



# 2022 Annual **WATER QUALITY REPORT**

**THOUSAND OAKS**  
PWS ID: CA5610040

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



**CALIFORNIA  
AMERICAN WATER**

**WE KEEP LIFE FLOWING®**

# 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.

We are 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.

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 pab 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.

## TABLE OF CONTENTS

What is a Consumer Confidence Report	2
A message from our President	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
Determining Your Service line Material	9
Important Information About Your Water	10
• Fluoride	
Water Quality Results	11
Definitions of Terms Used in Document	12
Water Quality Results: Detailed Charts	13-15
Public Notification	16
About Us	17
Contact Us	18

## A message from **California American Water's President**



**KEVIN TILDEN**

President  
California American Water

Dear California American Water Customer,

Our top priority is providing safe, reliable drinking water to nearly 700,000 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. 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 types of 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 \$109 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. This investment also helps bolster our conservation efforts and strengthen our wildfire resiliency across the state.

**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 2022.



Kevin Tilden  
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.**



A close-up photograph of a young boy with dark skin and short, curly hair, wearing an orange shirt. He is holding a clear glass to his lips and drinking water. The background is softly blurred, showing another person's head.

Mark of  
Excellence



### EVERY STEP OF THE WAY.

Our team monitors and tests 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. American Water is recognized as an industry leader in water quality and works 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.

Our team also has access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis. American Water scientists refine testing procedures, innovate new methods, and set new standards for detecting potentially new contaminants—even before regulations are in place.



### MAINTAINING QUALITY FOR FUTURE GENERATIONS.

Just as California American Water is 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 \$85 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

### **Communities served:**

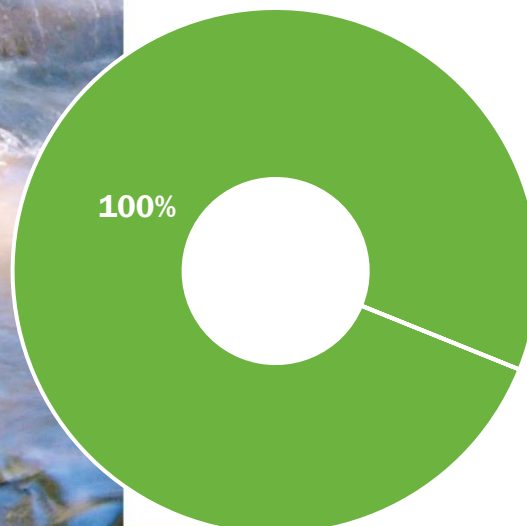
Thousand Oaks and Newbury Park

### **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 and the State Water Resources Control Board prescribe 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.

**Report any spills, illegal dumping or suspicious activity to California Governor's Office of Emergency Services (Cal OES) Warning Center here: (800) 852-7550**

## 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.

## WHAT ARE WE DOING?

**Here are a few of the efforts underway to protect our shared water resources:**



**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 across the state for residents to safely dispose of unwanted drugs for free. This helps keep pharmaceutical products from entering water supplies.

# 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. American 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 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.



# Determining Your Service Line Material

Homeowners' service lines are most commonly made of lead, copper, galvanized steel or plastic. Homes built before 1930 are more likely to have lead plumbing systems.

## There are different ways that you can determine if you have a lead service line.

- You can access your service line material where it enters your home, typically in your basement, crawl space or garage, near the inlet valve and identify the pipe material using the chart on the right.
- A licensed and insured plumber can inspect your pipes and plumbing.
- Lead test kits can be purchased at local hardware and home improvement stores. These kits are used to test paint, but can also be used to test pipe – not the water inside. Look for an EPA recognized kit. Wash your hands after inspecting plumbing and pipes.

## TYPES OF PIPE

	• Galvanized: A dull, silver-gray color. Use a magnet - strong magnets will typically cling to galvanized pipes.
	• Copper: The color of a copper penny.
	• Plastic: Usually white, rigid pipe that is jointed to water supply piping with a clamp. Note: It can be other colors, including blue and black.
	• Lead: A dull, silver-gray color that is easily scratched with a coin. Use a magnet - strong magnets will <u>not</u> cling to lead pipes.

## YOUR SERVICE LINE MATERIAL

Please note if your service lines contain lead, it does not mean you cannot use water as you normally do. California American Water regularly tests for lead in drinking water and our water meets state and federal water quality regulations, including those set for lead.

For more information on lead in drinking water, please visit <https://www.amwater.com/caaw/Water-Quality-Wastewater-Information/Lead-and-Drinking-Water>

# Important Information About **Drinking Water**

## **FLUORIDE**

Fluoride is a naturally occurring substance. It can be present in drinking water from two sources:

1. **By nature** when groundwater comes into contact with fluoride-containing minerals naturally present in the earth; or
2. **By a water purveyor** through addition of fluoride to the water they are providing in the distribution system.

The Thousand Oaks System has naturally-occurring fluoride in the water purchased from the Calleguas Municipal Water District. 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 treatment plants. MWD treats their water by adding fluoride to the naturally occurring level in order to help prevent dental cavities in consumers. The fluoride levels in the treated water are maintained within a range of 0.6 - 1.2 ppm, as required by State Water Resources Control Board (SWRCB), Division of Drinking Water (DDW). The naturally-occurring fluoride levels in the Thousand Oaks groundwater sources are close to optimal levels. If you have any questions on fluoride, please call California American Water's Customer Service Center at (888) 237-1333.







## Water Quality Results

### **WATER QUALITY STATEMENT**

For your information, we have compiled a list in the table below showing the testing of your drinking water during 2022. 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.

### **OTHER INFORMATION**

In 2022 we received a citation for noncompliance, due to failing to resample within 24 hours, after a sample tested positive for Total Coliform. See the section **Public Notification** after the tables for further explanation.



# 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.

**%:** Percent

## 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 2022, 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 this table 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	MCLG	Action Level (AL)	90 <sup>th</sup> Percentile	No. of Homes Sampled	Homes Above Action Level	Typical Source
Lead (ppb)	2022	Yes	0.2	15	2.0	31	0	Corrosion of household plumbing systems.
Copper (ppm)	2022	Yes	0.3	1.3	0.12	31	0	Corrosion of household plumbing systems.

## REVISED TOTAL COLIFORM RULE - At least 96 samples collected each month in the distribution system

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Percentage	Typical Source
Total Coliform <sup>1</sup>	2022	Yes	0	*TT = Less than 5%	1.96%	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.

<sup>1</sup> The Treatment Technique for Total Coliforms requires that if the maximum percentage OR number of total coliform positive samples are exceeded a system assessment must be conducted, any sanitary defects identified, and corrective actions completed. Additional Level 1 Assessments or Level 2 Assessments are required depending on the circumstances.

## DISINFECTION BYPRODUCTS - Collected in the Distribution System

Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest LRAA	Range Detected	Typical Source
Total Trihalomethanes (TTHMs) (ppb)	2022	Yes	NA	80	19.9	8.9 to 21.9	By-product of drinking water disinfection.
Haloacetic Acids (HAA5s) (ppb)	2022	Yes	NA	60	4.0	1.1 to 5.3	By-product of drinking water disinfection.

NOTE: Compliance is based on the running annual average at each location (LRAA). The Highest LRAA reflects the highest average at any location and the Range Detected reflects all samples used to calculate the running annual averages.

DISINFECTANTS - Collected in the Distribution System and at the Treatment Plant								
Substance (with units)	Year Sampled	Compliance Achieved	MRDLG	MRDL	Minimum Chlorine Residual	Compliance Result	Range Detected	Typical Source
Distribution System Chlorine Residual (ppm) <sup>1</sup>	2022	Yes	4	4	0.05	1.37	0.05 to 2.26	Water additive used to control microbes.

1 - Data represents the highest monthly average of chlorine residuals measured throughout our distribution system.

TURBIDITY – Measure of Clarity of the Water Leaving MWDSC and Callegus Water Treatment Plants						
Substance (with units)	Year Sampled	Compliance Achieved	MCLG	MCL	Highest Single Measurement and Lowest Monthly % of Samples ≤0.3 NTU	Typical Source
Turbidity (NTU)	2022	Yes	0	TT: Single result >1 NTU	<0.10	Soil runoff.
	2022	Yes	NA	TT: At least 95% of samples ≤0.3 NTU	100%	Soil runoff.

PRIMARY REGULATED SUBSTANCES											
Substance (with units)	Year Sampled	Compliance Achieved	MCL	MCLG/SMCL	MWDSC 85% Jensen WTP		MWDSC 14% Weymouth WTP		Calleguas 1% Lake Bard WTP		Typical Source
					Highest Compliance Result	Range Detected	Highest Compliance Result	Range Detected	Highest Compliance Result	Range Detected	
Aluminum (ppb)	2022	Yes	1000	600	81	ND to 81	240	58 to 240	ND	ND	Erosion of natural deposits; residual from some surface water treatment processes
Arsenic (ppb)	2022	Yes	10	0.004	2.4	2.4	ND	ND	3	3	Erosion of natural deposits
Fluoride (naturally occurring) (ppm) <sup>1</sup>	2022	Yes	2.0	1	0.90.8	0.4 to 0.8	0.8	0.6 to 0.8	0.9	0.7 to 0.9	Water additive that promotes strong teeth
Nitrate as N (ppm)	2022	Yes	10	10	0.9	0.9	ND	ND	ND	ND	Erosion of natural deposits
Selenium (ppb)	2022	Yes	50	30	ND	ND	ND	ND	11	11	Erosion of natural deposits
Uranium (pCi/L) <sup>2</sup>	2022	Yes	20	0.43	3.0	ND to 3.0	3.0	1.0 to 3.0	1.4	1.4	Erosion of natural deposits
Gross Beta Particle Activity (pCi/L)	2022	Yes	50	(0)	5	ND to 5	7	4 to 7	4.2	4.2	Erosion of natural deposits

1 - Fluoride: MWDSC and Calleguas WTP adjust the natural levels of fluoride in our water supplies to the State Water Resources Control Board, Division of Drinking Waters recommended optimum level of 0.7 ppm.

2 – Uranium: 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.



## SECONDARY REGULATED SUBSTANCES

Substance (with units)	Year Sampled	Compliance Achieved <sup>1</sup>	SMCL	MWDSC 85% Jensen WTP		MWDSC 14% Weymouth WTP		Calleguas 1% Lake Bard WTP		Typical Source
				Highest Compliance Result	Range Detected	Highest Compliance Result	Range Detected	Highest Compliance Result	Range Detected	
Chloride (ppm)	2022	Yes	500	73	67 to 73	105	98 to 105	105	105	Leaching from natural deposits
Color (color units)	2022	Yes	NS	1	1	1	1	ND	ND	Naturally occurring organic materials
Odor (Ton Units)	2022	Yes	3	3	3	3	3	ND	ND	
Specific Conductance (mmhos/cm)	2022	Yes	1600	572	557 to 572	1020	964 to 1020	733	733	Substances that form ions when in water
Sulfate (ppm)	2022	Yes	500	80	71 to 80	232	212 to 232	89	89	Leaching from natural deposits
Total Dissolved Solids (ppm)	2022	Yes	1000	335	332 to 335	643	632 to 643	390	390	Leaching from natural deposits

1 – Yes: There are no PHGs, MCLGs, or mandatory standard health effects language for Secondary Substances because secondary MCLs are set based on aesthetic concerns

## OTHER SUBSTANCES OF INTEREST

Substance (with units)	Year Sampled	MWDSC 85% Jensen WTP	MWDSC 14% Weymouth WTP	Calleguas 1% Lake Bard WTP	Comments
		Average or Range Detected	Average or Range Detected	Average or Range Detected	
pH	2022	8.2 to 8.3	8.1	8.1	pH is a measure of the acid/base properties of water.
Total Hardness (as CaCO <sub>3</sub> ) (ppm)	2022	107 to 110	277 to 281	167	Naturally occurring.
Alkalinity(ppm)	2022	84	127	120	Naturally occurring.
Boron (ppm)	2022	0.22	0.14	0.30	Naturally occurring
Calcium (ppm)	2022	32 to 34	68 to 71	39	Leaching from natural deposits
Chlorate (ppb)	2022	243	88	ND	By-product of drinking water disinfection
Magnesium (ppm)	2022	6.2 to 7.5	17	17	Leaching from natural deposits
Potassium (ppm)	2022	2.0	4.6	3.0	Leaching from natural deposits
Sodium (ppm)	2022	72	100	89	Erosion from naturally occurring deposits: Used in water softener regeneration.
Total Organic Carbon (ppm)	2022	1.0 to 1.4	1.7 to 2.6	1.1	Naturally occurring

# Public Notification

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

ESTE INFORME CONTIENE INFORMACION MUY IMPORTANTE SOBRE SU AGUA DE BEBER. TRADUZCALO O HABLE CON ALGUIEN QUE LO ENTIENDA BIEN.

### Monitoring Requirements Not Met for Thousand Oaks

Our water system violated drinking water standards over the past year. Even though these were not emergencies, as our employees/customers, you have a right to know what happened and what we did to correct these situations.

*We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During October 2022 we did not complete all monitoring for coliform bacteria, and therefore cannot be sure of the quality of our drinking water during that time.*

#### What should I do?

There is nothing you need to do at this time.

The table below lists the contaminant(s) we did not properly test for during the last year, how often we are supposed to sample for *these contaminants* and how many samples we are supposed to take, how many samples we took, when samples should have been taken, and the date on which follow-up samples were (or will be) taken.

Contaminants	Required sampling frequency	Number of samples taken	When all samples should have been taken	When samples were or will be taken
Total Coliform	Repeat sample	0	October 6, 2022	Subsequent samples that have been taken since October 4, 2022, have tested negative for both Total Coliform and E. coli.

#### What happened? What was done?

A routine weekly bacteriological sample was collected from the water system on October 4, 2022. The laboratory notified us that the sample tested positive for Total Coliform (absent for E. coli) on October 5, 2022. Follow-up sampling was required within 24 hours but was not done. Subsequent samples that have been taken have since this date have tested negative for both Total Coliform and E. coli.

*Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.*

This notice is being sent to you by California American Water – Thousand Oaks For more information, please contact Mike Phillips at (626) 223-9460.





## About Us

**California American Water**, a subsidiary of American Water, provides high-quality and reliable water and/or wastewater services to nearly 700,000 people. For more information, visit [californiaamwater.com](https://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 6,400 dedicated professionals who provide regulated and regulated-like drinking water and wastewater services to more than 14 million people in 24 states. American Water provides safe, clean, affordable and reliable water services to our customers to help keep their lives flowing.



## CALIFORNIA AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**  
78 communities in  
10 counties
- **PEOPLE SERVED**  
Approx 700,000 people
- **EMPLOYEES**  
322
- **SYSTEM DELIVERY**  
122 million gallons per day (MGD) of  
water is produced and treated
- **MILES OF PIPELINE**  
2,280 miles of water pipeline  
and 48.5 miles of wastewater pipe
- **STORAGE**  
185 water storage facilities

# 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.