



Golden State
Water Company
A Subsidiary of American States Water Company

2020

Southwest Water System

Consumer Confidence Report on Water Quality for 2019



Providing Quality Drinking Water in California Since 1929



About the Company

Golden State Water Company (GSWC) is a wholly owned subsidiary of American States Water Company (NYSE:AWR). GSWC provides water service to more than 1 million people in over 80 communities throughout California and distributes electricity to approximately 24,000 customers in the City of Big Bear Lake and surrounding areas in San Bernardino County, California, through its Bear Valley Electric Service division. AWR also owns a contracted services subsidiary, American States Utility Services, Inc. (ASUS). ASUS provides operations, maintenance and construction management services for water and wastewater systems located on military bases throughout the country under 50-year privatization contracts with the U.S. government.



Robert Sprowls
President and
Chief Executive Officer
Golden State Water Company



Katherine Nutting
General Manager,
Southwest District
Golden State Water Company

Providing Quality Drinking Water in California Since 1929

Dear Golden State Water Customer,

Golden State Water Company (GSWC) is pleased to present our 2020 Annual Water Quality Report (Consumer Confidence Report), providing customers with important information regarding local water quality and service during the 2019 calendar year.

Last year was a monumental year for California water policy, specifically related to water quality. Water providers throughout the state were required to complete lead testing at schools in their local service areas by July 2019 to meet compliance with legislation (AB 746) that California Governor Jerry Brown signed into law in 2017. Additionally, the state established new guidelines for testing and reporting for certain compounds that fall within a class of emerging contaminants known as per- and polyfluoroalkyl substances, or PFAS. While consumer products and food are a large source of exposure to PFAS, drinking water can be an additional source in communities where these chemicals have infiltrated water supplies from industrial facilities where these chemicals were produced or used to manufacture other products, or where certain firefighting foams were used for either training or fighting Class B (liquid) fires.

This new decade brings its own challenges too, as we all band together to limit the spread of Coronavirus (COVID-19). There is a lot of uncertainty regarding the availability of essential supplies and public health necessities, but we hope customers find solace knowing that Golden State Water's dedicated team of water professionals will never stop working to ensure they have quality, reliable water at their taps when they need it.

Water quality is a top priority for GSWC, and it has been for more than 90 years. Our team of scientists, engineers and water experts is dedicated to protecting our water systems and ensuring the water we deliver to local homes and businesses meets the stringent standards set by the state and federal governments and is safe to drink.

GSWC provides water service to approximately 1 million customers in more than 80 communities throughout California. We aggressively monitor and test for hundreds of contaminants in each of our 37 water systems and have consistently scored among the top water companies for compliance with water quality regulations.

GSWC is proud to report that the water delivered to your tap continues to meet all federal and state quality standards established to protect public health and safety. Within this document, you will find information regarding local water supply sources, testing, and the steps GSWC takes to ensure our water is in compliance with standards set by the United States Environmental Protection Agency (USEPA), State Water Resources Control Board's Division of Drinking Water (DDW) and California Public Utilities Commission (CPUC).

To access the most up-to-date Water Quality Report for your area, sampling results, and to learn more about common contaminants, you can visit www.gswater.com/water-quality/. If you have any questions about this report, please contact our 24-hour Customer Service Center at 1.800.999.4033 or email us at customerservice@gswater.com.

GSWC is constantly working toward 100 percent customer satisfaction and encourages all customers to visit www.gswater.com and follow us on Twitter and on Facebook at @GoldenStateH2O.

On behalf of everyone at GSWC, thank you for allowing us the opportunity to serve you and your community.

Sincerely,


Robert Sprowls


Katherine Nutting

**Golden State Water is constantly working
toward 100 percent customer satisfaction and
encourages all customers to visit
www.gswater.com and follow us on Twitter
and on Facebook at @GoldenStateH2O**



Where Does My Water Come From?

Water delivered to customers in the Southwest System is a blend of groundwater pumped from the West Coast and Central Groundwater

Basins and imported water from the Colorado River Aqueduct and the State Water Project (imported and distributed by the Metropolitan Water District of Southern California). The West Coast Groundwater Basin stretches southwesterly from the Newport-Inglewood Fault Zone. The Central Groundwater Basin is bounded on the north by the La Brea Uplift; on the east by the Elysian, Repetto, Merced and Puente hills; on the southeast by the Orange County Groundwater Basin; and on the west by the Newport-Inglewood Fault Zone.



Source Water Assessment

Golden State Water Company conducted a source water assessment from 2003 through 2017 for each groundwater well serving the customers of its Southwest System.

The groundwater sources are considered most vulnerable to the following activities not associated with detected contaminants: active and historic gas stations, automobile body shops, chemical/petroleum processing/storage, confirmed leaking underground storage tanks, dry cleaners, electric/electronic manufacturing, furniture repair/manufacturing, high-density septic systems, landfills/dumps, machine shops, metal plating/finishing/fabrication, other animal operations, photo processing/printing, plastics/synthetics producers, and sewer collection systems.

A copy of the assessment may be viewed at:

State Water Board Los Angeles District Office
500 N. Central Ave., Suite 500, Glendale, CA 91203

or

Golden State Water Company, Southwest Office
1600 West Redondo Beach Blvd., Suite 101, Gardena, CA 90247

You may request a summary of the assessment be sent to you by contacting:

State Water Board Los Angeles District Office at 1.818.551.2004

For more details, contact David Schultise, Water Quality Engineer, at 1.800.999.4033.

In December 2002, the Metropolitan Water District of Southern California (MWD) completed a source water assessment of its Colorado River and State Water Project supplies. Colorado River supplies are considered to be most vulnerable to the following: increasing urbanization in the watershed, recreation, urban/stormwater runoff, and wastewater.

State Water Project supplies are considered to be most vulnerable to the following: agriculture, recreation, urban/stormwater runoff, wastewater and wildlife.

A copy of the assessment can be obtained by contacting MWD at 1.213.217.6000.



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In every one of our water systems, a team of highly-trained employees monitors water quality on an on-going basis to ensure that our customers are receiving high-quality water.



Glossary of Terms

Maximum Contaminant Level (MCL)

The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the public health goals and maximum contaminant level goals as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste and appearance of drinking water.

California Notification Level (NL)

Non-regulatory, health-based advisory levels established by the State Board for contaminants in drinking water for which an MCL has not been established.

Maximum Contaminant Level Goal (MCLG)

The level of contaminant in drinking water below which there is no known or expected risk to health. Maximum contaminant level goals are set by the United States Environmental Protection Agency (USEPA).

Maximum Residual Disinfectant Level (MRDL)

The highest level of a disinfectant allowed in drinking water. There is convincing evidence that the 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, MRDLs and treatment techniques (TTs) for contaminants that affect health, along with their monitoring and reporting requirements.

Public Health Goal (PHG)

The level of a contaminant in drinking water below which there is no known or expected risk to health. Public health goals are set by the California Environmental Protection Agency (CalEPA).

Regulatory Action Level (AL)

The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

Treatment Technique (TT)

A required process intended to reduce the level of a contaminant in drinking water.



Delivering drinking water is serious business, and our team of scientists, engineers and water experts is dedicated to protecting our water systems and ensuring the water we deliver to local homes and businesses meets stringent standards set by the state and federal governments and is safe to drink.

Contaminants are measured in	Units	Also known as	This can be compared to...
Parts per million (PPM)	mg/L	milligrams per liter	1 second in 12 days
Parts per billion (PPB)	µg/L	micrograms per liter	1 second in 32 years
Parts per trillion (PPT)	ng/L	nanograms per liter	1 second in 32,000 years
Grains per gallon	grains per gallon	a measurement for water hardness often used for sizing household water softeners	1 grain/gal equals 17.1 mg/L of hardness
Nephelometric Turbidity Units	NTU	a measurement of the clarity of water	Turbidity in excess of 5 NTU is noticeable to the average person
Microsiemens per centimeter	µS/cm	a measurement of a solution's ability to conduct electricity	
Picocuries per liter	pCi/L	a measurement of radioactivity in water	

How to Read This Table

The consumer confidence report lets you know which constituents, if any, are in your drinking water and how this may affect your health. The constituents presented in this table were detected above the detection limit set by the State Water Quality Control Board. Below is a guide that explains each column of the table.

The EPA health advisory limit for the contaminant in drinking water.	The range of presence for which the contaminant was detected in drinking water.	The average amount of a constituent detected in the drinking water.	The most recent year tests were conducted.	Describes the most likely ways a constituent enters the drinking water. Wording provided by the EPA.		
Primary Standards - Health Based (units)	Primary MCL	PHG (MCLG)	Range of Detection	Average Level	Most Recent Sampling Date	Typical Source of Constituent
Substance A (mg/L)	1	0.6	ND - 40	20	2018	Erosion of natural deposits; residue from some surface water treatment processes
Substance B (µg/L)	6	1	0.1 - 2.8	1.7	2018	Discharge from petroleum refineries; fire retardants; ceramics; electronics; solder

YOUR WATER MEETS ALL CURRENT FEDERAL AND STATE REQUIREMENTS

Southwest Water System – Source Water Quality

Primary Standards - Health Based (units)	Primary MCL	PHG (MCLG)	Range of Detection	Average Level	Most Recent Sampling Date	Typical Source of Constituent
Turbidity						
Highest single measurement of the treated surface water (NTU)	TT = 1.0	n/a	n/a	0.06	2019	Soil runoff
Lowest percent of all monthly readings less than 0.3 NTU (%)	TT = 95	n/a	n/a	100%	2019	Soil runoff
Inorganic Constituents						
Aluminum (mg/L)	1	0.6	ND - 0.29	ND	2019	Erosion of natural deposits; residue from some surface water treatment processes
Arsenic (µg/L)	10	0.004	ND - 3.0	ND	2019	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes
Barium (mg/L)	1	2	ND - 0.12	ND	2019	Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits
Fluoride (mg/L)	2.0	1	0.3 - 2.0	0.7	2019	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate [as N] (mg/L)	10	1	ND - 0.5	ND	2019	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Volatile Organic Compounds						
Toluene (µg/L)	150	150	ND - 0.6	ND	2019	Discharge from petroleum and chemical refineries
Radioactive Constituents						
Gross Alpha Activity (pCi/L)	15(a)	(0)	ND - 9.9	ND	2019	Erosion of natural deposits
Uranium (pCi/L)	20	0.43	ND - 1.5	ND	2019	Erosion of natural deposits
Secondary Standards - Aesthetic (units)	Secondary MCL	PHG (MCLG)	Range of Detection	Average Level	Most Recent Sampling Date	Typical Source of Constituent
Aluminum (µg/L)	200	n/a	ND - 290	28	2019	Erosion of natural deposits; residue from some surface water treatment processes
Color (units)	15	n/a	ND - 10	2	2019	Naturally-occurring organic materials
Chloride (mg/L)	500	n/a	22 - 120	50	2019	Runoff/leaching from natural deposits; seawater influence
Iron (µg/L)	300	n/a	ND - 240	ND	2019	Leaching from natural deposits; industrial wastes
Manganese (µg/L)	50	n/a	ND - 29	ND	2019	Leaching from natural deposits
Odor – Threshold (units)	3	n/a	ND - 2	1	2019	Naturally-occurring organic materials
Specific Conductance (µS/cm)	1600	n/a	435 - 930	580	2019	Substances that form ions when in water; seawater influence
Sulfate (mg/L)	500	n/a	31 - 120	63	2019	Runoff/leaching from natural deposits; industrial wastes
Turbidity (units)	5	n/a	ND - 1.2	0.2	2019	Soil runoff
Total Dissolved Solids (mg/L)	1000	n/a	244 - 560	350	2019	Runoff/leaching from natural deposits
Other Parameters (units)	Notification Level	PHG (MCLG)	Range of Detection	Average Level	Most Recent Sampling Date	Typical Source of Constituent
Alkalinity (mg/L)	n/a	n/a	67 - 210	150	2019	The sum of polyvalent cations present in the water, generally magnesium and calcium; the cations are usually naturally occurring
Calcium (mg/L)	n/a	n/a	23 - 79	51	2019	
Hardness [as CaCO ₃] (mg/L)	n/a	n/a	101 - 300	190	2019	
Hardness [as CaCO ₃] (grains/gal)	n/a	n/a	5.9 - 18	11	2019	
Magnesium (mg/L)	n/a	n/a	11 - 26	15	2019	
pH (pH units)	n/a	n/a	7.0 - 8.8	8.0	2019	Refers to the salt present in the water and is generally naturally occurring
Potassium (mg/L)	n/a	n/a	2.2 - 6.3	3.8	2019	
Sodium (mg/L)	n/a	n/a	41 - 85	53	2019	
Unregulated Drinking Water Constituents (units)	Notification Level	PHG (MCLG)	Range of Detection	Average Level	Most Recent Sampling Date	
HAA6Br [Total of 6 Brominated Haloacetic Acids] (µg/L)	n/a	n/a	0.3 - 20	8.0	2019	
HAA9 [Total of 9 Haloacetic Acids] (µg/L)	n/a	n/a	0.71 - 38	15	2019	

(a) MCL is based on Gross Alpha minus Uranium.

ND = Not Detected CaCO₃ = Calcium Carbonate

This table includes data only on constituents that were detected.

Laboratory Analyses

Through the years, we have taken thousands of water samples to determine the presence of any radioactive, biological, inorganic, volatile organic, or synthetic organic contaminants in your drinking water. The table we provide shows only detected contaminants in the water.

Even though all the substances listed here are under the Maximum Contaminant Level (MCL), we feel it is important that you know exactly what was detected and how much of these substances were present in your water. Compliance (unless otherwise noted) is based on the average level of concentration below the MCL. The state allows us to monitor for some contaminants less than once per year because the concentrations do not change frequently. Some of our data, while representative, is more than a year old.

Aluminum — The secondary MCL for aluminum is set for aesthetic reasons and there is no health concern associated with the aluminum levels in this water system.

Chloramination — The water purchased by GSWC from Metropolitan Water District of Southern California (MWD) contains chloramine. Chloramine is added to the water for public health protection. Chloraminated water is safe for people and animals to drink, and for all other general uses. Three special user groups, including kidney dialysis patients, aquarium owners, and businesses or industries that use water in their treatment process, must remove chloramine from the water prior to use.

Hospitals or dialysis centers should be aware of chloramine in the water and should install proper chloramine removal equipment, such as dual carbon adsorption units. Aquarium owners can use readily available products to remove or neutralize chloramine. Businesses and industries that use water in any manufacturing process or for food or beverage preparation should contact their water treatment equipment supplier regarding specific equipment needs.

Fluoridation — GSWC began adding fluoride to its treated water supply in March 2013. Fluoride has been added to the water that GSWC purchases from Metropolitan Water District of Southern California (MWD) since November 2007. Customers should see no difference in the taste, color or odor of their water as a result of fluoridation. Fluoridation does not change the way you normally use water for fish, pets or cooking. Parents and guardians of children who receive fluoride supplements should consult the child's doctor or

dentist. For information regarding fluoridation of your water, please visit the Division of Drinking Water's fluoridation website at https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Fluoridation.html.

Lead — If present, elevated levels of lead 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. Golden State Water Company 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 about lead in drinking water, testing methods and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline at 1.800.426.4791 or at <http://www.epa.gov/safewater/lead>.



School Lead Testing — Water quality and protecting public health are top priorities for Golden State Water Company, and we are proud to have partnered with schools throughout our service areas over the last few years to test the drinking water at their facilities for the presence of lead.

California state law (AB 746), established in 2018, requires that all public K-12 schools built before January 1, 2010, have their drinking water tested for lead before the deadline of July 1, 2019. Golden State Water worked collaboratively with schools we serve to ensure 100% compliance.

To learn more about the school lead testing program, please visit www.gswater.com/schools.

Unregulated Contaminant Monitoring — Monitoring for unregulated contaminants helps the USEPA and the State Water Board to determine where certain contaminants occur and whether the contaminants need to be regulated.

Southwest Water System – Distribution Water Quality

Microbiological Constituents (units)	Primary MCL	PHG (MCLG)	Value	Most Recent Sampling Date	Typical Source of Constituent		
Total Coliform Bacteria ≥40 Samples/Month (Present / Absent)	More than 5% of monthly samples are positive	(0)	Highest percent of monthly samples positive was 0.9 %	2019	Naturally present in the environment		
Disinfection Byproducts and Disinfectant Residuals (units)	Primary MCL (MRDL)	PHG (MRDLG)	Range of Detection	Average Level	Most Recent Sampling Date	Typical Source of Constituent	
Bromate (µg/L)	10	0.1	ND - 8.4	3.1	2019	Byproduct of drinking water disinfection	
Chloramines [as Cl2] (mg/L)	(4.0)	(4)	ND - 4.0	2.0	2019	Drinking water disinfectant added for treatment	
HAA5 [Sum of 5 Haloacetic Acids] (µg/L)	60	n/a	ND - 24	9.9	2019	Byproduct of drinking water disinfection	
TTHMs [Total Trihalomethanes] (µg/L)	80	n/a	9.1 - 35	34	2019	Byproduct of drinking water disinfection	
Inorganic Constituents (units)	Action Level	PHG (MCLG)	Sample Data	90th % Level	Most Recent Sampling Date	Typical Source of Constituent	
Copper (mg/L)	1.3	0.3	None of the 69 samples collected exceeded the action level.	0.09	2019	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives	
Lead sampling in schools and residential plumbing	Action Level	PHG	Sample Data	90th % Level	Most Recent Sampling Date	Typical Source	Number of Schools Tested (b)
Lead (µg/L)	15	0.2	None of the 69 samples collected exceeded the action level.	ND	2019	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits.	45

(b) The State of California made lead sampling in schools mandatory with a compliance window through 2019.

ND = Not Detected

This table includes data only on constituents that were detected.



For People with Sensitive Immune Systems

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised people, such as those individuals with cancer undergoing chemotherapy, those who have undergone organ transplants, those with HIV/AIDS or other immune system disorders, some elderly populations, and infants, can be particularly at risk from infections. These people should seek advice from their health care providers.

The USEPA and Centers for Disease Control issue guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants. To obtain a copy of these guidelines, please call the USEPA's Safe Drinking Water Hotline at 1.800.426.4791.

Risk to Tap and Bottled Water

Drinking water, including bottled water, may reasonably be expected to contain 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 at 1.800.426.4791.

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 layers in the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, which can pick up substances resulting from the presence of animal or human activity.

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (U.S. EPA) and the State Water Resources Control Board (State Board) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The U.S. Food and Drug Administration regulations and California law also establish limits for contaminants in bottled water that provide the same protection for public health.

Contaminants in Drinking Water Sources May Include:

- ◆ Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife
- ◆ Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, and farming
- ◆ Pesticides and herbicides that may come from a variety of sources such as agriculture, urban stormwater runoff and residential uses
- ◆ Organic chemical contaminants, including synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff and septic systems
- ◆ Radioactive contaminants that can be naturally occurring or be the result of oil and gas production and mining activities

Cross Connection Control Program

Golden State Water Company's Cross Connection Control Program provides a level of certainty that the water in the company's distribution system is protected from possible backflow of contaminated water from commercial or industrial customers' premises. For additional information, visit <http://www.gswater.com/protecting-our-drinking-water/>.



Flushing

Hydrant flushing is an essential maintenance procedure that all water providers must perform periodically to ensure the water delivered to customers meets state and federal drinking water standards. In 2019, GSWC launched NO-DES, or Neutral Output-Discharge Elimination System, units in our Southwest service area to help flush our system sustainably.

Traditional hydrant flushing discharges hundreds of thousands of gallons of water onto the street. Golden State Water's NO-DES truck offers a new maintenance technology, connecting two hydrants to a complex filtration system which cleans the water and returns it to the distribution system.

For more information about hydrant flushing, visit www.gswater.com/no-des-flushing/.

If You Have Questions – Contact Us

For information about your water quality or to find out about upcoming opportunities to participate in public meetings, please contact our 24-hour Customer Service Center at 1.800.999.4033. Visit us online at www.gswater.com or email us at customerservice@gswater.com.



Este informe contiene información muy importante sobre su agua de beber. Tradúzcalo o hable con alguien que lo entienda bien.

この報告書には上水道に関する重要な情報が記されております。翻訳を御依頼なされるか、内容をご理解なさっておられる方にお尋ね下さい

이 안내는 매우 중요합니다.
본인을 위해 번역인을 사용하십시오.

Chi tiết này thật quan trọng. Xin nhờ người dịch cho quý vị.
Mahalaga ang impormasyong ito. Mangyaring ipasalin ito.

Connect with us to learn more!

Visit www.gswater.com to:

- ◆ Access the latest Water Quality Report for your area
- ◆ Get the latest updates and news regarding the drought and state/local restrictions
- ◆ Learn more about water-use efficiency, including programs and rebates in your area
- ◆ Understand your water bill and learn about payment options
- ◆ Obtain information about programs for low-income customers (CARW)
- ◆ Sign up to receive email updates about your water service.

For additional information, please contact our 24-hour Customer Service Center at **1.800.999.4033** or email us at customerservice@gswater.com.

Infrastructure Investments

Water providers have a duty to maintain the local water infrastructure to ensure that the delivery of reliable, quality water is not compromised. At GSWC, we take that responsibility seriously.

In 2019, GSWC installed 76,560 feet of pipeline, 1,920 service lines and 153 fire hydrants throughout the state. Proactive system investments like these are critical to protect the quality of water we serve to the customers and to avoid the costly and sometimes dangerous effects of deferring maintenance.

Customers interested in learning more about current and completed infrastructure projects in their service areas are encouraged to visit www.gswater.com/infrastructure-investments.



A drought-tolerant garden.

Conserving for California

After a wet 2018-19 winter season that lifted California out of a drought, the state has experienced yet another year of minimal rain that will have a direct impact on our lakes, reservoirs and groundwater aquifers. As Californians, it is our duty to make conservation a way of life and protect this precious resource that only continues to become more scarce.

GSWC is proud to be your conservation partner and reminds customers that we must continue to use water responsibly to ensure supplies will be available when they are needed. It is important that we all work together to incorporate water-use efficiency into our daily lives.

To learn more about conservation programs and/or water-use restrictions in your area, please visit www.gswater.com or call 1.800.999.4033.