



August 19, 2014

SENT VIA EMAIL & USPS: Karen.Wong@waterboards.ca.gov

Karen Wong, P.E., Sanitary Engineer
California Department of Public Health
Southern California Branch, Drinking Water Field Operations
500 North Central Avenue, Suite 500
Glendale, CA 91203

Subject: 2014 Consumer Confidence Report reporting 2013 Water Quality Data

Dear Karen Wong,

Pursuant to Section 64483(c), Title 22, California Code of Regulations which requires a water system to “mail a copy of the ... [CCR] to the Department, followed within 3 months by a certification that the report has been distributed to customers, and that the information is correct and consistent with the compliance monitoring data previously submitted to the Department”, enclosed are Valencia Water Company’s 2014 CCR and CCR Certification Form.

If you require any additional information, you can contact me at 661-295-6579 or ssaeed@valenciawater.com.

Sincerely,

Saba Saeed
Water Quality Supervisor

Enclosures

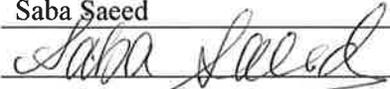
**Consumer Confidence Report
Certification Form**

(To be submitted with a copy of the CCR)

Water System Name: Valencia Water Company

Water System Number: PWS 1910240

The water system named above hereby certifies that its Consumer Confidence Report was distributed on June 4th, 2014-June 30th, 2014 (date) to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the California Department of Public Health.

Certified by: Name: Saba Saeed
Signature: 
Title: Water Quality Supervisor
Phone Number: (661)295-6579 Date: 8/19/2014

To summarize report delivery used and good-faith efforts taken, please complete this page by checking all items that apply and fill-in where appropriate:

- CCR was distributed by mail or other direct delivery methods (attach description of other direct delivery methods used).
- CCR was distributed using electronic delivery methods described in the Guidance for Electronic Delivery of the Consumer Confidence Report (water systems utilizing electronic delivery methods must complete the second page).
- "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:
 - Posting the CCR at the following URL: www.valenciawater.com/images/ContentImages/2014_Water_Quality_Report.pdf
 - Mailing the CCR to postal patrons within the service area (attach zip codes used)
 - Advertising the availability of the CCR in news media (attach copy of press release)
 - Publication of the CCR in a local newspaper of general circulation (attach a copy of the published notice, including name of newspaper and date published)
 - Posted the CCR in public places (attach a list of locations) local library
 - Delivery of multiple copies of CCR to single-billed addresses serving several persons, such as apartments, businesses, and schools
 - Delivery to community organizations (attach a list of organizations)
 - Publication of the CCR in the electronic city newsletter or electronic community newsletter or listserv (attach a copy of the article or notice)
 - Electronic announcement of CCR availability via social media outlets (attach list of social media outlets utilized)
 - Other (attach a list of other methods used)
- For systems serving at least 100,000 persons: Posted CCR on a publicly-accessible internet site at the following URL:
www.valenciawater.com/images/ContentImages/2014_Water_Quality_Report.pdf

- For privately-owned utilities: Delivered the CCR to the California Public Utilities Commission

Consumer Confidence Report Electronic Delivery Certification

Water systems utilizing electronic distribution methods for CCR delivery must complete this page by checking all items that apply and fill-in where appropriate.

- Water system mailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available website where it can be viewed (attach a copy of the mailed CCR notification). URL:
www.valenciawater.com/images/ContentImages/2014_Water_Quality_Report.pdf
- Water system emailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available site on the Internet where it can be viewed (attach a copy of the emailed CCR notification). URL:
www.valenciawater.com/images/ContentImages/2014_Water_Quality_Report.pdf
- Water system emailed the CCR as an electronic file email attachment.
- Water system emailed the CCR text and tables inserted or embedded into the body of an email, not as an attachment (attach a copy of the emailed CCR).
- Requires prior CDPH review and approval. Water system utilized other electronic delivery method that meets the direct delivery requirement.

Provide a brief description of the water system's electronic delivery procedures and include how the water system ensures delivery to customers unable to receive electronic delivery.

Valencia Water Company (VWC) posted its Consumer Confidence Report (CCR) on June 4, 2014, URL:

www.valenciawater.com/images/ContentImages/2014_Water_Quality_Report.pdf. Customers who

receive their printed bills in the mail were sent an insert with their bill directing them to the URL during

the full billing cycle period of June 4th, 2014-June 25th, 2014 (copy attached). Customers who receive

their bills electronically were sent an email advising of the posting and the URL on June 18, 2014 (copy

attached). For non-bill paying customers, notification was attempted by public notice via local media

SCVNews.com (web), Santa Clarita Valley Family of Water Suppliers <http://www/scvh2o.org/faw.html>

(web) and Santa Clarita Valley's public water wholesaler Castaic Lake Water Agency (CLWA)

http://clwa.org/docs/category_publications/water-quality (web)-copies are attached. All notices indicate

That printed reports are available upon request by contacting VWC directly. Copies of CCR were

delivered to the local library located at 23743 W. Valencia Blvd. Santa Clarita, CA 91355.



VALENCIA WATER COMPANY

24631 Avenue Rockefeller • Valencia, CA 91355

Phone (661) 295-6579 • Fax (661) 294-3806 • www.valenciawater.com

*Bill
Insert*

WATER QUALITY REPORT

www.valenciawater.com/images/ContentImages/2014_Water_Quality_Report.pdf

THIS NOTICE CONTAINS INSTRUCTIONS FOR YOU TO OBTAIN IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER. TRANSLATE IT, OR SPEAK WITH SOMEONE WHO UNDERSTANDS IT.

The Consumer Confidence Report (CCR) is the annual water quality report that the Safe Drinking Water Act (SDWA) requires Valencia Water Company (VWC) to provide you. The purpose of the CCR is to raise customers' awareness of the quality of their drinking water, where their drinking water comes from, what it takes to deliver water to their homes, and the importance of protecting drinking water sources.

In recent years, VWC has mailed its customers a printed copy of the CCR to comply with the SDWA. On February 21, 2013, the California Department of Public Health expanded its interpretation of the SDWA to allow for electronic delivery of the CCR. This is the second year of the electronic delivery method. The electronic delivery method allows VWC to reduce the consumption of paper and minimize printing and mailing costs. To view your 2014 Consumer Confidence Report and to learn more about your drinking water, please visit the following URL:

www.valenciawater.com/images/ContentImages/2014_Water_Quality_Report.pdf

If you would like a paper copy of the 2014 CCR mailed to you or would like to speak with someone about the report, please call our office at (661) 295-6579.

INFORME de CALIDAD del AGUA

www.valenciawater.com/images/ContentImages/2014_Water_Quality_Report.pdf

ESTE AVISO CONTIENE INSTRUCCIONES PARA QUE USTED PUEDA OBTENER INFORMACION IMPORTANTE ACERCA DE SU AGUA POTABLE. TRADUZCALO O HABLE CON ALGUIEN QUE SE LO PUEDA EXPLICAR.

El Reporte de Confianza del Consumidor, o CCR, es un reporte anual de la calidad del agua que el Safe Drinking Water Act (SDWA) le requiere al Valencia Water Company (VWC) para proveérselo a usted. El propósito del CCR es de darle más conocimiento a los clientes de la calidad del agua potable, de donde proviene el agua potable, lo que se necesita para llevar agua a sus hogares, y la importancia de la protección de las fuentes de agua potable.

En los últimos años, VWC ha enviado por correo a sus clientes una copia impresa de la CCR para cumplir con SDWA. El 21 de febrero del 2013, el Departamento de Salud Pública de California (California Department of Public Health) ha ampliado su interpretación de los SDWA para permitir la entrega electrónica de la CCR. Este es el segundo año del método de entrega electrónica. El método de entrega de manera electrónica permitirá reducir el consumo de papel, y minimizara los costos de impresión y envío. Para ver su reporte de Confianza del Consumidor del 2014 y para aprender más acerca de su agua potable, por favor visite el siguiente enlace URL:

www.valenciawater.com/images/ContentImages/2014_Water_Quality_Report.pdf

Si usted desea una copia en papel de la CCR del 2014 enviada por correo a su dirección postal o le gustaría hablar con alguien sobre el informe, por favor póngase en contacto con nuestra oficina al (661) 295-6579.



VALENCIA WATER COMPANY

24631 Avenue Rockefeller ▪ Valencia, CA 91355

Phone (661) 295-6579 ▪ Fax (661) 294-3806 ▪ www.valenciawater.com

ULAT SA KALIDAD NG TUBIG

www.valenciawater.com/images/ContentImages/2014_Water_Quality_Report.pdf

NAGLALAMAN ANG ABISONG ITO NG MGA TAGUBILIN PARA MAKAKUHA KA NG MAHALAGANG IMPORMASYON TUNGKOL SA IYONG INUMING TUBIG. ISALIN ITO, O MAKIPAG-USAP SA ISANG TAONG NAKAIINTINDI NITO.

Ang Ulat sa Kumpiyansa ng Konsumer (Consumer Confidence Report [CCR]) ay ang taunang ulat sa kalidad ng tubig na iniaatas ng Batas sa Ligtas na Inuming Tubig (Safe Drinking Water Act [SDWA]) na ibigay sa iyo ng Valencia Water Company (VWC). Ang layunin ng CCR ay ang itaas ang kamalayan ng mga mamimili sa kalidad ng kanilang inuming tubig, kung saan nanggagaling ang kanilang inuming tubig, kung ano ang kailangan upang maghatid ng tubig sa kanilang mga tahanan, at sa kahalagahan ng pagprotekta sa mga pinagkukunan ng inuming tubig.

Kamakailan, nagpadala ang VWC sa mga mamimili nito ng nakalimbag na sipi ng CCR upang sumunod sa SDWA. Noong Pebrero 21, 2013, pinalawak ng Kagawaran ng Pamublikong Kalusugan ng California ang interpretasyon nito ng SDWA upang tulutan ang elektronikong paghahatid ng CCR. Ito ang pangalawang taon ng paghahatid sa paraang elektroniko. Magbibigay-daan ang paghahatid sa paraang elektroniko na mabawasan ng VWC ang pagkonsumo ng papel at mga potensyal na gastos sa pagpapalimbag at pagpapadala sa koreo. Upang tingnan ang iyong 2014 Ulat sa Kumpiyansa ng Konsumer at upang matuto nang higit pa tungkol sa iyong inuming tubig, mangyaring bisitahin ang sumusunod na URL:

www.valenciawater.com/images/ContentImages/2014_Water_Quality_Report.pdf

Kung gusto mo ng siping papel ng 2014 CCR na ipinadala sa iyo o kung gusto mong makipag-usap sa isang tao tungkol sa ulat, mangyaring tumawag sa aming opisina sa (661) 295-6579.

□□□ 품질 보고서

www.valenciawater.com/images/ContentImages/2014_Water_Quality_Report.pdf

이 지침은 당신이 수돗물에 관한 중요한 정보를 얻기 위한 설명을 포함합니다. 누군가가 이 것을 이해할 수 있도록 번역이나 이야기하시길 바랍니다.

수돗물품질보고서 (CCR)는 안전음용수법(SDWA)가 발레시아 수돗물 공급사 (VWC)에게 요청하여 주민들에게 제공하는 연간 수돗물품질보고서입니다. CCR의 목적은 소비자가 마시는 수돗물의 품질, 수돗물의 상수원, 가정에 물을 배달하는 것이 원지에 대해서, 그리고 수돗물 보호 중요성 등에 관한 소비자의 인식을 향상시키는 것으로 합니다.

최근의 몇 년동안, VWC는 소비자들이 SDWA를 준수하도록 CCR의 사본을 그들에게 우편으로 발송해왔습니다. 캘리포니아 주 공중 보건부는 2013.21.02에 SDWA의 해석을 확정하여 CCR의 전자문서송부가 가능하도록 허락합니다. 이러한 전자문서로 전달 방식은 2년이 진행하게 되어 있습니다. WWC는 전자문서로 전달 방식을 통하여 종이의 소비량을 감소시키고 잠재적인 인쇄 및 전자메일의 비용을 최소화하는 것을 허용할 것입니다. 2014년 수돗물품질보고서를 보시거나 수돗물에 관한 지식을 받고 싶시면 하기의 URL을 참고로 하시길 바랍니다:

www.valenciawater.com/images/ContentImages/2014_Water_Quality_Report.pdf

당신은 2014년 CCR의 사본을 받고 싶거나 이 보고서에 대해서를 누군가와 이야기하고 싶으면 (661) 295-6579 사무실로 전화주시길 바랍니다



VALENCIA WATER COMPANY

24631 Avenue Rockefeller • Valencia, CA 91355

Phone (661) 295-6579 • Fax (661) 294-3806 • www.valenciawater.com

水質報告書

www.valenciawater.com/images/ContentImages/2014_Water_Quality_Report.pdf

此通知的提出是讓客戶掌握自來水有關重要消息的說明。此報告書用於對水質關心的人。

消費者信心報告(CCR)是安全飲用水法案(SDWA)要求Valencia自來水公司(VWC)於每年提供給消費者之水質報告書。CCR的目的是讓客戶認識，對於水的質量，來源以及供水到各家庭的工具以及保護水源的重要性。

近年來，為了遵守SDWA的規定VWC已把CCR複印本寄到客戶(用水者)的電子郵箱。2014年02月21日California公共衛生所已擴大安全自來水法(SDWA)的解釋，允許用電子方法傳送消費者信心報告(CCR)。今年是用電子方法傳送的第二年。這方法使Valencia自來水公司(VWC)可減少用紙和列印的費用。為了了解2014年消費者信心報告書的內容和更加了解自來水的質量，請登入以下的URL網站：

www.valenciawater.com/images/ContentImages/2014_Water_Quality_Report.pdf

若您需要2014年復印本的消費者信心報告書(CCR)或者想詳細了解此報告書內容者，請跟我們聯絡，聯絡電話：**(661) 295-6579**。

Saba Saeed

From: Wade Cabitac [wcabitac@yahoo.com]
Sent: Friday, August 15, 2014 1:06 PM
To: Saba Saeed
Subject: Re: Valencia Water Company: 2014 WATER QUALITY REPORT NOTIFICATION

From: Customer Service
Sent: Wednesday, June 18, 2014 5:36 PM
To: Customer Service
Subject: Valencia Water Company: 2014 WATER QUALITY REPORT NOTIFICATION

WATER QUALITY REPORT

www.valenciawater.com/images/ContentImages/2014_Water_Quality_Report.pdf<http://www.valenciawater.com/images/ContentImages/2014_Water_Quality_Report.pdf>

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www.valenciawater.com/images/ContentImages/2014_Water_Quality_Report.pdf<http://www.valenciawater.com/images/ContentImages/2014_Water_Quality_Report.pdf>

Si usted desea una copia en papel de la CCR del 2014 enviada por correo a su dirección postal o le gustaría hablar con alguien sobre el informe, por favor póngase en contacto con nuestra oficina al (661) 295-6579.

ULAT SA KALIDAD NG TUBIG

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수돗물 품질 보고서

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水質報告書

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(VWC)於每年提供給消費者之水質報告書。CCR的目的是讓客戶認識，對於水的質量，來源以及供水到各家庭的工具以及保護水源的重要性。

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電子郵箱。2014年02月21日California公共衛生所已擴大安全自來水法(SDWA)的解釋，允許用電子方法傳送消費者信心報告(CCR)。今年是用電子方法傳送的第二年。這方法使Valencia自來水公司

(VWC)可減少用紙和列印的費用。為了了解2014年消費者信心報告書的內容和更加了解自來水的質量，請登入以下的URL網站：

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若您需要2014年復印本的消費者信心報告書(CCR)或者想詳細了解此報告書內容者，請跟我們聯絡，聯絡電話：(661) 295-6579.



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www.HelmVisionGroup.com

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Weather
Santa Clarita CA



Sunny
81°F

Calendar



Today in
S.C.V. History

August 15 1849 - Eight-pound gold nugget found in San Feliciano Canyon (Val Verde/Piru area) [story]

Water Suppliers Release 2014 Quality Report
SCVNews.com | Wednesday, Jun 18, 2014 8:59 am



Castaic Lake Water Agency, CLWA's Santa Clarita Water Division, Los Angeles County Waterworks District 36, Newhall County Water District and the Valencia Water Company continuously work to ensure you and your neighbors have a reliable and high quality water supply at a reasonable price.

The California Department of Public Health requires water agencies to provide all customers an annual report on the quality of drinking water and to show how it meets federal and state drinking water standards.

This 2014 Annual Water Quality Report describes in detail the quality of local water supplies in the Santa Clarita Valley during 2013. There is additional explanation of the requirements and test results in the Report. This year we are posting the report on our websites and mailing notices of its availability to customers in order to save our ratepayers money and still comply with current law.

To view the 2014 Annual Water Quality Report, [click here].

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REAL NAMES ONLY: All posters must use their real individual or business name. This applies equally to Twitter account holders who use a nickname.

2 Comments

1. msc545 says:
Wednesday, Jun 18, 2014 at 4:12 pm

Do you honestly believe that the sort of water that the Valencia Water Company delivers with the associated (and ridiculous) Hardness and Alkalinity values constitutes "high quality water"? this water, unless softened, ruins virtually every thing it touches, and you charge a lot more than it is worth. I am forced to spend substantial money each month to first soften my water so as not to ruin thousands of dollars of piping and appliances, and then filter it to remove the sodium to protect my health. This is not "quality" water.

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- Mandatory Water Restrictions Expected in SCV
- Candidates File For CLWA Governing Board Election
- Water Utilities Preparing to Impose Restrictions
- Lawn Dvng? Here's a Replacement Idea
- Newhall Water Wins 'Battle' with CLWA Over Rate Structure

LOCAL NEWS HEADLINES

> LOCAL NEWS ARCHIVE

Homicide Detectives Investigate

Suspicious Death in Valencia

Thursday, Aug 14, 2014 3:14 pm



Santa Clarita Valley Sheriff's Station deputies responded Thursday to a report of a man found with

his throat slashed in a warehouse bathroom at the Valencia Industrial Center around 11:25 a.m., officials said Thursday.

[FULL STORY...](#)

Voters to Decide on \$7.5 Billion State

Water Bond

Thursday, Aug 14, 2014 3:10 pm



If approved, the water bond would fund water storage projects, ecosystem and watershed projects, projects that clean up groundwater

contamination, water recycling and advanced water treatment technology, as well as projects to improve water quality or promote clean drinking water.

[FULL STORY...](#)

Gun Melt Transforms 4,600 Weapons to

Rebar

Thursday, Aug 14, 2014 3:05 pm

NEWS RELEASE
DATE: June 18, 2014
FOR IMMEDIATE RELEASE

CONTACTS:

Jeff Ford, Principal Water Resources Planner, CLWA 661/297-1600 ext. 297

**NOTICE FOR IMPORTANT INFORMATION ABOUT YOUR
DRINKING WATER QUALITY
FROM THE SANTA CLARITA VALLEY FAMILY OF WATER SUPPLIERS**

Castaic Lake Water Agency (CLWA), CLWA Santa Clarita Water Division, Los Angeles County Waterworks District #36, Newhall County Water District and the Valencia Water Company continuously work to ensure you and your neighbors have a reliable and high quality water supply at a reasonable price. The California Department of Public Health requires water agencies to provide all customers an annual report on the quality of drinking water and to show how it meets federal and state drinking water standards.

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To view the 2014 Annual Water Quality Report, go to any of the websites of the water suppliers noted above or access it at the Santa Clarita Valley Family of Water Suppliers website at:

<http://www.scvh2o.org/faq.html>

Or the CLWA website at:

http://clwa.org/docs/category_publications/water-quality

Paper copies of the 2014 Water Quality Report can be obtained by contacting your local water retailer identified in the report.

About the Castaic Lake Water Agency:

The Castaic Lake Water Agency (CLWA) is the Santa Clarita Valley's public water wholesaler. We provide about half of the Santa Clarita Valley's water from imported State Water Project supplies. CLWA operates three treatment plants, three pump stations, three storage facilities, and over 45 miles of transmission pipelines. Our service area is 195 square miles. Our mission is to provide reliable, quality water at a reasonable cost to the Santa Clarita Valley. www.clwa.org

About Los Angeles County Waterworks District #36:

Los Angeles County Waterworks Districts (LACWD) is a network of public water systems formed pursuant to Division 16, County Waterworks Districts of the California Water Code. LACWD currently provides retail water service to five County Waterworks Districts. District #36, Val Verde, serves a population of about 4,650 people through 1,350 connections in a portion of the Santa Clarita Valley. www.lacwaterworks.org

About Newhall County Water District:

Newhall County Water District, created in 1953, is one of four water purveyors in the Santa Clarita Valley and currently supplies a population of more than 44,000 with over 9,700 service connections. Governed by a five-member Board of Directors, elected at large by residents of the district, its 34-square mile service area includes four distinct geographical areas in the valley -- Pinetree, Newhall, Tesoro and Castaic. www.ncwd.org

About Santa Clarita Water Division:

Santa Clarita Water is a division of the Castaic Lake Water Agency (SCWD). SCWD is a water retailer that serves approximately 124,000 people with over 30,000 connections in portions of the City of Santa Clarita in the communities of Canyon Country, Newhall and Saugus and unincorporated portions of Los Angeles County. SCWD supplies water from local groundwater sources and CLWA imported water. www.scwater.org

About Valencia Water Company:

Valencia Water Company (Valencia) serves approximately 113,000 people with over 30,000 connections in the Santa Clarita Valley, including Valencia, Stevenson Ranch, and portions of Newhall, Saugus and Castaic. Valencia supplies its customers with high-quality water supplied from local wells and from imported supplies. The Valencia Water Company is a private corporation whose stock is owned by the Castaic Lake Water Agency. www.valenciawater.com



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