

# 2015 Consumer Confidence Report



Water System Name: BAKMAN WATER COMPANY Report Date: July 1, 2016

*We test the drinking water quality for many constituents as required by state and federal regulations. This report shows the results of our monitoring for the period of January 1 - December 31, 2015 and may include earlier monitoring data.*

**Spanish:** Este informe contiene información muy importante sobre su agua potable. Tradúzcalo ó hable con alguien que lo entienda bien.

**Hmong:** Diamntawv tshaj tawm no muaj lust seem ceeb txog koj cov dej haus. Tshab txhais nws, los yog tham nrog tej tug neeg uas totaub toxog nws.

Bakman Water Company is proud to report that last year, as in years past; **your tap water met all Federal and State drinking water health standards.** This Consumer Confidence Report is designed to inform you about the quality of water we delivered by providing a snapshot of last year's water sampling results. Our treatment technicians routinely monitor the system for drinking water contaminants in accordance with our approved sampling plans and procedures. Included are details about where your water comes from, what it contains, and how it compares to State standards. Most importantly, this is a chance to ensure our valued customers are better informed about their water. **If you have any questions, concerns or would like to review other reports, please contact us at (559) 255-0324 or stop by our office during business hours. We are located at 5105 East Belmont Avenue, Fresno, California 93727. Our office is open Monday through Friday, from 8:00 a.m. to 5:00 p.m. and we can also be reached for emergencies during after-hours by contacting our office phone number.**

## Certified Treatment and Distribution Operators at Bakman Water Company

Richard Tim Bakman: Treatment Grade T2 (Operator No. 2362) and Distribution Grade D2 (Operator No. 15237)

Steve Pickens: Treatment Grade T2 (Operator No. 21858) and Distribution Grade D2 (Operator No. 16948)

Shaymus Bakman: Treatment Grade T2 (Operator No. 33742) and Distribution Grade D2 (Operator No. 41184)

Christopher Coronado: Treatment Grade T2 (Operator No. 38044) and Distribution Grade D2 (Operator No. 31093)

Robert Pickens: Treatment Grade T1 (Operator No. 30670) and Distribution Grade D2 (Operator No. 29249)

Luis Briseno Jr.: Distribution Grade D2 (Operator No. 37880)

Type of water source(s) in use: Groundwater from the Tulare Lake Hydrologic Basin, specifically King's Sub-Basin

Name & general location of source(s): Water is pumped from the aquifer through a series of 11 active wells in our California Public Utilities Commission authorized territory boundary, defined as, "The area bounded by Olive Avenue, East Kings Canyon Road, Winery Avenue and Fowler Avenue, located approximately 1-1/2 miles east of Fresno and Vicinity, Fresno County."

Drinking Water Source Assessment information: Bakman Water Company's Vulnerability Reports are available for Review at our office, located at 5105 East Belmont Avenue, Fresno, California 93727.

Time and place of regularly scheduled board meetings for public participation: \_\_\_\_\_

For more information, contact: Richard Tim Bakman Phone: (559) 255-0324

### TERMS USED IN THIS REPORT

**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 (USEPA).

**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.

**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.

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

**Secondary Drinking Water Standards (SDWS):** MCLs for contaminants that affect taste, odor, or appearance of the drinking water. Contaminants with SDWSs do not affect the health at the MCL levels.

**Treatment Technique (TT):** A required process intended to reduce the level of a contaminant in drinking water.

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

**Variations and Exemptions:** State Board permission to exceed an MCL or not comply with a treatment technique under certain conditions.

**ND:** not detectable at testing limit

**ppm:** parts per million or milligrams per liter (mg/L)

**ppb:** parts per billion or micrograms per liter ( $\mu\text{g/L}$ )

**ppt:** parts per trillion or nanograms per liter (ng/L)

**ppq:** parts per quadrillion or picogram per liter (pg/L)

**pCi/L:** picocuries per liter (a measure of radiation)

**The sources of drinking water** (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

#### Contaminants that may be present in source water include:

- *Microbial contaminants*, such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- *Inorganic contaminants*, such as salts and metals, that can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- *Pesticides and herbicides*, that may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- *Organic chemical contaminants*, including synthetic and volatile organic chemicals, that are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.
- *Radioactive contaminants*, that can be naturally-occurring or be the result of oil and gas production and mining activities.

**In order to ensure that tap water is safe to drink**, the USEPA and the State Water Resources Control Board (State Board) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. State Board regulations also establish limits for contaminants in bottled water that provide the same protection for public health.

Tables 1, 2, 3, 4, 5, 7, and 8 list all of the drinking water contaminants that were detected during the most recent sampling for the constituent. The presence of these contaminants in the water does not necessarily indicate that the water poses a health risk. The State Board allows us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of the data, though representative of the water quality, are more than one-year-old (notated \*\*).

**TABLE 1 – SAMPLING RESULTS SHOWING THE DETECTION OF COLIFORM BACTERIA**

Microbiological Contaminants (complete if bacteria detected)	Highest No. of Detections	No. of months in violation	MCL	MCLG	Typical Source of Bacteria
Total Coliform Bacteria	(In a mo.) 1	0	More than 1 sample in a month with a detection	0	Naturally present in the environment
Fecal Coliform or <i>E. coli</i>	(In the year) 2015 0	0	A routine sample and a repeat sample detect total coliform and either sample also detects fecal coliform or <i>E. coli</i>	0	Human and animal fecal waste

**TABLE 2 – SAMPLING RESULTS SHOWING THE DETECTION OF LEAD AND COPPER**

Lead and Copper (complete if lead or copper detected in the last sample set)	Sample Date	No. of samples collected	90 <sup>th</sup> percentile level detected	No. sites exceeding AL	AL	PHG	Typical Source of Contaminant
Lead (ppb) ug/L **	7/2/13 to 7/29/13	24	2.1	0	15	0.2	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Copper (ppm) mg/L **	7/2/13 to 7/29/13	24	.069	0	1.3	0.3	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives

**TABLE 3 – SAMPLING RESULTS FOR SODIUM AND HARDNESS**

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	MCL	PHG (MCLG)	Typical Source of Contaminant
Sodium (ppm) mg/L	2015	25.27	15-34	none	none	Salt present in the water and is generally naturally occurring
Hardness (ppm) mg/L	2015	136.21	63.7-278	none	none	Sum of polyvalent cations present in the water, generally magnesium and calcium, and are usually naturally occurring

\*Any violation of an MCL or AL is asterisked. Additional information regarding the violation is provided later in this report.

**TABLE 4 – DETECTION OF CONTAMINANTS WITH A PRIMARY DRINKING WATER STANDARD****INORGANIC CONTAMINANTS**

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	MCL [MRDL]	PHG (MCLG) [MRDLG]	Typical Source of Contaminant
Arsenic (ppb) µg/L	2015	0.73	ND-3	10.0	.004	Erosion of natural deposits; runoff from orchards; glass and electronics production waste
Barium (ppm) mg/L	2015	.0660	.034-.122	1	2	Discharge of oil drilling wastes and from metal refineries; erosion of natural deposits
Chromium (ppb) µg/L (Total Chromium)	2015	2.91	ND-6	50	2.5 (100)	Discharge from steel and pulp mills and chrome plating; erosion of natural deposits

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	MCL [MRDL]	PHG (MCLG) [MRDLG]	Typical Source of Contaminant
Fluoride (ppm) mg/L	2015	0.05	ND-0.2	2	1	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Iron (ppb) µg/L	2015	80.91	ND-860	300	N/A	Leaching from natural deposits and industrial wastes
Mercury (ppb) µg/L	2015	0.15	ND-0.53	2	1.2	Erosion of natural deposits; water additive which promotes strong teeth; runoff from landfills and cropland
Asbestos (MFL) **	2009 **	<0.2	NSD-<0.2	7 MFL	N/A (7 MFL)	Internal corrosion of asbestos cement water mains; erosion of natural deposits
Nitrate as N (ppm) mg/L	2015	4.33	0.30-8.70	10	10	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits

**RADIOACTIVE CONTAMINANTS**

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	MCL [MRDL]	PHG (MCLG) [MRDLG]	Typical Source of Contaminant
Gross Alpha Particle Activity (pCi/L)	2015	2.61 ±1.21	1.11-6.31 ± 0.61-1.76	15	None	Erosion of natural deposits
Uranium (pCi/L) **	2012 **	3.360 ±1.161	1.41-6.54 ± 0.814 - 1.65	20	0.43	Erosion of natural deposits
Radium 226 (pCi/L) **	2008 **	0.0827 ±0.305	0.0827 ± 0.3050	5	0.05	Erosion of natural deposits
Radium 228 (pCi/L) **	2008 **	0.1245 ±0.6228	0.000-0.466 ± 0.466 - 0.8625	5	0.019	Erosion of natural deposits

**SYNTHETIC ORGANIC CONTAMINANTS**

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	MCL [MRDL]	PHG (MCLG) [MRDLG]	Typical Source of Contaminant
Dibromochloropropane (ppt) ng/L (DBCP)	2015	30	ND-110	200	1.7	Banned nematocide that may still be present in soils due to runoff/leaching from former use on soybeans, cotton, vineyards, tomatoes and tree fruit

**VOLATILE ORGANIC CONTAMINANTS**

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	MCL [MRDL]	PHG (MCLG) [MRDLG]	Typical Source of Contaminant
Trichloroethylene (ppb) µg/L (TCE)	2015	0.10	ND-0.85	5	1.7	Discharge from metal degreasing sites and other factories
Tetrachloroethylene (ppb) µg/L (PCE)	2015	0.08	ND-0.9	5	0.06	Discharge from factories, dry cleaners, and auto shops (metal degreaser)

**TABLE 5 – DETECTION OF CONTAMINANTS WITH A SECONDARY DRINKING WATER STANDARD**

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	MCL	PHG (MCLG)	Typical Source of Contaminant
Copper (ppm) mg/L (Tested at well heads)	2015	.008	ND-.0009	1.0	N/A	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Turbidity (NTU)	2015	0.49	ND-0.49	5	N/A	Soil runoff
Specific Conductance (Umhos/cm2)	2015	390.91	225-725	1600	N/A	Substances that form ions when in water; seawater influence
Chloride (ppm) mg/L	2015	9.55	4-23	500	N/A	Runoff/leaching from natural deposits; seawater influence
Sulfate (ppm) mg/L	2015	10.68	4-25	500	N/A	Runoff/leaching from natural deposits; industrial wastes
Potassium (ppm) mg/L	2015	2.64	1-5	N/A	N/A	Leaching from natural deposits; industrial waste
Phosphate (ppm) mg/L **	2009 **	0.04	ND-0.4	N/A	N/A	Agriculture, urban sprawl, Industry, natural occurring from fertilizers and pesticides
pH (Std. units)	2015	7.54	7.05-8.2	N/A	N/A	N/A
Manganese (ppb) µg/L	2015	11.82	ND – 130	50	N/A	Leaching from natural deposits
Total Cations (meq/L)	2015	3.90	2.3-6.9	N/A	N/A	N/A
Total Anions (meq/L)	2015	3.67	2.2-7.2	N/A	N/A	N/A
Langelier (ppm) mg/L (Index Source Temp)	2015	-0.41	-1.5-0.1	N/A	N/A	N/A
Selenium (ppb) µg/L	2015	1.09	ND – 12	50	30	Selenium is an essential nutrient. However, some people who drink water containing selenium in excess of the MCL over many years may experience hair or fingernail losses, numbness in fingers or toes, or circulation system problem.
Sodium Absorption Ratio (ppm) mg/L (SAR)	2015	1.03	0.5-1.6	N/A	N/A	N/A
Calcium (ppm) mg/L	2015	27.91	14-52	N/A	N/A	Leaching from natural deposits
Magnesium (ppm) mg/L	2015	16.18	7-36	N/A	N/A	Leaching from natural deposits; industrial wastes
Bicarbonate as HC03 (ppm) mg/L	2015	173.64	110-330	N/A	N/A	N/A
Alkalinity as CaC03 (ppm) mg/L	2015	140	90-270	N/A	N/A	Leaching from natural deposits; industrial wastes

TABLE 6 – DETECTION OF UNREGULATED CONTAMINANTS

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	Notification Level	Health Effects Language
Chromium VI (ppb) $\mu\text{g/L}$ (Hexavalent Chromium)	2015	1.79	ND-3.08	N/A	People who use water containing total chromium over the MCL over many years could experience allergic dermatitis.
Vanadium (ppb) $\mu\text{g/L}$	2015	26.64	10-39	50	Babies of some pregnant women who drink water containing vanadium in excess of notification level may have increase of risk of developmental effects, based on studies in laboratory animals.
1,2,3 Trichloropropane (ppt) $\text{ng/L}$ (1,2,3 TCP)	2015	3	ND-3	5	Some people who use water containing 1,2,3-TCP in excess of the notification level over many years may have an increased risk of getting cancer, based on studies in laboratory animals.

\*Any violation of an MCL, MRDL, or TT is asterisked. Additional information regarding the violation is provided later in this report.

### Additional General Information on Drinking Water

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 the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline (1-800-426-4791).

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

**Lead-Specific Language for Community Water Systems:** 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. Bakman Water Company 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. [Optional: If you do so, you may wish to collect the flushed water and reuse it for another beneficial purpose, such as watering plants.] 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/lead>.

Nitrate in drinking water at levels above 10 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 10 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.

### What is a Contaminant?

A Contaminant is defined in the Safe Drinking Water Act (SDWA) as “any physical, chemical, biological, or radiological substance or matter in water” (U.S. Code, 1996). This broad definition of contaminant includes every substance that may be dissolved or suspended in water – everything but the water molecule itself. The presence of a contaminant in water does not necessarily mean that there is a human-health concern.

Whether a particular contaminant in water is potentially harmful to human health depends on the contaminant’s toxicity and concentration in drinking water. Other factors include the susceptibility of individuals, amount of water consumed, and duration of exposure (U.S. Environmental Protection Agency, 2008a). For example, some contaminants that typically occur naturally, such as selenium and chromium, are essential trace elements and are required in low doses for normal physiologic function, but high doses can cause adverse health effects (Eaton and Klaassen, 2001).

Most inorganic contaminants analyzed in this report including trace elements, radionuclides, and nutrients – occur naturally, although concentrations of some inorganic contaminants in groundwater may be altered by human activities. For example, nitrate from natural sources is present in most wells, but concentrations often are increased by contributions from man-made sources in agricultural and urban areas.

#### Summary Information for Violation of a MCL, MRDL, AL, TT, or Monitoring and Reporting Requirement

VIOLATION OF A MCL, MRDL, AL, TT, OR MONITORING AND REPORTING REQUIREMENT				
Violation	Explanation	Duration	Actions Taken to Correct the Violation	Health Effects Language
0	N/A	N/A	N/A	N/A

#### For Water Systems Providing Ground Water as a Source of Drinking Water

TABLE 7 – SAMPLING RESULTS SHOWING FECAL INDICATOR-POSITIVE GROUND WATER SOURCE SAMPLES					
Microbiological Contaminants (complete if fecal-indicator detected)	Total No. of Detections	Sample Dates	MCL [MRDL]	PHG (MCLG) [MRDLG]	Typical Source of Contaminant
<i>E. coli</i>	(2015) 0	0	0	(0)	Human and animal fecal waste
Enterococci	(2015) 0	0	TT	n/a	Human and animal fecal waste
Coliphage	(2015) 0	0	TT	n/a	Human and animal fecal waste

#### Summary Information for Fecal Indicator-Positive Ground Water Source Samples, Uncorrected Significant Deficiencies, or Ground Water TT

SPECIAL NOTICE OF FECAL INDICATOR-POSITIVE GROUND WATER SOURCE SAMPLE				
N/A				
SPECIAL NOTICE FOR UNCORRECTED SIGNIFICANT DEFICIENCIES				
N/A				
VIOLATION OF GROUND WATER TT				
TT Violation	Explanation	Duration	Actions Taken to Correct the Violation	Health Effects Language
N/A				

## CONSERVATION REPORT SUMMARY

Due to ongoing drought conditions, on April 1, 2015, Governor Brown's Executive Order mandated a 25 percent water use reduction by users of urban water supplies across California and ordered that all of the 2014 and 2015 Emergency Regulations were to remain in full force and effect through February 2016. In response, the State Water Resources Control Board ("Water Board") adopted an emergency regulation requiring a cumulative 25 percent reduction in overall potable urban water use and the CPUC approved a Resolution, which adopted additional restrictions and identified water usage reduction levels.

In June 2015, to meet the mandatory reductions in water use Bakman Water Company added Schedule 14.1, Staged Mandatory Rationing Plan, to its Tariff Book and activated Stage 2 of its Water Shortage Contingency Plan. In the following months, statewide water conservation was unprecedented. As the production reports submitted to the Water Board showed, the majority of urban water suppliers successfully responded to mandatory conservation expectations. Public awareness of drought conditions and the extraordinary response from our customers led to a strong conservation report for 2015. We would like to thank our customers for conserving, the following summarizes your efforts:

MONTH	PRODUCTION	PERCENT CHANGE	PER CAPITA
2015	2015 GALLONS	FROM 2013	2015 R-GPCD
January	46,202,439	-12%	94
February	56,081,981	11%	126
March	106,016,127	19%	216
April	76,564,519	-21%	161
May	91,593,633	-40%	186
June	114,001,742	-28%	240
July	116,962,628	-36%	238
August	113,460,955	-36%	192
September	106,757,460	-26%	187
October	78,075,557	-32%	132
November	65,758,180	-9%	115
December	53,042,550	-34%	90

For 2015, the total annual water production was 1,024,517,771 gallons with a total average monthly decrease of approximately 20% as compared to 2013. As the chart shows, your efforts have achieved great results; however, we still need to work towards hitting higher reduction goals. The following are tips to consider to help us hit the targets:

- As a requirement and to avoid violation citations, follow all rules and regulations in regards to mandatorily prohibited unauthorized uses as stated in Schedule 14.1;
- Follow your account's water usage online through a customer portal called "Beacon's EyeOnWater", which you can access either via our website at [www.bakmanwater.com](http://www.bakmanwater.com) or <https://eyeonewater.com/signup>;
- Abide by the current Drought Watering Schedule, currently outdoor watering is limited to two days per week during the Summer, starting May 1, 2016:

**ODD ADDRESSES: Tuesdays and/or Sundays before 6:00 AM and after 7:00 PM**

**EVEN ADDRESSES: Wednesdays and/or Saturdays before 6:00 AM and after 7:00 PM**

Should you have any further questions, concerns or would like more tips on how to save, please contact our office at (559) 255-0324. Thank you for your continued support and conservation actions.

## **A Message from Richard Tim Bakman, President of Bakman Water Company**

The past few years have been strenuous in California's water industry; as limited supplies have brought about new ideas on how to manage water efficiently. In 2015, these ideas centered around increased conservation standards, sustainable groundwater management and a greater focus on communities working collaboratively together at the local level. In order to effectively implement this ideology, our role has to be that of a partner with the community and by community I mean our customers, private industries, local governments, regional water agencies and future generations. With the fourth generation of family members at the company and a growing extended family full of highly experienced and talented staff, we have the tools and expertise to continue as a vital piece of this community and its future. In short, this all means that our conservation planning, ongoing recharge program, regional collaboration and customer communication are more important than ever.

While drought conditions improved towards the end of 2015 and conservation efforts showed vast improvements from 2013, growing populations and dry weather continues to cause a decline in available water supplies. In response to State mandates and emergency regulations, we implemented Schedule 14.1, Staged Mandatory Rationing Plan. This Schedule made certain unauthorized uses of water mandatorily restricted, required us to monitor incidences of water waste and granted our company the ability to issue penalties and fines for violations. In 2015 we identified and noticed around 450 incidences of possible water wasting and use violations. However, we only issued a minimal amount of penalties for violations. With a focus on strong customer service, our approach was that of education and collaboration, as opposed to shame and monetary punishment. We understand the burden these new restrictions brought, which is why we worked with our customers on a personal basis to change habits in order to adapt to greater conservation standards.

Along with improving conservation efforts, replenishing the aquifer through our recharge program is a key component to sustainability. The goal is to essentially put back as much water as we pump out. This requires a balanced water supply and access to quality recharge facilities. Since our current supply source is groundwater, reaching the goal of our recharge program requires regional planning and coordination with other water agencies. For example, direct collaboration with the Fresno Irrigation District ("FID"), the Fresno Metropolitan Flood Control District ("FMFCD") and both the City and County of Fresno have been essential to our recharge program. Last year we finalized an Agreement with the City of Fresno and FID which has allowed us to pay the assessment fees for available surface water allocations within the area we serve. This water from FID is utilized to recharge water in a FMFCD owned basin located at the northeast corner of Willow and Belmont Avenues. Our customers can now visually see the efforts of the past come to fruition, as that basin is currently full with recharge water, actively replenishing the aquifer below our feet. This process provides a direct benefit to our customers by offsetting groundwater extraction.

Collaborating through regional planning groups has become an essential component of water management as well, which has been highlighted even more with the signing in of the Sustainable Groundwater Management Act ("SGMA"). SGMA requires the formation of local groundwater sustainability agencies ("GSA") that are tasked with assessing the conditions of the local water basins. The Act empowers local agencies to adopt groundwater management plans that are tailored to the resources and needs of our communities. We have taken an active role in the initial stages of development regarding SGMA in the North Kings Sub-Basin GSA. We intend to stay actively involved and participate in the implementation of legislative requirements as the process progresses, ensuring that our customers receive the representation they deserve.

Looking back at the past 68 years that Bakman Water Company has been in business, I can't help but feel proud. While we have grown tremendously, achieved many goals and triumphed in the face of many adversities, my true source of pride comes from knowing that day-in and day-out, our team has always strived to provide the best customer service - the kind of service you and your family deserve. You have stood behind us for generations and we wouldn't be in business today without your loyal support. I want to make sure that every person reading this report understands a message that has been at the heart and soul of this business since 1948. While we can't accurately predict future climate conditions or directly control state and federal legislature, I can make one promise: We will continue to serve our customers with pride and maintain our close collaboration with each and every family that relies on our company to deliver a safe and secure water supply for generations to come.

