Consumer Confidence Report
Certification Form

(To be submitted with a copy of the CCR)

Water System Name: Golden State Water Company – Willowbrook

Water System Number: CA1910072

The water system named above hereby certifies that its Consumer Confidence Report was distributed by July 1, 2017 (*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 State Water Resources Control Board, Division of Drinking Water (DDW).

Certified by:
Name: Lisa Miller
Signature: Lisa Miller
Title: Water Quality Engineer
Phone Number: (562) 907-9200 x. 404 Date: 7/10/2017

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.gswater.com/WillowbrookCCR
- ☐ 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.gswater.com/WillowbrookCCR

☒ 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.gswater.com/WillowbrookCCR

☐ 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.

In our continuing efforts to better serve our customers, conserve resources, and reduce costs, Golden State Water Company chose to utilize electronic delivery of the annual Consumer Confidence Reports (CCRs) as allowed by the United States Environmental Protection Agency and the State Water Resources Control Board – Division of Drinking Water. Notices regarding the availability of the CCR were mailed to customers as a bill insert, and also emailed to all customers receiving electronic bills. These notices, printed and emailed in both English and Spanish, directed people to the URL for viewing the CCR online, and also gave them information on how to request a hard copy of the CCR.

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

Consumer Confidence Reports Available Now!

The Consumer Confidence Report, or CCR, is an annual water quality report that the Safe Drinking Water Act (SDWA) requires Golden State Water Company to provide to you. The purpose of the CCR is to raise customer awareness of the quality of your drinking water, where your drinking water comes from, what it takes to deliver water to your homes, and the importance of protecting drinking water sources. This report contains important information about the source and quality of your drinking water.

In recent years, Golden State Water Company 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. The electronic delivery method will allow Golden State Water Company to reduce the consumption of paper and minimize potential printing and mailing costs.

If you would like a paper copy of the 2017 CCR mailed to your address or would like to speak with someone about the report, please call 1-800-999-4033 or email waterquality@gswater.com.

You can view your 2017 Consumer Confidence Report and learn more about your drinking water by visiting our website. ***You can find a direct URL link in the message center on the back of your water bill.*** *You can also find the URL link for your system in the table on the reverse.*

El informe de Confianza del Consumidor o CCR, es un informe anual de la calidad de agua potable que el Decreto de Agua Potable Sana requiere que Golden State Water Company (GSWC, por sus siglas en ingles) le provee. El objetivo del CCR es aumentar la conciencia de los consumidores acerca de la calidad de su agua potable, de donde viene el agua potable, lo que se necesita para distribuir agua a su hogar, y la importancia de proteger fuentes de agua potable. Este informe contiene información importante acerca del origen y la calidad de su agua potable.

En los últimos años, GSWC ha enviado por correo una copia del CCR para cumplir con la regulación.

El 21 de febrero de 2013, el Departamento de Salud Pública de California ha ampliado su interpretación de la regulación para permitir la distribución electrónica del CCR. El método de entrega electrónica permitirá que GSWC reduzca el consumo de papel y gastos de envío y de imprenta.

Si desea una copia en papel del CCR del 2017 enviado por correo a su dirección o si desea hablar con alguien sobre el informe, llame al 1-800-999-4033 o por correo electrónico a waterquality@gswater.com.

2017 Consumer Confidence Report Direct URL Links

System Name	***Direct URL Link***
Apple Valley North Water System	www.gswater.com/AppleValleyNorthCCR
Apple Valley South Water System	www.gswater.com/AppleValleySouthCCR
Arden Water System	www.gswater.com/ArdenCCR
Artesia Water System	www.gswater.com/ArtesiaCCR
Barstow Water System	www.gswater.com/BarstowCCR
Baypoint Water System	www.gswater.com/BaypointCCR
Bell-Bell Gardens Water System	www.gswater.com/BellBellGardensCCR
Calipatria Water System	www.gswater.com/CalipatriaCCR
Claremont Water System	www.gswater.com/ClaremontCCR
Clearlake Water System	www.gswater.com/ClearlakeCCR
Cordova Water System	www.gswater.com/CordovaCCR
Cowan Heights Water System	www.gswater.com/CowanHeightsCCR
Culver City Water System	www.gswater.com/CulverCityCCR
Cypress Ridge Water System	www.gswater.com/CypressRidgeCCR
Desert View Water System	www.gswater.com/DesertViewCCR
Edna Road Water System	www.gswater.com/EdnaRoadCCR
Florence-Graham Water System	www.gswater.com/FlorenceGrahamCCR
Hollydale Water System	www.gswater.com/HollydaleCCR
Lake Marie Water System	www.gswater.com/LakeMarieCCR
Los Osos Water System	www.gswater.com/LosOsosCCR
Lucerne Water System	www.gswater.com/LucerneCCR
Morongo Del Norte Water System	www.gswater.com/MorongoDelNorteCCR
Morongo Del Sur Water System	www.gswater.com/MorongoDelSurCCR
Nipomo Water System	www.gswater.com/NipomoCCR
Norwalk Water System	www.gswater.com/NorwalkCCR
Ojai Water System	www.gswater.com/OjaiCCR
Orcutt Water System	www.gswater.com/OrcuttCCR
Placentia Water System	www.gswater.com/PlacentiaCCR
San Dimas Water System	www.gswater.com/SanDimasCCR
Simi Valley Water System	www.gswater.com/SimiValleyCCR
Sisquoc Water System	www.gswater.com/SisquocCCR
South Arcadia Water System	www.gswater.com/SouthArcadiaCCR
South San Gabriel Water System	www.gswater.com/SouthSanGabrielCCR
Southwest Water System	www.gswater.com/SouthwestCCR
Tanglewood Water System	www.gswater.com/TanglewoodCCR
West Orange County Water System	www.gswater.com/WestOrangeCountyCCR
Willowbrook Water System	www.gswater.com/WillowbrookCCR
Wrightwood Water System	www.gswater.com/WrightwoodCCR
Yorba Linda Water System	www.gswater.com/YorbaLindaCCR

Golden State Water Company
A Subsidiary of American States Water Company

SERVICE FOR
[redacted]
Los Angeles CA 90059-2618

ACCOUNT NUMBER
[redacted]

BILL DATE
May 02, 2017

DUE DATE
May 23, 2017

AMOUNT DUE
$258.48

Customer Service - 24 Hours: (800) 999-4033 www.gswater.com
Hearing Impaired TTY: (877) 933-9533
Preguntas? Llame al Centro de Servicio al Consumidor al **(800) 999-4033**

The CPUC approved GSWC's General Rate Case. New rates are effective April 20. Learn more at gswater.com/grc.

Visit **gswater.com** to enroll for service updates via **e-newsletter**.
Your local Office: 7105 D Eastern Ave Bell Gardens, CA 90201

Account Summary

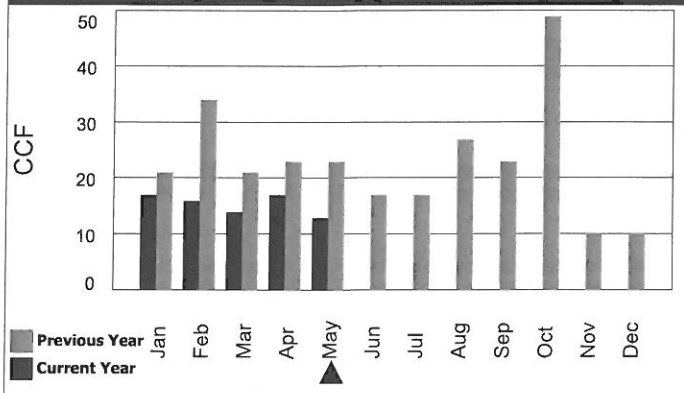
Previous Balance		$137.51
Payments		$0.00
Total Prior Balance	Due On May 12, 2017	$137.51
Current Charges	Due On May 23, 2017	$120.97
Total Amount Due		$258.48

Current Activity
Rate Schedule ME-1-NR (ME1NRM)

Service Charge	**1" meter**	
Service Charge 16 Days		$32.33
Service Charge 12 Days		$23.53
Water Usage		
Water Usage - 7.42 CCF at $3.86		$28.67
Water Usage - 5.57 CCF at $3.828		$21.33
Surcharges, Fees, & Credits		
CARW Prog Adm Surcharge - 7.42 CCF at $0.156		$1.16
CARW Prog Adm Surcharge - 5.57 CCF at $0.25		$1.39
WRAM/MCBA Surcharge/credit		$11.85
Other Surcharges/credits		-$1.01
CPUC Fee - 1.44% of $119.25		$1.72
Total New Charges		**$120.97**

Your opinion is very important to us. Please rate our job performance by calling 1-888 933 8648. Enter code 206 when prompted.

Average Usage History (One CCF = 748 gallons)



The graph displays approximated monthly usage and is not exact for customers billed bi-monthly. The average monthly usage is 20.71 CCF.

Read and Usage Information

Meter	Service Period		Days	Previous Reading	Current Reading	CCF Usage
MM7894018	Apr 03	May 01	28	1378	1391	13

Your next scheduled meter read date is approximately June 1, 2017

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.

Golden State Water Company
A Subsidiary of American States Water Company

PO BOX 9016
SAN DIMAS CA 91773-9016

EBILL

If you have changed your address or are moving, please call (800) 999-4033 or fill out form on back.

ACCOUNT NUMBER: [redacted]

Total Prior Balance Due On May 12, 2017	$137.51	**Amount Enclosed**
Current Charges Due On May 23, 2017	$120.97	
Total Amount Due	$258.48	

[redacted]
Los Angeles, CA 90059-2618

GOLDEN STATE WATER COMPANY
PO BOX 9016
SAN DIMAS CA 91773-9016

00150843300000000258480

Message Center

To view your 2017 Consumer Confidence Report and learn more about your drinking water, please visit: www.gswater.com/WillowbrookCCR
Local water-use and outdoor irrigation restrictions have been lifted. See below or visit gswater.com for more information.

For more information on the 2016 WRAM/MCBA surcharge, please see below or visit gswater.com
Your bill includes a one-time surcredit for the ITRRI-MA, per the Settlement Agreement in Decision 16-12-067.

PAYMENT OPTIONS

For a listing of payment options, authorized locations, and application forms go to www.gswater.com/payment-options.

Auto Pay (Electronic Funds Transfer): Complete an application to have your bill paid automatically from a checking or savings account when due.

Online: Receive bills online and pay them electronically by using the Checkfree service. Call (800) 564-9184 with any questions.

Phone: Use KUBRA EZ-PAY at (844) 706-7690. KUBRA EZ-PAY accepts ATM, Visa, MasterCard, Discover or electronic check. A service fee applies.

Mail: Send bill stub and payment in enclosed envelope.

In Person: Visit www.gswater.com/payment-options to find a KUBRA EZ-PAY agent near you (service fee applies), or go to your local Golden State Water Office.

Unpaid Bill: Your service may be discontinued. A cash deposit and reconnection charge may be required to re-establish credit and service.

DISPUTING YOUR BILL

This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of mailing.

Should the amount of this bill be questioned, an explanation should be requested from the utility within five (5) days. If an explanation satisfactory to the customer is not made by the utility and the bill is still questioned, the customer may deposit with the California Public Utilities Commission the amount of the bill to avoid discontinuance of service. Make remittance payable to "California Public Utilities Commission" and attach the bill and a statement setting forth the basis for the dispute of the amount of the bill. Mail to: Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, California 94102; or call toll-free (800) 649-7570; or visit online at www.cpuc.ca.gov. The Commission will review the basis of the billed amount and disburse the deposit in accordance with its findings.

The Commission will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications, and sources of fuel or power.

DROUGHT INFORMATION/RESTRICTIONS

On April 7, 2017, Governor Jerry Brown issued an executive order lifting the drought emergency for most of the state, while asking Californians to make conservation a way of life by continuing to use water responsibly. All restrictions, other than the state mandated prohibitions, have been lifted as of April 7, 2017. The State Water Board permanently prohibits the following wasteful practices:

- Hosing off sidewalks, driveways and other hardscapes.
- Washing a motor vehicle with a hose, unless the hose is fitted with a shut-off nozzle.
- Operating a fountain or decorative water feature, unless the water is part of a recirculating system.
- Watering outdoor landscapes in a manner that causes excess runoff, or within 48 hours following measurable precipitation.
- Irrigating with potable water of ornamental turf on public street medians.

Golden State Water thanks customers for their impressive conservation efforts, and encourages the entire community to continue using water wisely to help keep the state on the path to full drought recovery.

BILL TERMS AND OTHER USEFUL INFORMATION

WRAM/MCBA. The Water Revenue Adjustment Mechanism (WRAM) and Modified Cost Balancing Account (MCBA) are balancing mechanisms to ensure the revenue recovered from rates balances with CPUC-approved expenses to operate, maintain and improve the water system when water usage does not match the forecasted level and revenue either exceeds or falls short of the authorized amount. Approximately 76 percent of Golden State Water's expenses are "fixed costs" and do not change based on usage.

The WRAM ensures any under-collected revenue is recovered with a temporary surcharge, and revenue that exceeds the CPUC-authorized amount is returned to customers in the form of a temporary surcredit. The MCBA ensures any savings associated with lower water supply costs are credited to the customers, and any water supply costs that are lower than the CPUC authorized level are returned to the customer in the form of a surcredit. Vice Versa, any supply costs that exceed the CPUC-authorized levels are recovered in the form of a temporary surcharge.

The 2016 WRAM/MCBA surcharge is effective March 20, 2017, and includes any residual balance from the 2015 WRAM/MCBA.For additional information, please visit gswater.com.

PLEASE INDICATE ANY CHANGES

Name: _____

Address: _____

City: _____

State: _____ **Zip:** _____

Home Phone: _____

Work Phone: _____

Email: _____

Waterways

A Resource For The Communities We Serve

Golden State Water Company
A Subsidiary of American States Water Company

Home | Your Service Area |

Dear Valued Customer,

Golden State Water is pleased to announce that Customer Confidence Reports are available now!

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El 21 de febrero de 2013, La Junta Estatal de Control de Recursos de Agua ha ampliado su interpretación de la regulación para permitir la distribución electrónica del CCR. El método de

Si desea una copia en papel del CCR del 2017 enviado por correo a su dirección o si desea hablar con alguien sobre el informe, llame al 1-800-999-4033 o por correo electrónico a waterquality@gswater.com.

-Golden State Water Company

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CALIFORNIA BRIEFING

SEQUOIA NATIONAL PARK

Woman dies after falling into creek

A 26-year-old woman has died after falling into a creek in Sequoia National Park, authorities said Sunday.

The woman fell into Silliman Creek near the Twin Lakes Trail on Saturday evening and was swept downstream, according to the National Park Service.

The woman's identity has not been released.

Record high temperatures and rapidly melting snow in mountain areas are causing swift, cold and dangerous river conditions, park officials warned.

"River crossings fluctuate with temperature and time of day," U.S. Park Ranger Leah Tobin said in a statement. "Just because you are able to cross in the morning does not mean the same crossing will be at the same level when you come back in the afternoon."

Saturday's drowning was the third in the park this year.

On April 21, a 21-year-old Tulare woman died after she fell into the Kaweah River and was swept away. Eight days earlier, a woman drowned when she slipped and fell into the Tule River.

— Carlos Lozano

SAN FRANCISCO

Officers shoot man on bridge

Authorities say San Francisco's Bay Bridge was partly shut down for hours Sunday after officers responding to a vehicle crash shot and wounded a motorist who drove at them.

The California Highway Patrol says the collision was reported about 3:30 a.m.

CHP Officer Vu Williams said a Cadillac not involved in the crash suddenly drove toward the officers during their investigation.

Williams says the male driver ignored multiple commands to stop and officers opened fire. The man was struck at least once and was hospitalized in unknown condition. Two passengers in the car were unharmed and were being interviewed by investigators.

All eastbound lanes out of the city toward Oakland were closed for at least five hours, prompting motorists to get out of their cars, mingle in lanes and take photos.

— Associated Press

HUNTINGTON BEACH

Swarm of bees attacks woman

A swarm of bees attacked a woman at Harriett M. Wieder Regional Park in Huntington Beach on Saturday morning.

The Huntington Beach Fire Department received a call shortly after 9 a.m. and arrived to find bees "swarming all over" the woman, Capt. Robert Culhane said.

"They were really aggressive. As soon as we came on, they started coming after us," Culhane said. He suspected the insects were Africanized honeybees because of their size and aggression.

Firefighters tried to deter the bees with a water-foam mixture — the foam strips the bees of their ability to fly, Culhane said. When they were able to approach the victim, they found even more bees "meshed into the hair," he said.

The firefighter operating the hose was stung twice but did not need medical attention, Culhane said.

The woman is in her 40s and her condition was unknown, said Huntington Beach Fire Capt. Steve Teasdale.

— Sonali Kohli

Francine Orr Los Angeles Times

A FAST-MOVING brush fire near Castaic Lake grew to 800 acres and burned two outbuildings Sunday. In the evening, firefighters reported that the blaze was 20% contained. Crews battled four other fires that day.

Heat drives air pollution

[**Heat wave,** from B1]
said.

"Obviously, you need to stay hydrated with water — and I emphasize, water," she said. "Do not leave anybody, pets or anybody, in the car for even a short period of time."

The National Weather Service posted a heat advisory through Wednesday evening for the San Fernando and San Gabriel valleys, as well as the Santa Monica Mountains.

The agency issued an excessive heat warning through Wednesday for the Antelope Valley.

Highs in the Antelope Valley are expected to reach 108 to 112 degrees, while highs of 100 to 106 were forecast for coastal valleys of Los Angeles and Ventura counties. San Bernardino could see a high of 107 by midweek, while temperatures could top out at 122 degrees in the Coachella Valley, according to the National Weather Service.

Adding to the discomfort, the South Coast Air Quality Management District is predicting unhealthful air Monday across the Inland Empire and in the San Fernando and San Gabriel valleys.

"Heat does drive the formation of ozone, our primary summer pollutant," said Sam Atwood, a spokesman for the air district. "And the fact that [the heat wave] is longer means there are going to be many days in a row with potentially unhealthy, or very unhealthy, air quality."

Public health experts advise Southern Californians to drink plenty of liquids, avoid the outdoors if possible during the day's peak heat and check on elderly relatives or neighbors.

Seniors whose homes don't have air conditioning have been advised to go to shopping malls or a "cooling center" — typically libraries, senior centers or parks and recreation facilities — during the midday heat.

Despite the rising temperatures, health officials in Los Angeles County have opted so far not to extend the hours at any of their publicly run cooling centers. That's partly because temperatures have dropped during the evenings.

Dr. Jeffrey Gunzenhauser, interim health officer for the county's Department of Public Health, said his agency plans to keep a close eye on weather conditions in the Santa Clarita and Antelope valleys.

"If we do see that the humidity goes up, or high temperatures are persisting into the early evening, we may extend the hours," he said.

david.zahniser
@latimes.com

Christian K. Lee Los Angeles Times

THREE LAPD cadets are accused of stealing police cruisers and leading officers on two chases in the vehicles Wednesday night. Above, one of the cruisers is seen crashed near 77th and San Pedro streets last week.

LAPD to review cadet program

[**Cadets,** from B1]
youths ages 13 to 20 are enrolled in cadet programs. The programs operate at each of the LAPD's 21 geographic stations. Only programs at the 77th Street Division and Pacific Division are suspended, officials said.

According to police sources, the cadets involved in the vehicle thefts made themselves unauthorized police uniforms and had driven at least one of the stolen patrol cars more than 1,000 miles.

Investigators are trying to determine what the teens were doing with the vehicles as well as where they went. Police said one of the cars went missing in late May. Detectives want to figure out whether the vehicle was stolen once or was repeatedly taken and returned without detection, which would raise even greater concerns about how the LAPD tracks its cars.

Detectives are checking cameras that read license plates around the Los Angeles area to see if the cruisers might have been logged and want to know when and where the cars were gassed up, according to multiple police sources who spoke on condition of anonymity because they were not authorized to discuss details about the ongoing investigation.

> Captains in both divisions will meet with every cadet 'regarding the severity and seriousness of the recent incidents.'
>
> — LAPD statement

Beck asked anyone living in Central and South Los Angeles or Inglewood who might have information to contact police.

The cadets were able to steal the cruisers in part because one of them used a sergeant's identity to check out vehicles using a computer, the chief said.

In a statement Sunday, the department said it will inspect all cadet work areas for sensitive materials and unauthorized computer access. The LAPD has already begun a physical inventory of vehicles and equipment after the episode revealed lax oversight at the stations.

Sources told The Times that investigators also plan to examine the recovered stun guns. Data can be downloaded from the Tasers to show whether the devices were fired and if so, for how long. LAPD officials often look at such data when evaluating whether officers were justified in using force against someone.

Police, the sources said, already know the teens made several stops for gas, including at least one visit to a pump at City Hall East.

The department became aware that two LAPD cruisers had gone missing around 5 p.m. Wednesday, resulting in an investigation that Beck said "almost immediately" focused on a 16-year-old female cadet assigned to the 77th Street Division after officials found video of the teen fueling the car at a city gas pump. About 9:30 p.m., two stolen cruisers were spotted near the 77th Street station.

A chase began after the drivers ignored officers' commands to pull over, Beck said. The cars separated, resulting in two chases that both ended in wrecks.

One cadet taken into custody was wearing a spare bulletproof vest used for training, the chief said. The third stolen cruiser was quickly located near the 77th Street station, Beck said.

The department said Beck plans to address all cadets during a formal inspection in coming days.

richard.winton
@latimes.com

Paid Advertisement
Interested parties who would like to view or print a copy of
Golden State Water Company's
2017 Water Quality Report (Consumer Confidence Report) for the Year 2016 can access the report on the web at:
www.gswater.com/annual-water-quality-reports.
LAA5019580-1

OBITUARY NOTICES

Place a paid Notice: latimes.com/placeobituary
Search obituary notice archives: legacy.com/obituaries/latimes

MODUGNO, Bonnie Yvonne

January 10, 1957 - May 19, 2017

Bonnie Yvonne Modugno, 60, passed away peacefully at home on May 19, 2017 from ovarian cancer. She is survived by her husband, Frank Nemiroff, and her son, Noah Nemiroff. In addition, Bonnie is also survived by her mother, Betty Modugno and her sisters, Colleen Pinoski, Theresa Modugno, Sharon Bothwell, Michelle Modugno, and Jennifer Ketelaar.

Bonnie was at the leading edge of a number of nutrition-related issues and brought public awareness to them through her public speaking, writing articles in professional journals, and her blog.

Bonnie was particularly connected with the Spectrum Program at New Roads School, in which her son, Noah thrived during his middle school and high school years. In lieu of flowers, donations may be made in the Bonnie's name to New Roads School at 3131 Olympic Blvd., Santa Monica, CA 90404 or online at www.newroads.org.

No formal memorial service will be held, however a lively celebration of Bonnie's life is being planned for the near future. Details will be communicated when available.

To place an obituary ad please go online to:
latimes.com/placeobituary
or call
1-800-234-4444
Los Angeles Times

VERNON, Suzanne Smith Exley

July 24, 1931 - June 13, 2017

To our beloved Mom,

It is with heavy hearts that we say goodbye, but your spirit will live on in us. Your wisdom, compassion, strength, and positive perspective will continue to guide us.

Over ten years ago, you self-diagnosed the early stages of Alzheimer's disease. Throughout the long progression, you maintained your kind disposition and always had a smile.

The elegant example you set will continue to inspire. You showed us unconditional love, gave us non-judgmental advice, and encouraged us to live our dreams. You passed on to us your love of family traditions, entertaining, flower arranging, and travel. We will always remember your fun-loving spirit.

Friends and family were the foundation of your life. You had a wide circle of cherished friends: from your childhood friends from Glendale and Hoover High, to the many friends you made at USC as a member of Delta Gamma, to the many friends made while working at Coldwell Banker in Newport Beach.

You were fortunate enough to have had two important men in your life. The first was your college sweetheart and our father, Landon Exley, to whom you were married for 23 years and raised your family.

In 1986, you were blessed to wed the love of your life, Richard "Dick" Vernon. For over 30 years, your union was one of joy and devotion. We are so thankful to Dick for providing you with such incredible love, care, and support. We know you two are soul mates and will always be together.

Your deep commitment and love for your family was unwavering. You passed these values on to us, as we became mothers to your nine grandchildren: Blake Thompson, Ali Thompson, Landon Thompson, Henry Pyle, Mary Lynn Pyle, Annie Pyle, Willie Pyle, Bruce Bearer III, and Matt Bearer. They loved their Grandma and always knew how proud you were of them. You also loved and embraced Dick's four children, eight grandchildren and five great-grandchildren.

We are forever grateful for the special caregivers, nurses, and hospice that took such loving care of you the past few years.

Every day we had with you as our mother was truly a blessing.

Jan Thompson (John), Lynn Pyle, and Diane Bearer (Bruce)

Susie's life will be celebrated with family and friends. In lieu of flowers, donations may be made to the Alzheimer's Association in her memory. www.alz.org/donate 800-272-3900

ZUKERBERG, Hannah

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CAMPUS CONVERSATIONS

She speaks for Cal State students

Future president of university association argues for child care, mental health options.

ROSANNA XIA

CHRISTOPHER WOOLETT California State Student Assn.

MAGGIE WHITE, a Cal State student pursuing her master's in public administration, speaks as the incoming president of the California State Student Assn.

For two years, Maggie White has been delivering impassioned speeches as a student appointee on California State University's board of trustees.

She's traveled 300 miles each way to board meetings in Long Beach. She's trekked across the state to meet with fellow students on each of the system's 23 campuses. She's done this while also working toward a master's degree in public administration at Cal State Stanislaus and interning 20 hours a week in the public works department of the rural city of Patterson. All while driving at least a couple of hours each day because she lives at home with her parents.

White grew up in Modesto, about 30 minutes from Patterson. Both of her parents are teachers — her father took it up after years of firefighting. In her hometown, going to a four-year college wasn't a sure thing for many. She worked at a frozen yogurt shop and took classes at Modesto Junior College before applying to Cal State Stanislaus, her parents' alma mater. She got her bachelor's degree in communication studies in 2016 and hopes to earn her master's in 2018.

White's no relation, by the way, to Cal State Chancellor Timothy P. White, though the two occasionally messed up the roll call by answering for each other at board meetings.

In July, she takes over as the newly elected president of the California State Student Assn., the official group representing the university system's entire student body.

She took a moment to talk about the students she serves and the challenges facing the largest public university system in the country.

How do you get to know almost 480,000 students and their concerns, at campuses as different as Bakersfield, Chico and San Francisco?

That was the question I had going into this.... How could any one person, especially one person like me, possibly represent all these students? I decided I was going to have to spend as much time as I possibly could visiting the campuses, meeting with students who were different from me.... I think the most important part of my job is knowing that I'm not speaking for myself when I'm in that boardroom — I'm speaking for the 479,999 students who aren't me.... I've learned a lot going to the big cities, San Francisco, L.A., where rent is so high. I don't know how these students do it.... The first thing that comes up is always money.... If you look at the numbers comparing California State University to other comparable universities in the country, we actually have lower tuition. But the cost of living in California is so much higher. So I think we're going to have to see some sort of state support or some kind of support for housing, especially in metropolitan areas.

When I applied to be a trustee ... I had no idea what anyone was talking about. It was all sorts of jargon, this initiative and that proposal, and I was like, 'What does that even mean?' ... And so I came into this thinking, if I do nothing else, maybe I can break down some of this and speak it in plain English to students and just be on their level, because I'm there with them.

You've tackled a number of issues — tuition hikes, homeless students, four-year graduation rates hovering at 20%. What other issues would you like to see addressed?

The first thing that comes to mind is mental health resources. We were just talking about doing some sort of study ... of how many mental health care providers there are across the system. We know that several campuses have hired a lot, some have hired less, and I'm hearing concerns from students. It takes three or four weeks, I've heard six weeks, to get an appointment with a counselor. Can you believe that? When you have a mental health crisis, and you finally get the guts or the initiative or the time to go on campus, go to your psychological services center and say, "I need an appointment with a mental health counselor," and they say, "OK, come back in a month" — if it's not "Come back tomorrow" or "Come back in an hour," that's not good enough. If someone was standing in front of you with a broken arm, you wouldn't say: "Come back in a month and we'll try to see you."

What's it like sitting in the chambers, surrounded by legislators, the chancellor and university presidents?

Jorge Reyes Salinas [the other student trustee] and I say this to each other before meetings: "Speak up even if your voice shakes." With the tuition issue this year, it was not easy or fun to talk about. It wasn't fun or easy for anyone on that board to talk about.... You've got a really intense crowd, and they have the right to be intense and I'm glad they're there being intense, but it is really difficult to sit there and sometimes say the thing that needs to be said, knowing that it's not what people want to hear. That doesn't mean you don't say it. It just means that your voice shakes as you say it.

> 'We talk a lot about students working two or three jobs, and that's important. But what about the person that works 40-plus hours a week, has a family but wants to get that bachelor's or master's degree?'
>
> — MAGGIE WHITE, California State Student Assn.

What are some issues at Cal State that people might not know about?

I think about my dad a lot.... He'd gone to a couple junior colleges. Working three jobs and going to school, he literally would work nights as a security guard at a construction place, then go work somewhere else during the day, and then he would go to class in the evenings. He didn't finish his degree and went on to become a firefighter and did everything that he needed to do that. He'd been a firefighter for a few years, married my mom, had my older brother and realized that eventually he wanted to be a captain. Well, it's extremely competitive.... So even though he was a good firefighter, he was told you've got to get a bachelor's degree if you want to be competitive. And so my dad went back, he's doing shift trades to be able to go to his classes in the afternoon.... And my dad would go literally study all night at Kinko's so that he wouldn't keep my mom and the baby up in their little house. So when he got that bachelor's degree — I think he was either 30 or 31 — he was the youngest fire captain in the history of our city.... We don't talk a lot about students who are parents, students who are married, students who are working full time. We talk a lot about students working two or three jobs, and that's important. But what about the person that works 40-plus hours a week, has a family but wants to get that bachelor's or master's degree? ... We need to make sure there are enough child care options. I'd really like to see more classes on Fridays and Saturdays, perhaps more online options.... We still cater so much to this 18-, 22-year-old model, but is that really our students?

What do you see yourself doing after graduation?

Because of this position, I'm now so interested in higher-ed advocacy and leadership.... Hopefully I'll be making schools better so that girls like me and guys not like me and anyone else similar, not similar to me, has that opportunity to make their life better. Because getting an education is the No. 1 thing that you can do to take control of your own fate, your own destiny, and not let life just happen to you."

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SCIENCE FILE

Heart attack help could come from above

Drones, not ambulances, could soon deliver relief to cardiac arrest victims.

KAREN KAPLAN

Swedish researchers' models suggested that a drone carrying a defibrillator could arrive faster than an ambulance 93% of the time, saving victims of cardiac arrest precious minutes.

ANDREAS CLAESSON

THIS medical drone can deliver an automated external defibrillator to a patient who has suffered sudden cardiac arrest. In tests, the drone arrived a median of more than 16 minutes faster than an ambulance had.

The best medicine for a person going into sudden cardiac arrest is an electric shock. That jolt temporarily stops the heart's rapid or erratic beat. When the heart starts itself up again, it can revert to its normal rhythm and resume pumping blood to the brain and the rest of the body.

The sooner this happens, the better. When a patient is shocked within one minute of collapse, the chance of survival is nearly 90%. But if it takes 10 minutes to administer a shock, the odds of survival fall below 5%.

If a victim is lucky, he or she will collapse in a mall, airport, school or other public venue that's outfitted with an automated external defibrillator, or AED. These user-friendly machines can assess the cause of cardiac arrest, determine whether a shock is appropriate and deliver it if necessary.

But if a victim is unlucky, he or she will have to wait for an AED to come. Usually, this means calling for an ambulance. But in the not-too-distant future, the ambulance could be replaced by a flying drone.

If that sounds ridiculously futuristic, head over to the Karolinska Institute in Stockholm. That's where a team of doctors and nurses built a bright yellow drone capable of delivering an AED to a patient in need.

The drone in question weighs about 12.5 pounds and uses eight rotors to achieve speeds of up to 47 mph.

Once a pilot programs its route and destination, the drone uses a GPS system, autopilot software and a high-definition camera to get there.

Fluorescent paint and LED lights help make it easy for people to find.

Members of the research team had previously used geographic information system data to determine whether there would be any advantage to putting AEDs on drones.

Their models suggested that a drone would arrive faster than an ambulance 93% of the time, saving patients an average of 19 minutes.

Now they've gone a step further and dispatched an actual drone from a fire station about 45 minutes north of Stockholm to 18 locations where people suffered actual cardiac arrests away from a hospital between 2006 and 2014. The times for the test flights were compared with the ambulance times recorded in the Swedish Registry for Cardiopulmonary Resuscitation.

As predicted, the drones beat the ambulances handily, according to a report Tuesday in the Journal of the American Medical Assn. In all 18 cases, the drone arrived more quickly than the ambulance.

The time it took to get the drone dispatched, launched and to the site of a cardiac arrest ranged from a low of 1 minute, 15 seconds to a high of 11 minutes, 51 seconds. Ambulances had taken between 5 minutes and 38 minutes to respond to calls at the same locations.

For the drones, the median time from dispatch to arrival was 5 minutes, 21 seconds. For ambulances, it was 22 minutes. Thus, the median amount of time saved by drones was 16 minutes, 39 seconds.

"Saving 16 minutes is likely to be clinically important," the study's authors wrote.

To be fair, the drones may have had an exaggerated advantage, given that all test flights occurred on days with good weather. Also, road conditions may have improved since the ambulances made their runs, sometimes more than a decade ago. If so, the advantage of the drones might not be as great as it initially appears.

Still, the results are good enough for researchers to continue with further flight tests and to see if it would be feasible for drones to be included in the emergency medical services system, the study's authors wrote.

The American Heart Assn. estimates that in 2016, more than 350,000 people in the U.S. went into cardiac arrest away from a hospital; only 12% of them survived long enough to be treated in a hospital and released. With so much room for improvement, drones have the potential to make a real difference.

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