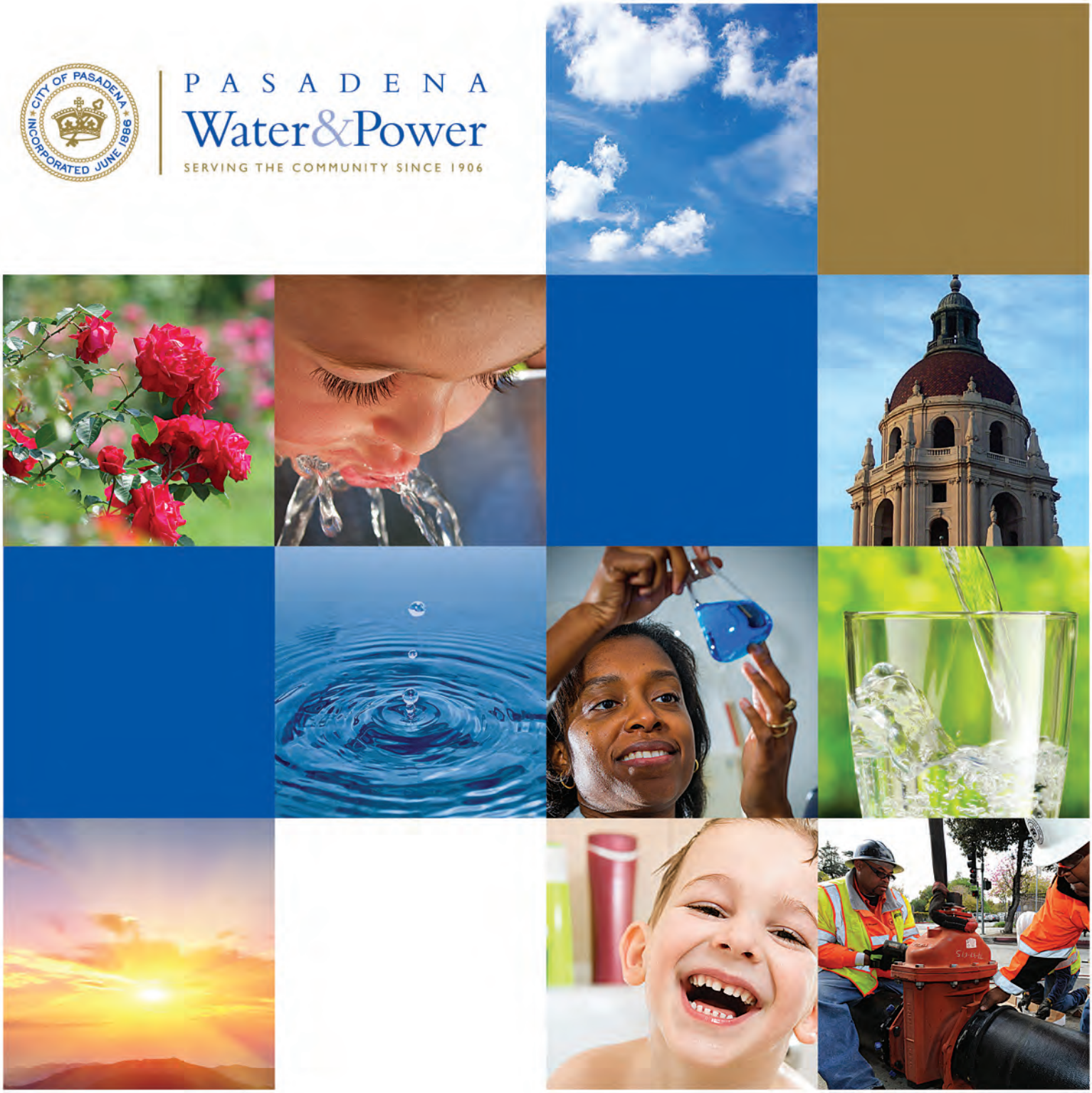
PASADENA
Water&Power
SERVING THE COMMUNITY SINCE 1906



Pasadena Water and Power
2013 Consumer Confidence Report

"We are proud to announce that your tap water met all drinking water quality standards."

Message from the General Manager

Pasadena Water and Power is pleased to present the 2013 Consumer Confidence Report on Water Quality (CCR). Once again, we are proud to announce that your tap water met all drinking water quality standards set by the U.S. Environmental Protection Agency and the California Department of Public Health.

In 2013, California faced the driest year in recorded history; an important reminder of the fragility of our state's natural water resources. To address these challenges locally, Pasadena Water and Power has continued to work diligently to bolster regional sustainability and reduce dependence on costly imported supplies. A citywide Recycled Water Program, along with continued excellence in conservation, will also be necessary to secure Pasadena's water future. Despite these unprecedented times, our unwavering commitment to provide the highest quality service to our customers remains our number one priority. We want to thank you for your continued support of our efforts to conserve and safeguard our water supplies.

The report will be available for electronic viewing beginning July 1, 2014 at PWPweb.com/WaterQuality. Printed copies are also available at all libraries, community centers, and at City Hall. It contains important information about the source and quality of your drinking water. By once again producing the CCR electronically, we aim to cut costs, reduce environmental waste, and improve customer readership. If you have questions, or if you would like a paper copy of the 2013 CCR mailed to your home, please call (626) 744-7315.

Sincerely,

Phyllis E. Currie

Phyllis E. Currie, General Manager

Your Water Supply

In 2013, Pasadena Water and Power (PWP) produced 32,000 acre-feet or 10 billion gallons of water, to serve 162,800 consumers in Pasadena, parts of Altadena, and other surrounding areas of Los Angeles County. Approximately 43 percent of the water supply was pumped from our local groundwater, 56 percent was imported surface water purchased from the Metropolitan Water District of Southern California (MWD), and the remaining one percent was purchased from neighboring water agencies that combine surface water and groundwater.

Almost three years after its inauguration in October 2011, the Monk Hill Treatment System continues to operate and successfully remove perchlorate and volatile organic compounds from four groundwater wells in the northwest portion of Pasadena. The treatment system, combined with continued conservation and strategic local supply planning, has helped decrease Pasadena's reliance on imported water. The amount of water purchased from MWD was down 8 percent versus the 2010 production data. PWP continues to explore all possible opportunities that will maximize use of our local water supplies.

PWP's groundwater is pumped from the Raymond Groundwater Basin, a natural water-bearing zone underlying Pasadena, Altadena, La Canada Flintridge, and portions

(Continued on page 3)

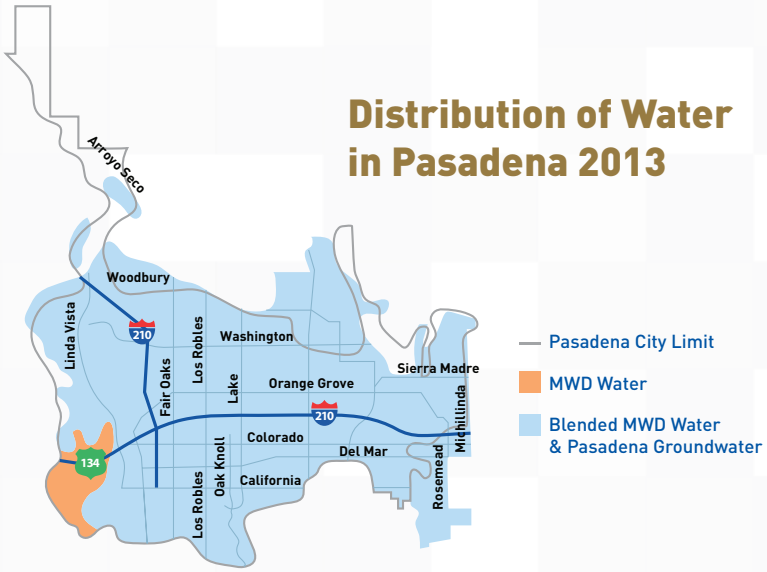
"In 2013, Pasadena Water and Power produced 32,000 acre-feet, or 10 billion gallons of water, to serve 162,800 consumers."

of San Marino and Arcadia. Surface water from streams, rivers, lakes, and precipitation enters the basin area through the natural water cycle. As surface water slowly percolates through the ground to the basin, the ground acts as a natural filter to strip the

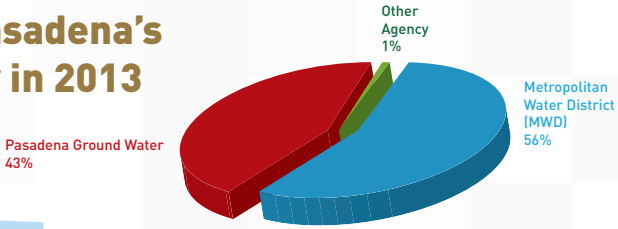
water of most contaminants. PWP disinfects the water with chlorine prior to pumping the water into the distribution system.

MWD is a consortium of 26 cities and water agencies that import wholesale water from the Colorado River and from the Sacramento and San Joaquin rivers in Northern California to serve nearly 19 million people in Southern California. MWD supplies PWP with water treated at the Weymouth Filtration Plant in La Verne. Last year, Weymouth Plant received about 43 percent of its water from Northern California; the remaining 57 percent came from the Colorado River. MWD uses chloramines (chlorine plus ammonia) to disinfect its water.

Distribution of Water in Pasadena 2013



Sources of Pasadena's Water Supply in 2013



MWD's Water Imports to Southern California

Investing in Pasadena's Water Infrastructure

PWP's Major Infrastructure Projects Update

Pasadena's complex water storage and delivery system is maintained and upgraded each year through carefully planned and budgeted infrastructure projects. Below is an update on the critical projects expected to begin, or continue, in Fiscal Year (FY) 2015.

Devil's Gate Tunnel Water

PWP has partnered with the Rose Bowl Operating Company to store and utilize water produced from the Devil's Gate Tunnels. Conceivably, the water collected from these tunnels may be used for irrigation at a lower cost than imported water.

A Recycled Water Program

PWP is working to enhance the City's water reliability by making high-grade recycled water available for landscape irrigation and industrial uses. The environmental impact report and project designs are expected to be completed in FY 2015.

Construction of the Sunset Disinfection System

Construction has begun for a state-of-the-art disinfection system for the five wells located at the Sunset Reservoir. Construction is expected to be completed in FY 2015.

Construction of the Arroyo Spreading Basin Intake Structures

With construction scheduled to begin in FY 2015, this project will improve water capture and groundwater recharge by diverting runoff to existing and newly created ponds in the Arroyo Seco. This project is expected to be completed in FY 2016.

Major Upgrades to all City Reservoirs

PWP continues to make the necessary repairs and upgrades to the City's 14 reservoirs, many of which are well over 60 years old. These upgrades help to ensure the efficiency, security and reliability of the City's storage facilities for years to come.

Major Upgrades to Booster Pumps and the Jourdan Well

Upgrades are well underway at the City's three core booster pump stations (Arroyo, San Rafael, and Wilson). These upgrades will help enhance the overall efficiency and reliability of the City's water delivery system.

A Note of Thanks to Our Customers

While it is our goal to complete projects with the least amount of disturbance, sometimes street closures or detours are necessary. We thank you in advance for your patience and cooperation for any temporary traffic delays our projects may cause.

For updated information about construction that may be happening in your neighborhood:

PWPweb.com/Projects **@PWPnews** **/PasadenaWaterAndPower**

Water-Smart Programs and Rebates from PWP

California's current drought is a powerful reminder that water conservation must be a daily way of life, now and always.

Permanent Water Waste Prohibitions

Whether a water shortage exists or not, water waste is prohibited in Pasadena.

- No watering outdoors between 9 a.m. and 6 p.m., except with a handheld container or hose with a shut-off nozzle.
- No watering during periods of rain.
- No excessive water runoff from irrigating landscapes or vegetation of any kind.
- Sprinkler and plumbing leaks or malfunctions must be fixed within 7 days.
- No washing down paved surfaces unless for safety or sanitation, in which case a water-saving device must be used.
- **For a complete list of Pasadena's permanent water waste prohibitions, visit PWPweb.com/watershortage.**

For more information, or to report water waste, call the Water Shortage Hotline at (626) 744-8888 or visit PWPweb.com/WaterShortage.

Turf Removal Program

Did you know? Lawns typically use 50 percent more water than other plants! With PWP's new SoCalWaterSmart Turf Removal Program, you can get $2 for every square foot of grass that you replace with water-wise plants, or a combination of these plants and water-permeable ground cover.

To qualify, first apply and reserve funds at **SoCalWaterSmart.com** before removing old turf. Funds are available on a limited basis.

Rebates

- **High Efficiency Clothes Washers**
  ~~$250~~ $300 Rebate *Increased!*
- **Smart Irrigation Controllers**
  ~~$200~~ $250 Rebate *Increased!*
- **Rotating Sprinkler Nozzles**
  ~~$6~~ $7 Rebate *Increased!*
- **Soil Moisture Sensor System**
  $250 Rebate *New!*
- **Rain Barrel**
  $100 Rebate *New!*
- **Turf Removal**
  $2 Per Square Foot *Increased!*
- **Rebates on dozens of energy-saving products and 37 species of shade trees at PWPweb.com/savemoney**

*Rebate amounts are subject to change at any time.

Connect to PWP!

Follow Pasadena Water and Power on social media to stay on top of the latest rebates, workshops and events that will help you and your family stay water and energy smart!

@PWPnews

/PasadenaWaterandPower

Save water and money at PWPweb.com/Rebates

Federal and State Water Quality Regulations

Water Quality

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (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. CDPH regulations also establish limits for contaminants in bottled water that provide the same protection for public health.

Drinking Water Contaminants

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.

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.

Important 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. 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.

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.

Water Quality Test Data 2013

Understanding the Water Quality Chart

As in previous years, the Water Quality Report compares the quality of your tap water to state drinking water standards. The report includes information on all regulated and unregulated drinking water contaminants that were detected during calendar year 2013. More than 100 regulated contaminants that were tested for, but not detected, are not included in this report. A number of regulated chemicals and other compounds do not require annual monitoring. Their most recent test results and corresponding test year are footnoted, if applicable.

CDPH allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old.

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.

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.

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.

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

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.

Detection Limits for Purposes of Reporting (DLR):
The DLR is a parameter that is set by regulation for each reportable analyte. It is not laboratory specific and it is independent of the analytical method used (in cases where several methods are approved). It is expected that a laboratory can achieve a Reporting Limit that is lower than or equal to the DLR set by the CDPH. This is also known as the Minimum Reporting Level (MRL).

NA: Contaminant or property was not analyzed.

n/a: Not applicable.

ND: Contaminant was not detected. The contaminant is less than the DLR.

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

Units of Measurement

ppm	parts per million
ppb	parts per billion
ppt	parts per trillion
pCi/L	picocuries per liter
LSI	Langelier Saturation Index
µS/cm	microsiemens per centimeter
NTU	Nephelometric Turbidity Units.

Water Quality Test Data 2013: CCR Table

PASADENA GROUNDWATER AND MWD TREATED SURFACE WATER DATA								
Parameter	MCL	PHG / MCLG / AL	DLR / MRL	Pasadena Wells		MWD Weymouth Plant		Typical Source of Contaminant
				Average	Range	Average	Range	
Primary Standard (Monitored for health concerns)								
Radiologicals (pCi/L)								
Gross Alpha Particle Activity	15	(0)	3	2.7	<DLR - 7.4	<DLR	<DLR - 3	Erosion of natural deposits
Gross Beta Particle Activity (1)	50	(0)	4	4	3 - 5	4	<DLR - 4	Decay of natural and man-made deposits
Uranium	20	0.43	1	4.6	4.2 - 5.6	2	1 - 2	Erosion of natural deposits
Volatile Organic Compounds <DLRs								
Carbon Tetrachloride (ppt) (2)	500	100	500	537	<DLR - 3191	<DLR	<DLR	Discharge from chemical plants and other industrial activities
cis-1,2-Dichloroethylene (c-1,2-DCE) (ppb) (2)	6	100	0.5	0.34	<DLR - 7.78	<DLR	<DLR	Major biodegradation by-product of TCE and PCE groundwater contamination
Tetrachloroethylene (PCE) (ppb) (2)	5	0.06	0.5	0.64	<DLR - 7.39	<DLR	<DLR	Discharge from factories, dry cleaners, and autoshops
Trichloroethylene (TCE) (ppb)	5	1.7	0.5	0.93	<DLR - 3.62	<DLR	<DLR	Discharge from metal degreasing sites and other factories
Inorganic Compounds <DLRs								
Aluminum (ppb)	1,000	600	50	<DLR	<DLR	160	95 - 220	Erosion of natural deposits
Barium (ppb)	1,000	2,000	100	<DLR	<DLR - 140	<DLR	<DLR	Erosion of natural deposits
Chromium (ppb)	50	(100)	0.2	4.0	1.6 - 7.9	<DLR	<DLR	Erosion of natural deposits
Chromium VI (ppb) (4)	n/a	0.02	0.03	3.9	1.2 - 7.3	<DLR	<DLR	Erosion of natural deposits, Industrial waste discharge
Fluoride (ppm)	2	1	0.1	0.9	0.4 - 1.5	0.8	0.7 - 1.3	Water additive for dental health, erosion of natural deposit
Nitrate as NO3 (ppm) (2)	45	45	2	27	11 - 54	2	2	Runoff and leaching from fertilizer use, erosion of natural deposits
Perchlorate (ppb) (2)	6	6	2	13.5	<DLR - 45.5	<DLR	<DLR	Industrial waste discharge
Secondary Standard (Monitored for aesthetic qualities such as taste, color, odor) (3)								
Chloride (ppm)	500	n/a		46	16 - 77	88	84 - 91	Runoff and leaching from natural deposits
Color (Units)	15	n/a		8	2 - 59	1	1	Naturally-occurring organic materials
Odor (Units)	3	n/a		1	1 - 1	4	3 - 6	
Specific Conductance (µS/cm)	1600	n/a		690	450 - 928	870	850 - 890	Substances that form ions when in water
Sulfate (ppm)	500	n/a		84	48 - 143	180	170 - 190	Runoff and leaching from natural deposits
Total Dissolved Solids (ppm)	1000	n/a		405	260 - 566	530	520 - 540	
Turbidity (NTU)	5	n/a	0.1	2.3	0.22 - 17.9	<DLR	<DLR	Soil runoff
Other Parameters								
123-Trichloropropane (ppt)	n/a	n/a	5	<DLR	<DLR - 9			Industrial waste discharge
Alkalinity (ppm)	n/a	n/a		170	85 - 203	110	76 - 130	n/a
Boron (ppb)	n/a	n/a		125	100 - 150	150	150	n/a
Calcium (ppm)	n/a	n/a		76	48 - 108	58	56 - 61	n/a
Corrosivity (LSI)	n/a	n/a		0.28	-0.25 - 0.45	0.25 - 0.45	0.4	n/a
Magnesium (ppm)	n/a	n/a		20	5.5 - 35	22	21 - 23	n/a
pH (pH Units)	n/a	n/a		7.65	7.36 - 7.84	8.1	8.1	n/a
Potassium (ppm)	n/a	n/a		2.7	2.5 - 2.9	4.2	4.0 - 4.3	n/a
Sodium (ppm)	n/a	n/a		37	30 - 55	82	79 - 85	n/a
Total Hardness (ppm)	n/a	n/a		270	134 - 403	240	230 - 250	n/a

Water Quality Test Data 2013: CCR Table

PASADENA WATER DISTRIBUTION SYSTEM AND MWD TREATED SURFACE WATER DATA

Parameter	MCL	PHG	DLR / MRL	Pasadena Water System		MWD Weymouth Plant		Typical Source of Contaminant
				Average (RAA)	Range	Average (RAA)	Range	
Disinfection By-Products and Disinfectant Residuals (D/DBP)								
TTHM [Total Trihalomethanes] (ppb) (5)	80	n/a	1	48	1 - 74	40	33 - 46	By-products of drinking water disinfection
HAA5 [Haloacetic Acids] (ppb)	60	n/a	1	14	<DLR - 34	11	4.6 - 17	
Total Chlorine Residual (ppm)	MRDL = 4	MRDLG = 4	NA	1.1	0 - 2.2	2.3	<DLR - 2.9	Drinking water disinfectant added for treatment
Microbiological (%)								
Total Coliform Bacteria (%) (6)	5	(0)	NA	0.4	0 - 1.2	<DLR	<DLR - 0.20	Naturally present in the environment

PASADENA WATER DISTRIBUTION SYSTEM - LEAD AND COPPER LEVELS AT RESIDENTIAL TAPS (7)

Parameter	AL	PHG	DLR / MRL	Pasadena Water System		MWD Weymouth Plant		Typical Source of Contaminant
				90th PCTL	# Sites Exceeding Action Level	90th PCTL	# Sites Exceeding Action Level	
Lead (ppb)	15	0.2		1.9	2 out of 52	n/a	n/a	Internal corrosion of household water plumbing system
Copper (ppm)	1.3	0.3		0.22	0 out of 52	n/a	n/a	

FEDERAL UNREGULATED CONTAMINANTS MONITORING RULE (UCMR 3) (8)

Parameter	MCL	PHG / MCLG / AL	DLR / MRL	Pasadena Wells		MWD Weymouth Plant		Typical Source of Contaminant
				Average	Range	Average	Range	
N-Nitrosodimethylamine - NDMA (ppt)	NA	NA	2	<DLR	<DLR - <DLR	<DLR	<DLR - 3	By-product of drinking water chloramination
Chlorate (ppb)	NA	NA		61	61 - 130	62	62	By-product of drinking water chloramination & Industrial processes
Molybdenum (ppb)	NA	NA		12	<DLR - 16	NA		Naturally present in the environment
Strontium (ppb)	NA	NA		351	300 - 440	NA		Naturally present in the environment
Vanadium (ppm)	NA	NA		11	6.8 - 15	3	3	Naturally present in the environment

FOOTNOTES

(1) CDPH considers 50 pCi/L to be the level of concern for beta particles. The results for Pasadena are taken in 2011 - 2013.

(2) Pasadena well water is either blended with MWD water or treated at the Monk Hill Treatment System before being delivered to the customers. Once blended or treated, the chemical was well below the MCL.

(3) There are no PHGs, MCLGs, or mandatory standard health effects language for these constituents because secondary MCLs are set on the basis of aesthetics.

(4) Results are from 2013 monitoring.

(5) The MCL for TTHM, HAA5, and Total Chlorine Residual is based on a Locational Running Annual Average (LRAA) of test results taken throughout 2013. While the concentration of TTHM in Pasadena's water ranged from 1 to 74 ppb, its running annual average in 2013 was 48 ppb for TTHM, well below its respective MCL and in full compliance with state and federal water quality standards.

(6) Between 130 to 162 samples were taken monthly at the distribution system for the total coliform test. No more than 5% of the monthly samples may be total coliform positive.

(7) Pasadena is required to test a minimum of 50 homes for lead and copper every three years. Of the 52 homes tested in 2011, two sites exceeded the lead action level (AL). Compliance with the Lead and Copper Rule is based on obtaining the 90th percentile of the total number of samples collected and compare it against the lead and copper action levels. To have an exceedance, the 90th percentile must be greater than 15 ppb for lead or 1.3 ppm for copper.

(8) Data from Pasadena Wells was collected in 2013 for the Unregulated Chemical Monitoring Rule 3.

Other Factors Affecting Water Quality and Common Prevention Methods

Nitrates

Nitrate in drinking water at levels above 45 mg/L is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in a serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate levels above 45 mg/L may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. If you are caring for an infant, or you are pregnant, you should ask advice from your health care provider.

Lead and Copper

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. Pasadena Water and Power (PWP) 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 1 (800) 426-4791 or at epa.gov/safewater/lead.

Fluoride

Your purchased water is fluoridated. The Metropolitan Water District of Southern California (MWD), which supplies about 56 percent of PWP's drinking water, adds fluoride to their water supply to the level of 0.6 to 1.1 parts per million (ppm). Before drinking water is delivered to your home or business tap, the fluoridated water is blended with PWP's groundwater. Since PWP's groundwater has naturally occurring fluoride levels of 0.4 to 1.5 ppm, the resulting concentration of fluoride is 0.4 to 1.5 ppm in our community drinking water, with an average of 0.9 ppm. At this range, fluoride has been proven to be effective in preventing tooth decay. For more information about fluoridation, oral health, and current issues, please visit cdph.ca.gov/certlic/drinkingwater/Pages/Fluoridation.aspx.

Hardness

Water becomes hard as it passes over or through certain geological formations that contain calcium or magnesium. For example, groundwater becomes hard as it percolates down to the water table through limestone deposits containing calcium, or through dolomite and other magnesium bearing minerals that dissolve into water. Surface water imported to Pasadena is hard because it has passed over similar formations as it flows hundreds of miles from the Colorado River and Northern California.

Hard water causes white, scaly deposits on plumbing fixtures, cooking utensils, and dishwashers. It reduces the cleaning power of soap and detergent and causes buildup in hot water heaters, thus reducing its effective lifetime. PWP's water hardness ranged from 132 to 340 parts per million (ppm) or 7.7 to 19.8 grains per gallon in 2012. The average is 243 ppm or 14.2 grains per gallon. Though hardness causes aesthetic disadvantages, our bodies require calcium and magnesium and therefore there is no known health effect that is caused by hard water.

There are more than 200 people who expertly plan and care for the city's essential water services on a daily basis.

Preventing Pollution

Protecting our water resources is a vital part of providing high-quality drinking water. It is a responsibility shared by all of us. Proper disposal of hazardous materials prevents pollution of our streams, underground water supplies, and oceans. Motor oil, anti-freeze, pesticides, paint, medicines, etc. should not be poured down the drain or flushed down the toilet. Our local sewage treatment plants, which are not designed to treat these types of chemicals, will pass them on to our waterways and ocean. Keeping our local recreation areas free of litter and pollution also helps keep our water supply clean.

Flushing

Flushing of fire hydrants within Pasadena occurs regularly for several reasons. The Pasadena Fire Department requires flow tests to make sure every hydrant is ready in case of emergency and to ensure adequate pressure in building sprinkler systems; and the California Department of Public Health requires water distribution system flushing when nitrite levels exceed 25 parts per billion or when water samples test positive for coliform bacteria. Flushing is also used to release stagnant water from dead-end locations in the distribution system, which prevents deterioration of water quality. With the emphasis on water conservation that the entire community is embracing, PWP's water quality team and the Fire Department have reviewed the flushing program and streamlined flushing activities. Despite this, some flushing still has to occur. Water trucks provided by Pasadena's Public Works Department are capturing flushed water whenever possible. If you have questions about the program, send an e-mail to wpd_answerline@cityofpasadena.net.

Pasadena Water... The Essential Ingredient

There are more than 200 people who expertly plan and care for the city's essential water services on a daily basis.

Here are just a few of the people committed to ensuring that your water is reliable and safe.

The Production Team

At any given moment, PWP Water System Operator Norman Lara can tell you the exact levels of the city's reservoirs. That's because it's his job to help keep the city's complex water system running smoothly. He's one of the five operators who monitor PWP's computerized tracking system, SCADA, nonstop through weekends, holidays and windstorms. In addition to managing the city's pumps and wells, he also collects water samples for water quality monitoring. He is certified by the California Department of Public Health as a water treatment and distribution operator.

When PWP Water System Operator Vince Zamayoa isn't monitoring PWP's SCADA system or conducting water quality tests, he's running the city's state-of-the-art water treatment facility, the Monk Hill Treatment System. His busy days include making sure the facility, which treats and purifies water from the Raymond Groundwater Basin, is running at optimal levels. He monitors the wells and booster pumps, records water data, and conducts daily site inspections. He is also certified by the California Department of Public Health as a water treatment and distribution operator.

PASADENA
Water&Power
SERVING THE COMMUNITY SINCE 1906

150 S. Los Robles Ave., Suite 200
Pasadena, CA 91101

Important Information Inside!

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

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。

이 안내는 매우 중요합니다.
본인을 위해 번역인을 사용하십시요.

Данный рапорт содержит важную информацию о вашей питьевой воде. Переведите его или проконсультируйтесь с тем, кто его понимает.

Mahalaga ang impormasyon na nilalaman nito. Mangyaring ipasalin ito.

この情報は重要です。
翻訳を依頼してください。

यह सूचना महत्वपूर्ण है ।
कृपा करके किसी से :सका अनुवाद करायें ।

Այս զեկուցագիրը պարունակում է շատ կարեվոր տեղեկություն Ձեր խմելու ջրի վերաբերյալ. Թարգմանեք կամ խոսացեք որևիցէ անձի հետ որը կըհասկանա զեկուցագիրը.

Water Quality Questions
David E. Kimbrough, Ph.D. (English)
(626) 744-7315
Tony Estrada (Español)
(626) 744-3838

Report Water Waste
(626) 744-8888
PasadenaSavesWater.com

Rebates and Conservation Tips
(626) 744-6970
PasadenaSavesWater.com

Metropolitan Water District of Southern California (MWD)
(213) 217-6000
mwdh2o.com

California Department of Public Health Division of Drinking Water and Environmental Management
(818) 551-2004
www.cdph.ca.gov/DDWEM

U.S. Environmental Protection Agency Safe Drinking Water Hotline
(800) 426-4791
epa.gov/safewater

Hazardous Waste Disposal & Recycling
(888) CLEAN-LA
888CleanLA.com

Pasadena Water & Power welcomes your comments, questions, and participation. Comments from the public are also welcomed at weekly Pasadena City Council meetings, **held every Monday at 6:30 pm at City Hall, 100 North Garfield Avenue.**

This report is available for electronic viewing at **PWP web.com/CCR2012**

Previous years reports and additional information about water quality are available at **PWPweb.com/WaterQuality**

If you would like a copy of this report mailed to your home, please call **(626) 744-7315**