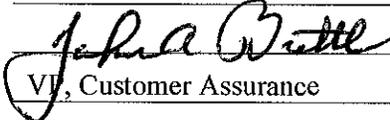


# Consumer Confidence Report Certification Form

Water System Name: Suburban Water Systems – San Jose Hills

Water System Number: 1910205

The water system named above hereby certifies that its Consumer Confidence Report was distributed on June 1, 2016 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 State Water Resources Control Board, Division of Drinking Water (DDW).

Certified by: Name: John Brettl  
Signature:   
Title: VP, Customer Assurance  
Phone Number: (626) 543-2643 Date: 9/21/2016

*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.swwc.com/suburban/ccr-sanjosehills-2015.pdf](http://www.swwc.com/suburban/ccr-sanjosehills-2015.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**)
  - 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.\_\_\_\_\_
- 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.swwc.com/suburban/ccr-sanjosehills-2015.pdf](http://www.swwc.com/suburban/ccr-sanjosehills-2015.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.\\_\\_\\_\\_\\_](http://www._____)
- 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 DDW 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.*

Suburban Water Systems included a notification of CCR electronic availability through an insert in its June billing cycle. The notification included the URL of each of Suburban's CCRs posted to its web site. Also, a return insert was included to be filled out for a customer to request a hardcopy version of the report. A hardcopy report was mailed to each customer returning the insert. Over 1,000 hardcopies were mailed.

*This form is provided as a convenience and may be used to meet the certification requirement of section 64483(c), California Code of Regulations.*

Q:\QA\CCR Report\CCR 2016\CCR Certifications\San Jose Hills SWB 2015 CCR Certification.doc

If you are unable to access the Internet or if you would like a paper copy of the report sent to you, please fill out the information below and include it with your bill payment in the enclosed envelope. You can also call our Quality Assurance Department at 626.543.2530 to request a copy.

Si no puede acceder al Internet o si desea una copia del reporte enviado a usted, por favor completar la información abajo e incluirlo con su pago en el sobre incluido . También puede llamar a nuestro Quality Assurance al 626.543.2530 para solicitar una copia.

## Please send me a paper copy of the water quality report for: Por favor, envíenme una copia del reporte de calidad del agua para:

Please place an X in the appropriate box:

Por favor ponga una "X" en la caja apropiada:

- |   |   |  |   |  |
|---|---|--|---|--|
| <input type="checkbox"/> System 1<br>Covina | <input type="checkbox"/> System 2<br>Glendora | <input type="checkbox"/> System 3<br>West Covina | <input type="checkbox"/> System 4<br>Whittier | <input type="checkbox"/> System 5<br>La Mirada |
|   |   | Walnut   | La Habra                                      | Fullerton                                      |
|   |   | Industry   |   | Buena Park                                     |
|   |   | La Puente  |   |  |
|   |   | Hacienda Heights                                 |   |  |

Name \_\_\_\_\_ Acct. No. \_\_\_\_\_

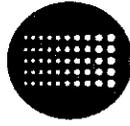
Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Telephone \_\_\_\_\_ Email \_\_\_\_\_



*Like Us on Facebook to get updates on  
Water Quality, Water Conservation,  
Credit Card Payments, and much MORE!  
[www.facebook.com/SuburbanWater](http://www.facebook.com/SuburbanWater)*



**Suburban  
Water Systems**  
A SouthWest Water Company

## Suburban Water Systems Annual Water Quality Report Available Online

Every year Suburban Water Systems provides a water quality report, called a Consumer Confidence Report, to its customers. This report outlines in detail how the water delivered to your home or business compares to federal and state drinking water standards. We are proud to report that again Suburban's water meets or exceeds all standards. The report will be available for viewing and download at the following internet web pages depending on the city you live in.

Todos los años Suburban Water Systems proporciona un reporte de calidad de agua, llamado Informe de Confianza al Consumidor, a sus clientes. Este reporte describe en detalle cómo el agua entregada a su hogar o negocio se compara con los estándares federales y estatales de agua potable. Estamos orgullosos de informar que de nuevo el agua de Suburban cumple o excede todos los estándares. El reporte estará disponible para ver y descargar en las siguientes páginas Web del Internet dependiendo en la ciudad donde vive .

System 1	System 2	System 3	System 4	System 5
Covina	Glendora	West Covina Walnut Industry La Puente Hacienda Heights	Whittier La Habra	La Mirada Fullerton Buena Park

System 1:  
[www.swwc.com/suburban/ccr-covinaknolls-2015.pdf](http://www.swwc.com/suburban/ccr-covinaknolls-2015.pdf)

System 2:  
[www.swwc.com/suburban/ccr-glendora-2015.pdf](http://www.swwc.com/suburban/ccr-glendora-2015.pdf)

System 3:  
[www.swwc.com/suburban/ccr-sanjosehills-2015.pdf](http://www.swwc.com/suburban/ccr-sanjosehills-2015.pdf)

System 4:  
[www.swwc.com/suburban/ccr-whittier-2015.pdf](http://www.swwc.com/suburban/ccr-whittier-2015.pdf)

System 5:  
[www.swwc.com/suburban/ccr-lamirada-2015.pdf](http://www.swwc.com/suburban/ccr-lamirada-2015.pdf)

*Thank you for being a customer of Suburban Water Systems!*



For more than 60 years, Suburban Water Systems (Suburban) has provided dependable, high-quality water that complies with federal and state health safety standards to thousands of families in the San Gabriel Valley and nearby areas. We are proud to report that 2015 was no exception.

### **Who We Serve**

Suburban provides drinking water to West Covina and portions of Walnut, Hacienda Heights, La Puente and City of Industry. Suburban serves approximately 170,000 people in our San Jose Hills System. In 2015, Suburban purchased 77 percent of its drinking water from the Metropolitan Water District of Southern California (MWDSC). Suburban utilized local groundwater for the remainder of its supply.

### **Suburban's Drinking Water Complies With All Health, Safety Regulations**

In order to ensure that tap water is safe to drink, the United States Environmental Protection Agency (USEPA) and the State Water Board (SWB) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. SWB regulations also establish limits for contaminants in bottled water, which must provide the same protection for public health. Last year, as in the past, Suburban's drinking water was in full compliance with all applicable county, state and federal drinking water regulations. Our system of pumps, reservoirs and distribution pipelines are all routinely inspected, monitored and maintained by professional state-certified water system operators to protect the quality of the water from source to tap.

### **Purpose Of This Report**

This annual water quality report demonstrates Suburban's compliance with SWB and USEPA regulations. It also provides important information to the public about where drinking water comes from, how drinking water is regulated, and what types of contaminants may be in the drinking water. You will find charts on the following page, which summarize the results of our comprehensive water quality testing program. Determine how the water quality in your area compares to government standards by finding the average values in the charts and comparing these values to the maximum contaminant level (MCL). Chemicals reported in the table were detected in the water by independent accredited laboratories during 2015 or from the most recent tests. Most, but not all, of these chemicals occur naturally in the water. Some of these chemicals, however, are the result of drinking water treatment processes, industrial contamination, and agricultural practices that occurred many decades ago. To help you understand what these test results mean, we have also included information about significant constituents, measurements, water quality definitions and advisories.

**Water Quality Goals** The water Suburban delivers to your home meets standards required by USEPA, SWB and California Public Utilities Commission (PUC). Often, Suburban goes beyond what is required to monitor for constituents that have known health risks. The company uses only independent, state-certified water quality laboratories for testing. **The charts in this report include two 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.
- **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.

**Water Quality Standards** The quality of drinking water in the United States is regulated by the USEPA. Two state agencies, the SWB and the PUC, supplement and enforce federal USEPA standards. Standards established by these agencies are used to set limits for substances that may affect health or aesthetic qualities of water. The water quality charts in this report cover the following 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.
- **Maximum Residual Disinfectant Level Goal (MRDLG):** The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
- **Primary Drinking Water Standard (PDWS):** MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, as well as 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.



*Continued from page 1*

**Contaminants That May Be In The 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 storm water 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 storm water runoff, and residential uses.
- **Organic chemical contaminants**, including synthetic and volatile organic chemicals that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, agricultural application and septic systems.
- **Radioactive contaminants** that can be naturally-occurring or be the result of oil and gas production and mining activities.
- **Lead**, if present in elevated levels, 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. Suburban 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 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 (800) 426-4791 or at [www.epa.gov/lead](http://www.epa.gov/lead).

**Are There Risks?** 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 (800) 426-4791.

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

### **Public Participation Opportunities**

We value your input, concerns and suggestions. Please contact Lauren James, Communications Manager, at (626) 543-2531 or email her at [LJames@swwc.com](mailto:LJames@swwc.com) to inquire about possible future public participation opportunities. Also, please feel free to contact Ken Reich, Quality Assurance Manager, at (626) 543-2575, if you have any questions about water quality. **In addition, a number of local water boards hold monthly meetings that are open to the public, including:**

- **Metropolitan Water District of Southern California**  
Second Tuesday of the month, (213) 217-6000
- **Main San Gabriel Basin Watermaster**  
First Wednesday of the month, (626) 815-1300
- **Upper San Gabriel Valley Municipal Water District**  
First and third Tuesday of the month, (626) 443-2297
- **Three Valleys Municipal Water District**  
First and third Wednesday of the month, (909) 621-5568.

### **Source Water And Quality Water Assessments**

Suburban provides drinking water for the San Jose Hills Service Area from its wells in the Main San Gabriel Groundwater Basin. In 2015, Suburban also distributed supplemental drinking water from the following sources: 1) treated groundwater from La Puente Valley County Water District (LPVCWD), Valley County Water District (VCWD) wells and Covina Irrigating Company (CIC) and 2) treated surface water from MWDSC AND cic. Suburban and the utilities providing supplemental water to Suburban have completed source water assessments in accordance with the federal Safe Drinking Water Act. The purpose of the source water assessment is to promote source water protection by identifying types of activities in the proximity of sources which could pose a threat to the water quality.





SUBURBAN WATER SYSTEMS SAN JOSE HILLS SERVICE AREA DRINKING WATER SOURCES TESTED IN 2015									
Company or Agency Source Percent of Total 2015 Usage			Treated Surface Water San Gabriel / Colorado 78%		Local Groundwater Main San Gabriel Basin 22%				
Chemical	MCL	PHG (MCLG)	Average	Range	Average	Range	MCL Violation?	Typical Source of Contaminant	
<b>Organic Chemicals</b>									
1,1-Dichloroethylene (ppb) DCE	6	10	ND	ND	1	ND - 3	No	Industrial Solvent Contamination	
Tetrachloroethylene (ppb) PCE	5	0.06	ND	ND	1	ND - 2	No	Industrial Solvent Contamination	
Trichloroethylene (ppb) TCE	5	1.7	ND	ND	2	ND - 3	No	Industrial Solvent Contamination	
<b>Radiologicals</b>									
Alpha Radiation (pCi/L)	15	0	<3	ND - 4	<3	ND - 3	No	Erosion of Natural Deposits	
Beta Radiation (pCi/L)	50	0	<4	ND - 6	NR	NR	No	Decay of Natural and Man-Made Deposits	
Uranium (pCi/L)	20	0.43	2	2 - 3	2	ND - 6	No	Erosion of Natural Deposits	
<b>Inorganic Chemicals</b>									
Aluminum (ppm)	1	0.6	0.2	ND - 1.7	<0.1	ND - 0.1	No	Treatment Residue, Natural Deposits	
Arsenic (ppb)	10	0.004	3	ND - 9	<2	ND - 4	No	Decay of Natural and Man-Made Deposits	
Barium (ppm)	1	2	<0.1	ND - 0.1	<0.1	ND - 0.2	No	Runoff or Leaching from Natural Deposits	
Chromium, hexavalent (ppb)	10	0.02	ND	ND	6	ND - 9.6	No	Erosion of Natural Deposits	
Chromium, total (ppb)	50	(100)	ND	ND	<10	ND - 11	No	Runoff or Leaching from Natural Deposits	
Fluoride (ppm) natural	2	1	n/a	n/a	0.4	0.2 - 0.4	No	Runoff or Leaching from Natural Deposits	
Fluoride (ppm) treatment	Control Range 0.7 - 1.3 ppm		0.6	0.3 - 1.0	NR	NR	No	Water Additive for Dental Health	
Nitrate (ppm as nitrogen)	10	10	ND	ND	4	1 - 8	No	Fertilizers, Septic Tanks	
Perchlorate (ppb)	6	1	ND	ND	<4	ND - 5	No	Industrial Contamination	
<b>Secondary Standards*</b>									
Aluminum (ppb)	200*	600	177	ND - ###	<50	ND - 58	No	Treatment Residue, Natural Deposits	
Chloride (ppm)	500*	n/a	56	10 - 102	25	15 - 43	No	Runoff or Leaching from Natural Deposits	
Color (color units)	15*	n/a	<1	ND - 1	ND	1	No	Naturally-Occurring Organic Substances	
Odor (TDN)	3*	n/a	2	1 - 2	1	1	No	Naturally-Occurring Organic Materials	
Specific Conductance (µmho)	1,800*	n/a	748	450 - ###	540	440 - 860	No	Ions in Water	
Sulfate (ppm)	500*	n/a	146	31 - 261	35	ND - 61	No	Runoff or Leaching from Natural Deposits	
Surfactants - MBAS (ppb)	500*	n/a	ND	ND	15	ND - 70	No	Component of Detergent/Foaming Agents	
Total Dissolved Solids (ppm)	1,000*	n/a	458	250 - 665	352	280 - 800	No	Runoff or Leaching from Natural Deposits	
<b>Unregulated Contaminants:</b>									
Alkalinity, total (ppm CaCO3)	Not Regulated	n/a	163	123 - 210	170	100 - 200	n/a	Runoff or Leaching from Natural Deposits	
Calcium (ppm)	Not Regulated	n/a	66	50 - 78	56	41 - 116	n/a	Runoff or Leaching from Natural Deposits	
Hardness, total (ppm CaCO3)	Not Regulated	n/a	248	190 - 304	168	140 - 390	n/a	Runoff or Leaching from Natural Deposits	
Hardness, total (grains/gal)	Not Regulated	n/a	14	11 - 18	10	8 - 23	n/a	Runoff or Leaching from Natural Deposits	
Magnesium (ppm)	Not Regulated	n/a	21	14 - 28	13	10 - 22	n/a	Runoff or Leaching from Natural Deposits	
N-Nitrosodimethylamine (ppt)	NL = 10	3	ND	ND	<2	ND - 5	n/a	Industrial Contamination	
pH (units)	Not Regulated	n/a	8.2	8.1 - 8.2	7.8	6.6 - 8.0	n/a	Acidity, Hydrogen Ions	
Potassium (ppm)	Not Regulated	n/a	4.8	4 - 5	2.7	2 - 5	n/a	Runoff or Leaching from Natural Deposits	
Sodium (ppm)	Not Regulated	n/a	60	17 - 102	32	22 - 43	n/a	Runoff or Leaching from Natural Deposits	

ppb = parts-per-billion; ppm = parts-per-million; ppt = parts-per-trillion; pCi/L = picoCuries per liter; ntu = nephelometric turbidity units; ND = not detected; n/a = not applicable; NR = not required to be tested; < = average is less than the detection limit for reporting purposes; MCL = Maximum Contaminant Level; (MCLG) = federal MCL Goal; PHG = California Public Health Goal.

µmho/cm = micromho per centimeter; NL = Notification Level; TT = Treatment Technique; \*Contaminant is regulated by a secondary standard to maintain aesthetic qualities.

Turbidity - Combined Filter Effluent	TT	Measurement	Violation?	Source	Importance of Removing Turbidity in Drinking Water
<b>Metropolitan Water District - Weymouth Plant</b>					Turbidity is a measure of the cloudiness of the water, an indication of particulate matter, some of which might include harmful microorganisms. Low turbidity in Metropolitan's treated water is a good indicator of effective filtration. Filtration is called a treatment technique (TT). A TT is a required process intended to reduce the level of contaminants in drinking water that are difficult and sometimes impossible to measure directly.
Highest single turbidity measurement	1 NTU	0.05 NTU	No	Soil Run-off	
Percentage of samples less than 0.3 NTU	95%	100%			
<b>Covina Irrigating Company - Temple Plant</b>					
Highest single turbidity measurement	1 NTU	0.09 NTU	No	Soil Run-off	
Percentage of sample less than 0.3 NTU	95%	100%			



<b>SUBURBAN WATER SYSTEMS-SAN JOSE DISTRIBUTION SYSTEM WATER QUALITY TESTED IN 2015</b>					
<b>Chemical</b>	<b>MCL (MRDL/MRDLG)</b>	<b>Average</b>	<b>Range</b>	<b>MCL Violation?</b>	<b>Typical Source Of Contaminant</b>
<b>Disinfection Byproducts</b>					
Total Trihalomethanes (ppb)	80	43	4 - 47	No	Byproducts of Disinfection
Haloacetic Acids (ppb)	60	15	ND - 16	No	Byproducts of Disinfection
Chlorine Residual (ppm)	(4 / 4)	1.4	0.1 - 3.3	No	Disinfectant for Treatment
<b>Aesthetic Quality</b>					
Color (color units)	15 <sup>*</sup>	<3	ND - 3	No	Erosion of Natural Deposits
Turbidity (ntu)	5 <sup>*</sup>	<0.1	ND - 2.5	No	Erosion of Natural Deposits
Odor (threshold odor number)	3 <sup>*</sup>	1	1	No	Erosion of Natural Deposits
Eight locations in the distribution system are tested quarterly for total trihalomethanes and haloacetic acids; thirteen location are tested weekly for color, odor and turbidity. MRDL = Maximum Residual Disinfectant Level; MRDLG = Maximum Residual Disinfectant Level Goal; ntu = nephelometric turbidity units; ND = not detected; NL = Notificaton Level, < = average is less than the detection limit for reporting; ppb = parts-per-billion; ppm = parts-per-million; MCL= Maximum Contaminant Level					
<b>Bacterial Quality</b>	<b>MCL (MCLG = 0)</b>	<b>Highest Percent Positive</b>	<b>MCL Violation?</b>	<b>Typical Source Of Contaminant</b>	
Total Coliform Bacteria	No more than 5% monthly positive samples	2%	No	Bacteria that occur naturally in soils and water	
<b>LEAD AND COPPER ACTION LEVELS AT RESIDENTIAL TAPS</b>					
<b>Metal</b>	<b>Action Level</b>	<b>Public Health Goal</b>	<b>90th Percentile Value</b>	<b>AL Violation?</b>	<b>Typical Source Of Contaminant</b>
Copper (ppm)	1.3	0.3	0.28	No	Corrosion of Household Plumbing
Lead (ppb)	15	0.2	<5	No	Corrosion of Household Plumbing
In the San Jose Hills service area, the most recent lead and copper at-the-tap samples were collected from residences in 2013. None of the 50 samples for lead and copper exceeded the respective Action Level (AL). A regulatory Action Level is the concentration of a contaminant which if exceeded triggers treatment or other requirements that a water system must follow.					