



2013 Annual

Water Quality Report

Thousand Oaks
Newbury Park

PWS ID: 5610040

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.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it.

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.



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

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

The Thousand Oaks/Newbury Park Water System is served entirely by treated surface water purchased from the Calleguas Municipal Water District. Calleguas Municipal Water District is an authorized wholesaler of treated surface water received from the Metropolitan Water District of Southern California's Jensen Treatment Plant. The source of the raw surface water is the Sacramento River Delta and it is conveyed to Southern California via the California Aqueduct (also known as the State Water Project). Drinking water treatment technologies used for this imported water included conventional treatment (coagulation, filtration, and disinfection). California American Water purchases and distributes this treated surface water for residential and commercial use throughout Camarillo, Thousand Oaks, and Newbury Park. In October 2007, MWD began adding fluoride to their treated water at an optimized level of 0.7 mg/L.

For more information, please refer to the websites listed in the Water Information Sources section for California American Water, Calleguas Municipal Water District, and the Metropolitan Water District of Southern California.

Notice of Source Water Assessment (SWA)

Large water utilities are required by the Department to conduct a Watershed Sanitary Survey every five years to examine possible sources of drinking water contamination. Metropolitan's 2010 update to the surveys were completed and submitted to the California Department of Public Health in March (Colorado River) and May 2012 (State Water Project) and include suggestions for how to better protect these source waters. EPA also requires utilities to complete one SWA that utilizes information collected in the watershed sanitary surveys. The SWA is used to evaluate the vulnerability of water sources to contamination and helps determine whether more protective measures are needed.

State Water Project supplies are considered to be most vulnerable to urban/storm water run-off, wildlife, agriculture, recreation and wastewater. A copy of the assessments can be obtained by contacting Metropolitan at (213) 217-6850.

Cryptosporidium

Cryptosporidium is a microbial pathogen found in surface waters throughout the U.S. Although filtration removes *Cryptosporidium*, the most commonly used filtration methods cannot guarantee 100% removal. Monitoring does not indicate the presence of these organisms in either the source or finished water. Current test methods do not allow us to determine if the organisms are dead or if they are capable of causing disease. Ingestion of *Cryptosporidium* may cause cryptosporidiosis, an abdominal infection. Symptoms of



infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However, immuno-compromised people are at greater risk of developing life-threatening illness. We encourage immuno-compromised individuals to consult their health care provider regarding appropriate precautions to take to avoid infection. *Cryptosporidium* must be ingested to cause disease, and it may be spread through means other than drinking water. You can obtain more information on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants by calling the USEPA's Safe Drinking Water Hotline (800) 426-4791.

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.californiaamwater.com

California Department of Public Health
www.cdph.ca.gov/programs/Pages/DDWEM.aspx

United States Environmental Protection Agency (USEPA)
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

Metropolitan Water District of Southern California
<http://www.mwdh2o.com>

Calleguas Municipal Water District
<http://www.calleguas.com>

Water Quality Association
www.wqa.org

National Library of Medicine/National Institute of Health
www.nlm.nih.gov/medlineplus/drinkingwater.html

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, 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, 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.

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 UCMR₃ 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.



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. USEPA/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.

Chloramine Statement

Chloramines are a California and federally-approved alternative to free chlorine for water disinfection. Chloramines minimize disinfection by-product formation. Another benefit of chloramines is improved taste of the water as compared with free chlorine. Chloramines are also used by many American Water systems and many other water utilities nationally. Chloramines have the same effect as chlorine for typical water uses with the exception that chloramines must be removed from water used in kidney dialysis and fish tanks or aquariums. Treatments to remove chloramines are different than treatments for removing chlorine. Please contact your physician or dialysis specialist for questions pertaining to kidney dialysis water treatment.

Contact your pet store or veterinarian for questions regarding water used for fish and other aquatic life. You may also contact our Customer Service Center at (888) 237-1333 for more chloramine information.

Lead Statement

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>.

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).

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 Definitions of Terms 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

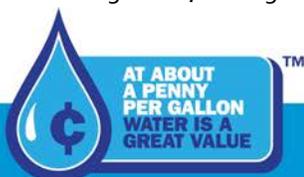
AL (Action Level): The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements, which a water system must follow.

LRAA- Locational Running Annual Average

MCL (Maximum Contaminant Level): The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

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 allow for a margin of safety.

MFL: Million fibers per liter



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

NL (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 or alkalinity, 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.

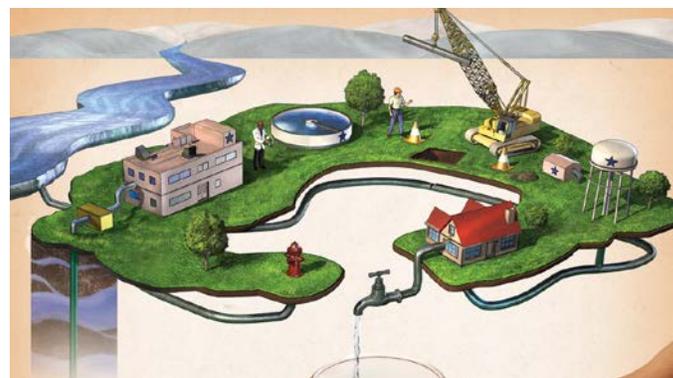
Variations and Exemptions: State or USEPA permission not to meet an MCL or utilize a treatment technique under certain conditions.

µmhos/cm (micromhos per centimeter): A measure of electrical conductance.

%: means percent

Water Quality Statement

Last year, as in years past, your tap water met all USEPA 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.



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.

 **WE CARE ABOUT WATER. IT'S WHAT WE DO. FIND OUT WHY YOU SHOULD, TOO, at amwater.com.**

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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)	Thousand Oaks / Newbury Park		MWD – Jensen Plant 97%		Calleguas – Lake Bard Plant 3%		Violation	Major Sources in Drinking Water
				Average Amount Detected	Range Low-High	Average Amount Detected	Range Low-High	Average Amount Detected	Range Low-High		
Arsenic (ppb)	2013	10	0.004	NA	NA	<2	<2	<2	3	No	Erosion of natural deposits; Runoff from orchards;
Aluminum (ppm)	2013	1	0.6	NA	NA	0.100	0.067 – 0.110	<0.5	<0.5	No	Residue from water treatment process
Fluoride (ppm)	2013	2.0	1	NA	NA	0.8	0.7 – 1.0	0.8	0.7 – 1.0	No	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Total Trihalomethane (TTHM) (ppb)	2013 (LRAA)	80	NA	24.8	16.9 – 34.6	22.5	14.6 – 38.2	22.5	14.6 – 38.2	No	By-product of drinking water chlorination
Haloacetic Acids (HAA) (ppb)	2013 (LRAA)	60	NA	10.3	1.7 – 11.8	4.3	ND – 12.0	4.3	ND – 12.0	No	By-product of drinking water chlorination
Chloramines (ppm)	2013 (RAA)	MRDL = 4.0 (as Cl ₂)	MRDL = 4.0 (as Cl ₂)	1.8	0.3 – 2.2	2.2	1.6 – 2.6	2.2	1.6 – 2.6	No	Drinking water disinfectant added for treatment
Bromate (ppb)	2013	10	0.1	NA	NA	7.6	3.9 – 13.0	ND	ND	No	By-product of drinking water disinfection
Uranium (pCi/L)	2013	20	0.43	NA	NA	1	ND – 2	2	1 – 2	No	Erosion of natural deposits



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

Substance (units)	Year Sampled	SMCL	PHG (MCLG)	MWD – Jensen Plant Supply		Calleguas – Lake Bard Plant Supply		Violation	Typical Source
				Average Amount Detected	Range Low-High	Average Amount Detected	Range Low-High		
Aluminum (ppb)	2013	200	600	100	67 - 110	ND	ND	No	Erosion from natural deposits; Residue from water treatment processes
Chloride (ppm)	2013	500	NS	76	75 - 77	91	87 - 95	No	Runoff/leaching from natural deposits; Seawater influence
Color (color units)	2013	15	NS	2	ND	ND	ND	No	Naturally-occurring organic materials
Odor Threshold	2013	3	NS	3	3	2.6	ND - 8.0	No	Naturally-occurring organic material
Specific Conductance (µS/cm)	2013	1,600	NS	530	520 - 540	611	582 - 665	No	Substances that form ions when in water; Seawater influence
Sulfate (ppm)	2013	500	NS	48	44 - 51	66	65 - 67	No	Runoff/leaching from natural deposits; Industrial wastes
Total Dissolved Solids (ppm)	2013	1000	NS	290	280 - 300	317	280 - 340	No	Runoff/leaching from natural deposits
Turbidity (NTU)	2013	5	NS	ND	ND - 0.1	ND	ND - 0.11	No	Soil runoff

Turbidity – A Measure of the Clarity of the Water (at the Treatment Facility)

Plant	Year Sampled	MCL	PHG (MCLG)	MWD – Jensen Plant Supply	Calleguas – Lake Bard Plant Supply	Violation	Typical Source
				Level Found	Level Found		
Turbidity (NTU)	2013	TT = 1.0 NTU	NA	0.1	0.1	No	Soil runoff
		TT = percentage of samples < 0.3 NTU		100 %	100 %		

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

Substance (units)	Year Sampled	Notification Level (NL)	MWD – Jensen Plant Supply		Calleguas – Lake Bard Plant Supply	
			Average Amount Detected	Range Low-High	Average Amount Detected	Range Low-High
Boron (ppb)	2013	1	0.16	0.16	0.20	0.20
N-Nitrosodimethylamine (NDMA) (ppt)	2013	10	ND	ND - 3	ND	ND

Tap Water Samples: Lead and Copper Results (from the Thousand Oaks / Newbury Park Distribution System)

Substance (units)	Year Sampled	Action Level	PHG (MCLG)	Number of Samples	Amount Detected at the 90 th Percentile	Number of Homes Above Action Level	Violation	Typical Source
Copper (ppm)	2012	1.3	0.3	31	0.105	0	No	Internal corrosion of household plumbing system; Erosion of natural deposits; Leaching from wood preservatives
Lead (ppb)	2012	15	0.2	31	3	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	MWD – Jensen Plant Supply		Calleguas – Lake Bard Plant Supply	
		Average Amount Detected	Range Low-High	Average Amount Detected	Range Low-High
Alkalinity as CaCO ₃ (ppm)	2013	84	77 - 93	100	90 - 110
Calcium (ppm)	2013	24	22 – 26	29	27 - 31
pH	2013	8.3	8.2 – 8.4	8.3	8.2 - 8.3
Sodium (ppm)	2013	58	57 – 60	71	70 - 71
Total Hardness as CaCO ₃ (ppm)	2013	110	110 - 120	132	125 - 139
Total Hardness as grains per gallon (gpg)	2013	6.4	6.4 – 7.1	7.7	7.3 - 8.1

