2020 Water Quality Report

WHITTIER SYSTEM

This report reflects water quality testing conducted during 2020.

A Word of Assurance about

Your 2020 Water Quality Report

Your drinking water is constantly monitored from source to tap for regulated and unregulated constituents through comprehensive drinking water quality programs carried out by dedicated Suburban Water Systems (Suburban) professionals.

Certified quality assurance professionals collect several thousand water samples each year to safeguard the quality of your tap water. These samples are analyzed in the field at the time of sample collection or by independent, state certified laboratories for various substances as mandated by law. The results of these samples are then submitted to the State Water Board (SWB), which oversees water quality compliance for all public water systems in California. California Domestic Water Company (Cal Domestic), a wholesale supplier of water to the the Whittier system, has its own drinking water monitoring programs that comply with the United States Environmental Protection Agency (USEPA) and California regulatory requirements.

For more than 60 years, Suburban has provided dependable, high-quality water that complies with all federal and state health safety standards to thousands of families in the San Gabriel Valley and nearby areas. We are proud to report that 2020 was no exception.

Who We Serve

Suburban's Whittier system provides drinking water to portions of the cities of Whittier, La Habra and La Habra Heights. Suburban serves approximately 65,000 people in its Whittier system service area. In 2020, all of Suburban's water supply came from local groundwater wells. Suburban provides drinking water for its Whittier service area from its four active wells in the Main San Gabriel Groundwater Basin. Suburban also distributes supplemental drinking water from Cal Domestic. Cal Domestic water comes from wells in the Main San Gabriel Groundwater Basin.

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

In order to ensure that tap water is safe to drink, the USEPA and the SWB prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. SWB regulations also establish limits for contaminants in bottled water, which must provide the same protection for public health. Last year, as in the past, Suburban's drinking water was in full compliance with all applicable county, state and federal drinking water regulations. Our system of pumps, reservoirs and distribution pipelines are all routinely inspected, monitored and maintained by professional state-certified water system operators to protect the quality of the water from source to tap.

Purpose of this Report

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

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

Chemicals reported in the table were detected in the water by independent accredited laboratories during 2020 or from the most recent tests. Most, but not all, of these chemicals are minerals, metals and radiologicals occurring naturally in the water. Some of these chemicals, however, are the result of 1) drinking water treatment processes – chlorine residual, disinfection byproducts; 2) agricultural/industrial practices that occurred many decades ago – nitrate, tetrachloroethylene, trichloroethylene; 3) household plumbing – copper; and 4) unknown sources responsible for detections of per-and-polyfluorinated alkyl substances (PFAS). To help you understand what these test results mean, we have also included information about significant constituents, measurements, water quality definitions and advisories.

Are There Risks?

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk.

More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline (800) 426-4791.

Some people may be more vulnerable to contaminants in drinking water than the general population.

Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers.

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

Per- and Polyfluoroalkyl Substances (PFAS)

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

Suburban voluntarily tested wells in our La Mirada/Whittier service area revealing the presence of these chemicals, particularly perfluorooctane sulfonic acid (PFOS) and perfluorooctanioic acid (PFOA). The origin of these contaminants is currently unknown. Suburban took immediate measures to minimize levels of PFAS.

Suburban is committed to delivering safe, high-quality water to the customers we serve. If you have any questions, please call Ken Reich at 626-543-2575

Contaminants that May Be in the Water

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

Contaminants that may be present in source water include:

- **Microbial contaminants**, such as viruses and bacteria that may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.
- **Inorganic contaminants**, such as salts and metals that can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.
- **Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.
- **Organic chemical contaminants**, including synthetic and volatile organic chemicals that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, agricultural application and septic systems.
- **Radioactive contaminants** that can be naturally-occurring or be the result of oil and gas production and mining activities.

- **Lead**, if present in elevated levels, can cause serious health problems, especially for pregnant women and young children.

Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Suburban is responsible for providing high-quality drinking water, 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 on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline (800) 426-4791 or at www.epa.gov/lead.

SUBURBAN WATER SYSTEMS-WHITTIER DRINKING WATER SOURCES TESTED IN 2020

MAIN SAN GABRIEL BASIN GROUNDWATER

Chemical	Met Standard?	Year Tested	Units	Average	Range	MCL	PHG (MCLG)	Typical Source of Contaminant
Primary Standards								
Arsenic	Yes	2020	ppb	<2	ND - 3	10	0.004	Erosion of Natural Deposits
Barium	Yes	2020	ppm	<0.1	ND - 0.1	1	1	Erosion of Natural Deposits
Fluoride	Yes	2020	ppm	0.2	0.2 - 0.3	2	1	Erosion of Natural Deposits
Nitrate	Yes	2020	ppm-N	3	1 - 5	10	10	Fertilizers, Septic Tanks
Tetrachloroethylene (PCE)	Yes	2020	ppb	<0.5	ND - 1	5	0.06	Industrial Solvent Contamination
Trichloroethylene (TCE)	Yes	2020	ppb	<0.5	ND - 1	5	1.7	Purchased Water from Cal Domestic
Uranium	Yes	2019	pCi/L	2	1 - 3	20	0.43	Erosion of Natural Deposits
Secondary Standards*								
Chloride	Yes	2020	ppm	67	19 - 130	500*	n/a	Erosion of Natural Deposits
Odor	Yes	2020	TON	1	ND - 1	3*	n/a	Naturally-occurring Organic Matter
Specific Conductance	Yes	2020	µmho/cm	695	480 - 970	1,600*	n/a	Mineral Ions in Water
Sulfate	Yes	2020	ppm	84	41 - 150	500*	n/a	Erosion of Natural Deposits
Total Dissolved Solids (TDS)	Yes	2020	ppm	419	280 - 620	1,000*	n/a	Erosion of Natural Deposits
Turbidity	Yes	2020	ntu	<0.1	ND - 0.1	5*	n/a	Erosion of Natural Deposits
Unregulated								
Alkalinity, total	n/a	2020	ppm CaCO3	162	150 - 180	n/r	n/a	Erosion of Natural Deposits
Calcium	n/a	2020	ppm	72	65 - 87	n/r	n/a	Erosion of Natural Deposits
Hardness, total	n/a	2020	ppm CaCO3	233	210 - 290	n/r	n/a	Erosion of Natural Deposits
Hardness, total	n/a	2020	grains/gallon	14	13 - 17	n/r	n/a	Erosion of Natural Deposits
Magnesium	n/a	2020	ppm	13	12 - 17	n/r	n/a	Erosion of Natural Deposits
Perfluorooctonoic acid (PFOA)	n/a	2020	ppt	7	7 - 11	RL = 10	n/a	Landfills, wastewater
Perfluorooctane sufonic acid (PFOS)	n/a	2020	ppt	11	9 - 25	RL = 40	n/a	Landfills, wastewater
Perfluorobutanesulfonic acid (PFBS)	n/a	2020	ppt	<4	ND - 5	n/r	n/a	Landfills, wastewater
Perfluorohexanoic acid (PFHxA)	n/a	2020	ppt	<4	ND - 4	n/r	n/a	Landfills, wastewater
Perfluorohexanesulfonate (PFHxS)	n/a	2020	ppt	<4	ND - 4	n/r	n/a	Landfills, wastewater
pH	n/a	2020	pH units	7.8	7.5 - 8.1	n/r	n/a	Acidity, Hydrogen Ions
Potassium	n/a	2020	ppm	4	3 - 6	n/r	n/a	Erosion of Natural Deposits
Sodium	n/a	2020	ppm	49	16 - 88	n/r	n/a	Erosion of Natural Deposits

ppb = parts-per-billion; **ppm** = parts-per-million; **ppt** = parts-per-trillion; **pCi/L** = picoCuries per liter; **ntu** = nephelometric turbidity units; **ND** = not detected; **RL**= Response Level
n/a = not applicable; **n/r =** not regulated; **µmho/cm** = micromho per centimeter; **< =** average is less than the detection limit for reporting purposes; **MCL** = Maximum Contaminant Level; **(MCLG) =** federal MCL Goal; **PHG** = California Public Health Goal *Contaminant is regulated by a secondary standard to maintain aesthetic quality.

SUBURBAN WATER SYSTEMS WHITTIER DISTRIBUTION SYSTEM WATER QUALITY TESTED IN 2020

Chemical (Units)	Met Standard?	MCL (MRDL/MRDLG)	Average	Range	Typical Source of Contaminant
Disinfection Byproducts					
Total Trihalomethanes (ppb)	Yes	80	11	ND - 11	Byproducts of Chlorine Disinfection
Haloacetic Acids (ppb)	Yes	60	2	ND - 2	Byproducts of Chlorine Disinfection
Chlorine Residual (ppm)	Yes	(4 / 4)	1	0.5 - 2	Disinfectant Added for Treatment
Aesthetic Quality					
Color (Color Units)	Yes	15*	<3	ND - 5	Erosion of Natural Deposits
Turbidity (ntu)	Yes	5*	0.1	ND - 4	Erosion of Natural Deposits
Odor (threshold odor number)	Yes	3*	1	1 - 2	Erosion of Natural Deposits

Eight locations in the distribution system are tested quarterly for total trihalomethanes and haloacetic acids; six locations are tested weekly for color, odor and turbidity. **MRDL** = Maximum Residual Disinfectant Level; **MRDLG** = Maximum Residual Disinfectant Level Goal; **ntu** = nephelometric turbidity units; **ND** = not detected; **<** = average is less than the detection limit for reporting purposes;
*Contaminant is regulated by a secondary standard tomaintain aesthetic qualities.

Bacterial Quality	Met Standard?	MCL	MCLG	Percent Positive	Typical Source of Contaminant
Total Coliform Bacteria	Yes	No more than 5% in a month	0	1% in October	Bacteria that occur naturally in soils and water

Lead and Copper	Met Standard?	Action Level	PHG	90th Percentile	Typical Source of Contaminant
Copper (ppm)	Yes	1.3	0.3	0.2	Corrosion of Household Plumbing
Lead (ppb)	Yes	15	0.2	<5	Corrosion of Household Plumbing

The most recent lead and copper at-the-tap samples were collected from residences in 2019. None of the 35 samples for lead and copper exceeded the respective Action Level (AL). A regulatory Action Level is the concentration of a contaminant which if exceeded triggers treatment or other requirements that a water system must follow.

Water Quality Goals

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

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

Water Quality Standards

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

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

Source Water and Water Quality Assessments

Suburban Water Systems provides drinking water for its Whittier service area from its four active wells in the Main San Gabriel Groundwater Basin. Suburban also distributes supplemental drinking water from California Domestic. Cal Domestic water comes from wells in the Main San Gabriel Groundwater Basin.

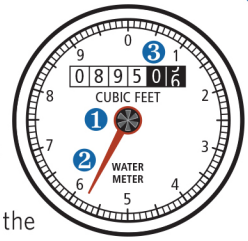
Suburban and Cal Domestic have completed source water assessments in accordance with the federal Safe Drinking Water Act. The purpose of the source water assessment is to promote source water protection by identifying types of activities in the proximity of sources which could pose a threat to the water quality.

Suburban and Cal Domestic source water assessments were completed in 2002 and concluded that groundwater sources are most vulnerable to the following activities or facilities associated with contaminants detected in the water supply: leaking underground storage tanks, known contaminant plumes from industrial waste discharges, and gas stations. In addition, the sources are considered most vulnerable to the following activities and facilities not associated with contaminants detected in the water supply: pesticide/fertilizer/petroleum storage and transfer areas, metal and machine shops, and agricultural drainage You may request a summary of the assessments by contacting Ken Reich, Quality Assurance Reporting Manager, at (626) 543-2575 or you may request a complete copy from the SWB at (818) 551-2049.

Testing for Lead in School Drinking Water Sources

All twenty public schools in Suburban's Whittier system service area have been tested for lead in representative drinking fountains and food preparation water outlets. Suburban water quality technicians collected water samples at the schools and submitted the samples to a California-certified laboratory for lead analysis. Please consult your local schools for information regarding lead testing of drinking water sources.

How to Read Your Water Meter



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

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

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

The Quality of Your Water Is Our Primary Concern

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

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

Arabic

这份报告中有些重要的信息，讲到关于您所在社区的水的品质。请您找人翻译一下，或者请能看得懂这份报告的朋友给您解释一下。

Chinese

इस रिपोर्ट में 'पीने के पानी' के विषय पर बहुत जरूरी जानकारी दी गई है। कृपया इसका अनुवाद कीजिये, या किसी जानकार से इस बारे में पूछिये।

Hindi

この資料には、あなたの飲料水についての大切な情報が書かれています。内容をよく理解するために、日本語に翻訳して読むか説明を受けてください。

Japanese

이 보고서에는 귀하가 거주하는 지역의 수질에 관한 중요한 정보가 들어 있습니다. 이것을 번역하거나 충분히 이해하시는 친구와 상의하십시오.

Korean

Este reporte contiene información importante sobre su agua de beber. Tradúzcalo ó hable con alguien que lo entienda bien.

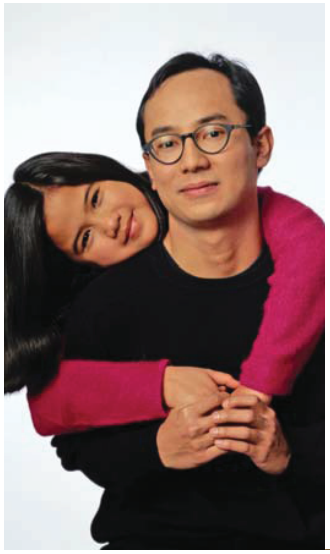
Spanish

Ang ulat na ito ay naglalaman ng mahalagang impormasyon tungkol sa iyong pag-inom ng tubig. Isalin ito, o makipag-usap sa isang tao na nauunawaan ito.

Tagalog

Bản báo cáo có ghi những chi tiết quan trọng về phẩm chất nước trong cộng đồng quý vị. Hãy nhờ người thông dịch, hoặc hỏi một người bạn biết rõ về vấn đề này.

Vietnamese



Public Participation Opportunities

We value your input, concerns and suggestions. Please contact **Lauren James, Communications Manager,** at (626) 543-2531 or email her at LJames@swwc.com to inquire about possible future public participation opportunities. Also, please feel free to contact **Ken Reich Quality Assurance Reporting Manager,** at (626) 543-2575, if you have any questions about water quality. In addition, a number of local water boards hold monthly meetings that are open to the public, including:

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

San Gabriel Basin Water Quality Authority
Third Wednesday of every month, (626) 338-5555

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

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