OF DISCONTINUATION OF RESIDENTIAL SERVICES FOR NONPAYMENT

The bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of mailing. A cash deposit and reconnection charge may be required to re-establish credit and service.

To avoid disconnection of residential service for nonpayment, customers can call Golden State Water to request a one-time payment extension or set-up a payment plan by contacting our Customer Service Center at (800) 999-4033. For more information on the Policy of Discontinuation of Residential Services please visit https://www.gswater.com/policy-of-discontinuation available in multiple languages.

#### WRAM/MCBA SURCHARGE/SURCREDIT

The Water Revenue Adjustment Mechanism (WRAM) and Modified Cost Balancing Account (MCBA) ensure revenue recovered from rates balances with expenses to operate, maintain and improve the water system. For more info, please visit gswater.com/rates-schedules-and-tariffs.

#### **DROUGHT INFORMATION**

The state of California is experiencing drought conditions, and all water customers are encouraged to use water responsibly and reduce usage. For information on the drought, conservation and local requirements, please visit www.gswater.com/drought.

**DISPUTING YOUR BILL:** If you believe there is an error on your bill or **have** a question about your service, please call Golden State Water Company customer support at (800) 999-4033. We welcome the opportunity to assist you. If after contacting us, you are still not satisfied with Golden State Water Company's response, you may submit a complaint to the California Public Utilities Commission (CPUC) by visiting http://www.cpuc.ca.gov/complaints/. Billing and service complaints are handled

Telephone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)
Mail: California Public Utilities Commission, Consumer Affairs Branch,
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the

following means if you prefer not to submit your complaint online:

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

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

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill,** please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on. The Commission will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of the utility's service, general level of rates, pending rate applications and sources of fuel or power.

#### PLEASE INDICATE ANY CHANGES

Name:	
Address:	
City:	
State:	Zip:
Home Phone:	
Work Phone:	
Email:	



June 20, 2025

California Public Utilities Commission ATTN: Terence Shia, P.E. Director, Water Division 505 Van Ness Avenue San Francisco, California 94102

To: Terence Shia

Enclosed, please find printed versions of Golden State Water Company's 2025 Consumer Confidence Reports for 2024 and a list of each water system owned and operated by our company.

The Consumer Confidence Reports were delivered to the respective water customers during June 2025. The reports are available at each local water system office, the District offices of Golden State Water Company, and may be viewed on our website at <a href="https://www.gswater.com/annual-water-quality-reports">www.gswater.com/annual-water-quality-reports</a>. Please let us know if you would like hard copies to be mailed to your office.

Should you have any further questions in this matter, you may contact me at (714) 514-5210 (sunil@gswater.com), or Dawn White at (916) 853-3615 (dawn.white@gswater.com).

Sunil Pillai,

Sunil Pillai

Vice President, Environmental Quality

**Enclosure** 



#### List of Golden State Water Systems

- 1. Apple Valley North
- 2. Apple Valley South
- 3. Arden
- 4. Artesia
- 5. Barstow/Lenwood
- 6. Bay Point
- 7. Bell/Bell Gardens
- 8. Calipatria
- 9. Claremont
- 10. Clearlake
- 11. Cordova
- 12. Cowan Heights
- 13. Culver City
- 14. Cypress Ridge
- 15. Desert View
- 16. Edna Road
- 17. Florence-Graham
- 18. Hollydale
- 19. Lake Marie
- 20. Los Osos
- 21. Lucerne
- 22. Morongo Del Norte
- 23. Morongo Del Sur
- 24. Nipomo (Vista)
- 25. Norwalk
- 26. Orcutt
- 27. Placentia-Yorba Linda
- 28. Robbins
- 29. San Dimas
- 30. San Juan Oaks
- 31. Simi Valley
- 32. Sisquoc
- 33. South Arcadia
- 34. South San Gabriel
- 35. South Shore
- 36. Southwest
- 37. Tanglewood
- 38. West Orange
- 39. Willowbrook
- 40. Wrightwood