



2016 Consumer Confidence Report

KNOW YOUR WATER

Industry Public Utilities is committed to keeping you informed on the quality of your drinking water. This report is provided to you annually and it includes information on where your drinking water comes from, the constituents found in your drinking water and how the water quality compares with the regulatory standards. We are proud to report that during 2016, the drinking water provided by Industry Public Utilities met or surpassed all Federal and State drinking water standards. We remain dedicated to providing you with a reliable supply of high quality drinking water.

This report contains important information about your drinking water. Translate it or speak with someone who understands it. For more information or questions regarding this report, please contact Mr. Greg Galindo at (626) 336-1307.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien. Para más información o preguntas con respecto a este informe, póngase en contacto con el Sr. Greg Galindo (626) 336-1307.

此份有關你的食水報告,內有重要資料和訊息,請找他人為你翻譯及解釋清楚。

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GOVERNANCE

Regularly scheduled meetings of Industry Public Utilities Commission are held on the third Thursday of each month at 9:00 am at 15651 East Stafford Street, City of Industry. These meetings provide an opportunity for public participation in decisions that may affect the quality of your water.

GENERAL INFORMATION

Office Hours: Monday - Thursday 8 a.m.-5 p.m.
Friday 7 a.m.-3:30 p.m.

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MESSAGE TO OUR CUSTOMERS

A safe, dependable water supply lies at the foundation of a thriving community. Industry Public Utilities is dedicated to providing its customers with a reliable supply of high-quality drinking water at the most reasonable cost.

The historic five-year drought posed unique challenges for water providers across the State. 2015 and 2016 were particularly challenging due to mandatory conservation regulations and mandates. However, because of Industry Public Utilities' customers commitment to conservation, the annual water usage was 14% less than previous years, equating to over 68 million gallons of water saved. This year, Governor Brown declared the drought to be over, but called on Californians to maintain the conservation lifestyle to combat the lasting effects of the drought. Industry Public Utilities' customers have made great strides in achieving the state's conservation standards and we commend your strong efforts. Although the drought is over, conservation remains a critical duty of water agencies are their customers.

Industry Public Utilities is committed to safeguarding our communities' water supply. Agency leadership makes every decision with this commitment at the forefront of mind. By proactively identifying capital improvement opportunities and continuously seeking ways to improve service, the Industry Public Utilities works to ensure the quality and reliability of your water now and into the future.

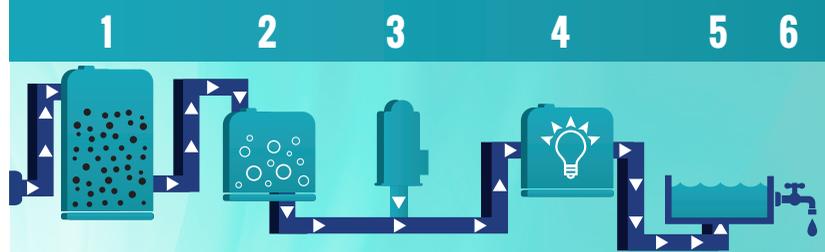
We are proud to serve a community that values sustainability and responsibility. In this report, you will find important information about the water quality in the Industry Public Utilities water system. For more information about your water services and to learn more about the agency, visit industrypublicutilities.com.

WHERE DOES MY DRINKING WATER COME FROM?

WATER SOURCES

Industry Public Utilities water system is operated and managed by the La Puente Valley County Water District. During 2016, Industry Public Utilities' water supply came from San Gabriel Valley Water Company (SGVWC), La Puente Valley County Water District wells and the City of Industry Well No. 5 (all located within the Main San Gabriel Groundwater Basin). This well water is treated and then disinfected with chlorine before it is delivered to your home.

The majority of the water delivered to customers through the water system undergoes a significant treatment process. The treatment systems are designed to treat specific types of contaminants. This entire process is monitored closely and the water is sampled regularly to verify the treatment systems are effective.



Water moving through the treatment system flows as follows:

1. Granular Activated Carbon Filled (GAC) Vessels remove VOCs to below detection levels.
2. A single pass ion exchange system uses resin specially manufactured to remove perchlorate.
3. A hydrogen peroxide injection system injects hydrogen peroxide in preparation for the UV reactors.
4. UV reactors treat for NDMA and 1, 4-Dioxane.
5. Water exiting the facility is chlorinated to provide a disinfectant residual in the water system.
6. Treated water then enters the water system and is delivered to your home.

DRINKING WATER SOURCE ASSESSMENT

An assessment of the drinking water sources for SGVWC was updated in October 2008. The assessment concluded that SGVWC's sources are considered most vulnerable to the following activities or facilities associated with contaminants detected in the water supply: leaking underground storage tanks, hardware/lumber/parts stores, hospitals, gasoline stations, and known contaminant plumes. In addition, the sources are considered most vulnerable to the following activities or facilities not associated with contaminants detected in the water supply: above ground storage tanks, spreading basins, storm drain discharge points and transportation corridors. You may request a summary of the assessment by contacting Industry Public Utilities' office at 626-336-1307.

An assessment of the drinking water sources for La Puente Valley County Water District was completed in March 2008. The assessment concluded that the La Puente Valley County Water District's sources are considered most vulnerable to the following activities or facilities associated with contaminants detected in the water supply: leaking underground storage tanks, known contaminant plumes and high density of housing. In addition, the sources are considered most vulnerable to the following facility not associated with contaminants detected in the water supply: transportation corridors – freeways/state highways. You may request a summary of the assessment by contacting Industry Public Utilities' office at 626-336-1307

QUESTIONS?

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WHAT ARE DRINKING WATER STANDARDS?

In order to ensure that tap water is safe to drink, the United States Environmental Protection Agency (USEPA) and DDW prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. DDW regulations also establish limits for contaminants in bottled water that provide the same protection for public health.

Drinking water standards established by USEPA and DDW set limits for substances that may affect consumer health or aesthetic qualities of drinking water. The chart in this report shows the following types of water quality standards:

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 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.

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

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

Notification Level (NL): An advisory level which, if exceeded, requires the drinking water system to notify the governing body of the local agency in which users of the drinking water reside (i.e. city council/county board of supervisors).

In addition to mandatory water quality standards, USEPA and DDW have set voluntary water quality goals for some contaminants. Water quality goals are often set at such low levels that they are not achievable in practice and are not directly measurable. Nevertheless, these goals provide useful guideposts and direction for water management practices. The chart in this report includes three types of water quality goals:

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 USEPA.

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.

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.

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

WHAT CONTAMINANTS MAY BE PRESENT IN SOURCES OF DRINKING WATER?

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, 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 gasoline stations, urban stormwater runoff, agricultural application, and septic systems.

Radioactive contaminants, which can be naturally-occurring or can be the result of oil and gas production and mining activities.

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 USEPA's Safe Drinking Water Hotline (1-800-426-4791).

WHAT IS IN MY DRINKING WATER?

Your drinking water is tested by certified professional water system operators and certified laboratories to ensure its safety. The chart in this report shows the average and range of concentrations of the constituents tested in your drinking water during year 2016 or from the most recent tests. The State allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old. The chart lists all the contaminants detected in your drinking water that have Federal and State drinking water standards. Detected

unregulated contaminants of interest are also included.

ARE THERE ANY PRECAUTIONS THE PUBLIC SHOULD CONSIDER?

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).



INFORMATION ON LEAD IN DRINKING WATER

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. The Industry Public Utilities 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: <https://www.epa.gov/lead>.

NITRATE ADVISORY

At times, nitrate in your tap water may have exceeded one-half the MCL, but it was never greater than the MCL. The following advisory is issued because in 2016 Industry Public Utilities recorded a nitrate measurement in its treated drinking water which exceeded one-half the nitrate MCL.

“Nitrate in drinking water at levels above 10 milligrams per liter (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.”

2016 SAMPLE RESULTS

ANALYTE	YEAR SAMPLED	UNIT	MCL (MRDL)	PHG (MCLG)	DLR	AVERAGE [1]	RANGE	VIOLATION	MAJOR SOURCE OF CONTAMINANT
PRIMARY STANDARDS									
Inorganic Chemicals									
Arsenic	2016	µg/l	10	0.004	2	< 2 [2]	ND - 2.9	No	Erosion of natural deposits
Barium	2016	mg/l	1	2	0.1	0.21	ND - 0.21	No	Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits
Fluoride	2016	mg/l	2	1	0.1	0.28	0.16 - 0.46	No	Erosion of natural deposits
Hexavalent Chromium	2016	µg/l	10	0.02	1	3.91	2.4 - 7.10	No	Erosion of natural deposits; industrial waste discharge
Nitrate as N	2016	mg/l	10	10	0.4	7.1	4.5 - 8.2	No	Leaching from fertilizer use
Radiologicals									
Gross Alpha	2016	pCi/L	15	(0)	3	4.7	ND - 12	No	Decay of natural and man-made deposits
Uranium	2016	pCi/L	20	0.43	1	3.3	1 - 5.7	No	Erosion of natural deposits
SECONDARY STANDARDS									
ANALYTE									
Chloride	2016	mg/l	500	NA	NA	28	18 - 46	No	Runoff/leaching from natural deposits
Odor-Threshold [4]	2016	TON	3	NA	1	1	1	No	Naturally occurring organic materials
Total Dissolved Solids	2016	mg/l	1,000	NA	NA	346	240 - 460	No	Runoff/leaching from natural deposits
Specific Conductance	2016	µmho/cm	1,600	NA	NA	594	390 - 790	No	Substances that from ions in water
Sulfate	2016	mg/l	500	NA	0.5	44	26 - 68	No	Runoff/leaching from natural deposits
OTHER CONSTITUENTS OF INTEREST									
ANALYTE									
Alkalinity	2016	mg/l	NA	NA	NA	185	140 - 230	No	Runoff/leaching from natural deposits
Calcium	2016	mg/l	NA	NA	NA	79	44 - 110	No	Runoff/leaching from natural deposits
Hardness (as CaCO ₃)	2016	mg/l	NA	NA	NA	260	150 - 350	No	Runoff/leaching from natural deposits
Magnesium	2016	mg/l	NA	NA	NA	15	8.8 - 20	No	Runoff/leaching from natural deposits
pH	2016	Unit	NA	NA	NA	7.8	6.8 - 9	No	Hydrogen ion concentration
Potassium	2016	mg/l	NA	NA	NA	3.8	2.3 - 5.1	No	Runoff/leaching from natural deposits
Sodium	2016	mg/l	NA	NA	NA	19	13 - 29	No	Runoff/leaching from natural deposits
UNREGULATED SUBSTANCES									
ANALYTE									
Chlorate	2016	µg/l	800	NA	NA	221	170 - 300	No	Byproduct of drinking water chlorination; industrial processes
Chlorodifluoromethane	2016	µg/l	NA	NA	NA	<0.08 [3]	ND - 0.14	No	Refrigerant
Molybdenum	2016	µg/l	NA	NA	NA	2.57	2.3 - 2.9	No	Runoff/leaching from natural deposits
Strontium	2016	µg/l	NA	NA	NA	605	550 - 660	No	Runoff/leaching from natural deposits
Vanadium	2016	µg/l	50	NA	NA	2.4	ND - 4.8	No	Runoff/leaching from natural deposits
DISTRIBUTION SYSTEM WATER QUALITY - COLIFORM BACTERIA									
ANALYTE									
Total Coliform Bacteria (state Total Coliform Rule)	2016	positive/negative	< 1 positive monthly sample	0	0	0	None	None	Naturally present in the environment
Fecal Coliform or E. coli (state Total Coliform Rule)	2016	positive/negative	(a)	0	0	0	None	None	Human and animal fecal waste
(a) A routine sample and a repeat sample detect total coliform and either sample also detects fecal coliform or E. coli									
E. coli (federal Revised Total Coliform Rule)	2016	positive/negative	(b)	0	0	0	None	None	Human and animal fecal waste
(b) Routine and repeat samples are total coliform-positive and either is E. coli-positive or system fails to take repeat samples following E. coli-positive routine sample or system fails to analyze total coliform-positive repeat sample for E. coli.									
DISTRIBUTION SYSTEM - LEAD AND COPPER									
ANALYTE									
Lead	2014	µg/l	AL	PHG (MCLG)	90TH %TILE	SITES ABOVE AL	MAJOR SOURCE OF CONTAMINANT		
Copper	2014	mg/l	1.3	0.3	0.58	0/23	Corrosion of household plumbing		
A total of 23 residences were tested for lead and copper in July 2017. Lead was detected in 19 samples, none of which exceeded the AL. Copper was detected in 4 samples, none of which exceeded the AL. The ALs for lead and copper are the concentrations which, if exceeded in more than ten percent of the samples tested, triggers treatment or other requirements that a water system must follow. The Industry Public Utilities complies with the Lead and Copper Rule. The next required sampling for lead and copper will be performed in the summer of 2020.									
DISTRIBUTION SYSTEM - OTHER PARAMETERS									
ANALYTE									
Chlorine Residual (mg/l)	2016	mg/l	MCL (MRDL) <SMCL>	MCLG (MRDLG)	DLR	AVERAGE	RANGE	VIOLATION	MAJOR SOURCE OF CONTAMINANT
Color	2016	Unit	(4)	(4)	NA	1.08	0.8 - 1.4	No	Drinking water disinfectant added for treatment
Haloacetic Acids	2016	µg/l	<15>	NA	NA	ND	ND	No	Naturally-occurring organic materials
Heterotrophic Plate Count	2016	HPC	60	NA	NA	0.7	ND - 1.4	No	Naturally present in the environment
Odor	2016	TON	TT	NA	NA	1.65	ND - 190	No	Naturally present in the environment
Total Trihalomethanes	2016	µg/l	<3>	NA	NA	1	1	No	Naturally occurring organic materials
Turbidity	2016	NTU	80	NA	NA	6.8	0.64 - 13	No	By-product of drinking water chlorination
	2016		<5>	NA	NA	<0.1 [3]	ND - 0.2	No	Runoff/leaching from natural deposits

NOTES

AL = Action Level
 DLR = Detection Limit for Purposes of Reporting
 MCL = Maximum Contaminant Level
 MCLG = Maximum Contaminant Level Goal
 mg/l = parts per million or milligrams per liter
 ng/l = parts per trillion or nanograms per liter
 SCML = Secondary Maximum Contaminant Level

MRDL = Maximum Residual Disinfectant Level
 MRDLG = Maximum Residual Disinfectant Level Goal
 NA = No Applicable Limit
 ND = Not Detected at DLR
 NL = Notification Level
 TON = Threshold Odor Number

NTU = Nephelometric Turbidity Units
 pCi/l = picoCuries per liter
 PHG = Public Health Goal
 µg/l = parts per billion or micrograms per liter
 µmho/cm = micromhos per centimeter
 TT = Treatment Technique

1. The results reported in the table are average concentrations of the constituents detected in your drinking water during year 2016 or from the most recent tests. Treated water data are provided by San Gabriel Valley Water Company and La Puente Valley County Water District.

2. Constituent was detected but the average result is less than the DLR.

3. Constituent does not have a DLR. Constituent was detected but the average result is less than the analytical Method Reporting Limit.

4. This water quality is regulated by a secondary standard to maintain aesthetic characteristics (taste, odor, color).