



2020 Annual  
**WATER QUALITY  
REPORT**

**THOUSAND OAKS**  
PWS ID: CA5610040



**QUALITY. ONE MORE WAY  
WE KEEP LIFE FLOWING.**



**CALIFORNIA  
AMERICAN WATER**

**WE KEEP LIFE FLOWING™**



## A message from California American Water's President



**Rich Svindland**

President  
California American Water

Dear California American Water Customer,

Our top priority is providing safe, reliable drinking water to our more than 690,000 people. Most people take their water quality for granted in the United States and expect clean water to be always available. I believe this expectation is affirmation of the hard work and investment we and other water utilities across the country have made in providing this essential service.

I am pleased to share with you our 2020 Consumer Confidence Report, which reflects the hard work and dedication of our employees who work to provide high quality drinking water. During the COVID-19 public health emergency, California American Water activated its business continuity plans to ensure our ability to provide reliable, high quality service to our customers.

According to the U.S. Environmental Protection Agency review of current research, the risk to water supplies from COVID – 19 is low. The USEPA has also relayed that Americans can continue to use and drink water from their tap as usual.

California American Water remains committed to the delivery of safe, reliable water. We have rigorous safeguards in place to help provide water to you that meets or surpasses increasingly stringent water quality standards.

Across California, we conducted approximately 650 different tests on more than 25,000 water samples for nearly 3,000 constituents last year. We are proud and pleased to confirm that those tests showed that we met every primary and secondary state and federal water quality standard.

**SERVICE:** Last year, we invested more than \$68 million in water infrastructure in the California communities we serve. This investment helps maintain the safety and reliability of the facilities and technology needed to draw, treat, and distribute water.

**VALUE:** While costs to provide water service continue to increase across the country, our investments help us provide high quality water service that remains an exceptional value for such an essential service. California American Water also offers a variety of Customer Assistance Programs and Conservation services to help our customers. If you have any questions or concerns, you can contact us by phone, email, online at [www.californiaamwater.com](http://www.californiaamwater.com), or in person at our local Customer Center. Please take the time to review this report as it provides details about the source and quality of your drinking water, using data from water quality testing conducted for your local system between January and December 2020.

Rich Svindland  
California American Water

**This report contains important information about your drinking water. Translate it or speak with someone who understands it at (888) 237-1333, Monday-Friday, 7 a.m. to 7 p.m.**



### **ATTENTION: Landlords and Apartment Owners**

**Please share a copy of this notice with your tenants. It includes important information about their drinking water quality.**

# What is a Consumer Confidence Report (CCR)



Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). CCRs let consumers know what contaminants, if any, were detected in their drinking water as well as related potential health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

California American Water is committed to delivering high quality drinking water service. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

## TABLE OF CONTENTS

A message from our President	2
What is a Consumer Confidence Report	3
Mark of Excellence	4
About Your Drinking Water Supply	5
What are the Sources of Contaminants?	6
Protecting Your Drinking Water Supply	7
About Lead	8
Important Information About Your Water	9
• PFOA/PFAS	
Water Quality Results	10
Definitions of Terms Used in Document	11
Water Quality Results: Detailed Charts	12-16
About Us	17
Contact Us	18



Mark of  
Excellence



### EVERY STEP OF THE WAY.

We monitor and test your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. **In fact, American Water performs over one million tests annually for about 100 regulated contaminants, nationwide.**



### EXPERTISE. RECOGNIZED AT THE HIGHEST LEVEL.

American Water is an expert in water quality testing, compliance and treatment and has established industry-leading water testing facilities. Our dedicated team of scientists and researchers are committed to finding solutions for water quality challenges and implementing new technologies. We are recognized as an industry leader in water quality and work cooperatively with the EPA so that drinking water standards and new regulations produce benefits for customers and public water suppliers. American Water has earned awards from the EPA's Partnership for Safe Water as well as awards for superior water quality from state regulators, industry organizations, individual communities, and government and environmental agencies.



### WATER QUALITY. DOWN TO A SCIENCE.

We also have access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. Here, American Water scientists refine testing procedures, innovate new methods, and look for ways to detect potentially new contaminants—even before regulations are in place.



### MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as California American Water are investing in research and testing, we also understand the importance of investing in the infrastructure that provides high-quality water service to you. Last year alone, **we invested more than \$68 million to improve our water and wastewater treatment and pipeline systems.**

# About Your Drinking Water Supply

## WHERE YOUR WATER COMES FROM

The Thousand Oaks/Newbury Park water system is served entirely by treated surface water purchased from the Calleguas Municipal Water District. The Calleguas Municipal Water District is an authorized wholesaler of treated surface water received from the Metropolitan Water District of Southern California's (MWDSC) Jensen and Weymouth water treatment plants. The sources of the raw surface water are the Sacramento and Colorado Rivers. These waters are conveyed to Southern California via the California Aqueduct (also known as the State Water Project) and the Colorado River Aqueduct. Drinking water treatment technologies used for this imported water included coagulation, flocculation, sedimentation, filtration, and disinfection. California American Water purchases and distributes this treated surface water for residential and commercial use throughout Thousand Oaks and Newbury Park. For more information, please refer to the websites listed in the Water Information Sources section for California American Water, Calleguas Municipal Water District, and the Metropolitan Water District of Southern California.

**NOTICE OF SOURCE WATER ASSESSMENT (SWA)** MWDSC updated its Watershed Sanitary Surveys in 2015 (Colorado River) and 2016 (State Water Project). The surveys included suggestions for how to better protect these source waters. The EPA also requires utilities to complete one SWA that utilizes information collected in the watershed sanitary surveys. The SWA is used to evaluate the vulnerability of water sources to contamination and helps determine whether more protective measures are needed. MWDSC's supplies are most vulnerable to urban/storm water runoff, wildlife, agriculture, recreation and wastewater. A copy of the assessments can be obtained by contacting Metropolitan at (213) 217-6850.



## QUICK FACTS ABOUT THE THOUSAND OAKS SYSTEM

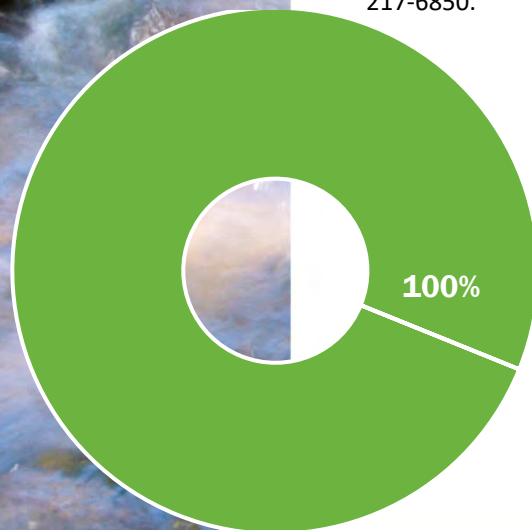
### Water source:

Treated Surface Water

### Disinfection treatment:

Surface water supplies are treated with chloramines to maintain water quality in the distribution system.

## SOURCE OF SUPPLY FOR THE SYSTEM



■ Purchased Water



### SPECIAL HEALTH INFORMATION

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. EPA/Centers for Disease Control and Prevention (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 (800-426-4791).

## What are the Sources of Contaminants?

To provide tap water that is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

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 water poses a health risk. More information about contaminants and potential health effects can be

obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791).

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, aquifers and/or groundwater. 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:

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



# Protecting Your Drinking Water Supply

Protecting drinking water at its source is an important part of the process to treat and deliver high quality water. It takes a community effort to protect our shared water resources. This includes utilities, businesses, residents, government agencies and organizations. Everyone who lives, works, and plays in the area has a role and stake in clean water supplies.

## WHAT CAN YOU DO?

Quality drinking water starts upstream. Everyone can help maintain and improve drinking water supplies through the following actions:

- Properly dispose of pharmaceuticals, household chemicals, oils and paints. Materials can impact water ways if poured down the drain, flushed down the toilet, or dumped on the ground.
- Check for leaks from automobiles and heating fuel tanks. Clean up any spills using an absorbent material like cat litter. Sweep up the material and put it in a sealed bag. Check with the local refuse facility for proper disposal.
- Clean up after your pets and limit the use of fertilizers and pesticides.
- Take part in watershed activities.



**Community Involvement:** We have a proactive public outreach program to help spread the word and get people involved. This includes school education, contests, and other community activities.

**Environmental Grant Program:** Each year, we fund projects that improve water resources in our local communities.

**Pharmaceutical Collection:** We sponsor drop box locations within the state for residents to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies.

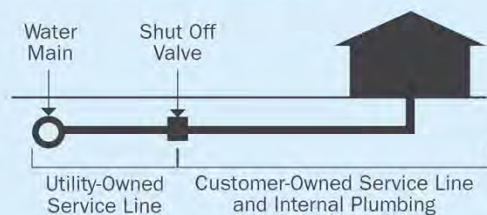
## FOR MORE INFORMATION

To learn more about your water supply and local activities, visit us online at [californiaamwater.com](http://californiaamwater.com) or contact the regional Source Water Protection Lead, Mike Phillips at 626-223-9460.

# About 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. Your water utility 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>.

## UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



Please note: This diagram is a generic representation. Variations may apply.

## The most common source of lead in tap water is from the customer's plumbing and their service line.

Our water mains are not made of lead; however, the water service line that carries the water from the water main in the street to your home could be. Homeowners' service lines may be made of lead, copper, galvanized steel or plastic. You can assess your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve.

### MINIMIZING YOUR POTENTIAL EXPOSURE

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

### CHECK YOUR PLUMBING AND SERVICE LINE

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at 1-888-237-1333



**1. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than six hours, flush the tap with cold water for 30 seconds to two minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.



**2. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.



**3. Routinely remove and clean all faucet aerators.**



**4. Look for the "Lead Free" label** when replacing or installing plumbing fixtures.



**5. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.



**6. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.



# Important Information About **Drinking Water**

## **UNREGULATED CONTAMINANT MONITORING RULE (UCMR)**

The EPA created the Unregulated Contaminants Monitoring Rule (UCMR) to assist them in determining the occurrence of unregulated contaminants in drinking water and whether new regulations are warranted. The first Unregulated Contaminants Monitoring Rule (UCMR1) testing was completed in 2003 for a list of contaminants specified by the EPA. Unregulated contaminants are those for which the EPA has not established drinking water standards. UCMR2 testing was conducted between November 2008 and August 2009, and UCMR3 assessment monitoring was conducted between January 2013 and December 2016. The fourth list of contaminants to monitor as part of the UCMR was published by the EPA in December 2016. UCMR4 testing began in 2018 and was completed in 2020. The results from the UCMR monitoring are reported directly to the EPA. The results of this monitoring are incorporated in the data tables in this report as appropriate. For more information, contact our Customer Service Center at 1-888-237-1333.





## **PFOA/PFOS Monitoring**

PFAS refers to per- and polyfluoroalkyl substances, a class of man-made chemicals, manufactured for industrial applications and commercial household products such as non-stick cookware, waterproof and stain resistant fabrics and carpets, firefighting foam and cleaning products. The properties that make these chemicals useful in so many of our every-day products also resist breaking down and therefore persist in the environment. Exposure may be from food, food packaging, consumer products, house dust, indoor and outdoor air, drinking water and at workplaces where PFAS are made or used.

In accordance with Orders received from the Division of Drinking Water (DDW) California American Water is sampling designated sources for PFAS constituents. In 2019 DDW established Notification Levels (NLs) at 6.5 ppt for the PFAS constituents perfluorooctanesulfonic acid (PFOS) and 5.1 ppt for perfluorooctanoic acid (PFOA) in drinking water. In 2020 DDW established Consumer Confidence Detection Levels (CCRDL) of 4 ppt for both PFOS and PFOA.

The science and regulation of PFAS and other contaminants is always evolving, and California American Water strives to be a leader in research and development. PFAS contamination is one of the most rapidly changing areas in the drinking water field. We have invested in our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critically important to addressing this issue.

This is one of the most rapidly changing landscapes in drinking water contamination. We have invested time and effort on our own independent research, as well as engaging with other experts in the field to understand PFAS occurrence, fate and transport in the environment. We are also actively assessing treatment technologies that can effectively remove PFAS from drinking water, because we believe that investment in research is critical for addressing this issue.

**Lauren Weinrich**  
Principal Scientist,  
Water Research and Development



## Water Quality Results

### **WATER QUALITY STATEMENT**

We are pleased to report that during calendar year 2020, the results of testing of your drinking water complied with all state and federal drinking water requirements.

For your information, we have compiled a list in the table below showing the testing of your drinking water during 2020. The Division of Drinking Water allows us to monitor for some contaminants less than once per year because the concentration of the contaminants does not change frequently. Some of our data, though representative, are more than one year old.

# Definition of Terms

These are terms that may appear in your report.

**Action Level (AL):** The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements, that a water system must follow.

**DDW:** Division of Drinking Water

**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 E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

**LRAA:** Locational Running Annual Average

**Maximum Contaminant Level (MCL):** The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology. Secondary MCLs (SMCL) 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 allow for a margin of safety.

**Maximum Residual Disinfectant Level (MRDL):** The highest level of 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.

**MFL:** Million fibers per liter.

**micromhos per centimeter ( $\mu\text{mhos/cm}$ ):** A measure of electrical conductance.

**NA:** Not applicable

**N/A:** No data available

**ND:** Not detected

**Nephelometric Turbidity Units (NTU):** Measurement of the clarity, or turbidity, of the water.

**Notification Level (NL):** The concentration of a contaminant, which, if exceeded, requires notification to DDW and the consumer. Not an enforceable standard.

**pH:** A measurement of acidity, 7.0 being neutral.

**picocuries per liter (pCi/L):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

**parts per billion (ppb):** One part substance per billion parts water, or micrograms per liter.

**parts per million (ppm):** One part substance per million parts water, or milligrams per liter.

**parts per trillion (ppt):** One part substance per trillion parts water, or nanograms per liter.

**Primary Drinking Water Standard (PDWS):** MCLs 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 EPA.

**RAA:** Running Annual Average

**Secondary Maximum Contaminant Level (SMCL):** Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**SWRCB:** State Water Resources Control Board

**TON:** Threshold Odor Number

**Total Dissolved Solids (TDS):** An overall indicator of the amount of minerals in water.

**Treatment Technique (TT):** A required process intended to reduce the level of a contaminant in drinking water.

**Variances and Exemptions:** State or EPA permission not to meet an MCL or utilize a treatment technique under certain conditions.

## MEASUREMENTS

### Parts Per Million



1 drop  
in a 10 gallon fish tank

### Parts Per Billion



1 drop  
in a 10,000 gallon swimming pool

### Parts Per Trillion



1 drop  
In 35 junior size Olympic pools

# Water Quality Results

California American Water conducts extensive monitoring to determine if your water meets all water quality standards. The detections of our monitoring are reported in the following tables. While most monitoring was conducted in 2020, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting the tables below, see the “Definition of Terms” on the previous page. Some unregulated substances are measured, but maximum contaminant levels have not been established by the government. These contaminants are shown for your information.

**NOTE:** Regulated contaminants not listed in the following tables were not found in the treated water supply.

## LEAD AND COPPER MONITORING PROGRAM - At least 30 tap water samples collected at customers' taps every 3 years

Substance (with units)	Year Sampled	Compliance Achieved	PHG	Action Level (AL)	90 <sup>th</sup> Percentile	No. of Homes Sampled	Homes Above Action Level	Typical Source
Lead (ppb)	2018	Yes	0.2	15	0	31	0	Corrosion of household plumbing systems.
Copper (ppm)	2018	Yes	0.3	1.3	0.26	31	0	Corrosion of household plumbing systems.

## DISINFECTION BYPRODUCTS - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MRDLG (MCLG)	MCL	Thousand Oaks Distribution System		MWDC 98% Jensen WTP		Calleguas 2% Lake Bard WTP		Typical Source
					Highest Compliance Result	Range Detected	Highest Compliance Result	Range Detected	Highest Compliance Result	Range Detected	
Total Trihalomethanes (TTHMs) (ppb) <sup>1</sup>	2020	Yes	NA	80	32.8	12.1 - 53.3	NA	NA	16.3	11.0 - 22.0	By-product of drinking water disinfection.
Haloacetic Acids (HAAs) (ppb) <sup>1</sup>	2020	Yes	NA	60	7.1	1.2 - 9.8	NA	NA	7.8	ND - 19.0	By-product of drinking water disinfection.
Bromate (ppb)	2020	Yes	0.1	10	NA	NA	4.4	1.4 - 6.0	ND	ND	By-product of drinking water disinfection

1 - Compliance is based on the running annual average at each location. The Highest Compliance Result reflects the highest average at any location and the Range Detected reflects all samples from this year used to calculate the running annual average.

**PRIMARY REGULATED SUBSTANCES**

Substance (with units)	Year Sampled	Compliance Achieved	MRDLG (MCLG)	MCL	Thousand Oaks Distribution System		MWDC 98% Jensen WTP		Calleguas 2% Lake Bard WTP		Typical Source
					Highest Compliance Result	Range Detected	Highest Compliance Result	Range Detected	Highest Compliance Result	Range Detected	
Aluminum (ppb)	2020	Yes	NA	80	NA	NA	116	ND - 220	ND	ND	Erosion of natural deposits; residual from some surface water treatment processes
Arsenic (ppb)	2020	Yes	.004	10	NA	NA	2	ND - 2	ND	ND	Erosion of natural deposits; Runoff from orchards
Total Chlorine Residual (RAA) (ppm) <sup>1</sup>	2020	Yes	MRDL =4.0	MRDL =4.0	1.68	1.37 - 1.88	NA	NA	2.3	1.7 - 2.6	Drinking water disinfectant added for treatment
Gross Alpha Particle Activity (pCi/L) <sup>2</sup>	2020	Yes	(0)	15	NA	NA	ND	ND	4.6	4.0 - 5.2	Erosion of natural deposits
Gross Beta Particle Activity (pCi/L) <sup>2</sup>	2020	Yes	(0)	50	NA	NA	ND	ND	ND	ND	Erosion of natural deposits
Uranium (pCi/L) <sup>3</sup>	2020	Yes	0.43	20	NA	NA	ND	ND - 3.0	1.7	1.1 - 2.2	Erosion of natural deposits
Fluoride (ppm) <sup>4</sup>	2020	Yes	NA	2	NA	NA	NA	NA	0.7	0.6 - 0.9	Erosion of natural deposits; Water additive which promotes strong teeth

NA = Not Applicable ND = Not Detected

1 - The data represents the average of chlorine residuals measured throughout our distribution system.

2 - Certain minerals are radioactive and may emit a form of radiation known as alpha or beta radiation. Some people who drink water containing emitters in excess of the MCL over many years may have an increased risk of getting cancer.

3 - Some people who drink water containing uranium in excess of the MCL over many years may have kidney problems or an increased risk of getting cancer.

4 - MWDC and Calleguas WTPs adjust the natural levels of fluoride in our water supplies to the State Water Resources Control Board, Division of Drinking Water's recommended optimum level of 0.7 mg/L.

**TOTAL COLIFORM RULE - At least 15 samples collected each week in the distribution system**

Substance (with units)	Year Sampled	Compliance Achieved	MRDLG (MCLG)	MCL	Highest Percentage		Typical Source
					Thousand Oaks	Calleguas	
Total Coliform	2020	Yes	0	MCL = Less than 5%	1.01%	1%	Naturally present in the environment.

NOTE: Coliforms are bacteria that are naturally present in the environment and are used as an indicator of the general bacteriological quality of the water. We are reporting the highest percentage of positive samples / highest number of positive samples in any month.

**TURBIDITY – A Measure of the Clarity of the Water Leaving MWDCS and Calleguas Water Treatment Plants (WTPs)A**

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Single Measurement and Lowest Monthly % of Samples $\leq 0.3$ NTU	Sample Date of Highest and Lowest Compliance Result	Typical Source
Turbidity (NTU)	2020	Yes	0	TT: Single result $>1$ NTU	$<0.10$	NA	Soil runoff.
	2020	Yes	NA	TT: At least 95% of samples $\leq 0.3$ NTU	100%	NA	Soil runoff.

**SECONDARY REGULATED SUBSTANCES**

Substance (with units)	Year Sampled	Compliance Achieved	SMCL <sup>1</sup>	MWDCS 98% Jensen WTP		Calleguas 2% Lake Bard WTP		Typical Source
				Average Amount Detected	Range	Average Amount Detected	Range Low-high	
Chloride (ppm)	2020	Yes	500	52	51 - 54	98	96 - 100	Erosion or leaching of natural deposits
Color (units)	2020	Yes	15	2	1 - 3	ND	ND	Naturally occurring organic materials
Odor (TON)	2020	Yes	3	2	2	ND	ND	Naturally-occurring organic materials
Specific Conductance (umhos/cm)	2020	Yes	1600	460	451 - 468	735	729 - 740	Substances that form ions when in water; Seawater influence
Sulfate (ppm)	2020	Yes	500	54	53 - 56	85.1	76.9 - 93.3	Runoff/leaching from natural deposits; Industrial wastes
Total Dissolved Solids (ppm)	2020	Yes	1000	260	255 - 264	380	360 - 400	Runoff/leaching from natural deposits

1 - Substances with Secondary MCLs do not have MCLGs; these limits are primarily established to address aesthetic concerns

NA = Not Applicable ND = Not Detected

**OTHER SUBSTANCES OF INTEREST**

Parameter (with units)	Year Sampled	Thousand Oaks Distribution System		MWDC 98% Jensen WTP		Calleguas 2% Lake Bard WTP	
		Average Result	Range Detected	Average Result	Range Detected	Average Result	Range Detected
Alkalinity (ppm)	2020	82.3	80 - 90	82	79 - 86	110	110
Boron (ppm)	2020	NA	NA	0.2	0.2	0.2	0.2
Calcium (ppm)	2020	26.7	24 - 31	26	25 - 27	35	24 - 35
Chlorate (ppb)	2020	NA	NA	27	27	ND	ND
Hardness (Total Hardness) (ppm) <sup>1</sup>	2020	NA	NA	108	107 - 110	154	153 - 155
Total Hardness as CaCO <sub>3</sub> (grains/gallon) <sup>1</sup>	2020	NA	NA	6.3	6.3 - 6.43	9.0	8.9 - 9.1
Magnesium (ppm)	2020	NA	NA	12	11 - 12	17	16 - 17
N-Nitrosodimethylamine (NDMA) (ppt)	2020	NA	NA	2	2	ND	ND
pH	2020	8.0	7.7 - 8.4	8.4	8.4	8.3	8.3
Potassium (ppm)	2020	NA	NA	2.6	2.5 - 2.6	4	4
Sodium (ppm) <sup>2</sup>	2020	NA	NA	47	46 - 48	84	83 - 85

1 - "Hardness" is the sum of polyvalent cations present in the water, generally magnesium and calcium. The cations are usually naturally occurring

2 - "Sodium" refers to the salt present in the water and is generally naturally occurring.



## UNREGULATED CONTAMINANT MONITORING

Unregulated contaminants are those for which the EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist the EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is necessary. Every five years, the EPA issues a new list of no more than 30 unregulated contaminants to be monitored.

ADDITIONAL WATER QUALITY PARAMETERS OF INTEREST								
Parameter (with units)	Year Sampled	PHG (NL)	Thousand Oaks Distribution System		MWDSC 98% Jensen WTP		Calleguas 2% Lake Bard WTP	
			Average Result	Range Detected	Average Result	Range Detected	Average Result	Range Detected
Boron (ppm)	2019	1 or NA	NA	NA	0.2	0.2	0.2	0.2
Manganese (ppb)	2018 & 2019	50 or 500	1.81	0.74 - 3.9	ND	ND	ND	ND
Bromine (ppb)	2018	NS	7.5	4.4 - 13	NA	NA	NA	NA
N-Nitrosodimethylamine (NDMA) (ppt)	2017	10 or NA	NA	NA	ND	ND - 3.2	ND	ND - 3.2
Vanadium (ppb)	2017	50 or NA	NA	NA	4	4	ND	ND
Total Haloacetic Acids (HAA5) (ppb)	2018 & 2019	60 or NS	6.3	2.7 - 15	NA	NA	NA	NA
HAA6Br (ppb) <sup>1</sup>	2018 & 2019	NS	8.6	4.4 - 20	NA	NA	NA	NA
HAA9 (ppb) <sup>2</sup>	2018 & 2019	NS	11.1	6.6 - 25	NA	NA	NA	NA

1 - HAA6Br: Bromochloroacetic acid, bromodichloroacetic acid, dibromoacetic acid, dibromochloroacetic acid, monobromoacetic acid, and tribromoacetic acid.

2 - HAA9: Bromochloroacetic acid, bromodichloroacetic acid, chlorodibromoacetic acid, dibromoacetic acid, dichloroacetic acid, monobromoacetic acid, monochloroacetic acid, tribromoacetic acid, and trichloroacetic acid.



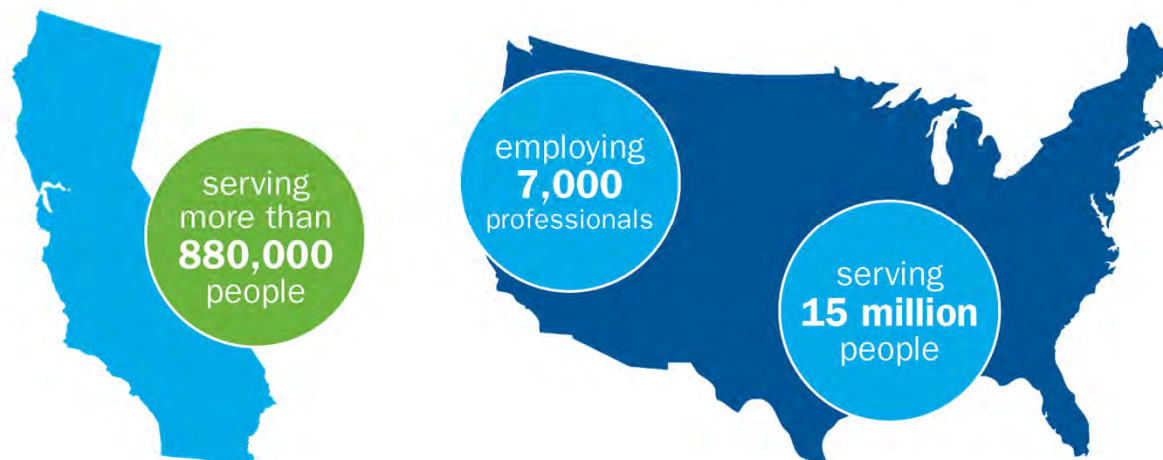
## CALIFORNIA AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**  
77 communities in  
10 counties
- **PEOPLE SERVED**  
Approx. 880,000 people
- **EMPLOYEES**  
322
- **SYSTEM DELIVERY**  
122 million gallons per day (MGD) of  
water is produced and treated
- **MILES OF PIPELINE**  
2,254 miles of water pipeline  
and 48.5 miles of wastewater pipe
- **STORAGE**  
122 water storage facilities

## About Us

**California American Water**, a subsidiary of American Water, provides high-quality and reliable water and/or wastewater services to more than 880,000 people. For more information, visit [californiaamwater.com](http://californiaamwater.com) and follow us on Twitter, Facebook, Instagram and YouTube.

With a history dating back to 1886, **American Water** (NYSE: AWK) is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 7,000 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to 15 million people in 46 states. American Water provides safe, clean, affordable and reliable water services to our customers to help make sure we keep their lives flowing.



# How to Contact Us

If you have any questions about this report, your drinking water, or service, please contact California American Water's Customer Service Center Monday to Friday, 7 a.m. to 7 p.m. at 1-888-237-1333.

## WATER INFORMATION SOURCES

California American Water

[www.californiaamwater.com](http://www.californiaamwater.com)

State Water Resources Control Board (State Board),  
Division of Drinking Water (DDW):

[www.waterboards.ca.gov/drinking\\_water/programs/index.shtml](http://www.waterboards.ca.gov/drinking_water/programs/index.shtml)

Metropolitan Water District of Southern California:

[www.mwdh2o.com](http://www.mwdh2o.com)

Calleguas Municipal Water District:

[www.calleguas.com](http://www.calleguas.com)

United States Environmental Protection Agency (USEPA):

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

Safe Drinking Water Hotline: (800) 426-4791

Centers for Disease Control and Prevention: [www.cdc.gov](http://www.cdc.gov)

American Water Works Association: [www.awwa.org](http://www.awwa.org)

Water Quality Association: [www.wqa.org](http://www.wqa.org)

National Library of Medicine/National Institute of

Health: [www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

**This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-888-237-1333.**

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at 1-888-237-1333.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al 1-888-237-1333.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm 1-888-237-1333.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電 **1-888-237-1333** 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया **1-888-237-1333** र हमें काल करें।

**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону 1-888-237-1333.**

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa 1-888-237-1333.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số 1-888-237-1333.