



June 1, 2015

Katherine Nutting, Southwest General Manager for Golden State Water Company, issued the following update regarding water quality in Gardena:

Golden State Water Company takes water quality seriously and has been working diligently to ensure that the water provided to Gardena customers meets expectations.

Golden State Water continues to take aggressive steps to improve the clarity and odor of water provided to our customers in Gardena, and our reports indicate that those efforts are working. We implemented a unidirectional flushing (UDF) maintenance program which cleaned a majority of the underground pipes and significantly improved local water quality; however, there are some customers still experiencing remnant discoloration and odor issues. We recently started a second UDF cycle and additional maintenance programs are also being planned to address these pockets of the community.

Golden State Water will continue to address the temporary discoloration and odor issues until all water quality concerns have been fully resolved. We are attempting to directly communicate with all customers who have reported concerns about the clarity and odor of our water to address any questions or comments and discuss reimbursement for expenses incurred due to water quality issues.

We encourage customers who have experienced water quality issues to call our 24-hour Customer Service Center at (800) 999-4033 or e-mail us at drinkingwater@gswater.com to schedule an appointment to speak with a Golden State Water representative. Once again, we want to ensure all concerns are completely addressed and confirm that the water being provided meets expectations.

Golden State Water wants our customers to know that we care deeply and are committed to providing reliable, quality water service to the Gardena community. We have made great progress and believe that continued collaboration without unnecessary distractions is the best approach.

We continue to encourage customers to contact our 24-hour Customer Service Center at (800) 999-4033 if they experience any new water quality issues, so we can investigate and address any problems immediately. We investigate and follow-up with customers on every report.

We apologize for any inconvenience and want the Gardena community to know that all of us at Golden State Water share the goal of preventing water quality concerns, and are doing everything we can to ensure local service is safe and reliable.

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