

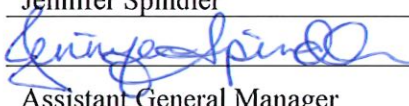
Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name: Crestline-Lake Arrowhead Water Agency

Water System Number: 36-10-114

The water system named above hereby certifies that its Consumer Confidence Report was distributed on June 25, 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: Jennifer Spindler
Signature: 
Title: Assistant General Manager
Phone Number: (909) 338-1779 Date: June 25, 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: www.clawa.org
 - ☐ 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: www._____
- ☐ 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: www._____
- ☐ 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.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

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.

Crestline-Lake Arrowhead Water Agency (CLAWA)
2019 Water Quality Report

We are pleased to present CLAWA's Annual Water Quality Report for 2019. This report is designed to inform you about the quality of water and services we deliver to you every day. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to protect your water supply. We are committed to ensuring the quality of your water.

Last year, as in years past, your tap water met all USEPA and State Drinking Water health standards. CLAWA vigilantly safeguards its water supplies, and once again we are proud to report that our system did not violate any water quality standard. This brochure is a snapshot of last year's water quality. Included are details about where your water comes from, what it contains, and how it compares to State standards. We are committed to providing you with information because informed customers are our best allies.

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

Drinking Water Contaminants

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

Contaminants that may be present in source water include:

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

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (USEPA) 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. State Board regulations also establish limits for contaminants in bottled water that provide the same protection for public health.

CLAWA's Water Supply

All of CLAWA's water supply is surface water from Silverwood Lake, a reservoir of the State Water Project which is operated by the California Department of Water Resources. Silverwood Lake is fed by streams which carry runoff from the local mountains, and also contains imported water which is diverted from the San Francisco-San Joaquin Delta and transported to Southern California in man-made canals. Contamination of the imported water supply can occur at any point along its journey to Silverwood Lake, or from sources within the Silverwood Lake watershed itself. In 2011, DWR published an updated Sanitary Survey Report of all watersheds tributary to the State Water Project, including the Silverwood Lake watershed. Copies of that report can be obtained by contacting the State Water Contractors at (916) 447-7357.

CLAWA pumps surface water from Silverwood Lake, treats and disinfects the water at a "multi-barrier" treatment plant located near the south shore of the Lake, then pumps the treated water uphill to CLAWA's storage and pipeline distribution system, which extends from Job's Peak (near Cedarpines Park) eastward to Green Valley Lake.

Water Conservation

Water conservation remains a high priority throughout the State. Please continue to implement the following measures: (1) Protect against frozen pipes. Install and utilize shut-off valves on your side of the meter, and then drain your on-site water system as appropriate. Insulate water pipes outside the structure and in the crawl space beneath the structure. (2) Install low-flow showerheads and toilet tank displacement devices. (3) Repair leaky faucets and valves. A leaky faucet can waste 1,500 gallons per month. (4) Use buckets instead of running hoses to wash vehicles, equipment and structures. (5) Use brooms rather than hoses to clean sidewalks and driveways. (6) Minimize landscape irrigation, especially during hot summer days to reduce evaporation.

Additional Information

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the 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 (1-800-426-4791).

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants, can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/Centers for Disease Control (CDC) guidelines on appropriate means to

lessen the risk of infection by Cryptosporidium and other microbial contaminants are also available from the Safe Drinking Water Hotline (1-800-426-4791).

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. CLAWA is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

CLAWA does not add fluoride to the water it supplies. Additional information regarding fluoridation of water, oral health, and current issues is available from http://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Fluoridation.shtml

Water Quality Definitions:

The water quality data table on the following page contains several terms and abbreviations which may be unfamiliar to you. To help you better understand these terms we've provided the following definitions:

- **MCL:** Maximum Contaminant Level – The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.
- **MCLG:** Maximum Contaminant Level Goal – The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency.
- **PHG:** Public Health Goal – The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.
- **PDWS:** Primary Drinking Water Standard – MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.
- **MRDL:** Maximum Residual Disinfectant Level – The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
- **MRDLG:** Maximum Residual Disinfectant Level Goal – 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.
- **Range:** Lowest to highest
- **mg/l:** Milligrams per liter (parts per million)
- **ug/l:** Micrograms per liter (parts per billion)
- **NTU:** Nephelometric Turbidity Units – a measure of the clarity of water. Turbidity is the measure of particles suspended in water. Higher quality water has low turbidity.
- **N/A:** Not Applicable
- **ND:** Non-Detected
- **TT:** Treatment Technique – A required process intended to reduce the level of a contaminant in drinking water
- **AL:** Regulatory Action Level - The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
- **USEPA:** United States Environmental Protection Agency

Questions

If you have any questions regarding the information contained in this report, please contact Stephen Taylor II at (909) 338-1779. We want our customers to be informed about the water system that serves them. If you want to learn more, please attend any of our regularly scheduled Board meetings, which are held the first Thursday of every month at 2:00 p.m.

Water Quality Data

CLAWA routinely monitors for contaminants in your drinking water according to State and Federal laws. In 2019, CLAWA monitored the source and treated water continuously and had analyses performed by State certified laboratories for all regulated and many unregulated constituents. Of the many constituents that can be present in a water supply, CLAWA's test results reveal that only a few were detected in CLAWA's treated water.

The tables on the next pages show the results of our monitoring for the period of January 1 to December 31, 2019.

*Total Trihalomethanes and Haloacetic Acids are reported as the Highest Locational Running Annual Average.

**Turbidity is monitored continuously because it is a good indicator of the effectiveness of our treatment system. Turbidity measures the cloudiness of water. The Agency uses a conventional treatment process to reduce turbidity.

***Unregulated contaminant monitoring helps USEPA and the State Water Resources Control Board to determine where certain contaminants occur and whether the contaminants need to be regulated.

TEST RESULTS							
Contaminant	Violation Y/N	Average Level Detected	Range of Levels Detected	Units	MCL	PHG (MCLG)	Major Sources in Drinking Water
PRIMARY STANDARDS							
Total Trihalomethanes*	N	46.9*	24.6-68.6	uG/l	80	N/A	By-product of drinking water disinfection
Haloacetic Acids*	N	4.6*	0-9.0	uG/l	60	N/A	By-product of drinking water disinfection
Inorganic Chemicals							
Fluoride (naturally occurring)	N	ND	ND	mg/l	2	1	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate (as N)	N	.03	0-.40	mg/l	10	410	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
SECONDARY STANDARDS							
Chloride	N	71.00	36-110	mg/l	500	N/A	Runoff/leaching from natural deposits; seawater influence
Sulfate	N	39.25	31-48	mg/l	500	N/A	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids (TDS)	N	251.88	170-330	mg/l	1000	N/A	Erosion of natural deposits
Turbidity**	N	.03	0-.20	NTU	5	N/A	Soil Runoff
OTHER CONSTITUENTS							
Sodium	N	58.63	40-87	mg/l	N/A	N/A	"Sodium" refers to the salt present in the water and is generally naturally occurring
Total Hardness	N	83.88	59-110	mg/l	N/A	N/A	"Hardness" is the sum of polyvalent cations present in the water, generally magnesium and calcium. The cations are usually naturally occurring.
Iron	N	ND	ND	ug/l	300	N/A	Leaching from natural deposits; industrial wastes
Odor - Threshold	N	1	1-1	TON	3	N/A	Naturally occurring organic materials
Unregulated Contaminants***							
Boron	N	90.00	0-160	uG/l	1000	N/A	Erosion of natural deposits
Vanadium	N	ND	ND	uG/l	50	N/A	Erosion of natural deposits
pH	N	8.14	7.7-8.4	Unit	6.5-8.5	N/A	
Lead and Copper							
		Number of Samples Collected	90 th Percentile Level Detected	Number of Sites Exceeding AL	AL	PHG (MCLG)	
Lead (uG/l)	N	0	0 ug/L	0	15	.2	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits.
Copper (uG/l)	N	0	0 mg/L	0	1.3	.3	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.

SAMPLING RESULTS SHOWING TREATMENT OF SURFACE WATER SOURCES	
Treatment Technique ^(a) (Type of approved filtration technology used)	Conventional Treatment with multimedia pressure filters
Turbidity Performance Standards ^(b) (that must be met through the water treatment process)	Turbidity of the filtered water must: 1 – Be less than or equal to <u>0.3</u> NTU in 95% of measurements in a month. 2 – Not exceed <u>1.0</u> NTU for more than eight consecutive hours. 3 – Not exceed <u>5.0</u> NTU at any time.
Lowest monthly percentage of samples that met Turbidity Performance Standard No. 1.	100%
Highest single turbidity measurement during the year	0.5 NTU
Number of violations of any surface water treatment requirements	0

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

(b) Turbidity (measured in NTU) is a measurement of the cloudiness of water and is a good indicator of water quality and filtration performance. Turbidity results which meet performance standards are considered to be in compliance with filtration requirements.