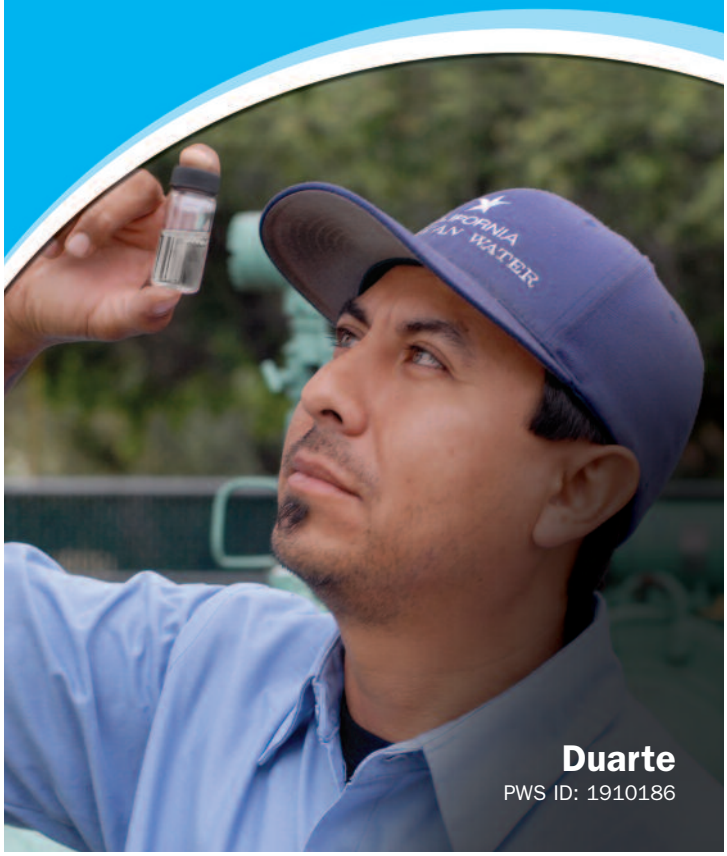
2011 Consumer Confidence Report

CALIFORNIA
AMERICAN WATER



Duarte
PWS ID: 1910186

A Message from California American Water President, Rob MacLean

California American Water is proud to be your local water service provider and I am pleased to share with you good news about the quality of your drinking water. Each year, we provide you with our Annual Water Quality Report – and like so many years prior – you'll find that we continue to supply water that meets or surpasses both state and federal water quality regulations.

This doesn't happen by chance. It requires having the right team of experts and technologies in place. Delivering high-quality, reliable water service to your tap around the clock also requires significant investment in our water infrastructure. In 2011 alone, we invested more than $54 million in water system improvements statewide. From upgrading our treatment facilities to replacing aging water pipelines, we invest prudently and with purpose. And, because we invest our dollars responsibly, we provide our water at less than a penny per gallon; an exceptional value for a service that is so essential to our daily lives.

We hope you agree, it's worth every penny and worth learning more about. Please take the time to review this report. It provides details about the source and quality of your drinking water using data from water quality testing conducted in your local water system through December 2011. For an electronic copy of this report, visit us online at www.amwater.com/caaw/.

At California American Water, our customers are our top priority, and we are committed to providing you with the highest-quality drinking water and service possible now and in the years to come.

Sincerely,

Rob MacLean

A+ WATER QUALITY FOR LESS THAN A PENNY

Did you know that you pay less than a penny for a gallon of your tap water?

Providing high-quality water service is our business. Our team of water quality experts and certified operators monitor your water from source to tap, and we have an exceptional track record when it comes to water quality. **Our compliance record for meeting or surpassing state and federal drinking water standards was 100 percent last year.** That beats the national average.

Tap water: an exceptional value!

WE CARE ABOUT WATER. IT'S WHAT WE DO.

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

Mahalaga ang impormasyong ito. Mangyaring ipasalin ito.

此份有關你的食水報告,內有重要資料和訊息,請找他人為你翻譯及解釋清楚。

Chi tiết này thật quan trọng. Xin nhờ người dịch cho quý vị.

Continuing our Commitment

Once again we proudly present our annual Consumer Confidence Report (CCR). This document covers all testing completed through December 2011. We are pleased to tell you that our compliance with all state and federal drinking water laws remains exemplary. As in the past, we are committed to delivering the best quality drinking water. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, and community education while continuing to serve the needs of all our water users.

What is a Consumer Confidence Report (CCR)?

To comply with state and U.S. Environmental Protection Agency (EPA) regulations, California American Water issues an annual CCR describing the quality of your drinking water. The purpose of this report is to raise your understanding of drinking water and awareness of the need to protect your drinking water sources. In 2011, we conducted tests for contaminants at numerous sampling points in your water system, all of which were below state and federal maximum allowable levels. This report provides an overview and updated data of last year's (2011) water quality. It includes details about where your water comes from and what it contains. The data presented in this report is a combination of data from our nationally recognized water quality lab and commercial laboratories all certified in drinking water testing by the State of California Department of Public Health.

If you have any questions about this report or your drinking water, please call California American Water's Customer Service Center at (888) 237-1333.

About Your Water

Duarte is served entirely by groundwater sources from the Main San Gabriel Basin. Chlorine addition is the only drinking water treatment used in your water system. Chlorination ensures disinfection and maintains the bacteriological water quality in the distribution system. The water supply is distributed for residential, commercial, and industrial use in the cities of Duarte and Bradbury; portions of Azusa, Irwindale, Monrovia; and also some unincorporated areas of Los Angeles County.

Notice of Source Water Assessment

An assessment of the drinking water sources for the California American Water Duarte water system was completed in February 2003. No man-made contaminants have been detected in most of the groundwater supplies. The sources are considered vulnerable to the following activities (although not associated with any detected chemicals): historic waste dumps/landfills, chemical/petroleum processing/storage, historic gas stations, historic and active mining operations, research laboratories, and animal feeding operations.

A copy of the completed assessment may be viewed at: California American Water; 8657 Grand Avenue; Rosemead, CA 91770-1221. You may request a summary of the assessment be sent to you by contacting: Joe Marcinko, Water Quality & Environmental Compliance Director at (626) 614-2538.

Educational Information – Special Health Information

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 U.S. Environmental Protection Agency's Safe Drinking Water Hotline (800) 426-4791.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the EPA's Safe Drinking Water Hotline (800) 426-4791.

Share This Report

Landlords, businesses, schools, hospitals and other groups are encouraged to share this important water quality information with water users at their location who are not billed customers of California American Water and therefore do not receive this report directly.

How to Contact Us

If you have any questions about this report, your drinking water, or service, please call California American Water's Customer Service Center toll free: (888) 237-1333.

Water Information Sources

- **California American Water**
  www.californiaamwater.com
- **California Department of Public Health**
  www.cdph.ca.gov/programs/Pages/DDWEM.aspx
- **United States Environmental Protection Agency**
  www.epa.gov/safewater
- **Safe Drinking Water Hotline:** (800) 426-4791
- **Centers for Disease Control and Prevention**
  www.cdc.gov
- **American Water Works Association**
  www.awwa.org
- **Water Quality Association**
  www.wqa.org
- **National Library of Medicine/National Institute of Health**
  www.nlm.nih.gov/medlineplus/drinkingwater

How to Read This Table

California American Water conducts extensive monitoring to ensure that your water meets all water quality standards. The results of our monitoring are reported in the following tables. While most monitoring was conducted in 2011, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting this table, see the "Table Definitions" section.

Starting with a **Substance**, read across. **Year Sampled** is usually in 2011 or year prior. **MCL** shows the highest level of substance (contaminant) allowed. **MCLG** is the goal level for that substance (this may be lower than what is allowed). **Average Amount Detected** represents the measured amount (less is better). **Range** tells the highest and lowest amounts measured. A **No** under **Violation** indicates government requirements were met. **Major Sources in Drinking Water** tells where the substance usually originates.

Unregulated substances are measured, but maximum allowed contaminant levels have not been established by the government.

Definitions of Terms Used in This Report

- **AL (Action Level):** The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements, that a water system must follow.
- **MCL (Maximum Contaminant Level):** The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.
- **MCLG (Maximum Contaminant Level Goal):** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency.
- **MRDL (Maximum Residual Disinfectant Level):** 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.
- **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 contamination.
- **NA:** Not applicable
- **ND:** Not detected
- **Notification Level:** The concentration of a contaminant, which, if exceeded, requires notification to CDPH and the consumer. Not an enforceable standard.
- **NS:** No standard
- **NTU (Nephelometric Turbidity Units):** Measurement of the clarity, or turbidity, of the water.
- **pCi/L (picocuries per liter):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).
- **PDWS (Primary Drinking Water Standard):** MCLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.
- **pH:** A measurement of acidity, 7.0 being neutral.
- **PHG (Public Health Goal):** 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.
- **ppm (parts per million):** One part substance per million parts water, or milligrams per liter.
- **ppb (parts per billion):** One part substance per billion parts water, or micrograms per liter.
- **TON:** Threshold Odor Number
- **Total Dissolved Solids:** An overall indicator of the amount of minerals in water.
- **TT (Treatment Technique):** 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.
- **µmhos/cm (micromhos per centimeter):** A measure of electrical conductance.
- **%:** Percent

What Are the Sources of Contaminants?

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or human activity.

Contaminants that may be present in source water include:

Microbial Contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

Inorganic Contaminants, such as salts and metals, which can be naturally-occurring or may result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

Pesticides and Herbicides, which may come from a variety of sources, such as agriculture, urban stormwater runoff, and residential uses.

Organic Chemical Contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and may also come from gas stations, urban stormwater runoff, and septic systems.

Radioactive Contaminants, which can be naturally occurring or may be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, USEPA and the California Department of Public Health (CDPH) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. Department regulations also establish limits for contaminants in bottled water that must provide the same protection for public health.

Notice of Unregulated Contaminant Monitoring (UCMR)

Testing was completed in 2003 for a list of contaminants specified by the USEPA. These results were reported directly to the USEPA. Unregulated contaminants are those for which the U.S. Environmental Protection Agency 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 regulation is warranted.

The results of this monitoring are incorporated in the data tables in this report as appropriate. For more information, contact California American Water's Customer Service Center at (888) 237-1333.

Radon

Radon is a radioactive gas that you can't see, taste, or smell. It is found throughout the United States. Radon can move up through the ground and into a home through cracks and holes in the foundation. Radon can build up to high levels in all types of homes. Radon can also get into indoor air when released from tap water from showering, washing dishes, and other household activities. Compared to radon entering the home through soil, radon entering the home through tap water will in most cases be a small source of radon in indoor air. Radon is a known human carcinogen. Breathing air containing radon can lead to lung cancer. Drinking water containing radon may also cause increased risk of stomach cancer. If you are concerned about radon in your home, test the air in your home. Testing is inexpensive and easy. Fix your home if the level of radon in your air is 4 picocuries per liter (pCi/L) of air or higher. There are simple ways to fix a radon problem that aren't too costly. For additional information, call your State radon program (1-800-745-7236), the EPA Safe Drinking Water Act Hotline (1-800-426-4791), or the National Safe Council Radon Hotline (1-800-SOS-RADON).

Lead

Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested and/or flush your tap for 30 seconds to 2 minutes before using tap water. Additional information is available from the USEPA Safe Drinking Water Hotline (1-800-426-4791).

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. California 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.

Water Quality Statement

Last year, as in years past, your tap water met all U.S. Environmental Protection Agency (EPA) and California State drinking water health standards. California American Water vigilantly safeguards its water supplies, and once again we are proud to report that our system has not violated a maximum contaminant level or any other water quality standard.

Water Quality Results: Duarte - 2011

Regulated Substances (Measured on the Water Leaving the Treatment Facility or within the Distribution System)							
Substance (units)	**Year Sampled**	**MCL**	**PHG (MCLG)**	**Average Amount Detected**	**Range Low-High**	**Violation**	**Major Sources in Drinking Water**
Arsenic (ppb)	2011	10	0.004	1.9	1.0 - 3.0	No	Erosion of natural deposits
Barium (ppm)	2011	1	2	0.05	< 0.001 - 0.185	No	Discharge of oil drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Fluoride (ppm)	2011	2.0	1	0.3	0.2 - 0.4	No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Nitrate as NO3 (ppm)	2011	45	45	3.5	1.8 - 6.2	No	Runoff and leaching from fertilizer use; Leaching from septic tanks and sewage; Erosion of natural deposits
Total Trihalomethanes (TTHM) (ppb)	2011	80	NA	6.9	< 0.5 - 12.0	No	By-product of drinking water disinfection
Haloacetic Acids (ppb)	2011	60	NA	0.6	< 0.5 - 2.3	No	By-product of drinking water disinfection
Chlorine (ppm)	2011	MRDL = 4.0 (as Cl_2)	MRDL = 4.0 (as Cl_2)	1.12	0.89 - 1.24	No	Drinking water disinfectant added for treatment

Bacterial Results (from the Distribution System)						
Substance (units)	**Year Sampled**	**MCL**	**PHG (MCLG)**	**Highest Percentage Detected**	**Violation**	**Typical Source**
Total Coliform Bacteria	2011	MCL: (systems that collect > 40 samples/ month) more than 5% of monthly samples are positive; (systems that collect < 40 samples/ month), no more than 1 positive monthly sample	(0)	1.6%	No	Naturally present in the environment

Secondary Substances (Measured on the Water Leaving the Treatment Facility or within the Distribution System)							
Substance (units)	**Year Sampled**	**SMCL**	**PHG (MCLG)**	**Average Amount Detected**	**Range Low-High**	**Violation**	**Typical Source**
Chloride (ppm)	2011	500	NS	17	11 - 27	No	Runoff/Leaching from natural deposits; Seawater influence
Odor (units)	2011	3	NS	< 1	< 1 - 1	No	Naturally-occurring organic materials
Specific Conductance (µS/cm)	2010	1,600	NS	426	310 - 550	No	Substances that form ions when in water; Seawater influence
Sulfate (ppm)	2011	500	NS	23	18 - 30	No	Runoff/Leaching from natural deposits; Industrial wastes
Total Dissolved Solids (ppm)	2010	1000	NS	249	190 - 330	No	Runoff/Leaching from natural deposits
Turbidity (NTU)	2011	5	NS	0.18	< 0.01 - 0.97	No	Soil runoff

Volatile Organic Contaminants						
Substance (units)	**Year Sampled**	**MCL**	**PHG (MCLG)**	**Highest Single Measurement**	**Violation**	**Typical Source**
Styrene (ppb)	2011	100	0.5	0.5	No	Discharge from rubber and plastic factories; Leaching from landfills

Unregulated Substances (Measured on the Water Leaving the Treatment Facility or within the Distribution System)					
Substance (units)	**Year Sampled**	**Notification Level**	**Average Amount Detected**	**Range Low-High**	**Potential Health Effects**
Boron (ppb)	2011	1,000	0.071	< 0.05 - 0.132	The babies of some pregnant women who drink water containing boron in excess of the notification level may have an increased risk of developmental effects, based on studies in laboratory animals.
1, 4 - Dioxane (ppb)	2011	1	< 1	< 1 - 1.6	Some people who use water containing 1,4-dioxane in excess of the Notification Level over many years may experience liver or kidney problems and may have an increased risk of getting cancer, based on studies in laboratory animals.
Hexavalent Chromium* (ppb)	2011	NA	0.22	< 0.12 - 0.37	There is no current standard for hexavalent chromium. Some people who use water containing total chromium in excess of the MCL of 50 ppb over many years may experience allergic dermatitis.

Tap Water Samples: Lead and Copper Results (from the Distribution System)								
Substance (units)	**Year Sampled**	**Action Level**	**PHG (MCLG)**	**Number of Samples**	**Amount Detected at the 90th Percentile**	**Number of Homes Above Action Level**	**Violation**	**Typical Source**
Copper (ppm)	2009	1.3	0.17	36	0.162	0	No	Internal corrosion of household plumbing system; Erosion of natural deposits; Leaching from wood preservatives
Lead (ppb)	2009	15	0.2	36	6	2	No	Internal corrosion of household water plumbing system; Discharges from industrial manufacturers; Erosion of natural deposits

*In January 2011, the USEPA asked public water systems to conduct voluntary hexavalent chromium monitoring so that they may gain a better understanding of the nature and occurrence of the element. The data presented here are from the first round of monitoring. Additional monitoring will be conducted in 2012. Both the California Department of Public Health (CDPH) and the USEPA are working toward establishing a regulatory standard for hexavalent chromium in drinking water. For more information on what steps American Water is taking in regard to hexavalent chromium, please visit our website at http://www.amwater.com/caaw/Ensuring-Water-Quality/Chromium-6. For more information on the regulatory process, please follow the link to the CDPH's Hexavalent Chromium web page (www.cdph.ca.gov/certlic/drinkingwater/pages/chromium6.aspx).

Additional Water Quality Parameters of Interest

This table shows average levels of additional water quality parameters, which are often of interest to consumers. Values shown here are averages of operating data for 2011. Values may vary from day to day. There are no health-based limits for these substances in drinking water.

Additional Constituents (Measured on the Water Leaving the Treatment Facility or within the Distribution System)			
Substance (Units)	**Year Sampled**	**Average Amount Detected**	**Range Low-High**
Alkalinity as $CaCO_3$ (ppm)	2010	178	120 - 230
Calcium (ppm)	2011	45	30 - 59
pH	2011	7.6	7.2 - 8.1
Radon (pCi/L)	2011	252	171 - 349
Sodium (ppm)	2011	19	15 - 27
Total Hardness as $CaCO_3$ (ppm)	2010	179	120 - 230
Total Hardness as $CaCO_3$ (gpg)	2010	10.5	7.0 - 13.5