2013 Annual Water Quality Report

Duarte

PWS ID: 1910186

A Message from California American Water President, Rob MacLean

Dear Customer:

We are proud to be your water service provider and share with you the information about the quality water we deliver to your home. This report, called an Annual Water Quality Report or a Consumer Confidence Report, summarizes the results of tests we conducted on the water we served you during 2013. As in years past, we provided water that met or exceeded all state and federal regulations. At about a penny a gallon - and for most people their least expensive utility bill - it is still quite a value.

Our employees work every day and all year long to make sure the water is there when you and your family need it, whether it is for cooking, cleaning or bathing or whether it is for firefighting, public health or to assist our economy. Keeping the water flowing to you requires continual investment in our infrastructure. In 2013 alone we invested more than 54 million to maintain and improve our water infrastructure in California. While most of the projects are underground or out of sight, they are direct investments that improve your community and the water supply for your family.

Please take time to review this report and learn more about the water you drink every day. You will note there are results for untreated water and treated water that is delivered to your home.

Thank for your interest in water and allowing us to serve you. If you have any questions about your water quality, billing, service or other issues please call us at 888-237-1333.

Sincerely,

Rob G. MacLean
President, California American Water

This report contains important information about your drinking water.

Translate it, or speak with someone who understands it.

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.

AT ABOUT A PENNY PER GALLON WATER IS A GREAT VALUE™

Our Commitment to Quality

Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). This CCR covers compliance testing completed through December 2013. We are pleased to tell you that our compliance with state and federal drinking water regulations 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, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

About California American Water

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

About American Water

Founded in 1886, American Water is the largest publicly traded U.S. water and wastewater utility company. With headquarters in Voorhees, N.J., the company employs approximately 6,600 dedicated professionals who provide drinking water, wastewater and other related services to an estimated 14 million people in more than 40 states and parts of Canada. More information can be found by visiting www.amwater.com.

What is a Consumer Confidence Report (CCR)?

The Consumer Confidence Report (CCR) is an annual water quality report containing data that California American Water and all associated water purveyors collected during the past year. CCRs are intended to let consumers know what contaminants, if any, are in their drinking water. They also provide possible health effect information on all of the contaminants that are detected. The CCR helps consumers make informed choices about the water they drink. CCRs are also intended to educate customers on what it takes to deliver safe drinking water, raise understanding of drinking water contaminants in the water supply and need to protect drinking water sources.

In 2013, we collected numerous samples for contaminants at various sampling points in your water system, all of which were below state and federal maximum allowable levels. This report provides an overview of last year's (2013) water quality data. It also includes the details about where your water comes from, how it is treated and what it contains. The water quality data presented in this report is derived from multiple sources and is a combination of data compiled from our nationally recognized main water quality laboratory and local commercial laboratories, all certified in drinking water testing by the California Department of Public Health.

If you have any questions about this report or your drinking water, please contact our 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 (805) 498-1266 x2817.

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

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.

Unregulated Contaminant Monitoring Rule (UCMR)

The USEPA created the Unregulated Contaminants Monitoring Rule (UCMR) to assist them in the determining the occurrence of unregulated contaminants in drinking water and whether new regulations are warranted. The first Unregulated Contaminants Monitoring Rule (UCMR1) testing was completed in 2003 for a list of contaminants specified by the USEPA. Unregulated contaminants are those for which the USEPA has not established drinking water standards. UCMR2 testing was conducted between November 2008 and August 2009, and UCMR 3 assessment monitoring is currently scheduled from January 2013 to December 2015. The results from the UCMR monitoring are reported directly to the USEPA and mostly not detected. The results of this monitoring are incorporated in the data tables in this report as appropriate. For more information, contact our 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.

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 2013, 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 2013 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.

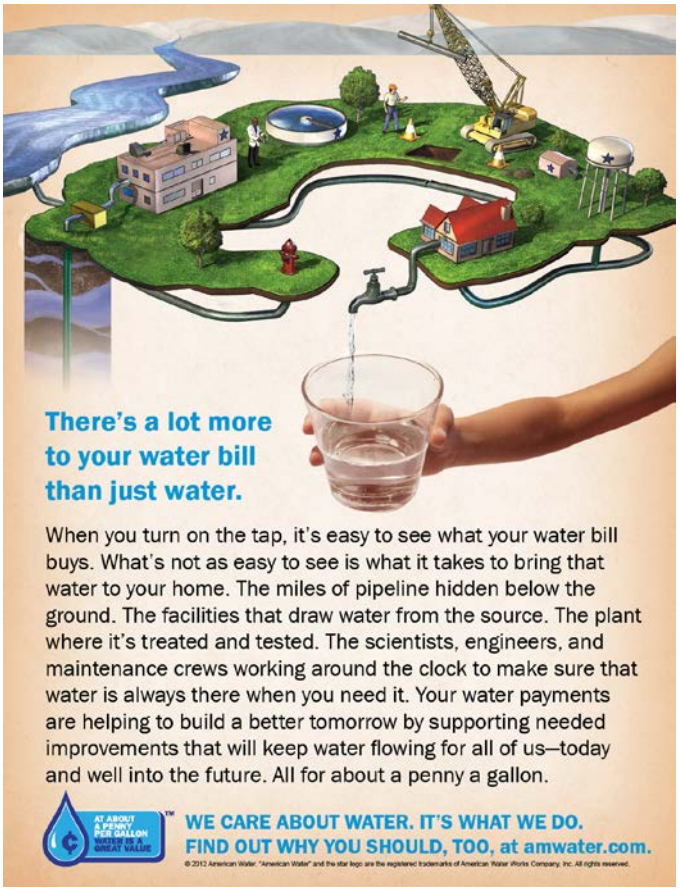
Definitions of Terms Used in This Report

- **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.
- **RAA**- Running Annual Average
- **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

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

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)	2013	10	0.004	1.2	<1.0 – 3.1	No	Erosion of natural deposits
Barium (ppm)	2013	1	2	0.09	<0.001– 0.200	No	Discharge of oil drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Fluoride (ppm)	2013	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 NO_3 (ppm)	2013	45	45	3.3	2.4 – 5.1	No	Runoff and leaching from fertilizer use; Leaching from septic tanks and sewage; Erosion of natural deposits
Uranium (pCi/L)	2013	20	0.43	1.2	<1 - 2	No	Some people who drink water containing uranium in excess of the MCL over many years may have kidney problems or an increased risk of getting cancer.
Total Trihalomethanes (TTHM) (ppb)	2013	80	NA	6.7	2.4 – 6.7	No	By-product of drinking water disinfection
Haloacetic Acids (ppb)	2013	60	NA	<0.5	<0.5 – 1.2	No	By-product of drinking water disinfection
Chlorine (ppm)	2013	MRDL = 4.0 (as Cl_2)	MRDL = 4.0 (as Cl_2)	1.22	0.57 – 2.30	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 Amount Detected	Range Low-High	Violation	Typical Source
Chloride (ppm)	2013	500	NS	20	14 – 32	No	Runoff/leaching from natural deposits; Seawater influence
Color (units)	2013	15	NS	<1	<1 - 3	No	Naturally-occurring organic materials
Iron (ppb)	2013	300	NS	<100	<100 - 260	No	Leaching from natural deposits; Industrial wastes
Odor (units)	2013	3	NS	1	<1 –2	No	Naturally-occurring organic materials
Specific Conductance (µS/cm)	2013	1,600	NS	430	320 – 490	No	Substances that form ions when in water; Seawater influence
Sulfate (ppm)	2013	500	NS	24	18 – 28	No	Runoff/leaching from natural deposits; Industrial wastes
Total Dissolved Solids (ppm)	2013	1000	NS	249	190 – 290	No	Runoff/leaching from natural deposits
Turbidity (NTU)	2013	5	NS	0.50	0.055– 2.2	No	Soil runoff

Volatile Organic Contaminants

Substance (units)	Year Sampled	MCL	PHG (MCLG)	Highest Single Measurement	Violation	Typical Source
Styrene (ppb)	2013	100	0.5	1.0	No	Discharge from rubber and plastic factories; Leaching from landfills

Bacterial Results (from the Duarte Distribution System)

Substance (units)	Year Sampled	MCL	PHG (MCLG)	Highest Percentage Detected	Violation	Typical Source
Total Coliform Bacteria	2013	More than 5% of monthly samples are positive	(0)	1.6%	No	Naturally present in the environment

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)	2013	1,000	<100	<100 – 103	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)	2013	1	<1	<1 – 1.02	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)	2013	10 ug/L Proposed MCL	0.25	0.11 – 0.65	Some people who use water containing chromium in excess of the MCL 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)	2012	1.3	0.3	33	0.164	0	No	Internal corrosion of household plumbing system; Erosion of natural deposits; Leaching from wood preservatives
Lead (ppb)	2012	15	0.2	33	6	0	No	Internal corrosion of household water plumbing system; Discharges from industrial manufacturers; Erosion of natural deposits

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 2013. 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)	2013	159	110 - 180
Calcium (ppm)	2013	52	33 – 64
Magnesium (ppm)	2013	12	8 - 15
pH	2013	7.5	7.3 – 7.8
Radon (pCi/L)	2012	197	148 – 267
Silica (ppm)	2013	18	15 - 21
Sodium (ppm)	2013	21	19 – 25
Total Hardness as $CaCO_3$ (ppm)	2013	175	120 - 200
Total Hardness as $CaCO_3$ (gpg)	2013	10.2	10.2

*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. 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)