

Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name: Cowan Heights
Water System Number: 3010047

The water system named above hereby certifies that its Consumer Confidence Report was distributed on July 1, 2020 (date) to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the State Water Resources Control Board, Division of Drinking Water (DDW).

Certified by: Name: Samantha Chen
Signature: _____
Title: Water Quality Manager
Phone Number: (714)-287-3444 Date: 8/24/2020

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

- ☐ CCR was distributed by mail or other direct delivery methods (attach description of other direct delivery methods used).
- ☒ CCR was distributed using electronic delivery methods described in the Guidance for Electronic Delivery of the Consumer Confidence Report (water systems utilizing electronic delivery methods must complete the second page).
- ☒ "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:
 - ☒ Posting the CCR at the following URL: <https://www.gswater.com/cowanheightsccr>
 - ☐ Mailing the CCR to postal patrons within the service area (attach zip codes used)
 - ☒ Advertising the availability of the CCR in news media (attach copy of press release)
 - ☒ Publication of the CCR in a local newspaper of general circulation (attach a copy of the published notice, including name of newspaper and date published)
 - ☐ Posted the CCR in public places (attach a list of locations)
 - ☐ Delivery of multiple copies of CCR to single-billed addresses serving several persons, such as apartments, businesses, and schools
 - ☐ Delivery to community organizations (attach a list of organizations)
 - ☐ Publication of the CCR in the electronic city newsletter or electronic community newsletter or listserv (attach a copy of the article or notice)
 - ☐ Electronic announcement of CCR availability via social media outlets (attach list of social media outlets utilized)
 - ☐ Other (attach a list of other methods used)
- ☐ For systems serving at least 100,000 persons: Posted CCR on a publicly-accessible internet site at the following URL: www._____
- ☒ For privately-owned utilities: Delivered the CCR to the California Public Utilities Commission

Consumer Confidence Report Electronic Delivery Certification

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

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

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

In our continuing efforts to better serve our customers, conserve resources, and reduce costs, Golden State Water Company chose to utilize electronic delivery of the annual Consumer Confidence Reports (CCRs) as allowed by the United States Environmental Protection Agency and the State Water Resources Control Board – Division of Drinking Water. Notices regarding the availability of the CCR were mailed to customers as a bill insert, and also emailed to all customers receiving electronic bills. These notices, printed and emailed in both English and Spanish, directed people to the URL for viewing the CCR online, and also gave them information on how to request a hard copy of the CCR.

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

Consumer Confidence Reports Available Now!



Golden State
Water Company
A Subsidiary of American States Water Company

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

From: Golden State Water Company <waterways@gswater.com>
Sent: Wednesday, May 20, 2020 11:32 AM
To: [REDACTED]
Subject: [Test] Consumer Confidence Reports Are Now Available



[View this email in your browser](#)

WATERWAYS | A Resource For The Communities We Serve

[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/cowanheightsCCR/

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 www.gswater.com
or follow us on Twitter and Facebook @GoldenStateH2O.



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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 [update your preferences](#) or [unsubscribe from this list](#).



SERVICE FOR
[REDACTED]
Santa Ana CA 92705-1548

ACCOUNT NUMBER



DUE DATE
May 26, 2020

Page 1 of 2

BILL DATE
May 04, 2020

AMOUNT DUE
\$589.03

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**

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

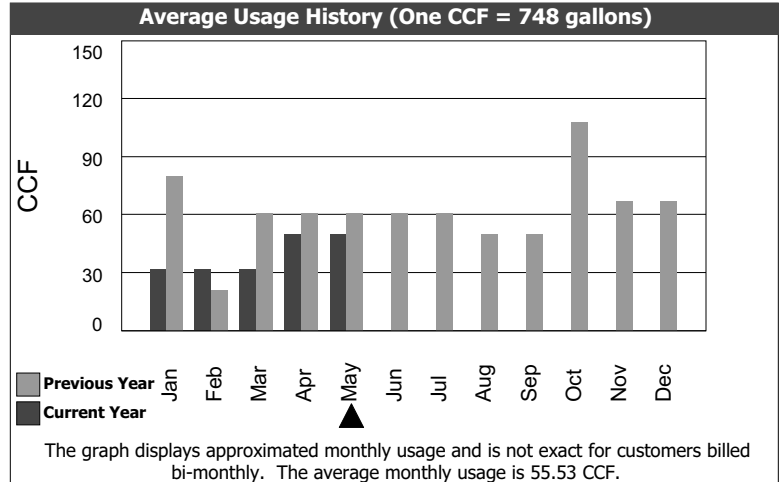
To learn about the various Payment Options we offer go to:
www.gswater.com/payment-options

Account Summary		
Previous Balance		\$373.88
Payments	3-12-20 Thank You	-\$373.88
Current Charges	Due On May 26, 2020	\$589.03
Total Amount Due		\$589.03

Current Activity
Rate Schedule R3-1-R (R31RB)

Service Charge	1" meter	
Service Charge		\$78.10
Water Usage		
Tier 1 - Water Usage - 26.00 CCF at \$3.845		\$99.97
Tier 2 - Water Usage - 16.00 CCF at \$4.422		\$70.75
Tier 3 - Water Usage - 59.00 CCF at \$5.085		\$300.02
Surcharges, Fees, & Credits		
CARW Prog Adm Surcharge - 101.00 CCF at \$0.089		\$8.99
WRAM/MCBA Surcharge/credit		\$21.92
Other Surcharges/credits		\$2.12
CPUC Fee - 1.23% of \$581.87		\$7.16
Total New Charges		\$589.03

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



Read and Usage Information					
Meter	Service Period	Days	Previous Reading	Current Reading	CCF Usage
SE74050893	Mar 02 May 01	60	4222	4323	101
Your next scheduled meter read date is approximately July 1, 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: [REDACTED]

Current Charges Due On May 26, 2020

Total Amount Due

\$589.03

Amount Enclosed

[REDACTED]
Santa Ana, CA 92705-1548

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

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: _____

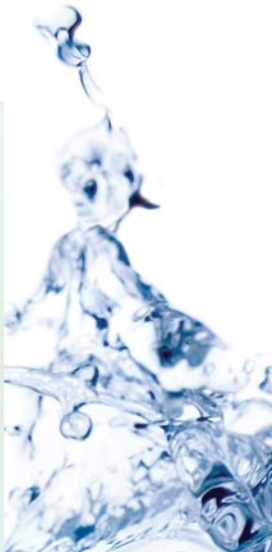


Golden State
Water Company
A Subsidiary of American States Water Company

2020

Cowan Heights Water System

Consumer Confidence Report on Water Quality for 2019

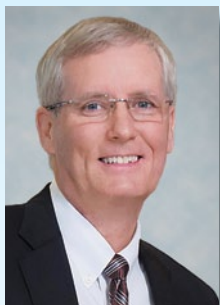


Providing Quality Drinking Water in California Since 1929

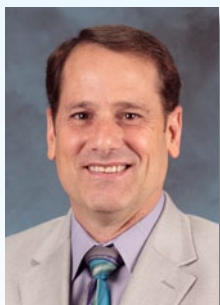


About the Company

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 50-year 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 guidelines 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.

Sincerely,


Robert Sprowls


Ken Vecchiarelli

**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 @GoldenStateH2O**



Where Does My Water Come From?

Water delivered to customers in the Cowan Heights 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 of the groundwater wells serving customers of its Cowan Heights System.

The 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.

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.



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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	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.	The most recent year tests were conducted.	Describes the most likely ways a constituent enters the drinking water. Wording provided by the EPA.		
Primary Standards - Health Based (units)	Primary MCL	PHG (MCLG)	Range of Detection	Average Level	Most Recent Sampling Date	Typical Source of Constituent
Substance A (mg/L)	1	0.6	ND - 40	20	2018	Erosion of natural deposits; residue from some surface water treatment processes
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

Cowan Heights Water System – Source Water Quality

Primary Standards - Health Based (units)	Primary MCL	PHG (MCLG)	Range of Detection	Average Level	Most Recent Sampling Date	Typical Source of Constituent
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
Barium (mg/L)	1	2	ND - 0.113	ND	2019	Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits
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	0.5 - 2.55	1.4	2019	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Radioactive Constituents						
Uranium (pCi/L)	20	0.43	ND - 4.64	1.50	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	51.5 - 64.5	57	2019	Runoff/leaching from natural deposits; seawater influence
Odor - Threshold (units)	3	n/a	ND - 1	ND	2019	Naturally-occurring organic materials
Specific Conductance (µS/cm)	1600	n/a	508 - 667	577	2019	Substances that form ions when in water; seawater influence
Sulfate (mg/L)	500	n/a	73.6 - 93	85	2019	Runoff/leaching from natural deposits; industrial wastes
Turbidity	5	n/a	ND - 0.1	ND	2019	Soil runoff
Total Dissolved Solids (mg/L)	1000	n/a	279 - 611	385	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 - 154	110	2019	
Calcium (mg/L)	n/a	n/a	29 - 58	42	2019	
Hardness [as CaCO ₃] (mg/L)	n/a	n/a	124-167	146	2019	The sum of polyvalent cations present in the water, generally magnesium and calcium; the cations are usually naturally occurring
Hardness [as CaCO ₃] (grains/gal)	n/a	n/a	7.25 - 9.77	8.54	2019	
Magnesium (mg/L)	n/a	n/a	7.2 - 14	11	2019	
pH (pH units)	n/a	n/a	7.9 - 8.5	8.2	2019	
Potassium (mg/L)	n/a	n/a	2.1 - 2.9	2.5	2019	
Sodium (mg/L)	n/a	n/a	54 - 77.0	63	2019	Refers to the salt present in the water and is generally naturally occurring

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

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.gov/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.

were present in your water. Compliance (unless otherwise noted) is based on the average level of concentration below the MCL. The state allows us to monitor for some contaminants less than once per year because the concentrations do not change frequently. Some of our data, while representative, is more than a year old.



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.

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.

Cowan Heights Water System – Distribution Water Quality

Disinfection Byproducts and Disinfectant Residuals (units)	Primary MCL (MRDL)	PHG (MRDLG)	Range of Detection	Average Level	Most Recent Sampling Date	Typical Source of Constituent	
Bromate (µg/L)	10	0.1	ND - 5.9	2.0	2019	Byproduct of drinking water disinfection	
Chlorine [as Cl ₂] (mg/L)	(4.0)	(4)	0.2 - 2.6	1.6	2019	Drinking water disinfectant added for treatment	
HAA5 [Total of Five Haloacetic Acids] (µg/L)	60	n/a	ND - 9.1	7	2019	Byproduct of drinking water disinfection	
TTHMs [Total of Four Trihalomethanes] (µg/L)	80	n/a	10 - 35	25	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 25 samples collected exceeded the action level.	0.23	2019	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives	
Lead sampling in schools and residential plumbing	Action Level	PHG	Sample Data	90th % Level	Most Recent Sampling Date	Typical Source	Number of Schools Tested (a)
Lead (µg/L)	15	0.2	1 of the 25 samples collected exceeded the action level.	ND	2019	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits.	1

(a) The State of California has made lead sampling in schools mandatory with a compliance window through 2019.

ND = Not Detected CaCO₃ = Calcium Carbonate

This table includes data only on constituents that were detected.



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.

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

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.gswater.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@gswater.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.com.

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

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5227369

GOLDEN STATE WATER COMPANY
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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.



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.

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The Orange County Register

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GOLDEN STATE WATER COMPANY
ATTN: KATE MARTIN
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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.



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.

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