



# 2017 ANNUAL WATER QUALITY REPORT

DUARTE | PWS ID: 1910186



CALIFORNIA  
AMERICAN WATER

WE KEEP LIFE FLOWING™



RICHARD SVINDLAND  
President

## A Message from California American Water President RICHARD SVINDLAND

Dear California American Water Customer,

Having easy access to safe, clean water is something that can be easily taken for granted. At California American Water, our top priority is providing safe, reliable drinking water to our more than 690,000 customers.

I am pleased to share with you our 2017 Consumer Confidence Report, which is a testament to the hard work and dedication of our employees who ensure high-quality drinking water.

**QUALITY:** We have rigorous safeguards in place to ensure the water we provide to you meets or surpasses increasingly stringent water quality standards. Across California, we conducted approximately 652 different tests on 25,239 water samples for 2,994 constituents last year. **We are proud and pleased to confirm that we met every primary and secondary state and federal water quality standard.**

**SERVICE:** Last year, we invested more than \$92 million in water infrastructure in the California communities we serve. This investment ensures and maintains the safety and reliability of the facilities and technology needed to draw, treat, and distribute water.

**VALUE:** While costs to provide water service continue to increase across the country, our investments help us provide high-quality water service that remains an exceptional value, costing customers about a penny per gallon.

2017 brought fires and news stories concerning lead testing in schools across California. These events solidify the notion that water is essential for public health, fire protection, economic development and overall quality of life. That is why we are proud to continue to supply water that meets or surpasses all state and federal water quality standards.

If you have any questions or concerns, you can contact us by phone, email, online at [www.californiaamwater.com](http://www.californiaamwater.com), or in person at our local Customer Center. Please take the time to review this report. It provides details about the source and quality of your drinking water, using data from water-quality testing conducted for your local system between January and December 2017.

Sincerely,

A handwritten signature in blue ink, appearing to read "Richard Svindland".

RICHARD SVINDLAND  
President

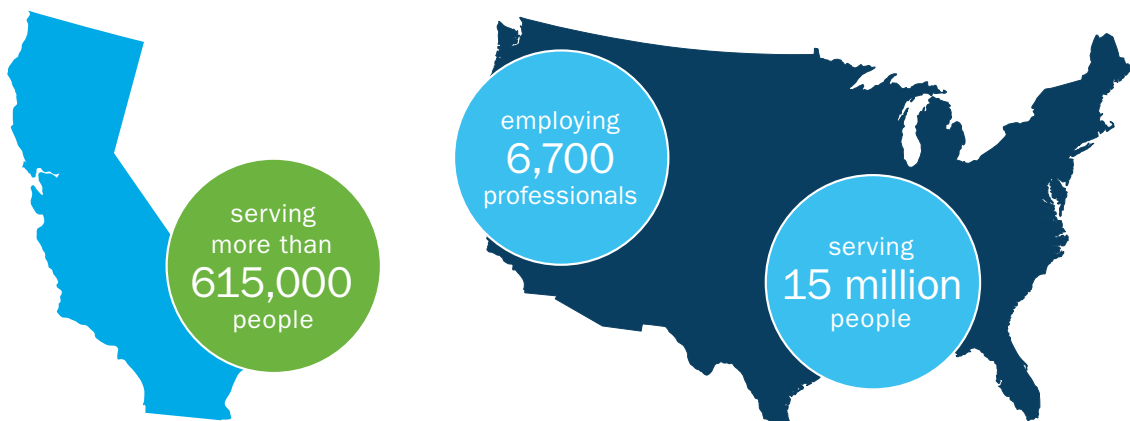



# OUR COMMITMENT TO QUALITY

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 2017. 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 (CAW) AND AMERICAN WATER (AW)

California American Water, a subsidiary of American Water (NYSE: AWK), provides high-quality and reliable water and/or wastewater services. American Water is the largest and most geographically diverse publicly traded U.S. water and wastewater utility company. 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](http://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 let consumers know what contaminants, if any, are in their drinking water as well as any related health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

In 2017, we collected numerous samples at various sampling points in your water system. The water quality data presented 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 Environmental Laboratory Accreditation Program. 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, and Monrovia; and also some unincorporated areas of Los Angeles County.

## **NOTICE OF SOURCE WATER ASSESSMENT (SWA)**

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 Shauna Racicot, Water Quality & Environmental Compliance Manager, by phone at (619) 446-4768 or by email at [shauna.racicot@amwater.com](mailto:shauna.racicot@amwater.com).



# WHAT ARE THE SOURCES OF CONTAMINANTS?

The sources of drinking 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 can pick up substances resulting from animal or human activity and even radioactive material. In order to ensure that tap water is safe to drink, USEPA and the State Water Resources Control Board set regulations limiting the amount of certain contaminants in water provided by public water systems. Contaminants that may be present in source water include:

## **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.

## **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.

## **MICROBIAL CONTAMINANTS,**

such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

## **RADIOACTIVE CONTAMINANTS,**

which can be naturally occurring or may be the result of oil and gas production and mining activities.



# FLUORIDE

## 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.

California American Water does not add fluoride to drinking water it produces.



## LEAD & UCMR

### LEAD

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 two minutes before using water for drinking or cooking.

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 [www.epa.gov/lead](http://www.epa.gov/lead).

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### UNREGULATED CONTAMINANT MONITORING RULE (UCMR)

The USEPA created the Unregulated Contaminants Monitoring Rule (UCMR) to assist them in 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 was conducted between January 2013 and December 2016. The results from the UCMR monitoring are reported directly to the USEPA. 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.

A background photograph of two elderly women outdoors. The woman on the left, with short grey hair and a light blue shirt, is smiling and holding a blue water bottle. The woman on the right, with grey hair and a red headband, is holding a clear plastic bottle with a green label. They are both holding a rolled-up blue mat. The background is a bright, slightly blurred outdoor setting with other people in the distance.

## EDUCATIONAL & 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 USEPA's Safe Drinking Water Hotline at (800) 426-4791.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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 for 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 microbial contaminants are available through the USEPA's Safe Drinking Water Hotline at (800) 426-4791.



# MEASUREMENTS

Water is sampled and tested consistently throughout the year to ensure the best possible quality. Contaminants are measured in:

- **Parts per million (ppm) or milligrams per liter (mg/L)**
- **Parts per billion (ppb) or micrograms per liter (µg/L)**
- **Parts per trillion (ppt) or nanograms per liter (ng/L)**
- **Grains per gallon (grains/gal)** – A measurement of water hardness often used for sizing household water softeners. One grain per gallon is equal to 17.1 mg/L of hardness.
- **MicroSiemens per centimeter (µS/cm)** – A measurement of a solution’s ability to conduct electricity.
- **Nephelometric Turbidity Units (NTU)** – A measurement of the clarity of water. Turbidity in excess of 5 NTU is noticeable to the average person.
- **PicoCuries per liter (pCi/L)** – A measurement of radioactivity in water.

## PARTS PER MILLION:

1 second  
in 12 days

## PARTS PER BILLION:

1 second  
in 32 years

## PARTS PER TRILLION:

1 second  
in 32,000 years

1 second

12  
days

1 second

32  
years

1 second

32,000  
years



# 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 2017, 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.

- ① Starting with a **Substance**, read across.
- ② **Year Sampled** is usually in 2017 or year prior.
- ③ **MCL** shows the highest level of substance (contaminant) allowed.
- ④ **MCLG** is the goal level for that substance (this may be lower than what is allowed).
- ⑤ **Average Amount Detected** represents the measured amount (less is better).
- ⑥ **Range** tells the highest and lowest amounts measured.
- ⑦ A **No** under **Violation** indicates government requirements were met.
- ⑧ **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.

# 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
Nitrate as N (ppm)	2017	10	10	1.13	0.38 - 1.6	No	Runoff and leaching from fertilizer use; Leaching from septic tanks and sewage; Erosion of natural deposits
Perchlorate (ppb)	2017	6	1	0.20	0.1 - 0.4	No	Runoff and leaching from fertilizer use; Leaching from septic tanks and sewage; Erosion of natural deposits
Uranium (pCi/L)	2017	20	0.43	1.21	1.6 - 1.9	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 Chlorine Residual <sup>1</sup> (ppm)	2017 (RAA)	MRDL = 4.0	MRDLG = 4.0	1.1	0.4 - 1.9	No	Drinking water disinfectant added for treatment
Total Trihalomethanes <sup>1</sup> (TTHM) (ppb)	2017 (LRAA)	80	NS	9	4.3 - 22	No	By-product of drinking water disinfection
Haloacetic Acids <sup>1</sup> (HAA) (ppb)	2017 (LRAA)	60	NS	2	1 - 3.7	No	By-product of drinking water disinfection

<sup>1</sup> TTHM, HAA, and Total Chlorine Residual data were taken from the distribution system. Average amount detected is the highest RAA or LRAA.

## Secondary 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
Total Dissolved Solids (ppm)	2017	1,000	NS	297	180 - 360	No	Runoff/leaching from natural deposits
Odor (units)	2017	3	NS	1	ND - 2	No	Naturally-occurring organic materials
Color (Color units)	2017	15	NS	ND	ND - 15 <sup>1</sup>	No	Naturally-occurring organic materials
Specific Conductance (µmho/cm)	2017	1,600	NS	580	580	No	Substances that form ions when in water; seawater influence
Turbidity (NTU)	2017	5	NS	0.15	ND - 3.7	No	Soil runoff

<sup>1</sup> Sample detected at 15 units was resampled with a result of ND.

## Bacterial Results (from the Duarte System)

Substance (units)	Year Sampled	MCL	MCLG	Highest Percentage Detected	Violation	Typical Source
Total Coliform Bacteria	2017	5.0% of monthly samples are positive	0	2.63%	No	Naturally present in the environment

## Turbidity - A Measure of the Clarity of the Water

Turbidity - Combined Filter Effluent (MWD - Weymouth)	Year Sampled	Treatment Technique	Highest Level Measured	Violation	Typical Source
Turbidity (NTU)	2017	1 NTU	0.04	No	Soil Runoff
		Percentage of samples ≤ 0.3 NTU	100%		

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

Substance (units)	Year Sampled	Notification Level	PHG (MCLG)	Average Amount Detected	Range Low-High
1,4-Dioxane <sup>1</sup> (ppb)	2017	1	NS	4.3	1.7 - 7.8
Chlorate (ppb)	2013	800	NS	200	190 - 200
Chromium, Hexavalent (ppb)	2016	NS	0.02	0.4	0.21 - 0.54
Chromium, Total (ppb)	2013	NS	100	0.7	0.3 - 1.1
Molybdenum (ppb)	2013	NS	NS	1.8	1.6 - 2
Strontium (ppb)	2013	NS	NS	426	378 - 474
Vanadium (ppb)	2013	50	NS	1.9	1.8 - 1.9

<sup>1</sup> 1,4-Dioxane has a Notification Level of 1 ppb. Some people who use water containing 1,4-Dioxane in excess of the Notification Level over many years may experience liver or kidney problems and may have an increased risk of getting cancer, based on studies in laboratory animals.

Tap Water Samples: Lead and Copper Results (from the Distribution System)

Substance (units)	Year Sampled	Action Level	PHG	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	0.2	31	ND	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 paramerts, which are often of interest to consumers. Values shown here are averages of operating data for 2017. Values may vary from day to day. There are no health-based limits for these substances in drinking water.

Substance (units)	Year Sampled	Average Amount Detected	Range Low-High
Alkalinity as CaCO <sub>3</sub> (ppm)	2017	179	140 - 200
Calcium (ppm)	2016	58	40 - 73
Magnesium (ppm)	2016	13	7.7 - 17
pH (units)	2016	8	7.8 - 8.2
Silica (ppm)	2016	18	16 - 21
Sodium (ppm)	2015	23	17 - 30
Total Hardness as CaCO <sub>3</sub> <sup>1</sup> (ppm)	2016	200	130 - 240
Total Hardness as CaCO <sub>3</sub> <sup>1</sup> (gpg)	2016	12	7.6 - 14

<sup>1</sup> Hardness is the sum of polyvalent cations present in the water, generally magnesium and calcium. The cations are usually naturally occurring.



# DEFINITION OF TERMS

**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. MCLs are set as close to the MCLGs as feasible using the best available treatment technology. 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 allow for a margin of safety.

**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.

**MFL:** Million fibers per liter.

**micromhos per centimeter ( $\mu\text{mhos/cm}$ ):** A measure of electrical conductance.

**NA:** Not applicable

**N/A:** No data available

**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.

**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).

**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.

**parts per trillion (ppt):** One part substance per trillion parts water, or nanograms per liter.

**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

**Secondary Maximum Contaminant Level (SMCL):** Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**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



# 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](http://www.californiaamwater.com)

**State Water Resources Control Board (State Board), Division of Drinking Water (DDW)**  
[www.waterboards.ca.gov/drinking\\_water/programs/index.shtml](http://www.waterboards.ca.gov/drinking_water/programs/index.shtml)

**United States Environmental Protection Agency (USEPA)**  
[www.epa.gov/safewater](http://www.epa.gov/safewater)

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

**Centers for Disease Control and Prevention**  
[www.cdc.gov](http://www.cdc.gov)

**Metropolitan Water District of Southern California**  
[www.mwdh2o.com](http://www.mwdh2o.com)

**West Basin Municipal Water District**  
[www.westbasin.org](http://www.westbasin.org)

**American Water Works Association**  
[www.awwa.org](http://www.awwa.org)

**Water Quality Association**  
[www.wqa.org](http://www.wqa.org)

**National Library of Medicine/National Institute of Health**  
[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

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 iyang 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.