

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

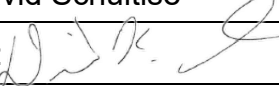
### Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

|                      |                                      |
|----------------------|--------------------------------------|
| Water System Name:   | Golden State Water Company-Southwest |
| Water System Number: | 1910155                              |

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 7/1/2026 (date) to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the State Water Resources Control Board, Division of Drinking Water (DDW).

Certified by:

|                                                                                              |                               |
|----------------------------------------------------------------------------------------------|-------------------------------|
| Name: David Schultise                                                                        | Title: Water Quality Engineer |
| Signature:  | Date: 7/20/2026               |
| Phone number: 310-956-9887                                                                   |                               |

To summarize report delivery used and good-faith efforts taken, please complete this page by checking all items that apply and fill-in where appropriate:

- ☐ CCR was distributed by mail or other direct delivery methods (attach description of other direct delivery methods used).
- ☒ CCR was distributed using electronic delivery methods described in the Guidance for Electronic Delivery of the Consumer Confidence Report (water systems utilizing electronic delivery methods must complete the second page).
- ☒ "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:
  - ☒ Posting the CCR at the following URL: [www.gswater.com/SouthwestCCR](http://www.gswater.com/SouthwestCCR)
  - ☐ Mailing the CCR to postal patrons within the service area (attach zip codes used)
  - ☐ Advertising the availability of the CCR in news media (attach copy of press release)
  - ☐ Publication of the CCR in a local newspaper of general circulation (attach a copy of the published notice, including name of newspaper and date published)
  - ☐ Posted the CCR in public places (attach a list of locations)

- ☐ Delivery of multiple copies of CCR to single-billed addresses serving several persons, such as apartments, businesses, and schools
- ☐ Delivery to community organizations (attach a list of organizations)
- ☐ Publication of the CCR in the electronic city newsletter or electronic community newsletter or listserv (attach a copy of the article or notice)
- ☒ Electronic announcement of CCR availability via social media outlets (attach list of social media outlets utilized)
- ☐ Other (attach a list of other methods used)
- ☒ *For systems serving at least 100,000 persons:* Posted CCR on a publicly-accessible internet site at the following URL: [www.gswater.com/SouthwestCCR](http://www.gswater.com/SouthwestCCR)
- ☒ *For privately-owned utilities:* Delivered the CCR to the California Public Utilities Commission

### **Consumer Confidence Report Electronic Delivery Certification**

*Water systems utilizing electronic distribution methods for CCR delivery must complete this page by checking all items that apply and fill-in where appropriate.*

- ☒ Water system mailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available website where it can be viewed (attach a copy of the mailed CCR notification). URL: [www.gswater.com/SouthwestCCR](http://www.gswater.com/SouthwestCCR)
- ☒ Water system emailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available site on the Internet where it can be viewed (attach a copy of the emailed CCR notification). URL: [www.gswater.com/SouthwestCCR](http://www.gswater.com/SouthwestCCR)
- ☐ Water system emailed the CCR as an electronic file email attachment.
- ☐ Water system emailed the CCR text and tables inserted or embedded into the body of an email, not as an attachment (attach a copy of the emailed CCR).
- ☐ *Requires prior DDW review and approval.* Water system utilized other electronic delivery method that meets the direct delivery requirement.

*Provide a brief description of the water system's electronic delivery procedures and include how the water system ensures delivery to customers unable to receive electronic delivery.*

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. CCR announcements were also posted on social media (Twitter and Facebook).

*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

Consumer Confidence Report on Water Quality for 2025



[www.gswater.com/SouthwestCCR](http://www.gswater.com/SouthwestCCR)



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# Southwest

## Your Water Quality Report Understanding Your Water from Source to Tap

You should never have to question the quality of your drinking water. At Golden State Water Company (GSWC), providing safe, reliable water is our highest priority. We are equally committed to transparency and ensuring you understand where your water comes from, what it contains, and how it compares to drinking water standards.

We are pleased to present the 2026 Annual Water Quality Report, which includes important information about your local water quality during the 2025 calendar year. This report explains your water sources, substances detected in source water, and the results of our comprehensive testing program.

GSWC delivers high-quality water to more than one million customers across 81 communities throughout California. Our scientists, engineers, and water quality professionals conduct thousands of tests each year for hundreds of potential contaminants.

These efforts ensure your water meets all standards established by the United States Environmental Protection Agency (USEPA), the California State Water Resources Control Board Division of Drinking Water (DDW), and the California Public Utilities Commission (CPUC).

**We are proud to report that the water delivered to your tap complies with all applicable regulatory requirements. The information in this report is presented to help you feel confident in the safety and quality of your drinking water.**

Thank you for trusting GSWC to serve you and your community with safe, reliable drinking water.

To learn more, visit [www.gswater.com/water-quality](http://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](mailto:customerservice@gswater.com).

### Water Quality Report Card

| Potential Contaminants       | Why We Test For It                      | Where It Comes From                             | Your Drinking Water                                                           |   |
|------------------------------|-----------------------------------------|-------------------------------------------------|-------------------------------------------------------------------------------|---|
| Microbiological Contaminants | Can cause illness if present            | Natural environment, animals, or human activity | Meets State and Federal Standards                                             | ✓ |
| Lead & Copper                | High levels can affect health over time | Old household plumbing                          | Meets State and Federal Standards                                             | ✓ |
| Disinfection Byproducts      | High levels can affect health           | Drinking Water Disinfection Process             | Meets State and Federal Standards                                             | ✓ |
| Turbidity (Cloudiness)       | Clear water = high quality              | Soil runoff                                     | Meets State and Federal Standards                                             | ✓ |
| Fluoride                     | Helps prevent tooth decay               | Natural deposits or added for dental health     | Meets the Centers for Disease Control and Prevention (CDC) recommended ranges | ✓ |
| PFAS (Forever Chemicals)     | Can affect health if present            | Consumer and industrial products                | None detected                                                                 | ✓ |

For more information, see the Laboratory Analyses section in this report or visit [www.gswater.com/types-contaminants](http://www.gswater.com/types-contaminants).

### 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 and 81 communities throughout 12 counties in Northern, Coastal, and Southern California.

**Golden State Water is constantly working toward 100 percent customer satisfaction and we encourage you to visit [www.gswater.com](http://www.gswater.com) and follow us on Facebook, X, Instagram, LinkedIn, and YouTube @GoldenStateH2O**

# Infrastructure Investments

At GSWC, we believe access to clean and reliable drinking water is fundamental to public health and community well-being. Our customers should never have to question the safety or reliability of their water. Delivering on that promise requires continuous investment in the infrastructure that collects, treats, stores, and delivers water safely to your tap.

*In 2025, GSWC invested more than \$168 million in water treatment facilities, water storage and distribution systems, including installing approximately:*

- 💧 112,052 feet of pipeline
- 💧 998 valves
- 💧 230 fire hydrants

the risk of service interruptions. By maintaining and upgrading aging infrastructure before problems occur, we help avoid costly and potentially unsafe system failures.

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](http://www.gswater.com/your-service-area).



**In every one of our water systems a team of highly-trained 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 2026 CCR visit: [gswater.com/ccrfaq](http://gswater.com/ccrfaq)**



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# Cross-Connection Control & Backflow Protection Program

**GSWC is committed to delivering safe, high-quality drinking water at all times. Preventing cross-connections and backflow is an important safeguard that protects the integrity of the public water system.**

Without proper backflow preventive measures, conditions such as pressure changes could allow contaminants including fertilizers, pesticides, pool water, or cleaning products to enter the drinking water system.

Common systems/equipment that can introduce cross-connections include irrigation systems, pools and spas, boilers, fire sprinkler systems, chemical sprayers, and secondary water sources such as private wells.

GSWC's Cross-Connection Control Program protects community health by identifying potential hazards, requiring approved backflow prevention assemblies where needed, ensuring annual testing of required assemblies, and providing customer education and regulatory oversight. These measures help ensure that water remains safe from the source, through treatment, and all the way to your tap.

**When required, installation of an approved backflow prevention assembly is necessary to safeguard our water and protect the public water supply.**



**Cross Connection:** Any connection between drinking water and a non-potable source.

**Backflow:** Under normal conditions, water flows one way into your property. However, sudden pressure changes such as during firefighting activities or a water main break can cause water to reverse direction (backflow), potentially drawing contaminants into the public system.

**Approved Backflow Prevention Assemblies:** A testable device with check valves that allow water to flow only in one direction; from the public water system into homes and businesses.

**Hose Bib Vacuum Breaker:** An inexpensive (non-testable) backflow prevention device adapted to spigots to provide basic level of backflow prevention.

**Annual field testing and inspections** by a certified backflow assembly tester ensures ongoing protection of public health by preventing backflow events.



**Do not connect a garden hose directly to chemical sprayers** as this creates a cross-connection that can draw contaminants into your drinking water during a backflow event. Ensure a hose bib vacuum breaker is installed to prevent backflow and protect the potable water supply.





## How You Can Help

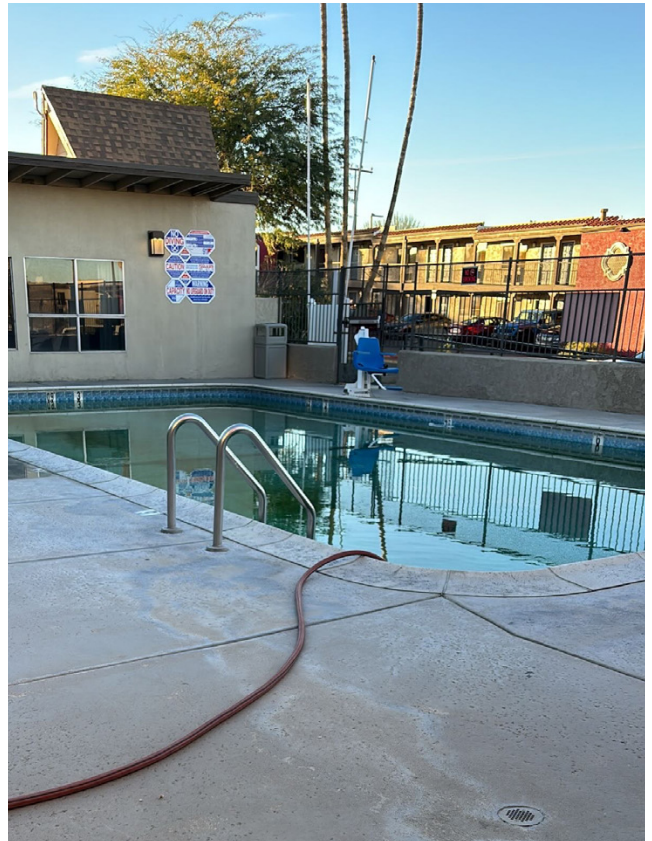
### Do:

- ✓ Keep hoses out of pools, buckets, and other containers
- ✓ Install hose-bib vacuum breakers on all spigots
- ✓ Use approved backflow prevention assemblies where required
- ✓ Have required backflow prevention assemblies tested annually

### Don't:

- ✗ Submerge hoses in contaminated water
- ✗ Attach chemical dispensers directly to hoses without proper protection

Property owners are responsible for installing and maintaining required backflow prevention assemblies. For questions, contact GSWC at [backflowtest@gswater.com](mailto:backflowtest@gswater.com) or call 1-800-999-4033, or visit [www.gswater.com/cross-connection-control-protection-program](http://www.gswater.com/cross-connection-control-protection-program).



**Don't submerge hoses in contaminated water. This set-up allows for pool water chemicals and contaminants to backflow into the potable water line.**



### Hose-bib Vacuum Breaker –

These devices are inexpensive, easy to install, and provide a basic level of backflow prevention against back siphonage hydraulic conditions only. GSWC advises installing these devices on every fixture where a hose connection can be made on your premise.

**Chem Dispenser** – A line delivering concentrated soap is plumbed to a potable water line creating a potential backflow risk. Proper installation of an approved backflow prevention assembly along with annual testing and maintenance is essential in safeguarding our water from contaminants.



## Where Does My Water Come From?

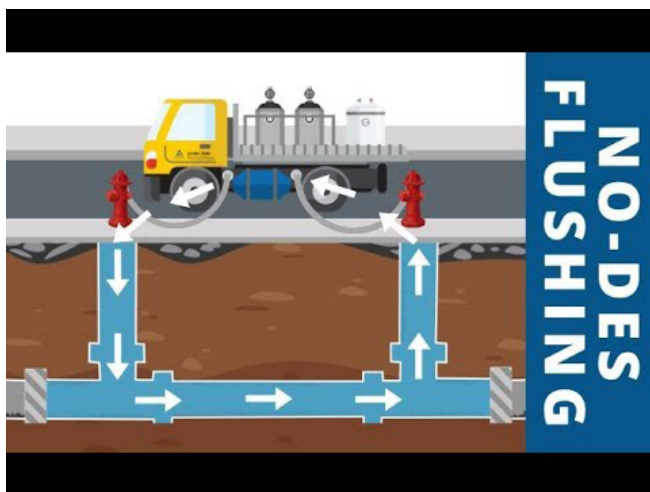
Water delivered to customers in the Southwest System is a blend of treated groundwater pumped from the West Coast and Central Groundwater Basins and imported water from the Colorado River Aqueduct and the State Water Project (imported and distributed by the Metropolitan Water District of Southern California). 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.

## 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 [www.gswater.com/flushing](http://www.gswater.com/flushing).



## Source Water Assessment

Golden State Water Company conducted source water assessments from 2003 through 2017 of the groundwater wells 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, automobile repair shops, electrical/electronic manufacturing, furniture repair/manufacturing, other animal operations, photo processing/printing, known contaminant plumes, wastewater treatment plants, chemical/petroleum processing/storage, landfills/dumps, dry cleaners, metal plating/finishing/fabrication, machine shops, high density septic systems, 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 assessments be sent to you by contacting:

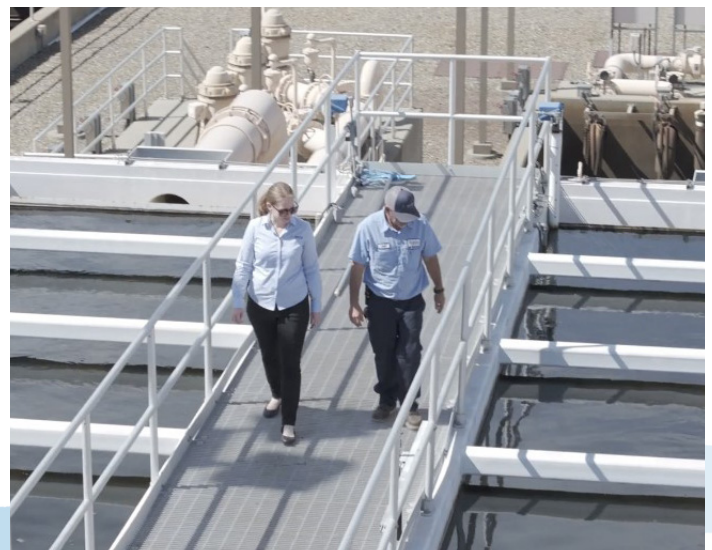
State Water Board Los Angeles District Office at  
1.818.551.2004

For more details, contact David Schultise, Water Quality Engineer, at 1.800.999.4033, or email the Customer Service Center at [customerservice@gswater.com](mailto: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.





## 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.



**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.**

| 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 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.

| The highest level of a constituent allowed in drinking water.                      | The range of presence for which the constituent was detected in the drinking water. | The average amount of a constituent detected in the drinking water. | The most recent year tests were conducted. | Describes the most likely ways a constituent enters the drinking water. Wording provided by the USEPA. |               |                           |                                                                                     |
|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------|--------------------------------------------|--------------------------------------------------------------------------------------------------------|---------------|---------------------------|-------------------------------------------------------------------------------------|
| The highest level for which the constituent has no known or expected health risks. | 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 MEETS ALL CURRENT FEDERAL AND STATE REQUIREMENTS

### 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                                                                                                    |
|---------------------------------------------------------------|--------------------|------------|--------------------|---------------|---------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| <b>Turbidity</b>                                              |                    |            |                    |               |                           |                                                                                                                                  |
| Highest single measurement of the treated surface water (NTU) | TT = 1.0           | n/a        | n/a                | 0.06          | 2025                      | Soil runoff                                                                                                                      |
| Lowest percent of all monthly readings less than 0.3 NTU (%)  | TT = 95            | n/a        | n/a                | 100%          | 2025                      | Soil runoff                                                                                                                      |
| <b>Inorganic Constituents</b>                                 |                    |            |                    |               |                           |                                                                                                                                  |
| Aluminum (mg/L)                                               | 1                  | 0.6        | ND - 0.10          | ND            | 2025                      | Erosion of natural deposits; residue from some surface water treatment processes                                                 |
| Arsenic (µg/L)                                                | 10                 | 0.004      | ND - 3.1           | ND            | 2025                      | Erosion of natural deposits; runoff from orchards; glass and electronics production wastes                                       |
| Barium (mg/L)                                                 | 1                  | 2          | ND - 0.13          | ND            | 2025                      | Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits                                         |
| Fluoride (mg/L) (a)                                           | 2.0                | 1          | 0.4 - 0.7          | 0.6           | 2025                      | Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories         |
| <b>Radioactive Constituents</b>                               |                    |            |                    |               |                           |                                                                                                                                  |
| 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 - 6             | ND            | 2025                      | Decay of natural and manmade deposits                                                                                            |
| Uranium (pCi/L)                                               | 20                 | 0.43       | ND - 3             | ND            | 2025                      | 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 - 100           | ND            | 2025                      | Erosion of natural deposits; residue from some surface water treatment processes                                                 |
| Color (units)                                                 | 15                 | n/a        | ND - 10            | 1.6           | 2025                      | Naturally-occurring organic materials                                                                                            |
| Chloride (mg/L)                                               | 500                | n/a        | 24 - 99            | 51            | 2025                      | Runoff/leaching from natural deposits; seawater influence                                                                        |
| Iron (µg/L)                                                   | 300                | n/a        | ND - 520(d)        | ND            | 2025                      | Leaching from natural deposits; industrial wastes                                                                                |
| Manganese (µg/L)                                              | 50                 | n/a        | ND - 47            | ND            | 2025                      | Leaching from natural deposits                                                                                                   |
| Odor—Threshold (units)                                        | 3                  | n/a        | ND - 2             | ND            | 2025                      | Naturally-occurring organic materials                                                                                            |
| Specific Conductance (µS/cm)                                  | 1600               | n/a        | 480 - 987          | 630           | 2025                      | Substances that form ions when in water; seawater influence                                                                      |
| Sulfate (mg/L)                                                | 500                | n/a        | 18 - 218           | 89            | 2025                      | Runoff/leaching from natural deposits; industrial wastes                                                                         |
| Total Dissolved Solids (mg/L)                                 | 1000               | n/a        | 293 - 625          | 386           | 2025                      | Runoff/leaching from natural deposits                                                                                            |
| Turbidity (units)                                             | 5                  | n/a        | ND - 0.15          | ND            | 2025                      | Soil runoff                                                                                                                      |
| Other Parameters (units)                                      | Notification Level | PHG (MCLG) | Range of Detection | Average Level | Most Recent Sampling Date | Typical Source of Constituent                                                                                                    |
| Alkalinity (mg/L)                                             | n/a                | n/a        | 93 - 180           | 150           | 2025                      |                                                                                                                                  |
| Calcium (mg/L)                                                | n/a                | n/a        | 31 - 70            | 50            | 2025                      |                                                                                                                                  |
| Hardness [as CaCO <sub>3</sub> ] (mg/L)                       | n/a                | n/a        | 137 - 280          | 190           | 2025                      | The sum of polyvalent cations present in the water, generally magnesium and calcium; the cations are usually naturally occurring |
| Hardness [as CaCO <sub>3</sub> ] (grains/gal)                 | n/a                | n/a        | 8.0 - 16           | 11            | 2025                      |                                                                                                                                  |
| Magnesium (mg/L)                                              | n/a                | n/a        | 11 - 25            | 15            | 2025                      |                                                                                                                                  |
| pH (pH units)                                                 | n/a                | n/a        | 8.1 - 8.4          | 8.2           | 2025                      |                                                                                                                                  |
| Potassium (mg/L)                                              | n/a                | n/a        | 2.8 - 5.1          | 3.9           | 2025                      |                                                                                                                                  |
| Sodium (mg/L)                                                 | n/a                | n/a        | 41 - 100           | 57            | 2025                      | 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 | Typical Source of Constituent                                                                                                    |
| Lithium (ug/L)                                                | n/a                | n/a        | ND - 51            | ND            | 2025                      | Naturally-occurring; used in electrochemical cells, batteries, and organic syntheses and pharmaceuticals                         |

(a) Our water system treats your water by adding fluoride to the naturally occurring 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. (d) The high reading was single result and not representative of the iron content throughout the year. Compliance is based on a monthly average, no exceedance occurred. ND = Not Detected CaCO<sub>3</sub> = 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.

**Bromate** — Some people who drink water containing bromate in excess of the MCL over many years may have an increased risk of getting cancer.

**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 [www.waterboards.ca.gov/drinking\\_water/certlic/drinkingwater/Fluoridation.html](http://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Fluoridation.html).

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

**Lead** — 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 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. When your water has been sitting for several hours, 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 Standard 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 David Schultise, Water Quality Engineer, at 1.800.999.4033 or email the Customer Service Center at [customerservice@gswater.com](mailto:customerservice@gswater.com). Information about lead in drinking water, testing methods and steps you can take to minimize exposure is available at [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead).

GSWC has completed the initial lead service line inventory required by the USEPA's Lead and Copper Rule Revisions. Through completing historical records review and initial field investigations, GSWC has determined that its distribution system does not have lead or galvanized service lines that require replacement. This includes any customer-owned service lines. For more information, please visit [www.gswater.com/service-material-inventory](http://www.gswater.com/service-material-inventory).

**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 Resources Control 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 Constituent                                                                                                  |                              |
|------------------------------------------------------------|--------------------|-------------|--------------------------------------------------------------|---------------|---------------------------|--------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| Bromate (µg/L)                                             | 10                 | 0.1         | ND - 12 (e)                                                  | 4.1           | 2025                      | Byproduct of drinking water disinfection                                                                                       |                              |
| Chloramines [as Cl <sub>2</sub> ] (mg/L)                   | (4.0)              | (4)         | 0.1 - 4.5 (f)                                                | 2.4           | 2025                      | Drinking water disinfectant added for treatment                                                                                |                              |
| HAA5 [Sum of 5 Haloacetic Acids] (µg/L)                    | 60                 | n/a         | ND - 10                                                      | 10            | 2025                      | Byproduct of drinking water disinfection                                                                                       |                              |
| THMs [Total Trihalomethanes] (µg/L)                        | 80                 | n/a         | 4.0 - 47                                                     | 35            | 2025                      | Byproduct of drinking water disinfection                                                                                       |                              |
| Inorganic Constituents (units)                             | Action Level       | PHG (MCLG)  | Sample Data                                                  | 90th % Level  | Most Recent Sampling Date | Typical Source of Constituent                                                                                                  |                              |
| 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; erosion of natural deposits; leaching from wood preservatives                |                              |
| 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 (g) |
| 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) Compliance for Bromate is based on Running Annual Average (RAA). No exceedance occurred. (f) Compliance for chloramines is based on Running Annual Average (RAA). No exceedance occurred.

(g) The State of California made lead sampling in schools mandatory with a compliance window through 2019. ND = Not Detected

**This table includes data only on constituents that were 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 DDW 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. Immuno-compromised 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](mailto:customerservice@gswater.com).



## 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](http://www.gswater.com) or email us at [customerservice@gswater.com](mailto: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.

### Connect with us to learn more!

Visit [www.gswater.com](http://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

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 사용하십시오.

## Conserving for California

Climate variability means wet and dry periods can alternate rapidly. Factors such as low snowpack, changing weather patterns, and ongoing pressures on river systems underscore the need for long-term water stewardship. Protecting water quality and maintaining reliable supplies go hand in hand.

After many years of drought, California has recently been declared free of drought conditions for the first time in over two decades, thanks to exceptionally wet weather that has raised reservoir levels to near or above average levels. While this is welcome news for water supplies, it does not mean water is unlimited, especially for water systems dependent on groundwater.

To learn about current conservation programs, tips, and rebates in your area, please visit [www.gswater.com/conservation](http://www.gswater.com/conservation) or call 1.800.999.4033.







**Our dedicated team continuously monitors and tests for hundreds of potential contaminants to keep your water safe.**







# CONSUMER CONFIDENCE REPORTS NOW AVAILABLE!



For more information, visit  
[gswater.com](https://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 Company's water meets all water quality standards and is safe to drink.

You can view your 2026 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 2026 CCR mailed to your address or to speak with someone about the report, please call **1-800-999-4033** or email **[waterquality@gswater.com](mailto:waterquality@gswater.com)**.



Si desea una copia en papel del CCR del 2026 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](mailto: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 Company cumple con todos los estándares de calidad del agua y es segura para beber.



**Apple Valley North Water System**

[www.gswater.com/AppleValleyNorthCCR](http://www.gswater.com/AppleValleyNorthCCR)

**Apple Valley South Water System**

[www.gswater.com/AppleValleySouthCCR](http://www.gswater.com/AppleValleySouthCCR)

**Arden Water System**

[www.gswater.com/ArdenCCR](http://www.gswater.com/ArdenCCR)

**Artesia Water System**

[www.gswater.com/ArtesiaCCR](http://www.gswater.com/ArtesiaCCR)

**Barstow Water System**

[www.gswater.com/BarstowCCR](http://www.gswater.com/BarstowCCR)

**Baypoint Water System**

[www.gswater.com/BaypointCCR](http://www.gswater.com/BaypointCCR)

**Bell-Bell Gardens Water System**

[www.gswater.com/BellBellGardensCCR](http://www.gswater.com/BellBellGardensCCR)

**Calipatria Water System**

[www.gswater.com/CalipatriaCCR](http://www.gswater.com/CalipatriaCCR)

**Claremont Water System**

[www.gswater.com/ClaremontCCR](http://www.gswater.com/ClaremontCCR)

**Clearlake Water System**

[www.gswater.com/ClearlakeCCR](http://www.gswater.com/ClearlakeCCR)

**Cordova Water System**

[www.gswater.com/CordovaCCR](http://www.gswater.com/CordovaCCR)

**Cowan Heights Water System**

[www.gswater.com/CowanHeightsCCR](http://www.gswater.com/CowanHeightsCCR)

**Culver City Water System**

[www.gswater.com/CulverCityCCR](http://www.gswater.com/CulverCityCCR)

**Cypress Ridge Water System**

[www.gswater.com/CypressRidgeCCR](http://www.gswater.com/CypressRidgeCCR)

**Desert View Water System**

[www.gswater.com/DesertViewCCR](http://www.gswater.com/DesertViewCCR)

**Edna Road Water System**

[www.gswater.com/EdnaRoadCCR](http://www.gswater.com/EdnaRoadCCR)

**Florence-Graham Water System**

[www.gswater.com/FlorenceGrahamCCR](http://www.gswater.com/FlorenceGrahamCCR)

**Hollydale Water System**

[www.gswater.com/HollydaleCCR](http://www.gswater.com/HollydaleCCR)

**Lake Marie Water System**

[www.gswater.com/LakeMarieCCR](http://www.gswater.com/LakeMarieCCR)

**Los Osos Water System**

[www.gswater.com/LosOsosCCR](http://www.gswater.com/LosOsosCCR)

**Lucerne Water System**

[www.gswater.com/LucerneCCR](http://www.gswater.com/LucerneCCR)

**Morongo Del Norte Water System**

[www.gswater.com/MorongoDelNorteCCR](http://www.gswater.com/MorongoDelNorteCCR)

**Morongo Del Sur Water System**

[www.gswater.com/MorongoDelSurCCR](http://www.gswater.com/MorongoDelSurCCR)

**Nipomo Water System**

[www.gswater.com/NipomoCCR](http://www.gswater.com/NipomoCCR)

**Norwalk Water System**

[www.gswater.com/NorwalkCCR](http://www.gswater.com/NorwalkCCR)

**Orcutt Water System**

[www.gswater.com/OrcuttCCR](http://www.gswater.com/OrcuttCCR)

**Placentia-Yorba Linda Water System**

[www.gswater.com/Placentia-YorbaLindaCCR](http://www.gswater.com/Placentia-YorbaLindaCCR)

**Robbins Water System**

[www.gswater.com/RobbinsCCR](http://www.gswater.com/RobbinsCCR)

**San Dimas Water System**

[www.gswater.com/SanDimasCCR](http://www.gswater.com/SanDimasCCR)

**San Juan Oaks Water System**

[www.gswater.com/SanJuanOaksCCR](http://www.gswater.com/SanJuanOaksCCR)

**Simi Valley Water System**

[www.gswater.com/SimiValleyCCR](http://www.gswater.com/SimiValleyCCR)

**Sisquoc Water System**

[www.gswater.com/SisquocCCR](http://www.gswater.com/SisquocCCR)

**South Arcadia Water System**

[www.gswater.com/SouthArcadiaCCR](http://www.gswater.com/SouthArcadiaCCR)

**South San Gabriel Water System**

[www.gswater.com/SouthSanGabrielCCR](http://www.gswater.com/SouthSanGabrielCCR)

**South Shore Water System**

[www.gswater.com/SouthshoreCCR](http://www.gswater.com/SouthshoreCCR)

**Southwest Water System**

[www.gswater.com/SouthwestCCR](http://www.gswater.com/SouthwestCCR)

**Tanglewood Water System**

[www.gswater.com/TanglewoodCCR](http://www.gswater.com/TanglewoodCCR)

**West Orange County Water System**

[www.gswater.com/WestOrangeCountyCCR](http://www.gswater.com/WestOrangeCountyCCR)

**Willowbrook Water System**

[www.gswater.com/WillowbrookCCR](http://www.gswater.com/WillowbrookCCR)

**Wrightwood Water System**

[www.gswater.com/WrightwoodCCR](http://www.gswater.com/WrightwoodCCR)



**Nguyen, Phuong**

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**From:** Golden State Water Company <noreply@genasys.com>  
**Sent:** Monday, June 1, 2026 1:03 PM  
**Subject:** Consumer Confidence Reports Are Now Available

**This Message Is From an External Sender**

This message came from outside your organization.

**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 2026 CCR mailed to your mailing address or would like to speak with someone about the report, please call 1- 800-999-4033 or email [waterquality@gswater.com](mailto:waterquality@gswater.com).

You can view your 2026 Consumer Confidence Report and learn more about your drinking water by visiting the following URL: [www.gswater.com/SouthwestCCR](http://www.gswater.com/SouthwestCCR)

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 2026 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](mailto:waterquality@gswater.com).

Sincerely,  
Golden State Water Company

Golden State Water Company





SERVICE FOR  
[REDACTED]  
Gardena CA 90247-5523

ACCOUNT NUMBER  
[REDACTED]

DUE DATE  
July 13, 2026

Page 1 of 2

BILL DATE  
June 22, 2026

AMOUNT DUE  
\$302.17

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

Visit [gswater.com](http://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](http://www.gswater.com/payment-options) or see back of bill

#### Current Activity

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

|                                                               |                   |                 |
|---------------------------------------------------------------|-------------------|-----------------|
| <b>Service Charge</b>                                         | <b>5/8" meter</b> |                 |
| Service Charge                                                |                   | \$37.81         |
| <b>Water Usage</b>                                            |                   |                 |
| Tier 1 - Water Usage - 5.00 CCF at \$5.657                    |                   | \$28.29         |
| <b>Surcharges, Fees, &amp; Credits</b>                        |                   |                 |
| Single Family Residential Fixed Sewer Charge                  |                   | \$2.00          |
| Single Family Residential Sewer Charge - 5.00 CCF at \$0.7786 |                   | \$3.89          |
| CAP Prog Adm Surcharge - 5.00 CCF at \$0.242                  |                   | \$1.21          |
| Other Surcharges/credits                                      |                   | \$2.37          |
| City Tax - Gardena 5% of \$69.68                              |                   | \$3.48          |
| CPUC Fee - 0.7% - of \$69.68                                  |                   | \$0.49          |
| Gardena - Rubbish - 1 Units @ \$27.33 per unit                |                   | \$27.33         |
| <b>Total New Charges</b>                                      |                   | <b>\$106.87</b> |

#### Account Summary

|                         |                      |                 |
|-------------------------|----------------------|-----------------|
| Previous Balance        |                      | \$195.30        |
| Payments                |                      | \$0.00          |
| Total Prior Balance     | Due On July 27, 2026 | \$195.30        |
| Current Charges         | Due On July 13, 2026 | \$106.87        |
| <b>Total Amount Due</b> |                      | <b>\$302.17</b> |

#### Drought Stage 1

##### Usage History (One CCF = 7.48 CGL or 748 gallons)

| Bill Period    | 2020 Usage              | Target Usage *         | Actual Usage          |
|----------------|-------------------------|------------------------|-----------------------|
| <b>Prior</b>   | 15 CCF or<br>112.20 CGL | 12 CCF or<br>89.76 CGL | 4 CCF or<br>29.92 CGL |
| <b>Current</b> | 13 CCF or<br>97.24 CGL  | 10 CCF or<br>74.80 CGL | 5 CCF or<br>37.40 CGL |
| <b>Next</b>    | 14 CCF or<br>104.72 CGL | 11 CCF or<br>82.28 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 |
|------------|----------------|------|------------------|-----------------|-----------|
| [REDACTED] | May 21 Jun 18  | 28   | 5                | 10              | 5         |

Your next scheduled meter read date is approximately July 23, 2026

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.



PO BOX 9016  
SAN DIMAS CA 91773-9016

#### POSTAL

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

ACCOUNT NUMBER: [REDACTED]

|                                          |          |
|------------------------------------------|----------|
| Total Prior Balance Due On July 27, 2026 | \$195.30 |
| Current Charges Due On July 13, 2026     | \$106.87 |
| Total Amount Due                         | \$302.17 |

Amount  
Enclosed

[REDACTED]  
Gardena, CA 90247-5523

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

To view your 2026 Consumer Confidence Report and learn more about your drinking water, please visit: [www.gswater.com/SouthwestCCR](http://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.  
 Call (310) 217-9503 regarding sewer or tax charges.  
 For questions regarding refuse service please call (310) 366-7600.

#### **PAYMENT OPTIONS:**

Go to [www.gswater.com/payment-options](http://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](http://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](http://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 [www.gswater.com/rates-schedules-and-tariffs](http://www.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](http://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 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:

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

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<br>Voice to TTY/VCO/HCO<br>From or to Speech-to- Speech | 1-800-735-2929<br>1-800-735-2922<br>1-800-854-7784 |
| Spanish  | TTY/VCO/HCO to Voice<br>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: \_\_\_\_\_

## Nguyen, Phuong

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**From:** Nikki Ball <nball@randlecommunications.com>  
**Sent:** Monday, June 29, 2026 4:06 PM  
**To:** Nguyen, Phuong  
**Cc:** Marko Mlikotin; Noah Rodriguez  
**Subject:** RE: 2026 CCR reports- Notifications on social media

### This Message Is From an External Sender

This message came from outside your organization.

Hi Phuong,

The post was shared on Twitter and Facebook. We also have a customer newsletter going out later this afternoon where we included a link to the reports as well.

Best,  
Nikki

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**From:** Nguyen, Phuong <Phuong.Nguyen@gswater.com>  
**Sent:** Monday, June 29, 2026 4:00 PM  
**To:** Nikki Ball <nball@randlecommunications.com>  
**Cc:** Marko Mlikotin <mmlikotin@randlecommunications.com>; Noah Rodriguez <nrodriguez@randlecommunications.com>  
**Subject:** RE: 2026 CCR reports- Notifications on social media

Hi Nikki,

Would you please provide the list of social media outlets that we shared the notification?

Thank you!

**Phuong Nguyen | Water Quality Engineer**  
2283 E. Via Burton | Anaheim | CA 92806  
562.325.2955 | [phuong.nguyen@gswater.com](mailto:phuong.nguyen@gswater.com)





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**From:** Nikki Ball <[nball@randlecommunications.com](mailto:nball@randlecommunications.com)>

**Sent:** Thursday, May 28, 2026 4:13 PM

**To:** Nguyen, Phuong <[Phuong.Nguyen@gswater.com](mailto:Phuong.Nguyen@gswater.com)>

**Cc:** Marko Mlikotin <[mmlikotin@randlecommunications.com](mailto:mmlikotin@randlecommunications.com)>; Noah Rodriguez <[nrodriguez@randlecommunications.com](mailto:nrodriguez@randlecommunications.com)>

**Subject:** RE: 2026 CCR reports- Notifications on social media

Hi Phuong,

Yes, absolutely thank you for flagging. Our updated caption is below.

Best,  
Nikki

[#GSWater](#) is proud to share its 2026 Annual Water Quality Reports. These Consumer Confidence Reports provide detailed information about local water quality, system operations, and the work completed throughout the past year to help maintain reliable, high-quality water service for the communities we serve.

Each report includes information specific to your local service area, including where your water comes from, how it is treated, and the extensive testing performed throughout the year from source to tap.

View your local report here: [www.gswater.com/annual-water-quality-reports](http://www.gswater.com/annual-water-quality-reports)

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