



2013 Annual

# Consumer Confidence Report

Arden

PWS ID: 3410045

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.

## A Message from California American Water President Rob MacLean

To Our Valued Customer:

We are proud to be your water service provider and we are proud to share with you this information about the quality of the water we deliver to your home. This report, called an Annual Water Quality Report or a Consumer Confidence Report, summarizes the results of tests that 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 all day long and all year long to make sure 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 supply flowing to you requires continual investment in our infrastructure, and in 2013 alone we invested more than 54 million to maintain and improve our water infrastructure in California. While most of these projects are underground or out of sight, they are direct investments that improve your community and improve 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 both "source" or untreated water and treated water that is delivered to your home. As a reminder, this is a summary of test result for the year ending December 31, 2013.

Sincerely,

Rob G. MacLean  
President, California American Water

## Our Commitment to Quality

Once again, we proudly present our Annual Water Quality Report. This document 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, and community education while continuing to serve the needs of all our water users.

## About California American Water

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.



American Water Works Company, Inc., together with its subsidiaries, is referred to as American Water. "California American Water" and the star logo are the registered trademarks of American Water Works Company, Inc. All rights reserved.

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

## 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 6,700 dedicated professionals who provide drinking water, wastewater and other related services to an estimated 14 million people in more than 30 states, and parts of Canada. More information can be found by visiting [www.amwater.com](http://www.amwater.com).

## What is a Consumer Confidence Report?

To comply with state and U.S. Environmental Protection Agency (USEPA) 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 2013, we conducted tests for over 250 contaminants at numerous sampling points in your water system, all of which were below state and federal maximum allowable levels. This report provides an overview of last year's (2013) water quality. It includes details about where your water comes from and what it contains. The data presented in this report is a combination of data from our nationally recognized main water quality lab and 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 call our Customer Service Center at (888) 237-1333.

## 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.

## About Your Water

Water in the Arden system comes from deep wells that pump groundwater from aquifers here in the Sacramento Valley. All of those wells are located within the geographic boundaries of the Arden service area. California American Water chlorinates your drinking water to ensure that it meets bacteriological quality standards. Since May of 2007 fluoride has been added to the Arden system to promote dental health.

California American Water also may supplement the Arden system with surface water purchased from Sacramento Suburban Water District. No water was purchased from Sacramento Suburban Water District in 2013 due to the drought.

The water supply is distributed for residential and commercial use.

## Notice of Source Water Assessment

An assessment of the drinking water sources in the Arden system was completed in February 2003. No man-made contaminants have been detected in the water supply. The sources are considered most vulnerable to the following activities (although not associated with any detected chemicals): automobile-gas stations, underground storage tanks – confirmed leaking tanks, and dry cleaners.

A copy of the completed assessment may be viewed at: California American Water; 4701 Beloit Drive; Sacramento, CA 95838.

## 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, 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 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**, 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, the USEPA and the California 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 must provide the same protection for public health.

### Source Water Protection Tips for Consumers

Protection of drinking water is everyone's responsibility. You can help protect your community's drinking water sources in several ways:

- Eliminate excess use of lawn and garden fertilizers and pesticides – they contain hazardous chemicals that can reach your drinking water sources
- Pick up after your pets
- Dispose of chemicals properly; take used motor oil and antifreeze to a recycling center (<http://www.emd.saccounty.net/HowDoI/DisposeofHouseholdHazardousWaste.html>)
- Do not dispose of unused medications down the drain
- Use environmentally friendly soaps and detergents when washing your vehicles

### How to Contact Us

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

### Water Information Sources

**California American Water**  
<http://www.amwater.com/caaw/>

**California Department of Public Health**  
<http://www.cdph.ca.gov/programs/pages/dwp.aspx>

**United States Environmental Protection Agency (USEPA)**  
<http://water.epa.gov/drink/index.cfm>

**Safe Drinking Water Hotline:** (800) 426-4791

**Centers for Disease Control and Prevention**  
<http://www.cdc.gov/>

**American Water Works Association**  
<http://www.awwa.org/>

**Water Quality Association**  
<http://www.wqa.org/>

**National Library of Medicine/National Institute of Health**  
<http://www.nlm.nih.gov/medlineplus/drinkingwater.html>

### 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. You can obtain more information about contaminants and potential health effects by calling the USEPA'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. USEPA and the Centers for Disease Control and Prevention (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the USEPA's Safe Drinking Water Hotline (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 idle 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 water quality standards. The results of our monitoring are reported in the adjacent tables. While most of the 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 “Definition of Terms” section.

Starting with a **Substance**, read across. **Year Sampled** is usually 2013 or the most recent data from a prior year. **MCL** shows the highest level of the substance (contaminant) allowed. **PHG** (or **MCLG**) is the goal level for that substance (this may be lower than what is allowed). **Average Amount Detected** represents the (calculated) average level of that substance from the drinking water source(s) that California American Water used in 2013. **Range** tells the highest and lowest amounts measured. A **No** under **Violation** indicates that regulatory requirements were met. **Major Sources in Drinking Water** tells where the substance usually originates.

## Definitions of Terms

- **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.
- **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 USEPA.
- **MRDL (Maximum Residual Disinfectant Level):** 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.
- **MRDLG (Maximum Residual Disinfectant Level Goal):** 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
- **NR:** Not reported
- **NTU (Nephelometric Turbidity Units):** Measurement of the clarity, or turbidity of the water.
- **Notification Level:** The concentration of a contaminant which, if exceeded, requires notification to the California Department of Public Health and the consumer. Not an enforceable standard.
- **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 and MRDLs 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 Environmental Protection Agency.



- **ppb (parts per billion):** One part substance per billion parts water, or micrograms per liter.
- **ppm (parts per million):** One part substance per million parts water, or milligrams per liter.
- **SMCL (Secondary Maximum Contaminant Level):** SMCLs are set to protect the aesthetic properties of drinking water (odor, taste and appearance).
- **Total Dissolved Solids:** An overall indicator of the amount of minerals in water.
- **µmhos/cm (micromhos per centimeter):** A measure of electrical conductance.

**There's a lot more to your water bill than just water.**

When you turn on the tap, it's easy to see what your water bill buys. What's not as easy to see is what it takes to bring that water to your home. The miles of pipeline hidden below the ground. The facilities that draw water from the source. The plant where it's treated and tested. The scientists, engineers, and maintenance crews working around the clock to make sure that water is always there when you need it. Your water payments are helping to build a better tomorrow by supporting needed improvements that will keep water flowing for all of us—today and well into the future. All for about a penny a gallon.

**AT ABOUT A PENNY PER GALLON WATER IS A GREAT VALUE™** **WE CARE ABOUT WATER. IT'S WHAT WE DO. FIND OUT WHY YOU SHOULD, TOO, at [amwater.com](http://amwater.com).**

© 2012 American Water. "American Water" and the star logo are the registered trademarks of American Water Works Company, Inc. All rights reserved.



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

# Water Quality Results

## Regulated Substances

Substance (units)	Year Sampled	MCL	PHG (MCLG)	Average Amount Detected	Range Low-High	Violation	Major Sources In Drinking Water
Arsenic (ppb)	2012	10	0.004	2.6	2 - 3	No	Erosion of natural deposits; Runoff from orchards; Glass and electronics production wastes
Barium (ppm)	2012	1	2	ND	ND - 0.1	No	Discharges of oil drilling wastes and from metal refineries; Erosion of natural deposits
Chromium (ppb)	2012	50	(100)	ND	ND	No	Erosion of natural deposits
Nitrate as NO <sub>3</sub> (ppm)	2013	45	45	6.7	ND - 20.8	No	Runoff and leaching from fertilizer use; Leaching from septic tanks and sewage; Erosion of natural deposits
<b>Distribution System Monitoring</b>							
Chlorine (ppm)	2013	MRDL = 4.0	MRDLG = 4.0	0.47	0.29 - 0.58	No	Treatment chemical used to disinfect drinking water
Fluoride (ppm) <sup>1</sup>	2013	0.7 - 1.3 <sup>2</sup>	N/A	0.9	0.8 - 1.0	No	Water additive which promotes strong teeth

## Secondary Substances

Substance (units)	Year Sampled	SMCL	Average Amount Detected	Range Low-High	Violation	Typical Source
Chloride (ppm)	2012	500	21.7	5 - 53.5	No	Runoff/leaching from natural deposits; Seawater influence
Manganese (ppb)	2012-2013	50	ND	ND - 52	No	Leaching from natural deposits
Specific Conductance (µmhos/cm)	2012	1,600	322	160 - 550	No	Substances that form ions when in water; Seawater influence
Sulfate (ppm)	2012	500	12.3	6.1 - 18.4	No	Runoff/leaching from natural deposits; Industrial wastes
Total Dissolved Solids (ppm)	2012	1,000	232	130 - 360	No	Runoff/leaching from natural deposits

## Lead and Copper (tap water samples from the Arden system only)

Substance (units)	Year Sampled	Action Level	PHG (MCLG)	Number of Samples	Amount Detected at 90 <sup>th</sup> Percentile	Homes Above Action Level	Violation	Typical Source
Copper (ppm)	2013	1.3	0.3	21	0.137	0	No	Internal corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Lead (ppb)	2013	15	0.2	21	2.0	0	No	Internal corrosion of household plumbing systems; Erosion of natural deposits; Discharges from industrial manufacturers



## Additional Water Quality Parameters of Interest

This table shows average levels of additional water quality parameters, which are often of interest to consumers. The averages shown here are calculated from the levels detected at each source used to supply water in 2013. Values may vary from day to day. There are no health-based limits for these substances in drinking water.

## Additional Constituents

Substance (units)	Year Sampled	Arden	
		Average Amount Detected	Range Low-High
Alkalinity as CaCO <sub>3</sub> (ppm)	2012	122	69 - 170
Calcium (ppm)	2012	23	11 - 40
Magnesium (ppm)	2012	18	8 - 32
pH	2012	8.1	8.0 - 8.1
Radon (pCi/L)	2006-2007	416	341 - 512
Silica (ppm)	2012	68	60 - 75
Sodium (ppm)	2012	15	7 - 21
Total Hardness as CaCO <sub>3</sub> (ppm)	2012	130	61 - 230

<sup>1</sup>California American Water adjusts the natural levels of fluoride in your water to the California Department of Public Health's recommended optimum level.

<sup>2</sup>Fluoride control range, not a MCL.

## Radon

Radon is a radioactive gas that you cannot 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 when showering, washing dishes, or doing other household activities with water. Compared to radon entering the home through soil, radon entering the home through tap water in most cases will be a minor 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 inside. Testing is inexpensive and easy. You should pursue radon removal for 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 are not too costly. For additional information, call your state radon program (800) 745-7236, the USEPA Safe Drinking Water Hotline (800) 426-4791, or the National Safety Council's Radon Hotline (800) SOS-RADON.

## Water Quality Statement

Last year, as in years past, your tap water met USEPA and state drinking water standards. California American Water vigilantly safeguards its water supplies, and once again we are proud to report that our system did not violate any state or federal water quality standards.

