

# Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name: Golden State Water Company – Lake Marie

Water System Number: 4210022

The water system named above hereby certifies that its Consumer Confidence Report was distributed by **July 1, 2018** (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: Elizabeth Clark

Signature: \_\_\_\_\_ Date: 09/20/2018

Title: Associate Water Quality Engineer

Phone Number: (805) 528-2287 x104

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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.GSWater.com/LakeMarieCCR](http://www.GSWater.com/LakeMarieCCR)
  - 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**

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*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.*

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), California Code of Regulations.*

**\*\*\* Proof of Publication \*\*\***

PROOF OF PUBLICATION  
(2015.5 C.C.P.)

STATE OF CALIFORNIA.

LOMPOC RECORD

Golden State Water

630 E. Foothill Blvd  
San Dimas, CA 91773

ORDER NUMBER 128545

I AM THE PRINCIPAL CLERK OF THE PRINTER OF THE LOMPOC RECORD, NEWSPAPER OF GENERAL CIRCULATION, PRINTED AND PUBLISHED IN THE CITY OF LOMPOC, COUNTY OF SANTA BARBARA, AND WHICH NEWSPAPER HAS BEEN ADJUDGED A NEWSPAPER OF GENERAL CIRCULATION BY THE SUPERIOR COURT OF THE COUNTY OF SANTA BARBARA, STATE OF CALIFORNIA, ADJUDICATION #47065.

THAT THE NOTICE OF WHICH THE ANNEXED IS A PRINTED COPY (SET IN TYPE NOT SMALLER THAN NONPAREIL), HAS BEEN PUBLISHED IN EACH REGULAR AND ENTIRE ISSUE OF SAID NEWSPAPER AND NOT IN ANY SUPPLEMENT THEREOF ON THE FOLLOWING DATES, TO-WIT:

I CERTIFY (OR DECLARE) UNDER PENALTY OF PERJURE THAT THE FOREGOING IS TRUE AND CORRECT.

PUBLISHED ON: 07/18/2018

TOTAL AD COST: 18.06

FILED ON: 7/18/2018

DATED AT SANTA MARIA, CA THIS 18<sup>th</sup> DAY OF July,  
2018

SIGNATURE

*Jeresa Ramirez*

Interested parties who would like to view or print a copy of Golden State Water Company's 2018 Water Quality Report (Consumer Confidence Report) for the Year 2017 can access the report on the web at:  
[www.gswater.com/annual-water-quality-reports](http://www.gswater.com/annual-water-quality-reports).

Legal #128545  
Pub date: July 18, 2018

\*\*\* Proof of Publication \*\*\*

PROOF OF PUBLICATION  
(2015.5 C.C.P.)

STATE OF CALIFORNIA.

LOMPOC RECORD

Golden State Water

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San Dimas, CA 91773

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I CERTIFY (OR DECLARE) UNDER PENALTY OF PERJURE THAT THE FOREGOING IS TRUE AND CORRECT.

PUBLISHED ON: 07/25/2018

TOTAL AD COST: 18.06

FILED ON: 7/25/2018

DATED AT SANTA MARIA, CA THIS 25<sup>th</sup> DAY OF July,  
2018

SIGNATURE

*Terese Ramirez*

Interested parties who would like to view or print a copy of Golden State Water Company's 2018 Water Quality Report (Consumer Confidence Report) for the Year 2017 can access the report on the web at:

[www.gswater.com/annual-water-quality-reports](http://www.gswater.com/annual-water-quality-reports).

Legal #128745  
Pub date: July 25, 2018

\*\*\* Proof of Publication \*\*\*

PROOF OF PUBLICATION  
(2015.5 C.C.P.)

STATE OF CALIFORNIA.

SANTA MARIA TIMES

Golden State Water

630 E. Foothill Blvd  
San Dimas, CA 91773

ORDER NUMBER 128546

I AM THE PRINCIPAL CLERK OF THE PRINTER OF THE SANTA MARIA TIMES, NEWSPAPER OF GENERAL CIRCULATION, PRINTED AND PUBLISHED IN THE CITY OF SANTA MARIA, COUNTY OF SANTA BARBARA, AND WHICH NEWSPAPER HAS BEEN ADJUDGED A NEWSPAPER OF GENERAL CIRCULATION BY THE SUPERIOR COURT OF THE COUNTY OF SANTA BARBARA, STATE OF CALIFORNIA, ADJUDICATION #463687.

Interested parties who would like to view or print a copy of Golden State Water Company's 2018 Water Quality Report (Consumer Confidence Report) for the Year 2017 can access the report on the web at:  
[www.gswater.com/annual-water-quality-reports](http://www.gswater.com/annual-water-quality-reports).

Legal #128546  
Pub date: July 18, 2018.

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I CERTIFY (OR DECLARE) UNDER PENALTY OF PERJURE THAT THE FOREGOING IS TRUE AND CORRECT.

PUBLISHED ON: 07/18/2018

TOTAL AD COST: 24.50

FILED ON: 7/18/2018

DATED AT SANTA MARIA, CA THIS 18<sup>th</sup> DAY OF July,  
2018

SIGNATURE

*Jeresa Ramirez*

\*\*\* Proof of Publication \*\*\*

PROOF OF PUBLICATION  
(2015.5 C.C.P.)

STATE OF CALIFORNIA.

SANTA MARIA TIMES

Golden State Water

630 E. Foothill Blvd  
San Dimas, CA 91773

ORDER NUMBER 128746

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PUBLISHED ON: 07/25/2018

TOTAL AD COST: 24.50

FILED ON: 7/25/2018

DATED AT SANTA MARIA, CA THIS 25<sup>th</sup> DAY OF July,  
2018

SIGNATURE

*Jeresa Ramirez*

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Legal #128746  
Pub date: July 25, 2018

**\*\*\* Proof of Publication \*\*\***

PROOF OF PUBLICATION  
(2015.5 C.C.P.)

STATE OF CALIFORNIA.

SANTA YNEZ VALLEY NEWS

Golden State Water

630 E. Foothill Blvd  
San Dimas, CA 91773

ORDER NUMBER 128544

I AM THE PRINCIPAL CLERK OF THE PRINTER OF THE SANTA YNEZ VALLEY NEWS, NEWSPAPER OF GENERAL CIRCULATION, PRINTED AND PUBLISHED IN THE CITY OF SOLVANG, COUNTY OF SANTA BARBARA, AND WHICH NEWSPAPER HAS BEEN ADJUDGED A NEWSPAPER OF GENERAL CIRCULATION BY THE SUPERIOR COURT OF THE COUNTY OF SANTA BARBARA, STATE OF CALIFORNIA, ADJUDICATION #47216.

THAT THE NOTICE OF WHICH THE ANNEXED IS A PRINTED COPY (SET IN TYPE NOT SMALLER THAN NONPAREIL), HAS BEEN PUBLISHED IN EACH REGULAR AND ENTIRE ISSUE OF SAID NEWSPAPER AND NOT IN ANY SUPPLEMENT THEREOF ON THE FOLLOWING DATES, TO-WIT:

I CERTIFY (OR DECLARE) UNDER PENALTY OF PERJURE THAT THE FOREGOING IS TRUE AND CORRECT.

PUBLISHED ON: 07/19/2018

TOTAL AD COST: 19.74

FILED ON: 7/19/2018

DATED AT SANTA MARIA, CA THIS 19<sup>th</sup> DAY OF July,  
2018

SIGNATURE

*Teresa Ramirez*

Interested parties who would like to view or print a copy of Golden State Water Company's 2018 Water Quality Report (Consumer Confidence Report) for the Year 2017 can access the report on the web at:  
[www.gswater.com/annual-water-quality-reports](http://www.gswater.com/annual-water-quality-reports).

Legal #128544  
Pub date: July 19, 2018

\*\*\* Proof of Publication \*\*\*

PROOF OF PUBLICATION  
(2015.5 C.C.P.)

STATE OF CALIFORNIA.

SANTA YNEZ VALLEY NEWS

Golden State Water

630 E. Foothill Blvd  
San Dimas, CA 91773

ORDER NUMBER 128747

I AM THE PRINCIPAL CLERK OF THE PRINTER OF THE SANTA YNEZ VALLEY NEWS, NEWSPAPER OF GENERAL CIRCULATION, PRINTED AND PUBLISHED IN THE CITY OF SOLVANG, COUNTY OF SANTA BARBARA, AND WHICH NEWSPAPER HAS BEEN ADJUDGED A NEWSPAPER OF GENERAL CIRCULATION BY THE SUPERIOR COURT OF THE COUNTY OF SANTA BARBARA, STATE OF CALIFORNIA, ADJUDICATION #47216.

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I CERTIFY (OR DECLARE) UNDER PENALTY OF PERJURE THAT THE FOREGOING IS TRUE AND CORRECT.

PUBLISHED ON: 07/26/2018

TOTAL AD COST: 19.74

FILED ON: 7/26/2018

DATED AT SANTA MARIA, CA THIS 26<sup>th</sup> DAY OF July,  
2018

SIGNATURE

*Terese Ramirez*

Interested parties who would like to view or print a copy of Golden State Water Company's 2018 Water Quality Report (Consumer Confidence Report) for the Year 2017 can access the report on the web at:  
[www.gswater.com/annual-water-quality-reports](http://www.gswater.com/annual-water-quality-reports).

Legal #128747  
Pub date: July 26, 2018

## *Consumer Confidence Reports Available Now!*

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.

In recent years, Golden State Water Company has mailed its customers a printed copy of the CCR to comply with the SDWA.

On February 21, 2013, the California Department of Public Health expanded its interpretation of the SDWA to allow for electronic delivery of the CCR. The electronic delivery method will allow Golden State Water Company to reduce the consumption of paper and minimize potential printing and mailing costs.

If you would like a paper copy of the 2018 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](mailto:waterquality@gswater.com).

*You can view your 2018 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.

En los últimos años, GSWC ha enviado por correo una copia del CCR para cumplir con la regulación.

El 21 de febrero de 2013, el Departamento de Salud Pública de California ha ampliado su interpretación de la regulación para permitir la distribución electrónica del CCR. El método de entrega electrónica permitirá que GSWC reduzca el consumo de papel y gastos de envío y de imprenta.

Si desea una copia en papel del CCR del 2018 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](mailto:waterquality@gswater.com).

2018 Consumer Confidence Report Direct URL Links

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

[Home](#)[Your Service Area](#)

Dear Valued Customer,

Golden State Water is pleased to announce that Customer Confidence Reports are available now!

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.

In recent years, Golden State Water Company has mailed its customers a printed copy of the CCR to comply with the SDWA.

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If you would like a paper copy of the 2018 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](mailto:waterquality@gswater.com).

**You can view your 2018 Consumer Confidence Report and learn more about your drinking water by visiting the following URL: [www.gswater.com/LakeMarieCCR](http://www.gswater.com/LakeMarieCCR)**

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.

En los últimos años, Golden State Water Company ha enviado por correo una copia del CCR para cumplir con la regulación.

El 21 de febrero de 2013, La Junta Estatal de Control de Recursos de Agua ha ampliado su interpretación de la regulación para permitir la distribución electrónica del CCR. El método de

Si desea una copia en papel del CCR del 2018 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](mailto:waterquality@gswater.com).

-Golden State Water Company

For the latest updates, visit our website at [www.gswater.com](http://www.gswater.com) or follow us on Twitter at [@GoldenStateH2O](https://twitter.com/GoldenStateH2O).



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**Past Issues**

*MailChimp*



**SERVICE FOR**  
 [REDACTED]  
 Santa Maria CA 93455

**ACCOUNT NUMBER**  
 [REDACTED]  
**BILL DATE**  
 May 04, 2018

**DUE DATE**  
 May 25, 2018  
**AMOUNT DUE**  
 \$118.64

**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: 2330 A Street Suite A Santa Maria, CA 93455

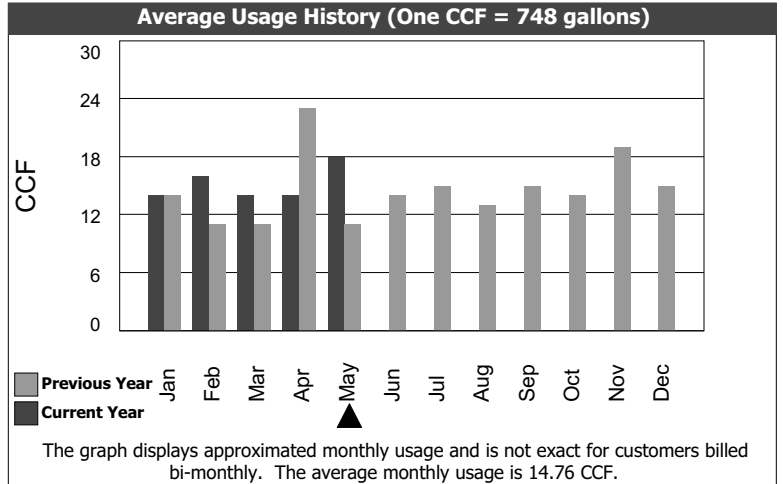
Please see back of bill or visit **gswater.com** for more information on the 2017 WRAM/MCBA surcharge.

Account Summary		
Previous Balance		\$102.38
Payments	<b>4-19-18 Thank You</b>	-\$102.38
Current Charges	Due On May 25, 2018	\$118.64
<b>Total Amount Due</b>		<b>\$118.64</b>

**Current Activity**  
**Rate Schedule SM-1-NR (SM1NR)**

<b>Service Charge</b>	<b>1" meter</b>	
Service Charge 1 Days		\$1.48
Service Charge 28 Days		\$40.79
<b>Water Usage</b>		
Water Usage - 0.62 CCF at \$2.924		\$1.81
Water Usage - 17.37 CCF at \$2.881		\$50.07
<b>Surcharges, Fees, &amp; Credits</b>		
Cross Connection Control Fee		\$1.98
CARW Prog Adm Surcharge - 18.00 CCF at \$0.127		\$2.29
SMWRMA Surcharge - 18.00 CCF at \$0.124		\$2.23
WRAM/MCBA Surcharge/credit		\$12.22
Other Surcharges/credits		\$4.13
CPUC Fee - 1.4% of \$117.00		\$1.64
<b>Total New Charges</b>		<b>\$118.64</b>

*Your opinion is very important to us. Please rate our job performance by calling 1-888 933 8648. Enter code 671 when prompted.*



**Read and Usage Information**

Meter	Service Period	Days	Previous Reading	Current Reading	CCF Usage
[REDACTED]	Apr 04 - May 03	29	1108	1126	18

Your next scheduled meter read date is approximately June 5, 2018

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 25, 2018  
 Total Amount Due \$118.64

**Amount Enclosed**

[REDACTED]  
 Santa Maria, CA 93454

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

0013450150000200000118640

To view your 2018 Consumer Confidence Report and learn more about your drinking water, please visit: [www.gswater.com/LakeMarieCCR](http://www.gswater.com/LakeMarieCCR)  
Local water-use and outdoor irrigation restrictions have been lifted. See below or visit [gswater.com](http://gswater.com) for more information.

On April 6 your water rates decreased by an average of 1.30 percent as a result of a decision issued by the CPUC to reduce Golden State's rate of return on its cost of capital structure.

**PAYMENT OPTIONS**

For a listing of payment options, authorized locations, and application forms go to [www.gswater.com/payment-options](http://www.gswater.com/payment-options).

**Auto Pay (Electronic Funds Transfer):** Complete an application to have your bill paid automatically from a checking or savings account when due.

**Online:** Receive bills online and pay them electronically by using "MyGSWater". Call (800) 999-4033 for more information.

**Phone:** Use 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](http://www.gswater.com/payment-options) to find a KUBRA EZ-PAY agent near you (service fee applies), or go to your local Golden State Water Office.

**Unpaid Bill:** Your service may be discontinued. A cash deposit and reconnection charge may be required to re-establish credit and service.

**DISPUTING YOUR BILL**

This 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.

Should the amount of this bill be questioned, an explanation should be requested from the utility within five (5) days. If an explanation satisfactory to the customer is not made by the utility and the bill is still questioned, the customer may deposit with the California Public Utilities Commission the amount of the bill to avoid discontinuance of service. Make remittance payable to "California Public Utilities Commission" and attach the bill and a statement setting forth the basis for the dispute of the amount of the bill. Mail to: Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, California 94102; or call toll-free (800) 649-7570; or visit online at [www.cpuc.ca.gov](http://www.cpuc.ca.gov). The Commission will review the basis of the billed amount and disburse the deposit in accordance with its findings.

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 a utility's service, general level of rates, pending rate applications, and sources of fuel or power.

**DROUGHT INFORMATION/RESTRICTIONS**

Golden State Water has implemented local conservation standards for its water systems, reflecting the State Water Board's revised emergency regulations that were issued on May 18, 2016 then extended on Feb. 8, 2017. Many of Golden State Water's systems now have voluntary conservation goals, while others (Edna Road, Cypress Ridge, Nipomo) remain in mandatory conservation under Staged Mandatory Water Conservation and Rationing (Schedule 14.1) due to local water supply conditions.

Please visit [gswater.com/drought](http://gswater.com/drought) for additional information and to review the water-use restrictions, conservation goals and reduction mandates for your community. Please check the "Message Center" at the top of this bill for irrigation restrictions in your area.

**BILL TERMS AND OTHER USEFUL INFORMATION**

**WRAM/MCBA.** The Water Revenue Adjustment Mechanism (WRAM) and Modified Cost Balancing Account (MCBA) were adopted by the CPUC in 2008 to help balance revenue and expenses during times of drought and mandatory conservation. Because approximately 75 percent of Golden State Water's expenses are "fixed costs" and do not change based on usage, if annual water sales don't generate enough revenue to cover annual fixed costs, Golden State Water must collect the revenue shortfall through the WRAM surcharge.

If water sales generate more revenue than the CPUC-authorized amount, revenue is returned to customers in the form of a temporary surcredit. The MCBA ensures any savings associated with lower purchased water or energy (variable) costs are credited back to customers in the form of a surcredit. Conversely, any supply costs that exceed the CPUC-authorized levels are recovered in the form of a temporary surcharge.

The 2017 WRAM/MCBA surcharge or surcredit is effective on 3/23/2018 (Region 2 and 3) or 3/30/2018 (Region 1), and may include any residual balances from previous WRAM/MCBA filings. For additional information, please visit [gswater.com](http://gswater.com).

**PLEASE INDICATE ANY CHANGES**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_

**State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Home Phone:** \_\_\_\_\_

**Work Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_



# Lake Marie Water System

Consumer Confidence Report  
on Water Quality for 2017



Providing Quality Drinking Water in California Since 1929

[www.gswater.com/LakeMarieCCR](http://www.gswater.com/LakeMarieCCR)

**Golden State Water Company** (Golden State Water) is pleased to present our Annual Water Quality Report (Consumer Confidence Report) for 2017.

Delivering drinking water is serious business, and our team of scientists, engineers and water experts share the focus of protecting our water systems and delivering reliable, quality water to customers whenever they need it.

We know that water is part of your every day, and want you to rest assured knowing that the water delivered to your tap meets all federal and state quality standards established 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).

Our team of water quality professionals aggressively monitors and tests our water supply for hundreds of contaminants. In 2017 alone, we invested nearly half a million dollars on laboratory testing to meet regulatory standards. Additional information about water quality, including sampling results, is available at [www.gswater.com](http://www.gswater.com).

We pride ourselves on getting the job done right, and our team of experts strives to provide consistent water service and prevent water quality issues by regularly investing to maintain and improve our water system. This ensures our ability to provide you with high-quality drinking water—24 hours a day, seven days a week—is not compromised. In the unlikely event that drinking water standards are exceeded, we take immediate action to notify customers and restore normal service.

Last year, Golden State Water proactively initiated the School Lead Testing program to collaborate with schools in our service areas to test the water in their facilities for compliance with lead standards. Ensuring that any school we serve water to is also providing only the purest water to their students is a high priority to Golden State Water. We look forward to continuing the program in 2018, following the signing of new legislation (AB 746) that makes lead testing mandatory for all California public K-12 schools constructed before Jan. 1, 2010.

Our customers have always been our top priority, and we make it a point to ensure that we always have personnel available to assist our customers with their inquiries or other service related needs. Golden State Water is constantly working toward 100 percent customer satisfaction and encourages all customers to visit [www.gswater.com](http://www.gswater.com) and follow us on Twitter and on Facebook at @GoldenStateH2O. In addition, Golden State Water's Customer Service Representatives are available around-the-clock for customers at 1.800.999.4033.

We have proudly served California for more than 85 years, and we currently provide water to approximately 1 million customers throughout the state. On behalf of everyone at Golden State Water, thank you for being a valued customer.

Sincerely



**Robert Sprowls**  
President and Chief Executive Officer  
Golden State Water Company



**Mark Zimmer**  
General Manager, Coastal District  
Golden State Water Company

## About the Company

Golden State Water Company, a subsidiary of American States Water Company (AWR), provides water service to approximately one million Californians located within 75 communities throughout 10 counties in Northern, Coastal and Southern California. The Company also distributes electricity to more than 24,000 customers in the Big Bear recreational area of California. AWR's contracted services subsidiary, American States Utility Services, Inc., provides operations, maintenance and construction management services for water and wastewater systems located on military bases throughout the country.

# Conserving for California

Golden State Water thanks customers for their impressive conservation efforts, and encourages the entire community to continue using water wisely to keep the state on the path to full drought recovery. Following unusually dry winter months, it is critical that all customers continue to use water wisely and make conservation a California Way of Life.

On May 9, 2016 Governor Jerry Brown issued an Executive Order that permanently prohibits practices that waste potable water. These practices include prohibiting hosing off sidewalks, driveways and other hardscapes, washing a motor vehicle without a hose that is fitted with a shut-off nozzle, operating a fountain or decorative water feature unless the water is part of a recirculation system, watering outdoor landscapes in a manner that causes excess runoff, or within 48 hours following measurable precipitation and irrigating ornamental turf in public street medians with potable water.

Golden State Water thanks customers for their continued conservation efforts. To learn more about the drought and water waste restrictions in your area, please visit <http://www.gswater.com/drought/> or call 1.800.999.4033.

## Where Does My Water Come From?

Water delivered to customers in the Lake Marie System is groundwater pumped from the Santa Maria Groundwater Basin through wells owned and operated by Golden State Water Company. The groundwater basin is recharged from a collection of local drainage basins, streams and creeks, as well as natural percolation from rain, agriculture and domestic use.

## 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 Division of Drinking Water (DDW) 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 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. 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.

## 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](http://www.gswater.com) or email us at [customerservice@gswater.com](mailto:customerservice@gswater.com).

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

## 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.

## Connect with us to learn more!

Visit [www.gswater.com](http://www.gswater.com) to learn how 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](mailto:customerservice@gswater.com).

## Measurements

Water is sampled and tested consistently throughout the year to ensure the best possible quality.

### Contaminants are measured in:

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

### If this is difficult to imagine, think about these comparisons:

Parts per million:	Parts per billion:	Parts per trillion:
1 second in 12 days	1 second in 32 years	1 second in 32,000 years
1 inch in 16 miles	1 inch in 16,000 miles	1 inch in 16 million miles
1 drop in 14 gallons	1 drop in 14,000 gallons	10 drops in enough water to fill the Rose Bowl

**YOUR WATER MEETS ALL CURRENT FEDERAL AND STATE REQUIREMENTS**

**Lake Marie 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
<b>Inorganic Constituents</b>						
Fluoride (mg/L)	2.0	1	n/a	0.2	2017	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
Hexavalent Chromium (µg/L)	n/a(a)	0.02	ND - 1.0	ND	2014	Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits
Nitrate [as N] (mg/L)	10	10	0.8 - 1.4	1.8	2017	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
<b>Radioactive Constituents</b>						
Uranium (pCi/L)	20	0.43	2.2 - 3.1	2.6	2015	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
Chloride (mg/L)	n/a	n/a	29 - 62	44	2017	Runoff/leaching from natural deposits; seawater influence
Specific Conductance (µS/cm)	1600	n/a	840 - 880	860	2017	Substances that form ions when in water; seawater influence
Sulfate (mg/L)	500	n/a	160 - 190	180	2017	Runoff/leaching from natural deposits; industrial wastes
Turbidity (units)	5	n/a	ND - 1.0	0.2	2017	Soil runoff
Total Dissolved Solids (mg/L)	1000	n/a	n/a	600	2017	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	n/a	210	2016	
Calcium (mg/L)	n/a	n/a	85 - 100	92	2017	
Hardness [as CaCO <sub>3</sub> ] (mg/L)	n/a	n/a	350 - 400	370	2017	The sum of polyvalent cations present in the water, generally magnesium and calcium; the cations are usually naturally occurring
Hardness [as CaCO <sub>3</sub> ] (grains/gal)	n/a	n/a	24.5 - 28	26	2017	
Magnesium (mg/L)	n/a	n/a	24 - 31	28	2017	
pH (pH units)	n/a	n/a	7.7 - 7.8	7.8	2017	
Potassium (mg/L)	n/a	n/a	2.3 - 2.4	2.4	2017	
Sodium (mg/L)	n/a	n/a	46 - 49	47	2017	Refers to the salt present in the water and is generally naturally occurring

**Lake Marie Water System – Distribution Water Quality**

Disinfection Byproducts and Disinfectant Residuals (units)	Primary MCL (MRDL)	PHG (MRDLG)	Average Level	Range of Detection	Most Recent Sampling Date	Typical Source of Constituent	
Chlorine [as Cl <sub>2</sub> ] (mg/L)	4	4.0	1.12	0.72 - 1.6	2017	Drinking water disinfectant added for treatment	
Inorganic Constituents (units)	Action Level	PHG (MCLG)	Sample Data	90th % Level	Most Recent Sampling Date	Typical Source of Constituent	
Copper (mg/L)	AL = 1.3	0.3	None of the 16 samples collected exceeded the action level for copper.	0.24	2017	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives	
Lead sampling in schools and residential plumbing	Action Level	PHG	Average Level	Range of Detection	Most Recent Sampling Date	Typical Source	Number of Schools Requesting Lead Samples(b)
Lead (µg/L)	AL = 15	0.2	ND	None of the sites sampled had a detectable level of lead.	2017	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits.	Golden State Water Company does not provide water to any schools in this service area.

(a) There is currently no MCL for hexavalent chromium. The previous MCL of 0.010 mg/L was withdrawn on September 11, 2017.

(b) The State of California has made lead sampling in schools mandatory with a compliance window through 2019. The process requires each school to contact their water purveyor in order to initiate the sampling.

ND = Not Detected

CaCO<sub>3</sub> = Calcium Carbonate

This table includes data only on constituents that were detected.



*Golden State Water's top priority is to protect the quality of your water supply. 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.*

# Source Water Assessment

GSWC conducted a source water assessment in December 2002 and July 2011 for groundwater wells serving the customers of its Lake Marie System.

The groundwater well sources are considered most vulnerable to one or more of the following possible contaminating activities. Contaminants associated with these activities have not been detected in the water supply:

- ▶ Fertilizer/pesticide/herbicide application
- ▶ High density housing
- ▶ High density septic systems
- ▶ Irrigated and non-irrigated crops
- ▶ Storm drain discharge points
- ▶ Roads/streets
- ▶ Water supply/agricultural wells

A copy of the assessment may be viewed at:

DDW Coastal District Office  
1180 Eugenia Pl., Suite 200, Carpinteria, CA 93013  
or

Golden State Water Company, Santa Maria Office  
2330 A. St. Ste. A, Santa Maria, CA 93455

You may request a summary of the assessment be sent to you by contacting:

DDW Coastal District Office at 1.805.566.1326

For more details, contact Bryan Rinde, Water Quality Engineer, at 1.800.999.4033.

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

**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 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 [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead).

**School Lead Testing** – California Governor Jerry Brown signed legislation (AB 746) in October 2017 making lead testing mandatory for all California public K-12 schools constructed before Jan. 1, 2010. The legislation requires that testing be completed by July 1, 2019. To satisfy this legal requirement, Golden State Water is working with the schools in our service areas to test the drinking water at their facilities. There is no charge for this service, and any repairs that may be required could be eligible for funding through the State of California's Drinking Water for Schools Grant Program. Our experienced Water Quality team will provide free testing services

at the school's drinking fountains, cafeterias, food preparation areas and other locations. Results will be reported to the school when they become available. To learn more about the school lead testing program and check if your school has been tested, please visit [www.gswater.com/schools](http://www.gswater.com/schools).

## Cross Connection Control Program

Golden State Water'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/>.

## 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.

To be certain that tap water is safe to drink, the USEPA and the DDW prescribe regulations limiting the amount of contaminants in water provided by public water systems. United States Food and Drug Administration (USFDA) and DDW regulations also provide the same public health protection by establishing limits for contaminants in bottled water.

### 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

## Hydrant Flushing

Hydrant flushing is an essential maintenance procedure that all water providers must perform periodically to ensure the delivery of water that meets state and federal drinking water standards.

Flushing is a necessary part of maintaining the water system and the quality of the water within it. Golden State Water has modified procedures to minimize the amount of water released during flushing activities. Water used for flushing represents less than 1 percent of the total water usage in each of our water systems.

For more information about hydrant flushing, visit <http://www.gswater.com/flushing-info/>

