

Bellflower/Norwalk 2011/2012 Consumer Confidence Report and Annual Water Quality Report



Where Your Water Comes From

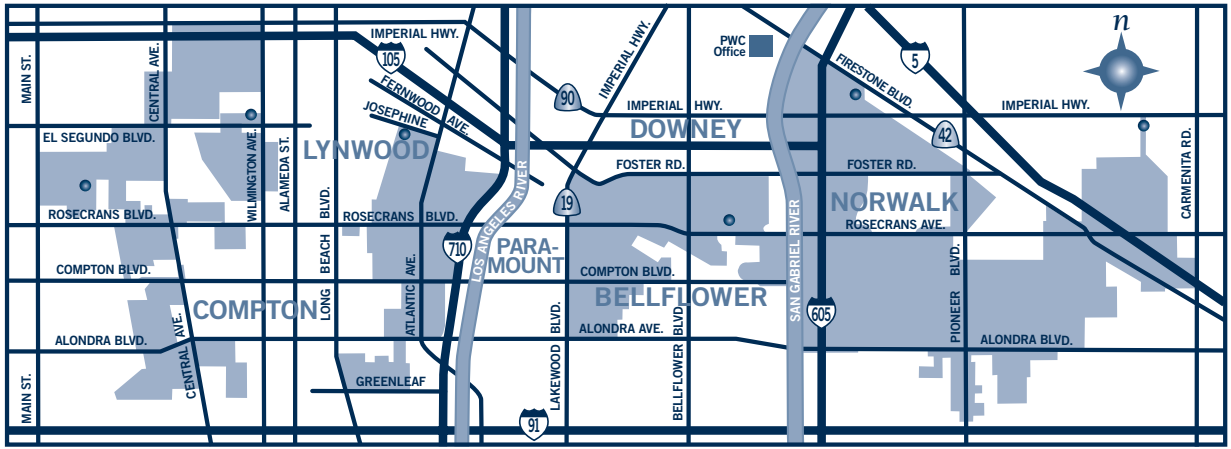
In 2011, the Park-Bellflower/Norwalk system obtained 66% of its source water from the Metropolitan Water District of Southern California (MWD). The MWD imports water from the Colorado River Aqueduct and from the Sacramento-San Joaquin Delta by way of the State Water Project. An additional 31% came from deep wells that pump groundwater from the Central Basin aquifer. The remaining 3% was comprised of recycled water that Park distributes to large irrigation customers like CALTRANS, public schools, parks, golf courses and nurseries.

About the Metropolitan Water District of Southern California

MWD is a consortium of 26 cities and water districts that provides drinking water to nearly 18 million people in parts of Los Angeles, Orange, San Diego, Riverside, San Bernardino and Ventura counties. MWD currently delivers an average of 1.7 billion gallons of water per day to a 5,200-square-mile service area. The mission of the MWD is to provide its service area with adequate and reliable supplies of high-quality water to meet present and future needs in an environmentally and economically responsible way. MWD continues to add storage, and conservation resources to its already diverse water supply portfolio to insure a reliable water supply well into the future. Further, MWD continues to invest in water quality improvements, including the addition of ozone as a treatment process and the expansion of its treatment capacity that will provide excellent water quality. For more information about MWD, visit their website at www.mwdh2o.com

Two Sources of Imported Water Makes a Difference in the Hardness of Your Water

With the decreased availability of State Water Project water to blend with Colorado River water, water supplied to the Park Bellflower/Norwalk system by MWD has increased in hardness as Colorado River water now dominates as the source. The Park Bellflower/Norwalk system now receives the majority of its water from the MWD Diemer filtration plant in Yorba Linda. In 2011, the Diemer plant source water consisted of just 42% State Project water (range from 0 to 100%) and 58% Colorado River water, as opposed to 100% State Project water in recent years. This is why the water quality shown on the back side of this report shows increases from previous years in sulfate, alkalinity, calcium and magnesium salts all of which comprise the hardness in water.



Park Water Company services the areas shown in blue.

MWD Connections

What EPA Says About the Kinds of Contaminants That Might Be Found In Drinking Water

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. In order to ensure that tap water is safe to drink, United States Environmental Protection Agency (EPA) and the California Department of Public Health (DPH) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The federal Food and Drug Administration (FDA) and DPH regulations also establish limits for contaminants in bottled water, which must provide the same protection for public health.

Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- Inorganic contaminants, such as salts and metals, that can be naturally occurring or result from urban storm water 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 storm water runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals that are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.
- Radioactive contaminants, that can be naturally occurring or be the result of oil and gas productions and mining activities.

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. The tables in this report indicate which minerals and substances have been detected in the water provided by Park. More information about contaminants and potential health effects can be obtained by calling the USEPA Safe Drinking Water Hotline at 1-800-426-4791. You can also go to the following websites for more information:

USEPA - www.epa.gov/safewater
California Department of Public Health - www.cdph.ca.gov/certlic/drinkingwater/Pages/default.aspx

What are Drinking Water Standards?

Drinking water standards are regulations that the EPA sets to control the level of contaminants in the nation's drinking water. EPA, the State Department of Public Health (DPH) and the California Public Utilities Commission (CPUC) are the agencies responsible for establishing drinking water quality standards in California. These standards are part of the Safe Drinking Water Act's "multiple barrier" approach to drinking water protection, which includes assessing and protecting drinking water sources; protecting wells and surface water; making sure water is treated by qualified operators; ensuring the integrity of distribution systems; and making information available to the public on the quality of their drinking water. With the involvement of EPA, DPH, the CPUC, drinking water utilities, communities and citizens, these multiple barriers ensure that tap water is safe to drink. The water delivered to your home meets standards required by EPA, DPH and the CPUC. To recover the growing cost of meeting and maintaining EPA, DPH and CPUC standards, Park submits a General Rate Case to the CPUC every three years. The CPUC is responsible for establishing water rates for Park.

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

If received by an absentee landlord, a business, or a school, please share the information with tenants, employees or students. We will be happy to make additional copies of this report available. Complete records of water quality analyses are open for inspection by the public upon request. You may also access this report on the PWC web page at www.parkwater.com.

<p>This information is important. Please have someone translate it for you.</p> <p>Esta información es importante. Por favor pídale a alguien que se la traduzca.</p> <p>这一信息非常重要。 请别人为您翻译一下。</p> <p>Mahalaga ang impormasyong ito. Mangyaring ipasalin ito.</p> <p>ਇਹ ਸੂਚਨਾ ਮਹੱਤਵਪੂਰਨ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ ਕਿਸੀ ਤੇ ਇਸ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾਓ।</p> <p>Chi tiet này thật quan trọng. Xin nhờ người dịch cho quý vị.</p>	<p>Chi tiet này thật quan trọng. Xin nhờ người dịch cho quý vị.</p> <p>這個資訊非常之重要。 請他人為您翻譯一下。</p> <p>यह सूचना महत्वपूर्ण है। कृपा करके किसी से :सका अनुवाद कराये।</p> <p>この情報は重要です。 翻訳を依頼してください。</p> <p>이 안내는 매우 중요합니다. 본인을 위해 번역인을 사용하십시오.</p> <p>هذه المعلومات هامة الرجاء ان تجعل لحد الأشخاص يساعدك في ترجمتها.</p>
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If you would like more information about water quality, or to find out about upcoming opportunities to participate in public meetings, please call Bert Mason at 562-299-5117.

This report describes those contaminants that have been detected in the analysis of almost 200 different potential contaminants, nearly 100 of which are regulated by EPA and DPH. Park is proud to tell you that there have been no contaminants detected that exceed any federal or state drinking water standards. Hundreds of samples every month and thousands every year by Park and MWD laboratories assure that all primary (health related) and secondary (aesthetic) drinking water standards are being met. See the tables on the following page to see how your water quality rates.

This report is intended to provide information for all water users. If received by an absentee landlord, a business, or a school, please share the information with tenants, employees or students. We will be happy to make additional copies of this report available. Complete records of water quality analyses are open for inspection by the public upon request. You may also access this report on the PWC web page at www.parkwater.com.

Source Water Assessment Available

The 1996 Safe Drinking Water Act amendments required states to perform an assessment of potentially contaminating activities near drinking water sources of all water utilities. In California, DPH designated this to the utilities themselves. Park completed the Source Water Assessment in April of 2003. Park's wells are considered most vulnerable to the following activities associated with contaminants detected in the water supply: landfills and dumps, irrigated crops, and sewer collection systems. In addition, Park's well sources are considered most vulnerable to these additional activities: gas stations, dry cleaners, metal plating/finishing/fabricating shops, military installations, chemical/petroleum processing and storage facilities, and leaking underground storage tanks.

A copy of the complete assessment is available at Park Water Company and at the DPH Glendale office. You may request a summary of the assessment by contacting Jeanne-Marie Bruno of Park Water Company at 562-299-5123 or by calling Ms. Lei Li, DPH district engineer at 818-551-2024.

MWD completed its assessment in December of 2002. Its sources, including the Colorado River and the Sacramento-San Joaquin Delta, are considered most vulnerable to treated wastewater and recreation. Recreation may contribute sources of methyl-tert-butyl-ether (MTBE) and other fueling compounds, sediment, viruses, pathogens, and bacteria. Treated wastewater may contribute sources of nutrients, metals, and pathogens. A copy of the assessment is available to the general public upon request by calling DPH at the above listed phone number.

Issues to Know About

1,4-Dioxane In late 2002, in reaction to findings in the Central Basin aquifer by other utilities, Park sampled all wells for 1,4-dioxane. While 1,4-dioxane is not a regulated contaminant, DPH had set a Notification Level (NL) of 3 ppb, reducing the NL to 1 ppb in 2010. Park found 1,4-dioxane in four of eight wells, three of them at levels higher than the NL. DPH does not recommend Park taking these wells out of service unless they exceed 100 times the NL (now 100 ppb). Park has continued to monitor for this chemical and found that levels have remained steady since 2002, with levels in 2011 ranging from "not detected" to 4 ppb with an average of 3.1 ppb. Little scientific data are available on the long-term effects of 1,4-dioxane on human health, although the EPA has listed it as a probable human carcinogen. The only action required was notification of the city councils of the communities Park serves where 1,4-dioxane was found. This was done in January 2003.

Sensitive Populations May be More Vulnerable

Some people may be more vulnerable to contaminants in drinking water than the general population. Persons with compromised immune systems such as those 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 provider. The USEPA and the national Centers for Disease Control (CDC) have guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants. These are available by calling the Safe Drinking Water Hotline at 1-800-426-4791.

Lead and Copper Although Park has not found lead or copper to be an issue in our water systems, the following information is required by California DPH. 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. Park Water Company 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 www.epa.gov/safewater/lead.

Important Information About Your Drinking Water

Our water system failed to take some tests as required for drinking water standards during the past year and, therefore, was in violation of state regulations. Even though this failure was not an emergency, as our customers, you have a right to know what you should do, what happened, and what we did to correct this situation.

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 August of 2011, a positive coliform bacteria sample was found in the water system. This requires us to take five repeat samples to confirm whether or not coliform bacteria are present in the water system. These samples were taken and none were positive, that is, they did not confirm the presence of coliform bacteria.

What Happened?

Every time a coliform bacteria sample is collected, a chlorine residual test must be taken to show the presence of an adequate amount of disinfectant in the water supply. This was not done for the five repeat samples taken in August, 2011. So, for a total of 110 Coliform bacteria samples taken that month, chlorine residual samples were taken for only 105. Therefore, we cannot be sure of the disinfectant quality of our drinking water during that time.

What Should You Do?

There is nothing you need to do at this time. If you have health issues concerning the consumption of this water, you may wish to consult your doctor.

What Is Being Done?

Park's water treatment operators have been provided training to assure that they will always take chlorine residual samples when taking any routine or follow-up sample for coliform bacteria.

For more information, please contact Richard Mason at 562-299-5117 or by mail at Park Water Company, P.O. Box 7002, Downey, CA 90241.

WATER RESULTS Park Water Company–Bellflower/Norwalk System 2011/2012 Consumer Confidence Report

Water Quality Parameters Detected in Park Water Company Sources (MWD and Wells)

PRIMARY STANDARDS —Mandatory (health related)	State MCL	PHG or (MCLG)	Units of Measurement	MWD Range (including highest value)	Average for MWD water	PWC Range (including highest value)	Average for PWC Wells (a)	(b) PWC Date of Last Measurement	Potential Sources of Contamination
INORGANIC CHEMICALS									
Aluminum	1	0.6	ppb	<50 - 240	140	<50 - 60	ND	2009/10/11	Erosion of natural deposits; residual from some surface water treatment processes
Arsenic	10	0.004	ppb	<2	ND	<2 - 2.1	ND	2009/10/11	Erosion of natural deposits; residue from some surface water treatment processes
Barium	1	2	ppm	<100	ND	<100 - 120	ND	2009/10/11	Erosion of natural deposits; discharges of oil drilling wastes and from metal refineries
Combined Filter Effluent (Turbidity) (c)	0.3 at least 95% of the time	none	NTU	highest = 0.08	100%	NA	NA	continuous	Soil runoff
Fluoride (naturally occurring)	2	1	ppm	0.1 - 0.3	0.2	0.36 - 0.38	0.37	2009/10/11	Erosion of natural deposits; discharge from fertilizer and aluminum factories
Fluoride (treatment added) (d)	0.7 - 1.3 range *	1	ppm	0.5 - 1.0	0.8	0.7 - 1.3	0.8	2011	Added for dental health; water additive that promotes strong teeth
Nitrate (as NO3)	45	45	ppm	<0.4 - 0.4	ND	4.7 - 15	12.3	2011	Erosion of natural deposits; runoff and leaching from fertilizer use, leaching from septic tanks and sewers
ORGANIC CHEMICALS									
Halooacetic Acids (HAA5)	60	none	ppb	15 - 25	20	NA	NA	2011	By-product of drinking water disinfection
Total Trihalomethanes (TTHM's)	80	none	ppb	37 - 58	48	ND	ND	2011	By-product of drinking water disinfection
RADIONUCLIDES									
Gross Alpha	15	(0)	pCi/L	<3 - 3	ND	1.6 - 5.7	3.3	2010	Erosion of natural deposits
Gross Beta	50 #	(0)	pCi/L	<4 - 6	4	NA	NA	2011	Decay of natural and man-made deposits.
Combined Radium (Radium 226 and 228)	5	(0)	pCi/L	ND	ND	<1 - 1.52	ND	2010	Erosion of natural deposits
Uranium	20	0.43	pCi/L	2	2	1.4 - 3	2.1	2010	Erosion of natural deposits
LEAD AND COPPER RULE MONITORING									
Copper **	1.3	0.3	ppm	31	0	<0.050 - 0.210	0.130	2010	Internal corrosion of household plumbing
Lead **	15	0.2	ppb	31	0	<3 - 3.2	ND	2010	Internal corrosion of household plumbing
WATER QUALITY PARAMETERS MEASURED IN THE DISTRIBUTION SYSTEM									
DISTRIBUTION SYSTEM	State MCL	PHG or (MCLG)	Units of Measurement	MWD Range (including highest value)	Average for MWD water	PWC Range (including highest value)	Average for PWC Wells (a)	(b) PWC Date of Last Measurement	Potential Sources of Contamination
Chlorine residual (e)	MRDL = 4	MRDLG = 4	ppm	1.3 - 2.8	2.3	0.22 - 2.2	1.63	weekly	Added for disinfection purposes
Chlorate	NL = 800	none	ppb	<20 - 58	48	NA	NA	quarterly	Byproduct of drinking water disinfection; industrial processes
Coliform Bacteria	5% positive	(0)	% positive	0 - 0.1%	ND	0 - 1%	0.01%	weekly	Naturally occurring in the environment
Fluoride (treatment added) (d)	0.7 - 1.3 range *	1	ppm	0.2 - 1.0	0.8	0.7 - 1.3	0.8	daily	Water additive for dental health
Heterotrophic Plate Count Bacteria (HPC)	NS	none	CFU / ml	TT	TT	<1 - 370	3.2	weekly	Naturally present in the environment
Turbidity	TT	none	NTU	NA	NA	<0.1 - 0.16	<0.1	monthly	Soil runoff
Total Trihalomethanes (TTHM's) ##	80	none	ppb	8.5 - 77	43	13 - 59	37	quarterly	By-product of drinking water disinfection
Halooacetic acids (HAA5) ##	60	none	ppb	<1 - 54	18	ND - 38	23	quarterly	By-product of drinking water disinfection
N-Nitrosodimethylamine (NDMA)	NS	3	ppt	<1 - 8	ND	NA	NA	quarterly	By-product of drinking water chloramination; industrial processes
SECONDARY STANDARDS Aesthetic Standards (non-health related) CHEMICAL PARAMETERS									
SECONDARY STANDARDS Aesthetic Standards (non-health related) CHEMICAL PARAMETERS	State MCL	PHG or (MCLG)	Units of Measurement	MWD Range (including highest value)	Average for MWD water	PWC Range (including highest value)	Average for PWC Wells (a)	(b) PWC Date of Last Measurement	Potential Sources of Contamination
Aluminum	200	600	ppb	<50 - 240	140	<50 - 60	ND	2009/10/11	Erosion of natural deposits; residual from some surface water treatment processes
Chloride	500	none	ppm	70 - 75	72	67 - 79	76	2009/10/11	Runoff / leaching from natural deposits; seawater influence
Color	15	none	Units	1	1	<1	ND	2009/10/11	Natural or industrially-influenced balance of hydrogen, carbon and oxygen in the water; affected by temperature and other factors
Odor Threshold	3	none	units	2	2	1	1	2009/10/11	Naturally occurring organic materials
Specific Conductance	1,600	none	micromho/cm	320 - 960	690	660 - 880	768	2009/10/11	Substances that form ions when in water; seawater influence
Sulfate	500	none	ppm	150 - 170	160	110 - 140	121	2009/10/11	Runoff / leaching from natural deposits; industrial wastes
Total Dissolved Solids (TDS)	1,000	none	ppm	440 - 490	470	490 - 570	514	2009/10/11	Runoff / leaching from natural deposits
Turbidity	5	none	NTU	0.03 - 0.25	0.05	<0.1 - 1.9	0.45	2009/10/11	Soil runoff
ADDITIONAL PARAMETERS -Unregulated									
DETECTED UNREGULATED CHEMICALS THAT MAY BE OF INTEREST TO CONSUMERS									
Aggressiveness Index (f)	NS	none	units	12.1	12.1	12.2 - 12.4	12.3	2009/10/11	
Alkalinity (as CaCO3)	NS	none	ppm	48 - 120	90	170 - 230	194	2009/10/11	
Boron	NL = 1000	none	ppb	130	130	130 - 260	200	2009/10/11	
Calcium	NS	none	ppm	47 - 55	51	48 - 99	83	2009/10/11	
Chlorate	NL = 800	none	ppb	48	48	NA	NA	2011	
Corrosivity (Langlier Index) (g)	NS	none	positive or negative	(+0.24) - (+0.33)	(+0.28)	(+0.36) - (+1.03)	+0.67	2009/10/11	
Hardness (as Ca CO3)	NS	none	ppm	57 - 270	190	230 - 340	280	2009/10/11	
Hardness (grains)	NS	none	grains	3.3 - 15.8	11.1	13.5 - 19.9	16	2009/10/11	
Hexavalent Chromium	NS	0.02	ppt	100	100	<20 - 600	100	2011	
Magnesium	NS	none	ppm	19 - 21	20	13 - 21	17	2009/10/11	
pH	NS	none	units	7.0 - 8.6	8.0	7.7 - 7.75	7.7	2009/10/11	
Potassium	NS	none	ppm	3.6 - 4.0	3.8	4 - 4.4	4.1	2009/10/11	
Sodium	NS	none	ppm	67 - 77	72	49 - 65	60	2009/10/11	
Total Organic Carbon (TOC)	TT	none	ppm	1.7 - 3.0	2.4	NA	NA	2011	
1,4-Dioxane	NL = 3	none	ppb	NA	NA	1.7 - 4	3.1	2011	

MCL= Maximum Contaminant Level, a drinking water standard
AL= Action Level
ND= Not Detected
NL= Notification Level, the level at which notification of the public water system governing body is required (formerly called Action Level)
NS= No Standard
NA= Not Applicable at this time or not required to analyze for
CFU/ml= Colony Forming Units per milliliter
NTU= Nephelometric Turbidity Units. This is a measure of the suspended material in water.
TT = Treatment Technique
<= less than (essentially equivalent to ND)
ppm= parts per million or milligrams per liter
ppb= parts per billion or micrograms per liter
ppt= parts per trillion or nanograms per liter
pCi/L= picoCuries per liter
#= CDPH considers 50pCi/L to be the level of concern for beta particles
##= Average value equal to the highest quarter measurements in 2011
*= Optimal treated fluoride levels for dental health is 0.8 mg/l with an operating control range from 0.7 to 1.3 mg/L.

**= Lead and Copper are regulated as a Treatment Technique under the Lead and Copper Rule. It requires water systems to take samples at "most vulnerable" consumer taps every three years and treatment steps must be taken if more than 10% of tap samples exceed the AL.
(a)= The average is weighted according to the individual contribution in pumping by each well to the total (active wells only).
(b)= The state allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants in groundwater sources do not change frequently. Some of our data, though representative, are more than one year old. MWD water is monitored more frequently.
(c)= The turbidity level of the MWD filtered water shall be less than or equal to 0.3 NTU in 95% of the measurements taken each month and shall not exceed 1.0 NTU at any time. Turbidity is a measure of the cloudiness of the water and is a good indicator of water quality and filtration performance.
(d)= Fluoridation at MWD treatment plants started the last quarter of 2007. MWD was in compliance with all provisions of the State's Fluoridation System Requirements.
(e)= Measured as Total Chlorine, the sum of the free chlorine and combined chlorine. MWD water is delivered with chloramine as the disinfectant, a combination of chlorine with ammonia. Park well water is delivered with free chlorine as the disinfectant.
(f)= An aggressiveness index of 12 or greater indicates that the water is not aggressive (non-corrosive).
(g)= A positive number Langlier Index indicates that the water is non-corrosive.

Definitions

Public Health Goal (PHG): The level of a contaminant in drinking water below which there is no known or expected risk to health. PHG's are set by the California Environmental Protection Agency.
Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHG's (or MCLG's) as is economically and technologically feasible. Secondary MCLs 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. MCLG's are set by the U.S. Environmental Protection Agency.
Maximum Residual Disinfectant Level (MRDL): The highest level of a 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.
Regulatory Action Level (AL): The concentration of a contaminant that, if exceeded, triggers treatment or other requirements that a water system must follow.
Primary Drinking Water Standard: MCL's and MRDL's for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.
Notification Level (NL): A health-based advisory level for an unregulated contaminant.
Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.
Secondary Drinking Water Standard: Requirements that ensure the appearance, taste and smell of drinking water are acceptable.