

2024 Consumer Confidence Report

Water System Information

Water System Name: H2O, Inc.

Report Date: March 25, 2025

Type of Water Source(s) in Use: Groundwater wells

Name and General Location of Source(s): Well 02- Standby, Well 03, Arroyo Grande (35.180858, -120.566911)

Drinking Water Source Assessment Information: A source water assessment was conducted on Well 02 and Well 03 for the H2O, Inc. water system in January 2022. A copy of the complete assessment may be viewed at Environmental Health Services, 2156 Sierra Way, San Luis Obispo, CA 93401.

Time and Place of Regularly Scheduled Board Meetings for Public Participation: April 27, 2025 at 735 Tank Farm Road in San Luis Obispo, CA 93401.

For More Information, Contact: Ron Alers, (805)471-7069.

About This Report

We test the drinking water quality for many constituents as required by state and federal regulations. This report shows the results of our monitoring for the period of January 1 to December 31, 2024, and may include earlier monitoring data.

Importance of This Report Statement in Five Non-English Languages (Spanish, Mandarin, Tagalog, Vietnamese, and Hmong)

Language in Spanish: Este informe contiene información muy importante sobre su agua para beber. Favor de comunicarse H2O, Inc. a (805)471-7069 para asistirlo en español.

Language in Mandarin: 这份报告含有关于您的饮用水的重要讯息。请用以下地址和电话联系 H2O, Inc. 以获得中文的帮助: (805)471-7069.

Language in Tagalog: Ang pag-uulat na ito ay naglalaman ng mahalagang impormasyon tungkol sa inyong inuming tubig. Mangyaring makipag-ugnayan sa H2O, Inc. o tumawag sa (805)471-7069 para matulungan sa wikang Tagalog.

Language in Vietnamese: Báo cáo này chứa thông tin quan trọng về nước uống của bạn. Xin vui lòng liên hệ (805)471-7069 tại (805)471-7069 để được hỗ trợ giúp bằng tiếng Việt.

Language in Hmong: Tsab ntawv no muaj cov ntsiab lus tseem ceeb txog koj cov dej haus. Thov hu rau H2O, Inc. ntawm (805)471-7069 rau kev pab hauv lus Askiv.

Terms Used in This Report

Term	Definition
Level 1 Assessment	A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.
Level 2 Assessment	A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an <i>E. coli</i> MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.
Maximum Contaminant Level (MCL)	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.
Maximum Contaminant Level Goal (MCLG)	The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency (U.S. EPA).
Maximum Residual Disinfectant Level (MRDL)	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.
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 Standards (PDWS)	MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.
Public Health Goal (PHG)	The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.
Regulatory Action Level (AL)	The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
Secondary Drinking Water Standards (SDWS)	MCLs for contaminants that affect taste, odor, or appearance of the drinking water. Contaminants with SDWSs do not affect the health at the MCL levels.
Treatment Technique (TT)	A required process intended to reduce the level of a contaminant in drinking water.
Variances and Exemptions	Permissions from the State Water Resources Control Board (State Board) to exceed an MCL or not comply with a treatment technique under certain conditions.
ND	Not detectable at testing limit.
ppm	parts per million or milligrams per liter (mg/L)
ppb	parts per billion or micrograms per liter (µg/L)
ppt	parts per trillion or nanograms per liter (ng/L)
ppq	parts per quadrillion or picogram per liter (pg/L)
pCi/L	picocuries per liter (a measure of radiation)

Sources of Drinking Water and Contaminants that May Be Present in Source Water

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, that 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, 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, that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.
- Radioactive contaminants, that can be naturally-occurring or be the result of oil and gas production and mining activities.

Regulation of Drinking Water and Bottled Water Quality

In order to ensure that tap water is safe to drink, the U.S. EPA and the 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.

About Your Drinking Water Quality

Drinking Water Contaminants Detected

Tables 1, 2, 3, 4, 5, 6, and 8 list all of the drinking water contaminants that were detected during the most recent sampling for the constituent. The presence of these contaminants in the water does not necessarily indicate that the water poses a health risk. The State Board allows us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of the data, though representative of the water quality, are more than one year old. Any violation of an AL, MCL, MRDL, or TT is asterisked. Additional information regarding the violation is provided later in this report.

Table 1. Sampling Results Showing the Detection of Coliform Bacteria

Microbiological Contaminants	Highest No. of Detections	No. of Months in Violation	MCL	MCLG	Typical Source of Bacteria
<i>E. coli</i>	(In the year) 0	0	(a)	0	Human and animal fecal waste

(a) Routine and repeat samples are total coliform-positive and either is *E. coli*-positive or system fails to take repeat samples following *E. coli*-positive routine sample or system fails to analyze total coliform-positive repeat sample for *E. coli*.

Table 2. Sampling Results Showing the Detection of Lead and Copper

Lead and Copper	Sample Date	No. of Samples Collected	90 th Percentile Level Detected	No. Sites Exceeding AL	AL	PHG	Typical Source of Contaminant
Lead (ppb)	2021	5	0	0	15	0.2	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Copper (ppm)	2021	5	0.175	0	1.3	0.3	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives

Table 3. Sampling Results for Sodium and Hardness

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	MCL	PHG (MCLG)	Typical Source of Contaminant
Sodium (ppm)	2023	55	-	None	None	Salt present in the water and is generally naturally occurring
Hardness (ppm)	2023	430	-	None	None	Sum of polyvalent cations present in the water, generally magnesium and calcium, and are usually naturally occurring

Table 4. Detection of Contaminants with a Primary Drinking Water Standard

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	MCL [MRDL]	PHG (MCLG) [MRDLG]	Typical Source of Contaminant
Arsenic (µg/L)	2017 (Well 2)	9.1	-	10	0.004	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes
Barium (µg/L)	2023 (Well 3)	230	-	1000	2000	Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits
Cadmium (µg/L)	2017 (Well 2)	1.7	-	5	0.04	Internal corrosion of galvanized pipes; erosion of natural deposits; discharge from electroplating and industrial chemical factories, and metal refineries; runoff from waste batteries and paints
Fluoride (µg/L)	2023 (Well 3)	180	-	2000	1000	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories

Gross Alpha Particle Activity (pCi/L)	2019 (Well 3)	7.2	4.6 – 9.8	15	0	Erosion of natural deposits
Total Trihalomethane (µg/L)	2022 (Well 3)	38	-	80	N/A	Byproduct of drinking water disinfection
Total Haloacetic Acids (µg/L)	2022 (Well 3)	6	-	60	N/A	Byproduct of drinking water disinfection

Table 5. Detection of Contaminants with a Secondary Drinking Water Standard

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	SMCL	PHG (MCLG)	Typical Source of Contaminant
Color (units)	2017 (Well 2)	5	-	15	N/A	Naturally-occurring organic materials
Copper (mg/L)	2023 (Well 3)	0.0023	-	1	N/A	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.
Iron (µg/L)	2017 (Well 2)	540*	-	300	N/A	Leaching from natural deposits; industrial wastes
Manganese (µg/L)	2023 (Well 3)	50	-	50	N/A	Leaching from natural deposits
Odor---Threshold (units)	2023 (Well 3)	2.9	-	3	N/A	Naturally-occurring organic materials
Zinc (mg/L)	2023 (Well 3)	0.029	-	5	N/A	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids (TDS) (mg/L)	2023 (Well 3)	660	-	1000	N/A	Runoff/leaching from natural deposits
Turbidity (NTU)	2023 (Well 3)	0.25	-	5	N/A	Soil runoff
Specific Conductance (µS/cm)	2023 (Well 3)	1100	-	1600	N/A	Substances that form ions when in water; seawater influence

Chloride (mg/L)	2023 (Well 3)	110	-	500	N/A	Runoff/leaching from natural deposits; seawater influence
Sulfate (mg/L)	2023 (Well 3)	80	-	500	N/A	Runoff/leaching from natural deposits; industrial wastes

Table 6. Detection of Unregulated Contaminants

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	Notification Level	Health Effects
N/A	N/A	N/A	N/A	N/A	N/A

Additional General Information on Drinking Water

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 U.S. EPA'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. U.S. EPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

Lead-Specific Language: 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. H2O, Inc. 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. [Optional: If you do so, you may wish to collect the flushed water and reuse it for another beneficial purpose, such as watering plants.] 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 (1-800-426-4791) or at <http://www.epa.gov/lead>.

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

damage and circulatory problems. Please note that arsenic has only been detected in Well 02, which is a stand-by well. Well 03, which is the primary production well, is non-detect for arsenic.

Summary Information for Violation of a MCL, MRDL, AL, TT, or Monitoring and Reporting Requirement

Table 7. Violation of a MCL, MRDL, AL, TT or Monitoring Reporting Requirement

Violation	Explanation	Duration	Actions Taken to Correct Violation	Health Effects Language
Iron SMCL	Iron was found at levels that exceed the secondary MCL of 300 µg/L. The iron MCL was set to protect you against unpleasant aesthetic effects (e.g., color, taste, and odor) and the staining of plumbing fixtures (e.g., tubs and sinks) and clothing while washing. The high iron levels are due to leaching of natural deposits."		Iron was only detected in Well 02, which is a standby well and not in production. Well 02 continues to be a standby well. Well 03, the primary production well, is non-detect for iron.	N/A
Lead and Copper Monitoring Violation	We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not your drinking water meets health standards. During the 2024 monitoring period, we did not monitor for lead and copper, and therefore, cannot be sure of the quality of your drinking water during that time. There are no lead pipes in the system and, historically, there have not been any lead detections. There have been low detections of copper.		Lead and Copper sampling will be taken in June 2025.	Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time may experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years may suffer liver or kidney damage. People with Wilson's Disease should consult their personal doctor. Infants and children who drink water

	See results for more information.			containing lead in excess of the action level may experience delays in their physical or mental development. Children may show slight deficits in attention span and learning abilities. Adults who drink this water over many years may develop kidney problems or high blood pressure.
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H2O, Inc. has completed the initial lead service line inventory required by U.S. EPA's Lead and Copper Rule Revisions. The deadline for the initial inventories is October 16, 2024.

Through completing a historical records review and field investigations, H2O, Inc. has determined it has no lead or galvanized requiring replacement service lines in its distribution system. This includes any privately-owned or customer-owned service lines.

H2O, Inc. reviewed all applicable sources of information, including

- All construction and plumbing codes, permits, and existing records or other documentation which indicates the service line materials;
- All water system records, including distribution system maps and drawings, historical records on each service connection, meter installation records, historical capital improvement or master plans, and standard operating procedures;
- All inspections and records of the distribution system that indicate service line material, including inspections conducted during the course of normal operations (e.g., checking service line materials when reading water meters or performing maintenance activities); and
- All previous service line or meter replacements were conducted.

All service lines were verified non-lead plastic or galvanized.

H2O, Inc. will update service line material information obtained from normal operations, such as service line maintenance, installation, or water meter readings, after October 2024 and will update the initial inventory accordingly.