

## Golden State Water Celebrates Customer Service Week

*Meet Water Quality Managers Dawn White and Sunil Pillai*



**Dawn White, Water Quality Manager**

Years with Golden State Water: 16

Years in water quality field: 30

Education: BS Environmental Studies,  
Chadwick University

Certifications/Affiliations: American Water  
Works Association, CA-NV Section AWWA,  
California Water Association



**Sunil Pillai, Water Quality Manager**

Years with Golden State Water: 15

Years in water quality field: 27

Education: Master's in Civil Engineering,  
University of Oklahoma

Certifications/Affiliations: American Water  
Works Association, California Nevada Section of  
AWWA, American Society of Civil Engineers

In recognition of Customer Service Week from October 1-5, Golden State Water Company (Golden State Water) would like to introduce our Water Quality Managers who share the focus of ensuring the water we serve meets customer expectations and compliance with all quality standards established at the state and federal levels.

Dawn White and Sunil Pillai manage Golden State Water's 22-person Water Quality Department. They coordinate testing, treatment compliance and reporting throughout the utility's 38 water systems so customers can have peace of mind knowing reliable, quality water will be at their taps when they need it.

Delivering drinking water is serious business. Golden State Water's team of Water Quality professionals aggressively monitors and tests the water supply for hundreds of contaminants. In 2017 alone, Golden State Water invested nearly half a million dollars on laboratory testing to meet regulatory standards. In the unlikely event that drinking water standards are exceeded, we take immediate action to notify customers and restore normal service.

Last year, Golden State Water proactively initiated the School Lead Testing program to collaborate with schools in our service areas to test the water in their facilities for compliance with lead standards. Since the program's inception, more than 191 schools have had their water tested to comply with state legislation that makes lead testing mandatory for all California public K-12 schools constructed before Jan. 1, 2010.

Delivering reliable, quality water is the top priority for Golden State Water. To learn more about the efforts of the Water Quality Department or review the water quality report (Consumer Confidence Report) for your community, please visit [www.gswater.com/water-quality](http://www.gswater.com/water-quality).