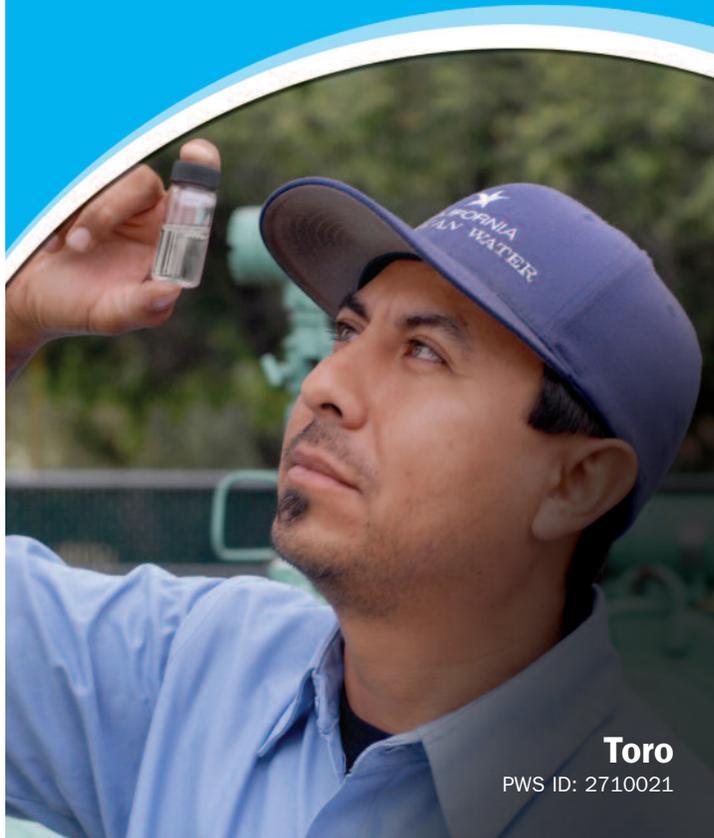


# 2011 Consumer Confidence Report



**Toro**

PWS ID: 2710021

## A Message from the California American Water President

*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 about 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 the data from water quality testing conducted for your local water system through December 2011. For an electronic copy of this report, visit us online at [www.amwater.com/caaw/](http://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

President, California American Water

## ABOUT A PENNY

### Did you know that you pay about a penny for a gallon of tap water?

We invest millions of dollars each year in our treatment and distribution facilities to ensure that you receive quality, reliable water service around the clock. At the same time, you pay about a penny per gallon. For most customers, the water bill is the lowest utility bill they pay each month.

**That's 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.

## Continuing our Commitment

Founded in 1886, American Water is the largest investor-owned U.S. water and wastewater utility company. With headquarters in Voorhees, N.J., the company employs approximately 7,000 dedicated professionals who provide drinking water, wastewater and other related services to approximately 15 million people in more than 30 states, as well as parts of Canada. More information can be found by visiting [www.amwater.com](http://www.amwater.com).

California American Water, a wholly owned subsidiary of American Water (NYSE: AWK), provides high-quality and reliable water and/or wastewater services to approximately 600,000 people.

## What is a Consumer Confidence Report?

To comply with State and U.S. Environmental Protection Agency (EPA) regulations, California American Water issues a report annually 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 thousands of tests at numerous sampling points in your water system, all of which were below Federal and State maximum allowable levels. 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 local water quality laboratory, our nationally recognized water quality lab, and commercial laboratories all of which are certified in drinking water testing by the State of California Department of Public Health.

For more information about this report, or for any questions relating to your drinking water, please contact California American Water's Customer Service Center at (888) 237-1333.

## About Your Water

Toro is served entirely by groundwater sources. The water supply is distributed for residential use. The treatment technologies include Coagulation/Filtration for Arsenic removal, pH adjustment for corrosion control, and disinfection to ensure the bacteriological quality.

## Notice of Source Water Assessment

An assessment of the drinking water sources for the California American Water - Toro water system was completed in February 2003. No man-made contaminants have been detected in the groundwater supplies. The sources are considered vulnerable to the following activities: drinking water treatment plants, high-density housing, and water supply wells.

A copy of the completed assessment may be viewed at: California American Water; 511 Forest Lodge Road, Suite 100, Pacific Grove, CA. You may request a summary of the assessment be sent to you by contacting: Travis Peterson, Water Quality & Environmental Compliance Manager, 831-646-3269.

## 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 Customer Service toll free: (888) 237-1333.

## Water Information Sources

### California American Water

[www.amwater.com/caaw/](http://www.amwater.com/caaw/)

### California Department of Public Health

<http://www.cdph.ca.gov/>

### United States Environmental Protection Agency

<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](http://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

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

**Maximum Contaminant Level (MCL):** 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.

**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 are set by the U.S. Environmental Protection Agency.

**MFL:** Million fibers per liter

**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.

**NA:** Not applicable

**ND:** Not detected

**NS:** No standard

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

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

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

**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 Environmental Protection Agency.

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

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

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

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

**RAA:** Running Annual Average

**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.

**Variations and Exemptions:** Department permission to exceed an MCL or not comply with 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 from human activity.

### 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 stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

**Pesticides and herbicides** that 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 that are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.

**Radioactive contaminants** that can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (USEPA) and the State Department of Public Health (Department) 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 provide the same protection for public health.

## **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 USEPA's Safe Drinking Water Hotline (1-800-426-4791).

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 can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/Centers for Disease Control (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 (1-800-426-4791).

### **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. 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>.

### **Radon**

Radon is a radioactive gas that you can't see, taste, or smell. It is found throughout the U.S. 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 of air (pCi/L) 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).

### **Water Quality Statement**

Last year, as in years past, your tap water met U.S. Environmental Protection Agency (EPA) and 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.

# Water Quality Results

Toro

| 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) no more than 5% of monthly samples are positive; (systems that collect < 40 samples/month), no more than 1 positive monthly sample |  |  | (0)        | 0                           | No        | Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present |

## 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   |
|---------------------------------------|--------------|-----|------------|-------------------------|----------------|-----------|---|
| <b>Radioactive Contaminants</b>       |              |     |            |                         |                |           |   |
| Gross Alpha Particle Activity (pCi/L) | 2005         | 15  | (0)        | 1.44                    | ND - 4.86      | No        | Erosion of natural deposits   |
|                                       | 2007         |     |            | 2.2                     | 1.82 - 2.49    |           |   |
| Combined Radium (pCi/L)               | 2007         | 5   | (0)        | ND                      | ND             | No        | Erosion of natural deposits   |
| Uranium (pCi/L)                       | 2005         | 20  | 0.43       | ND                      | ND             | No        | Erosion of natural deposits   |
| <b>Inorganic Contaminants</b>         |              |     |            |                         |                |           |   |
| Arsenic (ppb) <sup>1</sup>            | 2011         | 10  | 0.004      | 5                       | 2-8            | No        | Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes  |
| Barium (ppm)                          | 2011         | 1   | 2          | 0.065                   | NA             | No        | Erosion of natural deposits   |
| Fluoride (naturally occurring) (ppm)  | 2011         | 2   | 1          | 0.3                     | NA             | No        | Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories   |
| Nitrate as NO <sub>3</sub> (ppm)      | 2011         | 45  | 45         | 9.9                     | NA             | No        | Runoff and leaching from fertilizer use; Leaching from septic tanks and sewage; Erosion of natural deposits   |
| Nickel (ppb)                          | 2011         | 100 | 12         | 3.2                     | NA             | No        | Erosion of natural deposits; Discharge from metal factories   |
| Selenium (ppb)                        | 2011         | 50  | 30         | 4                       | NA             | No        | Discharge from petroleum, glass, and metal refineries; Erosion of natural deposits; Discharge from mines and chemical manufacturers; Runoff from livestock lots (feed additive) |
| <b>Synthetic Organic Contaminants</b> |              |     |            |                         |                |           |   |
| Diquat (ppb)                          | 2011         | 20  | 15         | 0.44                    | NA             | No        | Runoff from herbicide use for terrestrial and aquatic weeds   |

## Disinfection By-products, Disinfectant Residuals, and Disinfection By-products Precursors

| Substance (units)                   | Year Sampled | MCL (MRDL)                | PHG (MCLG) | Results | Range Low-High | Violation | Major Sources in Drinking Water                   |
|-------------------------------------|--------------|---------------------------|------------|---------|----------------|-----------|---|
| TTHMs (Total Trihalomethanes) (ppb) | 2011         | 80                        | NA         | 6.8     | 5.6 - 7.5      | No        | By-product of drinking water chlorination         |
| Haloacetic Acids (ppb)              | 2011         | 60                        | NA         | 1.6     | 1.6 - 1.7      | No        | Leaching from natural deposits; Industrial wastes |
| Chlorine (mg/L)                     | 2011         | (4.0 as Cl <sub>2</sub> ) | 0.8        | 1.33    | 0.11 - 2.2     | No        | Drinking water disinfectant added for treatment   |

## Secondary Substances (Measured on the Water Leaving the Treatment Facility or within the Distribution System)

| Substance (units)               | Year Sampled | SMCL  | PHG (MCLG) | Average Results | Range Low-High | Violation | Typical Source  |
|---------------------------------|--------------|-------|------------|-----------------|----------------|-----------|---|
| Chloride (ppm)                  | 2011         | 500   | NS         | 394             | 377 - 406      | No        | Runoff/leaching from natural deposits; Seawater influence   |
| Iron (ppb)                      | 2011         | 300   | NS         | 3               | ND - 220       | No        | Leaching from natural deposits; Industrial waste            |
| Odor (units)                    | 2011         | 3     | NS         | ND              | ND - 4         | No        | Naturally-occurring organic materials                       |
| Specific Conductance (µmhos/cm) | 2011         | 1,600 | NS         | 1604            | 1430 - 1927    | NA        | Substances that form ions when in water; Seawater influence |
| Sulfate (ppm)                   | 2011         | 500   | NS         | 38              | NA             | No        | Runoff/Leaching from natural deposits; Industrial wastes    |
| Total Dissolved Solids (ppm)    | 2010         | 1000  | NS         | 860             | 860            | NA        | Runoff/Leaching from natural deposits                       |
| Turbidity (NTU)                 | 2010         | 5     | NS         | 0.63            | ND - 0.86      | No        | Soil runoff   |

## 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)      | 2010         | 1.3          | 0.17       | 12                | 0.337                                  | 0                                  | No        | Internal corrosion of household plumbing system; Erosion of natural deposits; Leaching from wood preservatives;              |
| Lead (ppb)        | 2010         | 15           | 2          | 12                | 2                                      | 0                                  | No        | Internal corrosion of household water plumbing system; Discharges from industrial manufacturers; Erosion of natural deposits |

<sup>1</sup> Toro Arsenic Treatment Plant was placed in service on March 01, 2010. While your drinking water meets the federal and state standard for arsenic, it does contain low levels of arsenic. The arsenic standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. The U.S. Environmental Protection Agency continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.

## 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 through 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 <sub>3</sub> (ppm)                | 2011         | 127                     | 102 - 181      |
| Calcium (ppm)  | 2011         | 34                      | 32 - 41        |
| Magnesium (ppm)                                      | 2011         | 32                      | 26 - 38        |
| Molybdenum (ppm)                                     | 2011         | 0.003                   | NA             |
| pH (pH Units)  | 2011         | 7.98                    | 7.9 - 8.1      |
| Sodium (ppm)   | 2011         | 208                     | NA             |
| Total Hardness as CaCO <sub>3</sub> (ppm)            | 2011         | 222                     | 194 - 256      |
| Boron (ppm)  | 2011         | 0.101                   | NA             |
| Chromium VI (Hexavalent Chromium) (ppb) <sup>2</sup> | 2011         | 1.60                    | 1.43 - 1.76    |

<sup>2</sup> 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 year 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 California 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/certific/drinkingwater/pages/chromium-6.aspx](http://www.cdph.ca.gov/certific/drinkingwater/pages/chromium-6.aspx)).