



2019 ANNUAL WATER QUALITY REPORT

MONTEREY | PWS ID: 2710004



CALIFORNIA
AMERICAN WATER

WE KEEP LIFE FLOWING™



RICHARD SVINDLAND
President

A Message from California American Water President RICHARD SVINDLAND

Dear California American Water Customer,

Having access to safe, clean water is something that can be easily taken for granted. At California American Water, our top priority is providing safe, reliable drinking water to our more than 690,000 customers.

I am pleased to share with you our 2019 Consumer Confidence Report, which is a testament to 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 business continuity plans to strengthen our ability to provide reliable, high quality service to our customers, continue to deliver water and wastewater services and protect our employees and customers.

According to the U.S. Environmental Protection Agency (USEPA) based on current research, the risk to water supplies 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. That includes operation of drinking water treatment barriers, which provide an added layer of protection that includes filtration and disinfection of our surface water supplies (e.g., those from lakes, reservoirs or rivers) and disinfection of our groundwater sources (e.g., underground wells).

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 over 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 \$74 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.

We are proud to continue to supply water that meets or surpasses all state and federal water quality standards. 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. 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 2019.

Sincerely,

RICHARD SVINDLAND
President

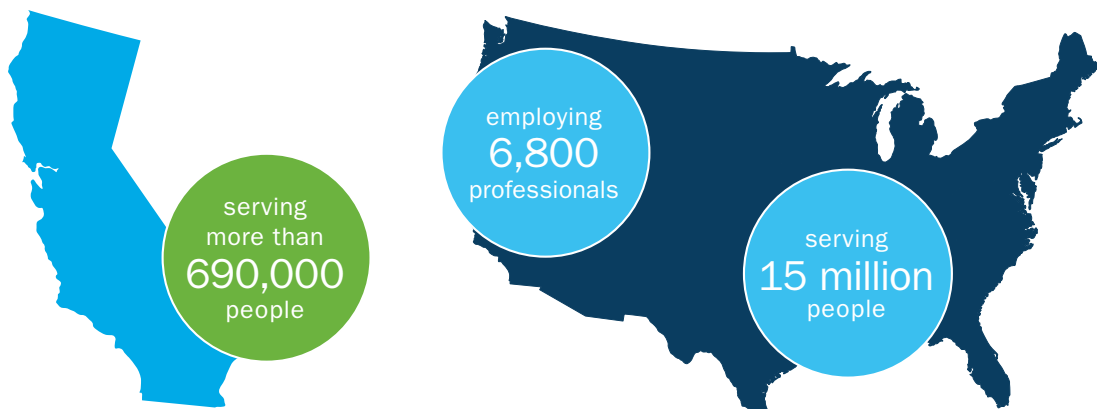



OUR COMMITMENT TO QUALITY

Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). This CCR covers compliance testing completed through December 2019. As in the past, we are committed to delivering high quality drinking water. 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.

ABOUT CALIFORNIA AMERICAN WATER (CAW) AND AMERICAN WATER (AW)

California American Water, a subsidiary of American Water Works Company, Inc. (NYSE: AWK), provides high quality and reliable water and/or wastewater services to more than 690,000 people. With a history dating back to 1886, American Water is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 6,800 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 keep their lives flowing. For more information, visit amwater.com and follow American Water on Twitter, Facebook and LinkedIn.



A photograph of a smiling man with a beard, wearing a white long-sleeved shirt, sitting on a light-colored couch and looking at a laptop. The background is a bright, modern living room with a white chair and a guitar visible.

WHAT IS A CONSUMER CONFIDENCE REPORT (CCR)?

The CCR is an annual water quality report containing data that California American Water and all associated water suppliers collected during 2019. CCRs let consumers know what contaminants, if any, are in their drinking water as well as related 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.

In 2019, we collected numerous samples at various sampling points in your water system. The water quality data presented is a combination of data compiled from American Water's nationally recognized water quality laboratory and local commercial laboratories, all certified in drinking water testing by the State Board's Division of Drinking Water. If you have any questions about this report or your drinking water, please contact our Customer Service Center at (888) 237-1333.



ABOUT YOUR WATER

Monterey is served by groundwater sources from the Santa Margarita, Paso Robles, and Carmel Alluvial aquifers as well as surface water from the Sand City Desalination Plant.

Drinking water treatment technologies used are reverse osmosis, iron and manganese removal, corrosion control, and disinfection for bacteriological quality.

The water supply is distributed for residential and commercial use in the communities of Carmel-by-the-Sea, Carmel Highlands, Carmel Valley, Del Rey Oaks, Monterey, Pacific Grove, Pebble Beach, Sand City, and Seaside.

NOTICE OF SOURCE WATER ASSESSMENT (SWA)

An assessment of the drinking water sources for the California American Water - Monterey water system was completed in February 2003. This assessment is an evaluation of drinking water sources to determine the “possible contaminating activities” (PCAs) to which a source is most vulnerable. PCAs are current or historic human activities that are actual or potential origins of contamination for a drinking water source. PCAs include activities that use, store, produce or dispose of chemicals that have the potential to contaminate drinking water supplies.

The Monterey system’s water sources that are considered to be vulnerable include drinking water treatment plants and water supply wells.

Tetrachloroethylene and methyl tert-butyl ether, associated with industrial activities, have historically been detected in two groundwater sources. These sources are now tested with increased frequency to monitor these contaminants.

A copy of the completed assessment may be viewed at California American Water, 511 Forest Lodge Road, Suite 100, Pacific Grove, CA. You may request a summary of the assessment be sent to you by contacting Dr. Jack Wang, Water Quality and Environmental Compliance Director, at (831) 646-3269.

The Monterey water system completed a “Watershed Sanitary Survey” covering the period of 2001–2006. This survey examines the potential impacts of the Carmel River watershed.



WHAT ARE THE SOURCES OF CONTAMINANTS?

The sources of drinking water include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and can pick up substances resulting from animal or human activity and even radioactive material. In order to ensure that tap water is safe to drink, USEPA and the State Water Resources Control Board set regulations limiting the amount of certain contaminants in water provided by public water systems. Contaminants that may be present in source water include:

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 stormwater runoff, agricultural application, and septic systems.

INORGANIC CONTAMINANTS

such as salts and metals, which can be naturally occurring or may result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

PESTICIDES AND HERBICIDES

which may come from a variety of sources, such as agriculture, urban stormwater runoff, and residential uses.

MICROBIAL CONTAMINANTS

such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

RADIOACTIVE CONTAMINANTS

which can be naturally occurring or may be the result of oil and gas production and mining activities.

A photograph of a smiling woman with dark curly hair, wearing a grey tank top, leaning over a table. In the background, other people are visible, including a man in a green shirt and a boy in a grey shirt, suggesting a community or family gathering. A blue banner with white text is overlaid on the bottom of the image.

CRYPTOSPORIDIUM

CRYPTOSPORIDIUM

Cryptosporidium is a microbial pathogen found in surface waters throughout the U.S. Although filtration removes Cryptosporidium, the most commonly used filtration methods cannot guarantee 100 percent removal. Monitoring does not indicate the presence of these organisms in either the source or finished water. Current test methods do not allow us to determine if the organisms are dead or if they are capable of causing disease. Ingestion of Cryptosporidium may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However, immunocompromised people are at greater risk of developing life-threatening illness. We encourage immunocompromised individuals to consult their health care provider regarding appropriate precautions to avoid infection. Cryptosporidium must be ingested to cause disease, and it may be spread through means other than drinking water. You can obtain more information on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants by calling the USEPA's Safe Drinking Water Hotline at (800) 426-4791.



RADON & UCMR

RADON

Radon is a radioactive gas and known human carcinogen, found throughout the U.S., that you cannot see, taste, or smell. It can move up through the ground and into a home through cracks and holes in the foundation and can build up to high levels in all types of homes. Radon can also get into indoor air when released from tap water from showering, washing dishes, and other household activities. When entering the home through tap water, radon is usually found in minor amounts in indoor air, compared to when it enters the home through soil.

Breathing air containing radon can lead to lung cancer. Drinking water containing radon may

cause increased risk of stomach cancer. If you are concerned about radon in your home, test the air inside your home. Testing is inexpensive and easy. You should pursue radon removal if the level of radon in your air is four picocuries per liter (pCi/L) of air or higher. There are simple ways to fix a radon problem that are not too costly. For additional information, call your State Radon Program at (800) 745-7236, or the U.S. EPA Safe Drinking Water Act Hotline at (800) 426-4791, or the National Safety Council's Radon Hotline at (800) SOS-RADON.

UNREGULATED CONTAMINANT MONITORING RULE (UCMR)

The USEPA 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 USEPA. Unregulated contaminants are those for which the USEPA has not established drinking water standards. The second testing cycle (UCMR2) was conducted between November 2008 and August 2009. The third testing cycle (UCMR3) in the Monterey system was conducted between January 2013 and December 2015. The fourth testing cycle (UCMR4) in the system started in 2018 and will be completed in 2020. The results from the UCMR monitoring are reported directly to the USEPA and mostly not detected. 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 (888) 237-1333.



LEAD

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. California American Water is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components.

There are steps that you can take to reduce your household's exposure to lead in drinking water. 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 do so, you may wish to collect the flushed water and reuse it for another beneficial purpose, such as watering plants. For more information, please review our Lead and Drinking Water Fact Sheet at www.amwater.com/caaw/water-quality/lead-and-drinking-water.

If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at www.epa.gov/lead.



PFOA/PFOS MONITORING

PFOA/PFOS Monitoring

Perfluorooctanoic acid (PFOA) and perfluorooctanesulfonic acid (PFOS) are fluorinated organic chemicals that are part of a larger group of chemicals referred to as per- and poly-fluoroalkyl substances (PFASs). PFOS and PFOA have been extensively produced and studied in the United States. They have been used in consumer products such as carpets, clothing, fabrics for furniture, paper packaging for food, and other materials (e.g., cookware) designed to be waterproof, stain-resistant or non-stick. In addition, they have been used in fire-retarding foam and various industrial processes.

Exposure to PFOA and PFOS over certain levels may result in adverse health effects, including developmental effects to fetuses during pregnancy or to breastfed infants (e.g., low birth weight, accelerated puberty, skeletal variations), cancer (e.g., testicular, kidney), liver effects (e.g., tissue damage), immune effects (e.g., antibody production and immunity), thyroid effects and other effects (e.g., cholesterol changes). While people are exposed to PFOS and PFOA largely through food, food packaging, consumer products, and house dust, the exposure through drinking water has become an increasing concern due to the tendency of PFASs to accumulate in groundwater. In 2019, Division of Drinking Water (DDW) established Notification Levels (NLs) at 6.5 ppt for PFOS and 5.1 ppt for PFOA in drinking water.

California American Water conducted voluntary PFOA/PFOS monitoring in the source waters and treatment plants of Monterey water system in 2019. Out of a total 23 monitoring locations, only one well had a detection of PFOA and PFOS in the range of 5.5 to 6.2 ppt.

A photograph of a young woman with long dark hair, smiling broadly and looking off to the side. She is wearing a red jacket and holding a blue water bottle. The background is a blurred outdoor setting with trees and a bright sky.

EDUCATIONAL & SPECIAL HEALTH INFORMATION

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 at (800) 426-4791.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants may be particularly at risk for infections. These people should seek advice about drinking water from their health care providers. USEPA/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 through the USEPA's Safe Drinking Water Hotline at (800) 426-4791.



MEASUREMENTS

Water is sampled and tested consistently throughout the year to ensure the best possible quality. Contaminants are measured in:

- **Parts per million (ppm) or milligrams per liter (mg/L)**
- **Parts per billion (ppb) or micrograms per liter (µg/L)**
- **Parts per trillion (ppt) or nanograms per liter (ng/L)**
- **Grains per gallon (grains/gal)** – A measurement of water hardness often used for sizing household water softeners. One grain per gallon is equal to 17.1 mg/L of hardness.
- **MicroSiemens per centimeter (µS/cm)** – A measurement of a solution’s ability to conduct electricity.
- **Nephelometric Turbidity Units (NTU)** – A measurement of the clarity of water. Turbidity in excess of 5 NTU is noticeable to the average person.
- **PicoCuries per liter (pCi/L)** – A measurement of radioactivity in water.

PARTS PER MILLION:

1 second
in 12 days

PARTS PER BILLION:

1 second
in 32 years

PARTS PER TRILLION:

1 second
in 32,000 years



A woman with curly hair, wearing a red long-sleeved shirt, is sitting at a table in a kitchen, looking at a laptop. The background shows a kitchen sink, a window with a view of trees, and kitchen cabinets.

HOW TO READ THIS TABLE

California American Water conducts extensive monitoring to determine if your water meets all water quality standards. The results of our monitoring are reported in the following tables. While most monitoring was conducted in 2019, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting this table, see the “Definition of Terms” section.

- 1 Starting with a **Substance**, read across.
- 2 **Year Sampled** is usually in 2019 or year prior.
- 3 **MCL/MRDL/Action Level** shows the highest level of substance (contaminant) allowed.
- 4 **MCLG/PHG/MRDLG** is the goal level for that substance (this may be lower than what is allowed).
- 5 **Average Amount Detected** represents the measured amount (less is better).
- 6 **Range** tells the highest and lowest amounts measured.
- 7 A **No** under **Violation** indicates government requirements were met.
- 8 **Typical Source** tells where the substance usually originates.

Unregulated substances are measured, but maximum contaminant levels have not been established by the government.

Water Quality Results: Monterey

Regulated Substances (Measured on the Water Leaving the Treatment Facility and/or the Source)

Substance (units)	Year Sampled*	MCL	PHG (MCLG)	Average Amount Detected	Range of Detections		Violation	Typical Source
					Low	High		
Gross Beta Particle Activity (pCi/L)	2012	50	(0)	1.35	ND	4.05	No	Erosion of natural deposits
Chromium VI (Hexavalent Chromium) (ppb)	2016 - 2018	NA	0.02	0.16	ND	2.23	No	Erosion of natural deposits
Arsenic (ppb) ¹	2019	10	0.004	1.4	ND	7	No	Erosion of natural deposits
Fluoride (naturally occurring) (ppm) ²	2019	2.0	1	0.25	ND	0.42	No	Erosion of natural deposits
Nitrate as N (ppm) ³	2019	10	10	1.06	ND	6.58	No	Erosion of natural deposits
Selenium (ppb)	2019	50	30	1.1	ND	7	No	Erosion of natural deposits

Turbidity – A Measure of the Clarity of the Water (at the Sand City Desalination Facility)

Plant	Year Sampled	TT	PHG	Highest Single Measurement	Violation	Typical Source
Turbidity (NTU) ⁴	2019	1 NTU	NA	0.196	No	Soil runoff
		At least 95% of samples < 0.1 NTU		Lowest % of measurements <0.1	Violation	
				99.16%	No	

Disinfection By-products, Disinfectant Residuals, and Disinfection By-products Precursors (Measured on the Water within the Distribution System)

Substance (units)	Year Sampled	MCL (MRDL)	MCLG	Average Amount Detected	Range of Detections		Violation	Typical Source
					Low	High		
Total Trihalomethanes (TTHM) (ppb) ⁵	2019	80	NA ⁵	37.2 (system-wide) 50.9 (highest location)	ND	87.8	No	By-product of drinking water chlorination
Total Haloacetic Acids (HAA 5) (ppb) ⁵	2019	60	NA ⁵	11.5 (system-wide) 16.0 (highest location)	ND	23.0	No	By-product of drinking water chlorination
Chlorine (ppm)	2019	(4.0) (as Cl ₂)	(4.0) (as Cl ₂)	1.13	ND	2.7	No	Drinking water disinfectant added for treatment

Tap Water Samples: Lead and Copper Results (Measured on Water in the Distribution System)

Substance (units)	Year Sampled	Action Level	PHG	Number of Samples	90 th Percentile	Number of Samples Above Action Level	Violation	Typical Source
Copper (ppm)	2018	1.3	0.3	31	0.719	0	No	Internal corrosion of household plumbing system; Erosion of natural deposits
Lead (ppb)	2018	15	0.2	31	2	0	No	Internal corrosion of household plumbing system; Erosion of natural deposits

Bacterial Results (Measured on the Water in the Distribution System)

Substance (units)	Year Sampled	MCL	MCLG	Highest percentage detected	Violation	Typical Source
Total Coliform Bacteria	2019	5% of monthly samples are positive	(0)	0.901	No	Naturally present in the environment

Secondary Substances (Measured on the Water Leaving the Treatment Facility and/or Source)

There are no PHGs, MCLGs, or mandatory standard health effects language for these substances. The secondary MCLs are set on the basis of aesthetic concerns.

Substance (units)	Year Sampled*	SMCL	Average Amount Detected	Range of Detections		Typical Source
				Low	High	
Chloride (ppm)	2019	500	51	10	202	Leaching from natural deposits; Seawater influence
Iron (ppb)	2019	300	25	ND	510	Leaching from natural deposits
Manganese (ppb)	2018 - 2019	50	3	ND	29	Leaching from natural deposits
Odor (Units)	2019	3	1.4	1	3	Naturally-occurring organic materials
Specific Conductance (µmhos/cm)	2019	1600	521	229	1431	Substances that form ions when in water; Seawater influence
Sulfate (ppm)	2019	500	59	1	104	Leaching from natural deposits
Total Dissolved Solids (ppm)	2019	1000	289	112	710	Leaching from natural deposits
Turbidity (units)	2019	5	0.1	ND	0.6	Soil runoff
Zinc (ppm)	2019	5	0.02	ND	0.2	Leaching from natural deposits; Treatment Process

Additional Water Quality Parameters of Interest (Measured on the Water Leaving the Treatment Facility and/or the Source)

This table shows average levels of additional water quality parameters, which are often of interest to consumers. Values shown here are averages of operating data through 2019. Values may vary from day to day. There are no health-based limits for these substances in drinking water.

Substance (units)	Year Sampled*	Average Amount Detected	Range of Detections	
			Low	High
Alkalinity as CaCO ₃ (ppm)	2019	135	78	214
Boron (ppm)	2019	0.2	ND	1.0
Calcium (ppm)	2019	41	25	75
Magnesium (ppm)	2019	13	ND	25
pH (pH Units)	2019	7.40	6.44	7.99
Sodium (ppm)	2019	45	16	132
Strontium (ppb)	2019	227	ND	500
Total Hardness as CaCO ₃ (ppm)	2019	161	102	276
Total Hardness as Grains per Gallon (gpg)	2019	9	6	16
Vanadium (ppb)	2019	0.2	ND	5

Unregulated Substances (Measured on the Water Leaving the Treatment Facility or within the Distribution System)

Substance (units)	Year Sampled*	Average Amount Detected	Range of Detections	
			Low	High
Bromochloromethane (ppb)	2013 - 2015	0.14	0.08	0.19
Chlorate (ppb)	2013 - 2015	189	26	490
Molybdenum (ppb)	2013 - 2015	6	2.2	14.4
Strontium (ppb)	2013 - 2015	284	90.8	397.7
Vanadium (ppb)	2013 - 2015	1.41	0.3	5.6
Bromochloroacetic Acid (ppb)	2019	4.1	0.7	7.4
Bromodichloroacetic Acid (ppb)	2019	3.8	ND	6.3
Chlorodibromoacetic Acid (ppb)	2019	2.1	ND	3.5
Dibromoacetic Acid (ppb)	2019	1.8	0.3	3.3
Dichloroacetic Acid (ppb)	2019	5.3	0.5	13
Monobromoacetic Acid (ppb)	2019	0.3	ND	0.6
Total Haloacetic Acids - Br (ppb)	2019	12	1.4	21
Total Haloacetic Acids - HAA 9 (ppb)	2019	22	2	40
Trichloroacetic Acid (ppb)	2019	4.6	ND	7.5

* The State allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old.

¹ Arsenic - While your drinking water meets the federal and state standard for arsenic, it does contain low levels of arsenic. The arsenic standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. The U.S. Environmental Protection Agency continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.

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 Nitrate in drinking water at levels above 10 mg/L is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in a serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate levels above 10 mg/L may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. If you are caring for an infant, or you are pregnant, you should ask advice from your health care provider.

⁴ Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system.

⁵ TTHM/HAA5 - Although there is no collective MCLG for this contaminant group, there are individual MCLGs for some of the individual contaminants. Trihalomethanes: bromodichloromethane (zero); bromoform (zero); chloroform (0.07mg/L); dibromochloromethane (0.06 mg/L). Haloacetic Acids: Dichloroacetic Acid (zero); Trichloroacetic Acid (0.02mg/L). Monochloroacetic Acid (0.07mg/L), Bromoacetic Acid and Dibromoacetic Acid are regulated with this group but have no MCLGs.

Additional Monitoring - In addition to the parameters in this table, other parameters were monitored for, including regulated pesticides, herbicides, petroleum by-products and metals. None of those parameters were detected in the water. If you have any questions about this report or your drinking water, please call Customer Service at 1-888-237-1333.



DEFINITION OF TERMS

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

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.

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

%: Percent



HOW TO CONTACT US

If you have any questions about this report, your drinking water, or service, please call California American Water's Customer Service toll free at (888) 237-1333.

WATER INFORMATION SOURCES

California American Water
www.californiaamwater.com

State Water Resources Control Board, Division of Drinking Water
www.waterboards.ca.gov/drinking_water/programs/index.shtml

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

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 (888) 237-1333.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al (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 (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(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 (888) 237-1333 पर हमें काल करें।

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