## Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water Syste	em Name:	Placentia-	Yorba Linda	
Water Syste	em Number:	3010035		
July Further, the compliance	1, 2020_ system certif	(date) the	to customers (and appropriate information contained in the	ner Confidence Report was distributed on e notices of availability have been given). e report is correct and consistent with the ater Resources Control Board, Division of
Certified by	: Name:		Samantha Chen	
	Signati	ıre:		
	Title:		Water Quality Manager	
	Phone	Number:	(714)-287-3444	Date: 8/24/2020
	ze report deli pply and fill-i			please complete this page by checking all
	was distribut ery methods u	•	or other direct delivery me	ethods (attach description of other direct
Delive must o	ery of the Co	nsumer Co second pag	nfidence Report (water systee).	described in the Guidance for Electronic ems utilizing electronic delivery methods
			ed to reach non-bill paying	consumers. Those efforts included the
	wing methods Posting the yorbalindae	e CCR	at the following URL:	https://www.gswater.com/placentia-
	Mailing the	CCR to po	stal patrons within the servic	e area (attach zip codes used)
	•		•	dia (attach copy of press release)
			R in a local newspaper of going name of newspaper and	general circulation (attach a copy of the date published)
	-		lic places (attach a list of loc	-
		_	opies of CCR to single-billed ses, and schools	d addresses serving several persons, such
		*	organizations (attach a list o	of organizations)
	Publication	of the CCI	•	letter or electronic community newsletter
	Electronic a	nnouncem	•	social media outlets (attach list of social
	media outlet Other (attacl		ther methods used)	
For sy	•		· ·	R on a publicly-accessible internet site at
the fo	llowing URL	https://w	ww.gswater.com/placentia	a-vorbalindaccr/

$\boxtimes$	For privately-owned utilities:	Delivered the C	CR to the California	<b>Public Utilities Commission</b>
	1 or privately owned utilities.	Denvered the C	Cit to the Camonia	i done offices commission

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

	systems utilizing electronic distribution methods for CCR delivery must complete this page by ing 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: <a href="https://www.gswater.com/placentia-yorbalindaccr/">https://www.gswater.com/placentia-yorbalindaccr/</a>
	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: <a href="https://www.gswater.com/placentia-yorbalindaccr/">https://www.gswater.com/placentia-yorbalindaccr/</a>
	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.
	de a brief description of the water system's electronic delivery procedures and include how the water n ensures delivery to customers unable to receive electronic delivery.
In ou	ir 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
(CCI	Rs) as allowed by the United States Environmental Protection Agency and the State Water Resources
Cont	rol Board – Division of Drinking Water. Notices regarding the availability of the CCR were mailed
to cu	stomers as a bill insert, and also emailed to all customers receiving electronic bills. These notices,
print	ed and emailed in both English and Spanish, directed people to the URL for viewing the CCR online,
and a	also gave them information on how to request a hard copy of the CCR.

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



June 22, 2020

California Public Utilities Commission ATTN. Bruce De Berry Audit and Compliance Section, Water Division 505 Van Ness Avenue San Francisco, California 94102

To: Bruce De Berry

Enclosed, please find printed versions of Golden State Water Company's 2020 Consumer Confidence Reports for year 2019 and a list of each water system owned and operated by our company.

The Consumer Confidence Reports were delivered to the respective water customers during June 2020. The reports are available at each local water system office, the District offices of Golden State Water Company, and may be viewed on our website at www.gswater.com/annual-water-quality-reports.

Should you have any further questions in this matter, you may contact Sunil Pillai at (714) 514-5210, or Dawn White at (916) 853-3615.

Sunil Pillai,

Digitally signed by skpillai DN: cn=skpillai Date: 2020.06.17 10:31:35 -07'00'

Vice President, Environmental Quality

Enclosure

## List of Golden State Water Systems

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





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 2020 CCR mailed to your address or would like to speak with someone about the report, please call 1-800-999-4033 or email **waterquality@gswater.com**.

You can view your 2020 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.



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 (GSWC, por sus siglas en ingles) 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 2020 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**.



## **DIRECT URL LINK**

Apple Valley North Water System Apple Valley South Water System Arden Water System Artesia Water System **Barstow Water System** Baypoint Water System Bell-Bell Gardens Water System Calipatria Water System Claremont Water System Clearlake Water System Cordova Water System Cowan Heights Water System Culver City Water System Cypress Ridge Water System Desert View Water System Edna Road Water System Florence-Graham Water System Hollydale Water System Lake Marie Water System Los Osos Water System Lucerne Water System Morongo Del Norte Water System Morongo Del Sur Water System Nipomo Water System Norwalk Water System **Orcutt Water System** Placentia-Yorba Linda Water System San Dimas Water System Simi Valley Water System Sisquoc Water System South Arcadia Water System South San Gabriel Water System Southwest Water System Tanglewood Water System West Orange County Water System Willowbrook Water System Wrightwood Water System www.gswater.com/AppleValleyNorthCCR www.gswater.com/AppleValleySouthCCR www.gswater.com/ArdenCCR www.gswater.com/ArtesiaCCR www.gswater.com/BarstowCCR www.gswater.com/BaypointCCR www.gswater.com/BellBellGardensCCR www.gswater.com/CalipatriaCCR www.gswater.com/ClaremontCCR www.gswater.com/ClearlakeCCR www.gswater.com/CordovaCCR www.gswater.com/CowanHeightsCCR www.gswater.com/CulverCityCCR www.gswater.com/CypressRidgeCCR www.gswater.com/DesertViewCCR www.gswater.com/EdnaRoadCCR www.gswater.com/FlorenceGrahamCCR www.gswater.com/HollydaleCCR www.gswater.com/LakeMarieCCR www.gswater.com/LosOsosCCR www.gswater.com/LucerneCCR www.gswater.com/MorongoDelNorteCCR www.gswater.com/MorongoDelSurCCR www.gswater.com/NipomoCCR www.gswater.com/NorwalkCCR www.gswater.com/OrcuttCCR www.gswater.com/Placentia-YorbaLindaCCR www.gswater.com/SanDimasCCR www.gswater.com/SimiValleyCCR www.gswater.com/SisquocCCR www.gswater.com/SouthArcadiaCCR www.gswater.com/SouthSanGabrielCCR www.gswater.com/SouthwestCCR www.gswater.com/TanglewoodCCR www.gswater.com/WestOrangeCountyCCR www.gswater.com/WillowbrookCCR

www.gswater.com/WrightwoodCCR

From: Sent: To: Subject: Golden State Water Company <waterways@gswater.com> Wednesday, May 20, 2020 10:04 AM

[Test] Consumer Confidence Reports Are Now Available



View this email in your browser



HOME

YOUR SERVICE AREA









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 2020 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.

You can view your 2020 Consumer Confidence Report and learn more about your drinking water by visiting the following URL: gswater.com/placentiavorbalindaccr/

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 2020 enviado por correo a su dirección o si desea hablar con alguien sobre el informe, llame al 1-800-999-4033 o por correo electrónico a waterquality@gswater.com.

Sincerely,
Golden State Water Company

For the latest updates, visit our website at <a href="https://www.gswater.com">www.gswater.com</a> or follow us on Twitter and Facebook @GoldenStateH2O.



Copyright © 2020 Golden State Water Company, All rights reserved.

You are receiving this email because you are a current Golden State Water customer or have opted in to receive email communication about your water service. If you received this email in error or wish to unsubscribe from future emails, please click unsubscribe.

#### Our mailing address is:

Golden State Water Company 630 E Foothill Blvd San Dimas, CA 91773-1207

Add us to your address book

Want to change how you receive these emails?
You can <u>update your preferences</u> or <u>unsubscribe from this list</u>.



**Service Charge** 

Service Charge

**Water Usage** 



Placentia CA 92870



**BILL DATE** 

May 11, 2020

**DUE DATE** June 01, 2020

> **AMOUNT DUE** \$54.62

Page 1 of 2

Customer Service - 24 Hours: (800) 999-4033 www.gswater.com Hearing Impaired TTY: (877) 933-9533

Preguntas? Llame al Centro de Servicio al Consumidor al (800) 999-4033

**Current Activity** 

Rate Schedule R3-1-R (R31RB)

5/8" meter

Visit **gswater.com** to enroll for service updates via **e-newsletter**. Your local Office: Is Closed to the Public at Anaheim, CA 92806

To learn about the various Payment Options we offer go to: www.gswater.com/payment-options

Tier 1 - Water Usage - 5.00 CCF at \$3.845

CARW Prog Adm Surcharge - 5.00 CCF at \$0.089

Surcharges, Fees, & Credits

WRAM/MCBA Surcharge/credit

CPUC Fee - 1.23% of \$52.13

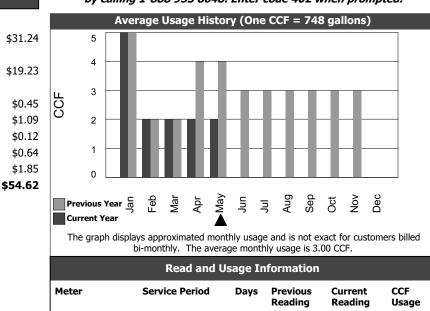
Sewer Charges - 5.00 CCF at \$0.37

Other Surcharges/credits

**Total New Charges** 

	Account Summary	
Previous Balance		\$98.88
Payments	3-27-20 Thank You	-\$98.88
Current Charges	Due On June 1, 2020	\$54.62
<b>Total Amount Due</b>		\$54.62

#### Your opinion is very important to us. Please rate our job performance by calling 1-888 933 8648. Enter code 402 when prompted.



	R	lead and U	sage Ir	nformation			
Meter	Service Period		Days	Previous Reading	Current Reading	CCF Usage	
MM7482384	Mar 09	May 08	60	154	159	5	
Your next sch	eduled met	er read date	e is appr	oximately Ju	ılv 9, 2020		

#### 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.

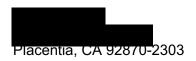
ACCOUNT NUMBER:



Current Charges Due On June 1, 2020 Total Amount Due

\$54.62

**Amount Enclosed** 



**GOLDEN STATE WATER COMPANY** PO BOX 9016 SAN DIMAS CA 91773-9016

#### **Message Center**

To view your 2020 Consumer Confidence Report and learn more about your drinking water, please visit: www.gswater.com/Placentia-YorbaLindaCCR Phone (714) 993-8117 regarding city charges on your bill.

Effective 1/1/2020, your water bill includes the 2020 escalation increase, as approved by D.19-05-044.

The WRAM&MCBA surcharge has been recalibrated to incorporate 2019 balances, effective February 19, 2020; the 2018 WRAM&MCBA surcharge will be expired on the same day. For additional information, visit gswater.com.

#### **PAYMENT OPTIONS:**

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

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

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

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

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

#### WRAM/MCBA SURCHARGE/SURCREDIT

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

**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 Voice to TTY/VCO/HCO From or to Speech-to- Speech	1-800-735-2929 1-800-735-2922 1-800-854-7784
Spanish	TTY/VCO/HCO to Voice Voice to TTY/VCO/HCO	1-800-855-3000

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

#### PLEASE INDICATE ANY CHANGES

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



# Placentia-Yorba Linda **Water System**

Consumer Confidence Report on Water Quality for 2019



## **About the Company**

Golden State Water Company (GSWC) is a wholly owned subsidiary of American States Water Company (NYSE:AWR). GSWC provides water service to more than 1 million people in over 80 communities throughout California and distributes electricity to approximately 24,000 customers in the City of Big Bear Lake and surrounding areas in San Bernardino County, California, through its Bear Valley Electric Service division. AWR also owns a contracted services subsidiary, American States Utility Services, Inc. (ASUS). ASUS provides operations, maintenance and construction management services for water and wastewater systems located on military bases throughout the country under 50year privatization contracts with the U.S. government.



Robert Sprowls President and Chief Executive Officer Golden State Water Company



Ken Vecchiarelli General Manager, Orange County District Golden State Water Company

## **Providing Quality Drinking Water in California Since 1929**

Dear Golden State Water Customer,

Golden State Water Company (GSWC) is pleased to present our 2020 Annual Water Quality Report (Consumer Confidence Report), providing customers with important information regarding local water quality and service during the 2019 calendar year.

Last year was a monumental year for California water policy, specifically related to water quality. Water providers throughout the state were required to complete lead testing at schools in their local service areas by July 2019 to meet compliance with legislation (AB 746) that California Governor Jerry Brown signed into law in 2017. Additionally, the state established new quidelines for testing and reporting for certain compounds that fall within a class of emerging contaminants known as per- and polyfluoroalkyl substances, or PFAS. While consumer products and food are a large source of exposure to PFAS, drinking water can be an additional source in communities where these chemicals have infiltrated water supplies from industrial facilities where these chemicals were produced or used to manufacture other products, or where certain firefighting foams were used for either training or fighting Class B (liquid) fires.

This new decade brings its own challenges too, as we all band together to limit the spread of Coronavirus (COVID-19). There is a lot of uncertainty regarding the availability of essential supplies and public health necessities, but we hope customers find solace knowing that Golden State Water's dedicated team of water professionals will never stop working to ensure they have quality, reliable water at their taps when they need it.

Water quality is a top priority for GSWC, and it has been for more than 90 years. 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 the stringent standards set by the state and federal governments and is safe to drink.

GSWC provides water service to approximately 1 million customers in more than 80 communities throughout California. We aggressively monitor and test for hundreds of contaminants in each of our 37 water systems and have consistently scored among the top water companies for compliance with water quality regulations.

GSWC is proud to report that the water delivered to your tap continues to meet all federal and state quality standards established to protect public health and safety. Within this document, you will find information regarding local water supply sources, testing, and the steps GSWC takes to ensure our water is in compliance with standards set by the United States Environmental Protection Agency (USEPA), State Water Resources Control Board's Division of Drinking Water (DDW) and California Public Utilities Commission (CPUC).

To access the most up-to-date Water Quality Report for your area, sampling results, and to learn more about common contaminants, you can visit www.gswater.com/water-quality/. If you have any questions about this report, please contact our 24-hour Customer Service Center at 1.800.999.4033 or email us at customerservice@gswater.com.

GSWC is constantly working toward 100 percent customer satisfaction and encourages all customers to visit www.gswater.com and follow us on Twitter and on Facebook at @GoldenStateH2O.

On behalf of everyone at GSWC, thank you for allowing us the opportunity to serve you and your community.

Robert Sprowls Kenvechiarelli

Golden State Water is constantly working toward 100 percent customer satisfaction and encourages all customers to visit www.gswater.com and follow us on Twitter and on Facebook at @GoldenStateH20

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

Water delivered to customers in the Placentia-Yorba Linda System is a blend of groundwater pumped from the Orange

County Groundwater Basin 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 Orange County Groundwater Basin stretches 350 square miles from the Orange County line at Seal Beach and Long Beach, along the coast down to the El Toro "Y" and east to Yorba Linda.



#### Source Water Assessment

Golden State Water Company conducted a source water assessment from 2002 through 2003 for each groundwater well serving the customers of its Placentia-Yorba Linda System.

Groundwater sources are considered most vulnerable to the following activities not associated with detected contaminants: confirmed leaking underground storage tanks, gas stations and sewer collection systems, dry cleaners and electrical/electronic manufacturing.

A copy of the assessment may be viewed at:

State Water Board Santa Ana District Office 2 MacArthur Place, Santa Ana, CA 92707

or

Golden State Water Company 2281 East Via Burton, Anaheim, CA 92806

You may request a summary of the assessment be sent to you by contacting: State Water Board Santa Ana District Office at 1.714.558.4410.

For more details, contact Samantha Chen, Water Quality Engineer, at 1.800.999.4033.

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.



## ► CONTENTS

Source water Assessment	5
Glossary of Terms	4
Source Water Quality Table	5
How to Read Your Table	5
Laboratory Analyses	6
Distribution Water Quality Table	6
Risk to Tap and Bottled Water	7
For Sensitive Immune Systems	7
Cross Connection Control Program	7
Flushing	7
Contact Us	8
Connect with Us	8
Infrastructure Investments	8
Conserving for California	8

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.







## **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 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 and is safe to drink.

Contaminants are measured in	Units	Also known as	This can be compared to	
Parts per million (PPM) mg/L r		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 per 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 Quality Control Board. Below is a guide that explains each column of the table.

The EPA health advisory limit for the contaminant in drinking water.	The range of presence for which the contaminant was detected in drinking water.		The average amount of a constituent detected in the drinking water.		d _		ost recent ests were constituent enters the drinking water. Wording provided by the EPA.
in drinking water.	Primary Standards - Health Based (units)	Primary MCL	PHG (MCLG)	Range of Detection	Average Level	Most Recent Sampling Date	Typical Source of Constituent
The highest level for which the contaminant	Substance A (mg/L)	1	0.6	ND - 40	20	2018	Erosion of natural deposits; residue from some surface water treatment processes
has no known or expected health risks.	Substance B (µg/L)	6	1	0.1 - 2.8	1.7	2018	Discharge from petroleum refineries; fire retardants; ceramics; electronics; solder

YOUR WATER MEETS ALL CURRENT FEDERAL AND STATE REQUIREMENTS										
Place	entia-Yor	ba Lind	da Water	System	– Source V	Vater Quality				
Primary Standards - Health Based (units)	Primary MCL	PHG (MCLG)	Range of Detection	Average Level	Most Recent Sampling Date	Typical Source of Constituent				
Turbidity										
Highest single measurement of the treated surface water (NTU)	TT = 1.0	n/a	n/a	0.05	2019	Soil runoff				
Lowest percent of all monthly readings less than 0.3 NTU (%)	TT = 95	n/a	n/a	100%	2019	Soil runoff				
Inorganic Constituents										
Aluminum (mg/L)	1	0.6	ND - 0.06	ND	2019	Erosion of natural deposits; residue from some surface water treatment processes				
Fluoride (mg/L)	2.0	1	0.1 - 0.9	0.6	2019	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories				
Nitrate [as N] (mg/L)	10	10	0.44 - 7.3	1.5	2019	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits				
Selenium (µg/L)	50	30	ND - 5.9	ND	2019	Discharge from petroleum, glass, and metal refineries; erosion of natural deposits; discharge from mines and chemical manufacturers; runoff from livestock lots (feed additive)				
Radioactive Constituents										
Gross Alpha Activity (pCi/L)	15(a)	(0)	ND - 6.06	ND	2019	Erosion of natural deposits				
Uranium (pCi/L)	20	0.43	ND - 5.24	1.44	2019	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 - 65	ND	2019	Erosion of natural deposits; residue from some surface water treatment processes				
Color (units)	15	n/a	ND - 1	ND	2019	Naturally-occurring organic materials				
Chloride (mg/L)	500	n/a	41.3 - 120	70	2019	Runoff/leaching from natural deposits; seawater influence				
Odor – Threshold (units)	3	n/a	ND - 1	ND	2019	Naturally-occurring organic materials				
Specific Conductance (uS/cm)	1600	n/a	508 - 1240	697	2019	Substances that form ions when in water; seawater influence				
Sulfate (mg/L)	500	n/a	89 - 194	120	2019	Runoff/leaching from natural deposits; industrial wastes				
Turbidity (units)	5	n/a	ND - 0.2	ND	2019	Soil runoff				
Total Dissolved Solids (mg/L)	1000	n/a	250 - 768	447	2019	Runoff/leaching from natural deposits				
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	69 - 224	110	2019					
Calcium (mg/L)	n/a	n/a	29 - 88.8	53	2019	The sum of polyvalent cations present in the water, generally magnesium and calcium; the cations are usually naturally occurring				
Hardness [as CaCO3] (mg/L)	n/a	n/a	124 - 359	201	2019	The sum of polyvalent cations present in the water, generally magnesium and calcium; the cations are usually naturally occurring				
Hardness [as CaCO3] (grains/gal)	n/a	n/a	7.25 - 20.9	11.7	2019					
Magnesium (mg/L) (b)	n/a	n/a	13 - 39.1	18	2019					
pH (pH units)	n/a	n/a	7.7 - 8.5	8.1	2019					
Potassium (mg/L)	n/a	n/a	2.6 - 5.2	3.4	2019					
Sodium (mg/L)	n/a	n/a	41.9 - 120	65	2019	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					
Germanium (µg/L)	n/a	n/a	ND - 0.4	ND	2019	V.				
HAA6Br [Total of 6 Brominated Haloacetic Acids] (µg/L)	n/a	n/a	ND - 3.9	1.4	2019	100				
HAA9 [Total of 9 Haloacetic Acids] (µg/L)	n/a	n/a	ND - 3.9	1.1	2019					
Manganese (μg/L)	n/a	n/a	ND - 2.5	1.4	2019					
Hexavalent Chromium (µg/L)	n/a	0.02	ND-1.6	0.32	2015					

<sup>(</sup>a) MCL is based on Gross Alpha minus Uranium.

<sup>(</sup>b) Manganese is a regulated contaminant but was not detected in routine samples associated with regulatory compliance and is below all regulatory standards.

ND = Not Detected CaCO3 = Calcium Carbonate

This table includes data only on constituents that were detected.

## **Laboratory Analyses**

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

Even though all 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

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. Golden State Water Company is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to two minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information about lead in drinking water, testing methods and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline at 1.800.426.4791 or at http://www.epa.qov/safewater/lead.

**School Lead Testing** — Water quality and protecting public health are top priorities for Golden State Water Company, and we are proud to have partnered with schools throughout our service areas over the last few years to test the drinking water at their facilities for the presence of lead.

California state law (AB 746), established in 2018, requires that all public K-12 schools built before January 1, 2010, have their drinking water tested for lead before the deadline of July 1, 2019. Golden State Water worked collaboratively with schools we serve to ensure 100% compliance.

To learn more about the school lead testing program, please visit www.gswater.com/schools.

the concentrations do not change frequently. Some of our data, while representative, is more than a year old.

**Chloramination** — The water purchased by GSWC from 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 — Fluoride has been added to the water that GSWC purchases from Metropolitan Water District of Southern California (MWD). Customers should see no difference in the taste, color or odor of their water as a result of fluoridation. Fluoridation does not change the way you normally use water for fish, pets or cooking. Parents and guardians of children who receive fluoride supplements should consult the child's doctor or dentist. For information regarding fluoridation of your water, please visit the Division of Drinking Water's fluoridation website at https://www.waterboards.ca.gov/drinking\_water/certlic/drinkingwater/Fluoridation.html.

Nitrate — 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 for advice from your health care provider.

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

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

Plac	centia-Yorb	a Linda	a Water Sys	tem – [	Distribution	Water Quality		
Microbiological Constituents (units)	Primary MCL	PHG (MCLG)	Value		Most Recent Sampling Date	Typical Source of Cor	Typical Source of Constituent	
Total Coliform Bacteria ≥40 Samples/Month (Present / Absent)	More than 5% of monthly samples are positive	(0)	Highest percent of samples positive	,	2019	Naturally present in the environment		
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 - 5.9	2.0	2019	Byproduct of drinking water disinfection	n	
Chlorine [as Cl2] (mg/L)	(4.0)	(4)	0.1 - 2.8	1.3	2019	Drinking water disinfectant added for tr	eatment	
HAA5 [Total of Five Haloacetic Acids] (μg/L)	60	n/a	ND - 8.6	5.0	2019	Byproduct of drinking water disinfection		
TTHMs [Total of Four Trihalomethanes] (µg/L)	80	n/a	3.0 - 27	21	2019	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 60 samples collected exceeded the action level.	0.23	2019	Internal corrosion of household plumbinatural deposits; leaching from wood p		
Lead sampling in schools and residential plumbing	Action Level	PHG	Sample Data	90th % Level	Most Recent Sampling Date	Typical Source	Number of Schools Tested(c)	
Lead (µg/L)	15	0.2	None of the 60 samples collected exceeded the action level.	ND	2019	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits.	17	

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



## **Risk to Tap and Bottled Water**

Drinking water, including bottled water, may reasonably be expected to contain small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline at 1.800.426.4791.

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

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (U.S. EPA) and the State Water Resources Control Board (State Board) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The U.S. Food and Drug Administration regulations and California law also establish limits for contaminants in bottled water that provide the same protection for public health.

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

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

## For People with Sensitive Immune Systems

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

## **Cross Connection Control Program**

Golden State Water Company's Cross Connection Control Program provides a level of certainty that the water in the company's distribution system is protected from possible backflow of contaminated water from commercial or industrial customers' premises. For additional information, visit http://www.gswater.com/protecting-our-drinking-water/.



## **Flushing**

Hydrant flushing is an essential maintenance procedure that all water providers must perform periodically to ensure the water delivered to customers meets state and federal drinking water standards. In 2019, GSWC launched NO-DES, or Neutral Output-Discharge Elimination System, units in our Southwest service area to help flush our system sustainably.

Traditional hydrant flushing discharges hundreds of thousands of gallons of water onto the street. Golden State Water's NO-DES truck offers 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.qswater.com/no-des-flushing/.

## If You Have Questions - Contact Us

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

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



#### Connect with us to learn more!

Visit www.gswater.com to:

- ♦ Access the latest Water Quality Report for your area
- Get the latest updates and news regarding the drought 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 (CARW)
- Sign up to receive email updates about your water service.

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

#### Infrastructure Investments

Water providers have a duty to maintain the local water infrastructure to ensure that the delivery of reliable, quality water is not compromised. At GSWC, we take that responsibility seriously.

In 2019, GSWC installed 76,560 feet of pipeline, 1,920 service lines and 153 fire hydrants throughout the state. Proactive system investments like these are critical to protect the quality of water we serve to the customers and to avoid the costly and sometimes dangerous effects of deferring maintenance.

Customers interested in learning more about current and completed infrastructure projects in their service areas are encouraged to visit www.gswater.com/infrastructure-investments.





A drought-tolerant garden.

## **Conserving for California**

After a wet 2018-19 winter season that lifted California out of a drought, the state has experienced yet another year of minimal rain that will have a direct impact on our lakes, reservoirs and groundwater aquifers. As Californians, it is our duty to make conservation a way of life and protect this precious resource that only continues to become more scarce.

GSWC is proud to be your conservation partner and reminds customers that we must continue to use water responsibly to ensure supplies will be available when they are needed. It is important that we all work together to incorporate water-use efficiency into our daily lives.

To learn more about conservation programs and/or water-use restrictions in your area, please visit www.gswater.com or call 1.800.999.4033.

## **The Orange County Register**

2190 S. Towne Centre Place Suite 100 Anaheim, CA 92806 714-796-2209

5227369

GOLDEN STATE WATER COMPANY ATTN: KATE MARTIN 630 E. FOOTHILL BLVD. SAN DIMAS, CA 91773

#### AFFIDAVIT OF PUBLICATION

STATE OF CALIFORNIA,

County of Orange

SS.

I am a citizen of the United States and a resident of the County aforesaid; I am over the age of eighteen years, and not a party to or interested in the above entitled matter. I am the principal clerk of The Orange County Register, a newspaper of general circulation, published in the city of Santa Ana, County of Orange, and which newspaper has been adjudged to be a newspaper of general circulation by the Superior Court of the County of Orange, State of California, under the date of November 19, 1905, Case No. A-21046, that the notice, of which the annexed is a true printed copy, has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to wit:

#### 07/17/2020

I certify (or declare) under the penalty of perjury under the laws of the State of California that the foregoing is true and correct:

Executed at Anaheim, Orange County, California, on Date: July 17, 2020.

Sandra Campos

Signature

#### PROOF OF PUBLICATION

Legal No. 0011398184

Interested parties who would like to view or print a copy of Golden State Water Company's 2020 Water Quality Report (Consumer Confidence Report) for the Year 2019 can access the report on the web at: www.gswater.com/annual-water-quality-reports.

Publish: Orange County Register July 17, 2019 11398184

1

## **The Orange County Register**

2190 S. Towne Centre Place Suite 100 Anaheim, CA 92806 714-796-2209

5227369

GOLDEN STATE WATER COMPANY ATTN: KATE MARTIN 630 E. FOOTHILL BLVD. SAN DIMAS, CA 91773

#### AFFIDAVIT OF PUBLICATION

STATE OF CALIFORNIA,

County of Orange

SS.

I am a citizen of the United States and a resident of the County aforesaid; I am over the age of eighteen years, and not a party to or interested in the above entitled matter. I am the principal clerk of The Orange County Register, a newspaper of general circulation, published in the city of Santa Ana, County of Orange, and which newspaper has been adjudged to be a newspaper of general circulation by the Superior Court of the County of Orange, State of California, under the date of November 19, 1905, Case No. A-21046, that the notice, of which the annexed is a true printed copy, has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to wit:

#### 07/24/2020

I certify (or declare) under the penalty of perjury under the laws of the State of California that the foregoing is true and correct:

Executed at Anaheim, Orange County, California, on Date: July 24, 2020.

Sandra Campos

Signature

#### PROOF OF PUBLICATION

Legal No. 0011398193

Interested parties who would like to view or print a copy of Golden State Water Company's 2020 Water Quality Report (Consumer Confidence Report) for the Year 2019 can access the report on the web at: www.gswater.com/annual-water-quality-reports.

Publish: Orange County Register July 24, 2019 11398193

1