# 2015 Annual Water Quality Report

**Duarte**
PWS ID: 1910186

CALIFORNIA AMERICAN WATER

## A Message from California American Water President Rob MacLean

Dear Customer:

The attached water quality report is our "report card" that gives you the results of the quality of the water we provided to your business or home in 2015. Since 2015 was the 4th year of the worst drought to hit California in 100 years, I want to thank you for your water conservation efforts throughout last year. The drought is a good reminder of how precious water is, and how much we can do to reduce our use when needed.

This report includes information about the quality of the water we provide to our customers. As you read through our Annual Water Quality Report, you will see that we continue to supply water that meets or surpasses all state and federal water quality standards. Better yet, the price you pay for this high quality water service remains about one penny per gallon.

Due to recent events in Flint, Michigan, I want to draw your attention to the sections of this report related to lead that demonstrate our compliance with the lead standard and provide helpful information for customers wishing to learn more about this topic. You can find more information on our **lead fact sheet,** or at www.epa.gov/lead

Water is still an exceptional value when you consider the facilities and technology needed to draw water from the source and treat it, along with miles and miles of pipeline hidden below the ground to bring water to your tap. What's more, our plant operators, water quality experts, engineers and maintenance crews work around the clock to make sure that quality water is always there when you need it. Delivering reliable, high-quality water service also requires significant investment to maintain and upgrade aging facilities. In 2015 alone, we invested more than more than $64 million in local infrastructure across California.

Because water is essential for public health, fire protection, economic development and overall quality of life, California American Water's employees are committed to ensuring that quality water keeps flowing not only today but well into the future.

Sincerely,

Robert G. MacLean
President

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at (888) 237-1333.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al (888) 237-1333.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm (888) 237-1333.

**這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電(888) 237-1333 與我們聯繫。**

**आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया (888) 237-1333 पर हमें काल करें।**

**Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону (888) 237-1333.**

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa (888) 237-1333.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số (888) 237-1333.

## 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 2015. 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 and reliable water and/or wastewater services to more than 615,000 people.

## About American Water

American Water is the largest and most geographically diverse publicly traded U.S. water and wastewater utility company. Marking its 130th anniversary this year, the company employs 6,700 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to an estimated 15 million people in 47 states and Ontario, 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 2015, 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 (2015) 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 water quality laboratory and local commercial laboratories; all certified in drinking water testing by the State Board's Division of Drinking Water.

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.

## Fluoride

Fluoride is a naturally occurring substance. It can be present in drinking water from two sources: 1) by nature when groundwater comes into contact with fluoride containing minerals naturally present in the earth; or 2) by a water purveyor through addition of fluoride to the water they are providing in the distribution system. The Duarte system has naturally occurring fluoride in the groundwater at ~0.4 mg/L.

## Notice of Source Water Vulnerability 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. You may request a summary of the assessment be sent to you by contacting Joe Marcinko, Water Quality & Environmental Compliance Manager by phone at (805) 498-1266 x2817 or via email at joseph.marcinko@amwater.com

## 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 at (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 at (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 toll free at (888) 237-1333.

### Water Information Sources

**California American Water**
www.californiaamwater.com

**State Water Resources Control Board (State Board), Division of Drinking Water (DDW)**
www.waterboards.ca.gov/drinking_water/programs

**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

**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 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 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. Unregulated contaminants are those for which the USEPA has not established drinking water standards. The first Unregulated Contaminants Monitoring Rule (UCMR1) testing was completed in 2003 for a list of contaminants specified by the USEPA. UCMR2 testing was conducted between November 2008 and August 2009, and UCMR3 assessment monitoring is currently scheduled from January 2015 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 at (800) 745-7236, the EPA Safe Drinking Water Act Hotline at (800) 426-4791, or the National Safe Council Radon Hotline at (800) SOS-RADON.

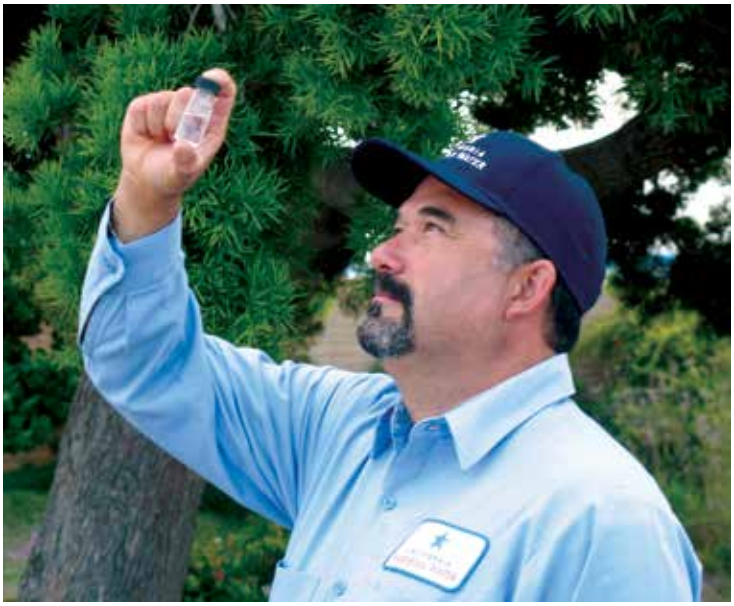
## Lead

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 at (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 www.epa.gov/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 2015, 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 in 2015 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). A**verage 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

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

**DDW:** Division of Drinking Water

**LRAA:** Locational Running Annual Average

**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 (SMCL) 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.

**Maximum Residual Disinfectant Level (MRDL):** 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.

**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.

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

**NA:** Not applicable

**ND:** Not detected

**Nephelometric Turbidity Units (NTU):** Measurement of the clarity, or turbidity, of the water.

**Notification Level (NL):** The concentration of a contaminant, which, if exceeded, requires notification to DDW and the consumer. Not an enforceable standard.

**NS:** No standard

**parts per billion (ppb):** One part substance per billion parts water, or micrograms per liter.

**parts per million (ppm):** One part substance per million parts water, or milligrams per liter.

**pH:** A measurement of acidity, 7.0 being neutral.

**picocuries per liter (pCi/L):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

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

**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 EPA.

**RAA:** Running Annual Average

**SWRCB:** State Water Resources Control Board

**TON:** Threshold Odor Number

**Total Dissolved Solids (TDS):** An overall indicator of the amount of minerals in water.

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

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

**%:** 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.

### 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.

## 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) | 2015 | 10 | 0.004 | ND (<2) | ND – 3 | No | Erosion of natural deposits |
| Barium (ppm) | 2015 | 1 | 2 | 0.063 | ND – 0.1 | No | Discharge of oil drilling wastes; Discharge from metal refineries; Erosion of natural deposits |
| Fluoride (ppm) | 2015 | 2.0 | 1 | 0.3 | 0.3 – 0.4 | No | Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories |
| Nitrate as N (ppm) | 2015 | 10 | 10 | 0.88 | 0.68 – 1.22 | No | Runoff and leaching from fertilizer use; Leaching from septic tanks and sewage; Erosion of natural deposits |
| Uranium (pCi/L) | 2015 | 20 | 0.43 | 1.6 | ND – 3 | 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) | 2015 | 80 | NS | 10.0 | 2.5 – 16 | No | By-product of drinking water disinfection |
| Haloacetic Acids (HAA) (ppb) | 2015 | 60 | NS | 1.78 | ND – 3.4 | No | By-product of drinking water disinfection |
| Chlorine (ppm) | 2015 | MRDL = 4.0 (as $Cl_2$) | MRDL = 4.0 (as $Cl_2$) | 1.09 | 0.25 – 2.00 | No | Drinking water disinfectant added for treatment |
| Hexavalent Chromium* (ppb) | 2014 | 10 | 0.02 | 0.25 | 0.11 – 0.65 | No | Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; 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) | Average Amount Detected | Range Low High | Violation | Typical Source |
|---|---|---|---|---|---|---|---|
| Chloride (ppm) | 2015 | 500 | NS | 33 | 14 – 51 | No | Runoff/leaching from natural deposits; Seawater influence |
| Color (units) | 2015 | 15 | NS | ND | ND – 3 | No | Naturally-occurring organic materials |
| Iron (ppb) | 2015 | 300 | NS | ND | ND – 130 | No | Leaching from natural deposits; Industrial wastes |
| Odor (units) | 2015 | 3 | NS | 1 | ND – 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) | 2015 | 500 | NS | 30 | 19 – 53 | No | Runoff/leaching from natural deposits; Industrial wastes |
| Total Dissolved Solids (ppm) | 2015 | 1000 | NS | 249 | 210 – 340 | No | Runoff/leaching from natural deposits |
| Turbidity (NTU) | 2015 | 5 | NS | 0.15 | ND – 2.7 | No | Soil runoff |

### Bacterial Results (from the Duarte Distribution System)

| Substance (units) | Year Sampled | MCL | PHG (MCLG) | Highest Percentage Detected | Violation | Typical Source |
|---|---|---|---|---|---|---|
| Total Coliform Bacteria | 2015 | More than 5% of monthly samples are positive | (0) | 1.3% | 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 mount Detected | Range Low High | Potential Health Effects |
|---|---|---|---|---|---|
| Boron | 2015 | 1 | ND | ND – 0.128 | 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. |
| Strontium (ppb) | 2015 | NS | 513 | 400 – 700 | Any health effects are dependent on the form of strontium. However, per the Agency for Toxic Substances and Disease Registry, there are no harmful effects of stable strontium in humans at the levels typically found in the environment. http://www.atsdr.cdc.gov/PHS/PHS.asp?id=654&tid=120 |

## 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) | 2015 | 1.3 | 0.3 | 31 | 0.175 | 0 | No | Internal corrosion of household plumbing system; Erosion of natural deposits; Leaching from wood preservatives |
| Lead (ppb) | 2015 | 15 | 0.2 | 31 | 4 | 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 2015. 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) | 2015 | 58 | 39 – 70 |
| Magnesium (ppm) | 2015 | 13 | 8 – 16 |
| pH | 2013 | 7.5 | 7.4 – 7.9 |
| Silica (ppm) | 2015 | 18 | 16 – 21 |
| Sodium (ppm) | 2015 | 23 | 17 – 30 |
| Total Hardness as $CaCO_3$ (ppm) | 2013 | 175 | 120 – 200 |
| Total Hardness as $CaCO_3$ (gpg) | 2013 | 10 | 7 – 12 |

*In July 2014, the California Department of Public Health (CDPH) established a MCL for hexavalent chromium in drinking water at 10 parts per billion (ppb) or ug/L. Also in July 2014, the California Department of Public Health (CDPH) moved under the State Water Resource Control Board (SWRCB or State Board) and became the Division or Drinking Water (DDW). For more information on the regulatory process, please follow the link to the SWRCB's Hexavalent Chromium web page at: (http://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Chromium6.shtml)
For more information on what steps California American Water is taking in regard to hexavalent chromium, please visit our website at: http://www.amwater.com/caaw/Ensuring-Water-Quality/Chromium-6.

ND- Not Detected

NA- Not Analyzed
NS- No Standard