



2020 Annual **WATER QUALITY REPORT**

DUARTE

PWS ID: CA1910186



**QUALITY. ONE MORE WAY
WE KEEP LIFE FLOWING.**



**CALIFORNIA
AMERICAN WATER**

WE KEEP LIFE FLOWING™



A message from **California American Water's President**



Rich Svindland

President
California American Water

Dear California American Water Customer,

Our top priority is providing safe, reliable drinking water to our more than 690,000 people. Most people take their water quality for granted in the United States and expect clean water to be always available. I believe this expectation is affirmation of the hard work and investment we and other water utilities across the country have made in providing this essential service.

I am pleased to share with you our 2020 Consumer Confidence Report, which reflects the hard work and dedication of our employees who work to provide high quality drinking water. During the COVID-19 public health emergency, California American Water activated its business continuity plans to ensure our ability to provide reliable, high quality service to our customers.

According to the U.S. Environmental Protection Agency review of current research, the risk to water supplies from COVID – 19 is low. The USEPA has also relayed that Americans can continue to use and drink water from their tap as usual.

California American Water remains committed to the delivery of safe, reliable water. We have rigorous safeguards in place to help provide water to you that meets or surpasses increasingly stringent water quality standards.

Across California, we conducted approximately 650 different tests on more than 25,000 water samples for nearly 3,000 constituents last year. We are proud and pleased to confirm that those tests showed that we met every primary and secondary state and federal water quality standard.

SERVICE: Last year, we invested more than \$68 million in water infrastructure in the California communities we serve. This investment helps maintain the safety and reliability of the facilities and technology needed to draw, treat, and distribute water.

VALUE: While costs to provide water service continue to increase across the country, our investments help us provide high quality water service that remains an exceptional value for such an essential service. California American Water also offers a variety of Customer Assistance Programs and Conservation services to help our customers. If you have any questions or concerns, you can contact us by phone, email, online at www.californiaamwater.com, or in person at our local Customer Center. Please take the time to review this report as it provides details about the source and quality of your drinking water, using data from water quality testing conducted for your local system between January and December 2020.

This report contains important information about your drinking water. Translate it or speak with someone who understands it at (888) 237-1333, Monday-Friday, 7 a.m. to 7 p.m.



ATTENTION: Landlords and Apartment Owners

Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.

Rich Svindland
California American Water



What is a Consumer Confidence Report (CCR)

Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

California American Water is committed to delivering high quality drinking water service. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

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A close-up photograph of a young boy with dark skin and short, curly hair, wearing an orange shirt. He is holding a clear glass to his lips and drinking water. The background is softly blurred, showing another person's head.

Mark of
Excellence



EVERY STEP OF THE WAY.

We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. **In fact, American Water performs over one million tests annually for about 100 regulated contaminants, nationwide.**



EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. We are recognized as an industry leader in water quality and work cooperatively with the EPA so that drinking water standards and new regulations produce benefits for customers and public water suppliers. American Water has earned awards from the EPA's Partnership for Safe Water as well as awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.



WATER QUALITY. DOWN TO A SCIENCE.

We also have access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. Here, American Water scientists refine testing procedures, innovate new methods, and look for ways to detect potentially new contaminants—even before regulations are in place.



MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as California American Water are investing in research and testing, we also understand the importance of investing in the infrastructure that provides high-quality water service to you. Last year alone, **we invested more than \$68 million to improve our water and wastewater treatment and pipeline systems.**

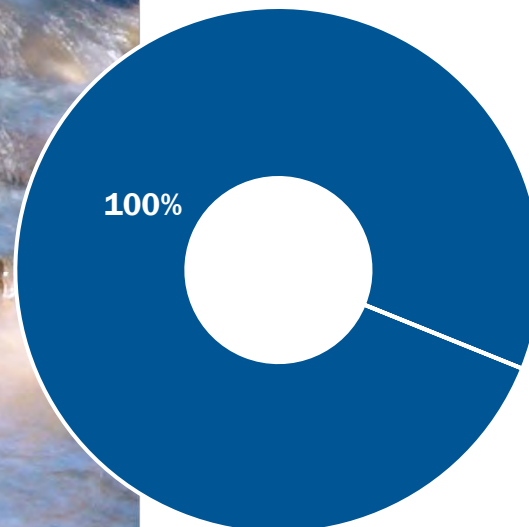
About Your Drinking Water Supply

WHERE YOUR WATER COMES FROM

Duarte is served entirely by groundwater sources from the Main San Gabriel Basin. Chlorine addition is the only drinking water treatment used in your water system. Chlorination ensures disinfection and maintains the bacteriological water quality in the distribution system. The water supply is distributed for residential, commercial, and industrial use in the cities of Duarte and Bradbury; portions of Azusa, Irwindale, and Monrovia; and also some unincorporated areas of Los Angeles County.

NOTICE OF SOURCE WATER ASSESSMENT (SWA)

An assessment of the drinking water sources for the California American Water - Duarte water system was completed in February 2003. The sources are considered vulnerable to the following activities (although not associated with any detected chemicals): historic waste dumps/landfills, chemical/petroleum processing/storage, historic gas stations, historic and active mining operations, research laboratories, and animal feeding operations. A copy of the completed assessment may be viewed at California American Water, 8657 Grand Avenue, Rosemead, CA 91770.



SOURCE OF SUPPLY FOR THE SYSTEM

■ Groundwater



QUICK FACTS ABOUT THE DUARTE SYSTEM

Water source:

Groundwater wells

Disinfection treatment:

Ground water is treated with chlorine to maintain water quality in the distribution system.



SPECIAL HEALTH INFORMATION

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. EPA/Centers for Disease Control and Prevention (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).

What are the Sources of Contaminants?

To provide tap water that is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

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 Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, aquifers and/or groundwater. 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, 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 may 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, which are by-products of industrial processes and petroleum production, and may also, come from gas stations, urban storm water runoff, and septic systems.
Radioactive Contaminants	which can be naturally occurring or may be the result of oil and gas production and mining activities.



Protecting Your Drinking Water Supply

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect our shared water resources. This includes utilities, businesses, residents, government agencies and organizations. Everyone who lives, works, and plays in the area has a role and stake in clean water supplies.

WHAT CAN YOU DO?

Quality drinking water starts upstream. Everyone can help maintain and improve drinking water supplies through the following actions:

- Properly dispose of pharmaceuticals, household chemicals, oils and paints. Materials can impact water ways if poured down the drain, flushed down the toilet, or dumped on the ground.
- Check for leaks from automobiles and heating fuel tanks. Clean up any spills using an absorbent material like cat litter. Sweep up the material and put it in a sealed bag. Check with the local refuse facility for proper disposal.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.



Community Involvement: We have a proactive public outreach program to help spread the word and get people involved. This includes school education, contests, and other community activities.

Environmental Grant Program: Each year, we fund projects that improve water resources in our local communities.

Pharmaceutical Collection: We sponsor drop box locations within the state for residents to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies.

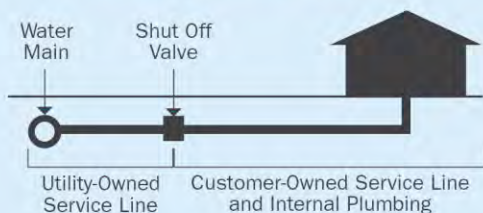
FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at californiaamwater.com or contact the regional Source Water Protection Lead, Mike Phillips at 626-223-9460.

About Lead

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Your water utility is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



Please note: This diagram is a generic representation. Variations may apply.

The most common source of lead in tap water is from the customer's plumbing and their service line.

Our water mains are not made of lead; however, the water service line that carries the water from the water main in the street to your home could be. Homeowners' service lines may be made of lead, copper, galvanized steel or plastic. You can assess your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve.

MINIMIZING YOUR POTENTIAL EXPOSURE

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

CHECK YOUR PLUMBING AND SERVICE LINE

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at 1-888-237-1333



1. Flush your taps. The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than six hours, flush the tap with cold water for 30 seconds to two minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.



2. Use cold water for drinking and cooking. Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.



3. Routinely remove and clean all faucet aerators.



4. Look for the "Lead Free" label when replacing or installing plumbing fixtures.



5. Follow manufacturer's instructions for replacing water filters in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.



6. Flush after plumbing changes. Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.

Important Information About **Drinking Water**

UNREGULATED CONTAMINANT MONITORING RULE (UCMR)

The EPA created the Unregulated Contaminants Monitoring Rule (UCMR) to assist them in determining the occurrence of unregulated contaminants in drinking water and whether new regulations are warranted. The first Unregulated Contaminants Monitoring Rule (UCMR1) testing was completed in 2003 for a list of contaminants specified by the EPA. Unregulated contaminants are those for which the EPA has not established drinking water standards. UCMR2 testing was conducted between November 2008 and August 2009, and UCMR3 assessment monitoring was conducted between January 2013 and December 2016. The fourth list of contaminants to monitor as part of the UCMR was published by the EPA in December 2016. UCMR4 testing began in 2018 and was completed in 2020. The results from the UCMR monitoring are reported directly to the EPA. The results of this monitoring are incorporated in the data tables in this report as appropriate. For more information, contact our Customer Service Center at 1-888-237-1333.





PFOA/PFOS Monitoring

PFAS refers to per- and polyfluoroalkyl substances, a class of man-made chemicals, manufactured for industrial applications and commercial household products such as non-stick cookware, waterproof and stain resistant fabrics and carpets, firefighting foam and cleaning products. The properties that make these chemicals useful in so many of our every-day products also resist breaking down and therefore persist in the environment. Exposure may be from food, food packaging, consumer products, house dust, indoor and outdoor air, drinking water and at workplaces where PFAS are made or used.

In accordance with Orders received from the Division of Drinking Water (DDW) California American Water is sampling designated sources for PFAS constituents. In 2019 DDW established Notification Levels (NLs) at 6.5 ppt for the PFAS constituents perfluorooctanesulfonic acid (PFOS) and 5.1 ppt for perfluorooctanoic acid (PFOA) in drinking water. In 2020 DDW established Consumer Confidence Detection Levels (CCRDL) of 4 ppt for both PFOS and PFOA.

The science and regulation of PFAS and other contaminants is always evolving, and California American Water strives to be a leader in research and development. PFAS contamination is one of the most rapidly changing areas in the drinking water field. We have invested in our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critically important to addressing this issue.

This is one of the most rapidly changing landscapes in drinking water contamination. We have invested time and effort on our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence, fate and transport in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critical for addressing this issue.

Lauren Weinrich
Principal Scientist,
Water Research and Development



Water Quality Results

WATER QUALITY STATEMENT

We are pleased to report that during calendar year 2020, the results of testing of your drinking water complied with all state and federal drinking water requirements.

For your information, we have compiled a list in the table below showing the testing of your drinking water during 2020. The Division of Drinking Water allows us to monitor for some contaminants less than once per year because the concentration of the contaminants does not change frequently. Some of our data, though representative, are more than one year old.

Definition of Terms

These are terms that may appear in your report.

Action Level (AL): The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements, that a water system must follow.

DDW: Division of Drinking Water

Level 1 Assessment: A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

Level 2 Assessment: A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

LRAA: Locational Running Annual Average

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology. Secondary MCLs (SMCL) are set to protect the odor, taste, and appearance of drinking water.

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

Maximum Residual Disinfectant Level (MRDL): The highest level of 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.

MFL: Million fibers per liter.

micromhos per centimeter ($\mu\text{mhos/cm}$): A measure of electrical conductance.

NA: Not applicable

N/A: No data available

ND: Not detected

Nephelometric Turbidity Units (NTU): Measurement of the clarity, or turbidity, of the water.

Notification Level (NL): The concentration of a contaminant, which, if exceeded, requires notification to DDW and the consumer. Not an enforceable standard.

pH: A measurement of acidity, 7.0 being neutral.

picocuries per liter (pCi/L): Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

parts per billion (ppb): One part substance per billion parts water, or micrograms per liter.

parts per million (ppm): One part substance per million parts water, or milligrams per liter.

parts per trillion (ppt): One part substance per trillion parts water, or nanograms per liter.

Primary Drinking Water Standard (PDWS): MCLs for contaminants that

affect health along with their monitoring and reporting requirements and water treatment requirements.

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 EPA.

RAA: Running Annual Average

Secondary Maximum Contaminant Level (SMCL): Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

SWRCB: State Water Resources Control Board

TON: Threshold Odor Number

Total Dissolved Solids (TDS): An overall indicator of the amount of minerals in water.

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.

Variances and Exemptions: State or EPA permission not to meet an MCL or utilize a treatment technique under certain conditions.

MEASUREMENTS

Parts Per Million



1 drop
in a 10 gallon fish tank

Parts Per Billion



1 drop
in a 10,000 gallon swimming pool

Parts Per Trillion



1 drop
in 35 junior size Olympic pools

Water Quality Results

California American Water conducts extensive monitoring to determine if your water meets all water quality standards. The detections of our monitoring are reported in the following tables. While most monitoring was conducted in 2020, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see the "Definition of Terms" on the previous page. Some unregulated substances are measured, but maximum contaminant levels have not been established by the government. These contaminants are shown for your information.

NOTE: Regulated contaminants not listed in the tables below were not found in the treated water supply.

LEAD AND COPPER MONITORING PROGRAM - At least 30 tap water samples collected at customers' taps every three years								
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	Action Level (AL)	90 th Percentile	No. of Homes Sampled	Homes Above Action Level	Typical Source
Lead (ppb)	2018	Yes	0.2	15	0	10	0	Corrosion of household plumbing systems.
Copper (ppm)	2018	Yes	0.3	1.3	0.111	10	0	Corrosion of household plumbing systems.

DISINFECTION BYPRODUCTS - Collected in the Distribution System							
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Compliance Result	Range Detected	Typical Source
Total Trihalomethanes (TTHMs) (ppb)	2020	Yes	NA	80	20.8	1.3 to 36	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb)	2020	Yes	NA	60	3.1	ND to 6.8	By-product of drinking water disinfection.

NOTE: Compliance is based on the running annual average at each location. The Highest Compliance Result reflects the highest average at any location and the Range Detected reflects all samples from this year used to calculate the running annual average.

TOTAL COLIFORM RULE - At least 16 samples collected each week in the distribution system						
Substance (with units)	Year Sampled	Compliance Achieved	MRDLG (MCLG)	MCL	Highest Percentage	Typical Source
Total Coliform	2020	Yes	0	MCL = Less than 5%	1.49%	Naturally present in the environment.

NOTE: Coliforms are bacteria that are naturally present in the environment and are used as an indicator of the general bacteriological quality of the water. We are reporting the highest percentage of positive samples / highest number of positive samples in any month.

DISINFECTANTS - Collected in the Distribution System								
Substance (with units)	Year Sampled	Compliance Achieved	MRDLG	MRDL	Minimum Chlorine Residual	Compliance Result	Range Detected	Typical Source
Distribution System Chlorine Residual (ppm) ¹	2020	Yes	4	4	0.58	1.19	0.58 to 1.91	Water additive used to control microbes.

1 - Data represents the average of chlorine residuals measured throughout our distribution system.

PRIMARY REGULATED SUBSTANCES - Collected at the Treatment Plant Effluent and/or at the Source							
Substance (with units)	Year Sampled	Compliance Achieved	MCL	PHG or MCLG	Average Compliance Result	Range Detected	Typical Source
Arsenic (ppb)	2019	Yes	10	0.004	2.21	1.6 to 3.2	Erosion of natural deposits
Barium (ppm) ¹	2019	Yes	1	2	0.10	ND to 0.21	Erosion of natural deposits.
Fluoride (naturally occurring) (ppm) ²	2019	Yes	2.0	1	0.31	0.14 to 0.55	Erosion of natural deposits
Nitrate as N (ppm)	2019 - 2020	Yes	10	10	1.69	0.31 to 4.0	Erosion of natural deposits
Perchlorate (ppb)	2019	Yes	6	1	0.15	ND - 0.73	Erosion of natural deposits
Gross Alpha Particle Activity (pCi/L) ³	2015 - 2016	Yes	15	(0)	1.38	ND - 7	Erosion of natural deposits
Uranium (pCi/L) ⁴	2016, 2017 & 2019	Yes	20	0.43	1.4	ND - 3.4	Erosion of natural deposits

1 - Barium: Some people who drink water containing barium in excess of the MCL over many years may experience an increase in blood pressure.

2- Fluoride: California American Water does not add fluoride to the water in the Monterey Peninsula area. Fluoride occurs naturally in the groundwater we serve.

3 - Gross Alpha Particle Activity: Certain minerals are radioactive and may emit a form of radiation known as alpha radiation. Some people who drink water containing alpha emitters in excess of the MCL over many years may have an increased risk of getting cancer.

4- Uranium: Some people who drink water containing uranium in excess of the MCL over many years may have kidney problems or an increased risk of getting cancer.

SECONDARY REGULATED SUBSTANCES - Collected at the Treatment Plant Effluent and/or at the Source

Substance (with units)	Year Sampled	Compliance Achieved ¹	SMCL	Average Compliance Result	Range Detected	Typical Source
Chloride (ppm)	2019	Yes	500	31	15 to 66	Leaching from natural deposits
Color (color units)	2019	Yes	NS	0	ND to 5	Naturally occurring organic materials
Odor (Units)	2019	Yes	3	1.21	ND to 2	Naturally-occurring organic materials
Iron (ppb)	2019	Yes	300	55.8	ND to 290	Leaching from natural deposits
Manganese (ppb)	2019	Yes	50	1.1	ND to 6.1	Leaching from natural deposits
Specific Conductance (mmhos/cm)	2019	Yes	1600	511	350 to 670	Substances that form ions when in water
Sulfate (ppm)	2019	Yes	500	31.4	24 - 40	Leaching from natural deposits
Total Dissolved Solids (ppm)	2019 - 2020	Yes	1000	281	210 - 380	Leaching from natural deposits
Turbidity (NTU)	2019	Yes	5	0.52	ND - 1.9	Soil runoff

1 – Yes: There are no PHGs, MCLGs, or mandatory standard health effects language for Secondary Substances because secondary MCLs are set based on aesthetic concerns

UNREGULATED CONTAMINANT MONITORING

Unregulated contaminants are those for which the EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist the EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is necessary. Every five years, the EPA issues a new list of no more than 30 unregulated contaminants to be monitored.

ADDITIONAL WATER QUALITY PARAMETERS OF INTEREST					
Parameter (with units)	Year Sampled	PHG (NL)	Average Result	Range Detected	Typical Source/Notes
1,4-Dioxane (ppb) ¹	2020	1	1.2	1 to 1.5	Some people who use water containing 1,4-dioxane in excess of the Notification Level (1 ppb) over many years may experience liver or kidney problems and may have an increased risk of getting cancer, based on studies in laboratory animals.
Bromide (ppm)	2018 – 2019	N/A	1.15	0.04 to 5.7	
Chromium Hexavalent (ppb) ²	2020	0.02	0.3	0.09 – 0.79	
Chlorate (ppb)	2014-2015	(800)	187	21 to 1180	Oxidant used in pyrotechnics and possible by-product of water treatment
HAA5 (ppb)	2018 – 2019	N/A	2.68	1.7 to 4.4	By-product of drinking water disinfection
HAA6Br (ppb)	2018 – 2019	N/A	3.34	1.9 to 5.7	By-product of drinking water disinfection
HAA9 (ppb)	2018 – 2019	N/A	4.01	2.5 to 6.6	By-product of drinking water disinfection
Manganese (ppb)	2018 – 2019	(550)	14	7.7 to 22	Leaching from natural deposits
Total Organic Carbon (TOC) (ppm)	2019	NS	0.6	0.42 to 0.96	Total organic carbon (TOC) has no health effects. However, total organic carbon provides a medium for the formation of disinfection byproducts.

1 - 1,4-Dioxane has a Notification Level of 1 ppb. It has been used as a stabilizer for solvents. Some people who use water containing 1,4-Dioxane in excess of the Notification Level over many years may experience liver or kidney problems and may have an increased risk of getting cancer, based on studies in laboratory animals.

2 - There is currently no MCL for hexavalent chromium. The previous MCL of 10 µg/L was withdrawn on September 11, 2017. The major source of hexavalent chromium is discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits. Some people who drink water containing hexavalent chromium in excess over many years may have an increased risk of getting cancer.

OTHER SUBSTANCES OF INTEREST - Collected at the Treatment Plant Effluent and/or at the Source

Substance (with units)	Year Sampled	Average	Range Detected	
			Low	High
Alkalinity as CaCO ₃ (ppm)	2019	148.1	90	240
Calcium (ppm)	2019	58	32	77
pH (pH Units)	2020	7.78	7.38	8.41
Potassium (ppm)	2019	3.2	1.7	4.7
Sodium (ppm)	2019	26.4	18	33
Total Hardness as CaCO ₃ (ppm)	2019	201	110	280
Total Hardness as Grains per Gallon (gpg)	2019	11.8	6.4	16.4

PER- AND POLYFLUOROALKYL SUBSTANCES

Per- or polyfluoroalkyl substances (PFASs) are man-made substances used in a variety of products, such as: stain resistant fabric, non-stick coatings, firefighting foam, paints, waxes, and cleaning products. They are also components in some industrial processes like electronics manufacturing and oil recovery. While the EPA has not developed drinking water standards for PFAS, California American Water recognizes the importance of testing for these contaminants. Compounds detected are tabulated below, along with typical sources.

UNREGULATED PERFLUORINATED COMPOUNDS

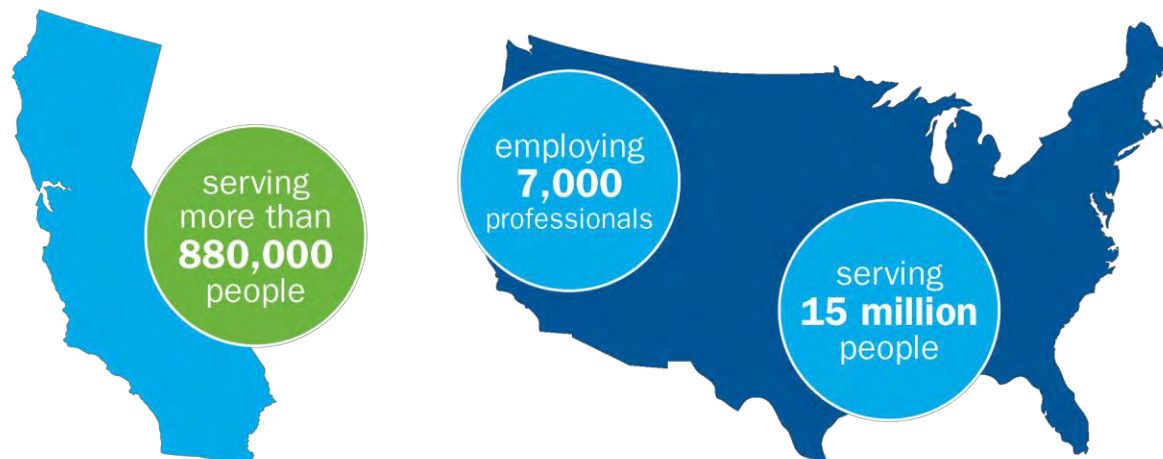
Parameter	Units	Notification Level	Suburban-Rosemont		Typical Source
			Average Result	Range Detected	
Perfluorooctanoic Acid (PFOA)	ppt	5.1	2.53	ND to 8.4	Used for its emulsifier and surfactant properties in or as fluoropolymers (such as Teflon), fire fighting foams, cleaners, cosmetics, lubricants, paints, polishes, adhesives and photographic films
Perfluorooctanesulfonic Acid (PFOS)	ppt	6.5	2.38	ND to 3.3	Manmade chemical; used in products for stain, grease, heat and water resistance



About Us

California American Water, a subsidiary of American Water, provides high-quality and reliable water and/or wastewater services to more than 880,000 people. For more information, visit californiaamwater.com and follow us on Twitter, Facebook, Instagram and YouTube.

With a history dating back to 1886, **American Water** (NYSE: AWK) is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 7,000 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to 15 million people in 46 states. American Water provides safe, clean, affordable and reliable water services to our customers to help make sure we keep their lives flowing.



CALIFORNIA AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**
77 communities in
10 counties
- **PEOPLE SERVED**
Approx. 880,000 people
- **EMPLOYEES**
322
- **SYSTEM DELIVERY**
122 million gallons per day (MGD) of
water is produced and treated
- **MILES OF PIPELINE**
2,254 miles of water pipeline
and 48.5 miles of wastewater pipe
- **STORAGE**
122 water storage facilities

How to Contact Us

If you have any questions about this report, your drinking water, or service, please contact California American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-888-237-1333.

WATER INFORMATION SOURCES

California American Water
www.californiaamwater.com

**State Water Resources Control Board (State Board),
Division of Drinking Water (DDW):**
www.waterboards.ca.gov/drinking_water/programs/index.shtml

United States Environmental Protection Agency (USEPA):
www.epa.gov/safewater

Metropolitan Water District of Southern California:
www.mwdh2o.com

Main San Gabriel Basin Watermaster:
www.sgvwater.com

Safe Drinking Water Hotline: (800) 426-4791

Centers for Disease Control and Prevention: www.cdc.gov

American Water Works Association: www.awwa.org

Water Quality Association: www.wqa.org

National Library of Medicine/National Institute of Health:
www.nlm.nih.gov/medlineplus/drinkingwater.html

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-888-237-1333.

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Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-888-237-1333.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-888-237-1333.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-888-237-1333** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-888-237-1333** र हमें काल करें।

Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-888-237-1333.

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-888-237-1333.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-888-237-1333.