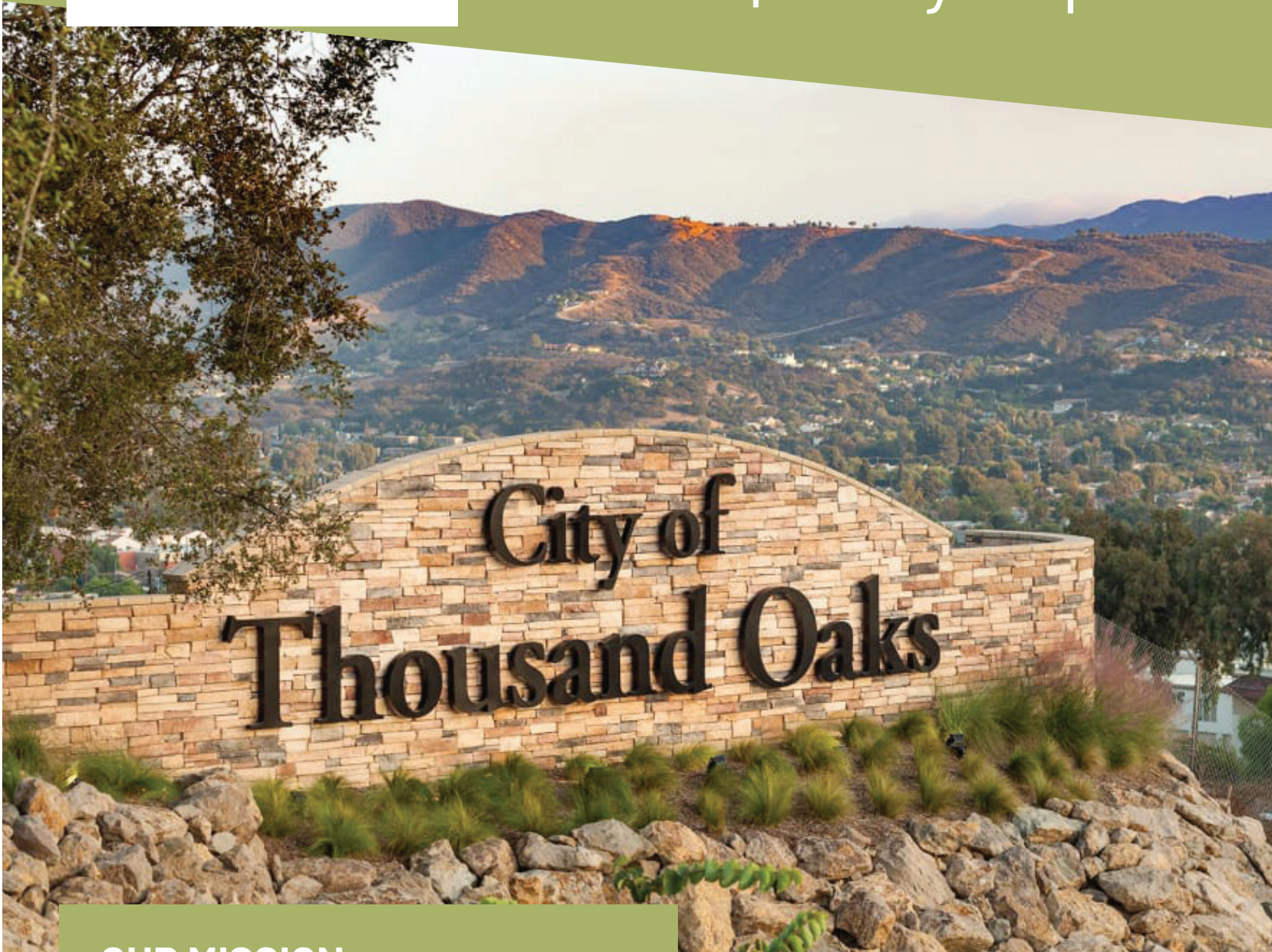




(Reporting 2024 Data) PWSID # 5610020

2025 Annual Water Quality Report



OUR MISSION

The City of Thousand Oaks (City) Public Works Department distributes up to 15 million gallons of water each day to roughly 17,000 residences and businesses. Our mission is to provide high-quality water that meets the stringent water quality standards established by the U.S. Environmental Protection Agency (USEPA) and the State Water Resources Control Board (SWRCB). The Public Works Department is dedicated to providing you with a dependable supply of safe and high-quality water.

For additional information about your drinking water, contact the Water Quality Supervisor in the Public Works Department at 805-449-2499.

Este reporte contiene las instrucciones más recientes para obtener información importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien, si necesita hablar con alguien en español favor de comunicarse al 805-449-2499.

PUBLIC EDUCATION

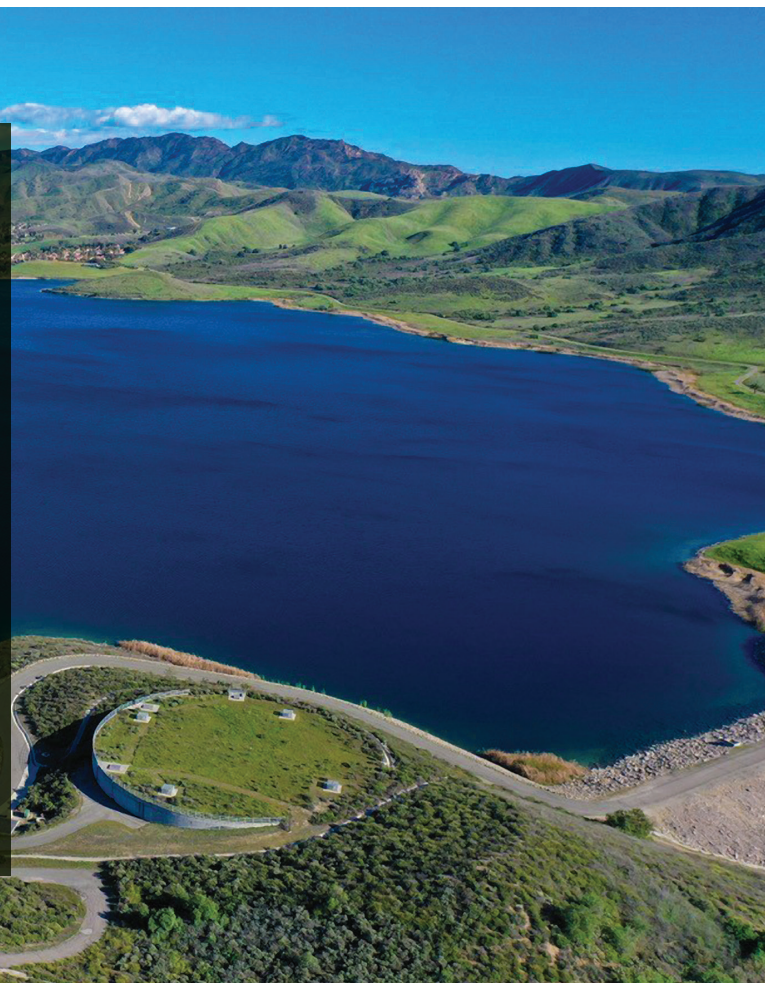
The City is pleased to present to you this year's Annual Water Quality Report, which shows that the City's water supply met or exceeded all State and Federal standards in 2024. We are committed to providing you with this information in the sincere belief that informed customers are our best partners. Included in this report are details about where your water comes from, what it contains, and how it compares to State standards. The City works very hard with our neighbors, our partners, and suppliers to continually improve the quality of the water supply, the protection of our water sources, the dependability of supply, and the integrity of our storage and distribution system.



OUR WATER SOURCES IN 2024

98% of the City's water supply was from the State Water Project. This surface water is imported from Northern California, which originates at Lake Oroville. The water then flows through the Sacramento River Delta system and is transported via the California Aqueduct to Southern California. The water is treated, filtered, and disinfected at the Metropolitan Water District's (MWD) Jensen Filtration Plant in Granada Hills. This water supply is then piped directly to the City through the transmission facilities of the Calleguas Municipal Water District (Calleguas) located in Thousand Oaks. The last 2% of the City's water supply came from the Calleguas Lake Bard Reservoir and Water Filtration Plant.

Should these water sources be interrupted by general maintenance, earthquake, or other calamity, Calleguas can deliver water to the City solely from their Las Posas Wellfields and their Lake Bard Reservoir and Water Filtration Plant.



PUBLIC PARTICIPATION

The City drinking water system is managed as an enterprise fund by the elected City Council. Operations are conducted by the Public Works Department. The City Council meets on Tuesday evenings at 6 PM in the Scherr Forum Theater in the Civic Arts Plaza located at 2100 Thousand Oaks Blvd. For information about Council meeting schedules, please call 805-449-2151 or visit www.toaks.gov.

PUBLIC HEALTH

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as those with cancer who are 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 their drinking water from their healthcare providers. The USEPA and the Centers for Disease Control guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the USEPA Safe Drinking Water Hotline (800-426-4791).

Fluoride - MWD initiated a Fluoride Optimization Program in November of 2007. Naturally occurring fluoride level ranges from 0.1 to 0.4 mg/L (parts per million). MWD has adjusted the level to the optimal range for dental health of 0.7 mg/L. If you or your children are taking Fluoride supplements, please consult with your dentist or dental healthcare provider for further direction.

Purity and Contaminants - 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 risks may also be obtained by calling the Safe Drinking Water Hotline (1-800-426-4791).

The sources of drinking water (both tap 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 human activity.

During the year, thousands of tests were conducted on our drinking water for over 150 drinking water constituents and contaminants to ensure the safety of your drinking water. **Before filtration and treatment**, contaminants that may be present in source water include:

Inorganic contaminants, such as salts and metals can be naturally occurring or result from urban stormwater run-off, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

Organic chemical contaminants, including synthetic and volatile organic chemicals, are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater run-off, agricultural applications, and septic systems.

Microbial contaminants, such as viruses and bacteria may come from sewage collection systems, septic systems, agricultural livestock operations, and wildlife.

Radiological contaminants can be naturally occurring or the result of oil and gas production and mining activities.

Pesticides and Herbicides may come from a variety of sources such as agriculture, residential uses, and urban stormwater run-off.

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. The City is responsible for providing high-quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions

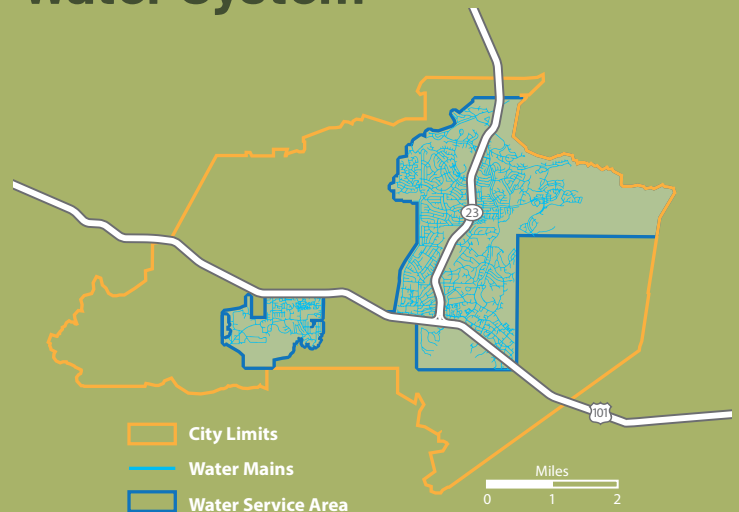
provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested for lead, contact the Water Quality Supervisor in the Public Works Department at 805-449-2499. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the US EPA Safe Drinking Water Hotline (1-800-426-4791) or at <http://www.epa.gov/safewater/lead>.

The City has prepared a lead service line inventory report that can be found at <https://toaks.co/leadservicelinereport>. The City's distribution system has no lead service lines.

MWD has conducted a source water assessment of its State Water Project supplies. State Water Project supplies are most vulnerable to urban/stormwater runoff, wildlife, agriculture, recreation, and wastewater. A copy of the assessment can be obtained by contacting MWD by phone at (213-217-6000).

To ensure that tap water is safe to drink, the US EPA and SWRCB prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. 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. The quality of our drinking water meets all State requirements for safe water.

City of Thousand Oaks Water System



WATER QUALITY DATA

The following table lists the drinking water contaminants that were detected in the City's drinking water during 2024. The presence of any of these contaminants in the water does not necessarily constitute a health risk. As you can determine from the results, the quality of the water delivered by the City consistently meets all State standards. The data presented in this table is from testing performed between January 1 and December 31, 2024, unless otherwise noted. State of California Standards are either equal to or more stringent than Federal USEPA water quality standards. Therefore, Federal MCLs are not listed. Applicable Abbreviations, Definitions, and Notes are identified after the Table.



Parameter	Units	State MCL-MRDL	PHG (MCLG)-MRDLG	Range Average	MWD Jensen Plant 98% of Supply	Calleguas LBWFP 2% of Supply	Potential Major Sources if Detected in Drinking Water
PRIMARY DRINKING WATER STANDARDS (PDWS) - Mandatory Health-Related Standards							
CLARITY [a]							
Combined Filter Effluent Turbidity	NTU	0.3		Highest Value	0.04	0.14	Soil runoff
TT= % of samples ≤0.3 NTU [a]					100%	100%	
MICROBIOLOGICAL [b]							
Total Coliform Bacteria	% of Samples	5 %	0	Highest Monthly %	0	N/A	Naturally present in the environment
(State Revised Total Coliform Rule, Effective July 1, 2021)		Standards for Cryptosporidium, Giardia lamblia, Legionella, viruses and Heterotrophic Plate Count Bacteria are Treatment Techniques (TT) with which MWD and Calleguas comply. There were no detections of fecal coliform or E. Coli bacteria in the City's distribution system in 2024.					

ORGANIC CHEMICALS



Pesticides/PCBs

28 chemicals were analyzed

None Were Detected



Semi-Volatile Organic Compounds

6 Chemicals Were Analyzed

None Were Detected



Volatile Organic Compounds

27 chemicals were analyzed
(including MTBE, PCE and TCE)

None Were Detected

Parameter	Units	State MCL-MRDL	PHG (MCLG)-MRDLG	Range Average	MWD Jensen Plant 98% of Supply	Calleguas LBWFP 2% of Supply	Potential Major Sources if Detected in Drinking Water
INORGANIC CHEMICALS							
Aluminum [c]	ppb	1000	600	Range	52 - 91	ND	Erosion of natural deposits; residue from water treatment process
				Highest RAA	62	ND	
Arsenic	ppb	10	0.004	Range	ND	2.0 - 4.0	Erosion of natural deposits; runoff from orchards; electronics production wastes
				Average	ND	3.0	
Copper [d]	ppm	AL=1.3	0.3	Range	ND - 0.20	N/A	Internal corrosion of household pipes; erosion of natural deposits
				90th %	0.15	N/A	
Fluoride [e]	ppm	2.0	1	Range	0.6 - 1.0	N/A	Water additive that promotes strong teeth
Treatment-related				Highest RAA	0.7	N/A	
Lead [d]	ppb	AL=15	0.2	Range	ND - 5.4	N/A	Internal corrosion of household pipes; erosion of natural deposits
				90th %	2.2	N/A	
Nitrate (as N)	ppm	10	10	Range	0.5	ND	Runoff & leaching from fertilizer use; erosion of natural deposits
				Average	0.5	ND	
Selenium	ppb	50	30	Range	ND	ND - 6	Erosion of natural deposits; discharge from oil & metal refineries
				Average	ND	ND	
15 other metals and chemicals were analyzed (including Asbestos, Chromium, Cyanide, Mercury and Perchlorate) none were detected. Copper and Lead were not detected in the water supply.							

Parameter	Units	State MCL-MRDL	PHG (MCLG)-MRDLG	Range Average	MWD Jensen Plant 98% of Supply	Calleguas LBWFP 2% of Supply	Potential Major Sources if Detected in Drinking Water
RADIONUCLIDES [f] [analyzed every three years, for four consecutive quarters]							
Gross Beta Particle Activity	pCi/L	50	(0)	Range	ND	5.4 - 5.6	Decay of natural & man-made deposits
				Average	ND	5.5	
Uranium	pCi/L	20	0.43	Range	2.0 - 3.0	1.4 - 1.5	Erosion of natural deposits
				Average	2	1.5	
4 other radionuclides were analyzed - none were detected							

DISINFECTANT RESIDUALS / DISINFECTION BY-PRODUCTS

Table 1. Drinking Water Residuals, Disinfection By-Products							
Bromate [g]	ppb	10	0.1	Range	ND - 5.4	ND	By-product of drinking water ozonation
				Highest RAA	3.1	ND	
City of Thousand Oaks Results							
		MRDL	MRDLG	System-wide			
Total Chlorine Residual [h]	ppm	4	4	Range	1.18 - 1.94	N/A	Drinking water disinfectant added for treatment
				Highest RAA	1.53	N/A	
Haloacetic Acids [i]	ppb	60	N/A	Range	0 - 9.3	N/A	By-product of drinking water disinfection
(HAA5)				Highest LRAA	6.7	N/A	
Total Trihalomethanes [i]	ppb	80	N/A	Range	13 - 20	N/A	By-product of drinking water disinfection
(TTHM)				Highest LRAA	17.8	N/A	

SECONDARY DRINKING WATER STANDARDS (SDWS) - Aesthetic Standards

Aluminum [c]	ppb	200	600	Range	52 - 91	ND	Erosion of natural deposits; residue from water treatment processes
				Highest RAA	62	ND	
Chloride	ppm	500	N/A	Range	39 - 41	99 - 100	Runoff/leaching from natural deposits; seawater influence
				Average	40	99	
Color	Units	15	N/A	Range	1	ND	Naturally occurring organic materials
				Average	1	ND	
Odor Threshold	TON Units	3	--	Range	1	ND	Naturally occurring organic materials
				Average	1	ND	
Specific Conductance	µS/cm	1600	N/A	Range	498 - 522	773 - 790	Substances that form ions when in water; seawater influence
				Average	510	782	
Sulfate	ppm	500	N/A	Range	89 - 92	102 - 103	Runoff/leaching from natural deposits
				Average	90	103	
Total Dissolved Solids	ppm	1000	N/A	Range	291 - 322	410 - 450	Runoff/leaching from natural deposits
				Average	306	430	
Zinc	ppm	5.0	N/A	Range	ND	0.06	Runoff/leaching from natural deposits
				Average	ND	0.06	

8 other metals and constituents were analyzed - none were detected

ADDITIONAL PARAMETERS (Unregulated)

NDS MONTHLY PARAMETERS (Unregulated)							
Alkalinity, total as CaCO₃	ppm	NS	NS	Range	94 - 101	120 - 130	
				Average	98	125	
Boron	ppm	NL=1	NS	Range	0.17	0.27 - 0.28	
				Average	0.17	0.28	
Calcium	ppm	NS	NS	Range	38 - 39	36 - 38	
				Average	38	37	
Corrosivity [j]	Al	NS	NS	Range	12.2	12.1 - 12.4	
				Average	12.2	12.3	
Hardness (Total Hardness)	ppm	NS	NS	Range	143 - 153	160 - 165	148 ppm = 8.65 grains per gallon (gpg)
				Average	148	163	163 ppm = 9.53 gpg
Magnesium	ppm	NS	NS	Range	13 - 14	17	
				Average	14	17	
pH	pH units	NS	NS	Range	8.2 - 8.3	8.1 - 8.3	
				Average	8.3	8.2	
Potassium	ppm	NS	NS	Range	2.6	4.0	
				Average	2.6	4.0	
Sodium	ppm	NS	NS	Range	46	86 - 91	
				Average	46	89	
Total Organic Carbon	ppm	TT		Range	2.0 - 2.5	2.6 - 2.8	
				Average	2.4	2.7	

14 other constituents and metals were analyzed including Radon - none were detected

Perfluoroalkyl and Polyfluoroalkyl Substances (PFAS) List (Unregulated) [k]

29 PFAS constituents were analyzed - none were detected

WATER QUALITY DATA

Abbreviations, Definitions and Notes

AI = Aggressiveness Index.

AL = Federal Regulatory Action Level = The level of contaminant which when exceeded, triggers treatment or other requirements that a water system must follow.

DBP = Disinfection By-Product

LBWFP = Lake Bard Water Filtration Plant.

LRAA = Locational Running Annual Average

MCL = Maximum Contaminant Level = The highest level of 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 contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the US Environmental Protection Agency (EPA).

MRDL = Maximum Residual Disinfectant Level = The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of disinfectant is necessary for control of microbial contaminants.

MRDLG = Maximum Residual Disinfectant Level Goal = The level of 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.

MWD = Metropolitan Water District.

N/A = Not Applicable

ND = None Detected. Detection Limits for the purposes of reporting (DLRs) available on request.

NL = Notification Level

NS = No Standard

NTU = Nephelometric Turbidity Units.

PHG = Public Health Goal = The level of contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency (Cal-EPA).

Primary Drinking Water Standard (PDWS) = MCLs, MRDLs and treatment techniques (TTs) for contaminants that affect health, along with their monitoring and reporting requirements.

pCi/L = Picocuries per liter (units to measure radiation).

ppm = parts per million, or milligrams per liter (mg/L), equivalent to 1 drop of water in a aquarium (13.3 gallons).

ppb = parts per billion, or micrograms per Liter (µg/L), equivalent to 1 drop of water in a standard swimming pool (13,333 gallons).

ppt = parts per trillion, or nanograms per Liter (ng/L), equivalent to 1 drop of water in 20 olympic swimming pools (13,333,333 gallons).

RAA = Running Annual Average

Secondary Drinking Water Standards (SDWS) = MCLs for contaminants that affect taste, odor, or appearance of the drinking water. Contaminants with SDWSs do not affect health at the MCL levels.

TT = Standards are Treatment Techniques for contaminants with which MWD and Calleguas are in compliance.

µS/cm = micro Siemen per Centimeter (units to measure conductivity)

[a] The turbidity level of the filtered water shall be less than or equal to 0.3 NTU in 95% of the measurements taken each month and shall not exceed 1.0 NTU at any time. Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of the filtration system.

[b] The City's water was in compliance with both the State Total Coliform Rule and the Federal Revised Total Coliform Rule. Over 1,000 samples were analyzed in 2024 for Total Coliform and E. Coli.

[c] Aluminum has both primary and secondary standards. Compliance with the MCL is based on a running annual average. The secondary standard MCL was not exceeded.

[d] Lead and Copper are sampled at the customer's tap every 3 years. Last event was conducted in 2022 and scheduled to occur again in 2025. 35 samples were collected and the 90th percentile was reported above. No samples exceeded the AL for Lead and Copper.

[e] MWD initiated a Fluoride Optimization Program in 2007. See text for further detail.

[f] The MWD's results are from 2023, part of a 4-quarter radiological monitoring program. Calleguas conducts radiological monitoring annually. Water utilities are required to make these surveys every three years.

[g] Compliance for treatment plants that use ozone is based on a running annual average of monthly samples, which was in compliance in 2024.

[h] Total chlorine residual measures the concentration of chloramines (5 parts chlorine and 1 part ammonia) that are added as a disinfectant system-wide.

[i] Compliance was based on the LRAA of data collected at distribution system-wide monitoring locations. The range of all samples collected is included.

[j] AI measures the aggressiveness of water transported through pipes. AI <10 is highly corrosive to water system materials. AI at 12 or above indicates non-aggressive water.

[k] Consumer confidence report (CCR) detection limits are based on method reporting limit for the EPA 533 and 537.1 Methods. Results below CCR detection limits are considered ND. PFAS results below CCR detection limits but above reporting limits are included in this report.

www.toaks.co/waterqualityreport