



**Golden State**  
**Water Company**  
A Subsidiary of American States Water Company

2025

# Bay Point Water System

**Consumer Confidence Report  
on Water Quality for 2024**



## About the Company

GSWC is a wholly owned subsidiary of American States Water Company (NYSE:AWR) and provides water service to over 1 million customers throughout 12 counties in Northern, Coastal and Southern California. American States Water Company 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. Bear Valley Electric Service is also a subsidiary and distributes electricity to approximately 24,000 customers in the City of Big Bear Lake and surrounding areas in San Bernardino County.



**Robert Sprowls**  
President and  
Chief Executive Officer  
Golden State Water Company



**Sean Twilla**  
General Manager,  
Northern District  
Golden State Water Company

## President's Message

Dear Golden State Water Customer,

Golden State Water Company (GSWC) is pleased to present our 2025 Annual Water Quality Report (Consumer Confidence Report), providing customers with important information regarding local water quality and service during the 2024 calendar year.

GSWC is proud to serve more than one million customers across 81 communities in California, delivering reliable, high-quality water every day. We know that access to safe water is essential, and our team works around the clock to ensure your water is always there when you need it.

From scientists and engineers to water quality experts, our dedicated team continuously monitors and tests for hundreds of potential contaminants to keep your water safe. By proactively testing for hundreds of potential contaminants in our water systems, GSWC has consistently scored among the top water companies for compliance with water quality regulations.

**GSWC proudly reports that the water delivered to your tap meets all federal and state quality standards established to protect the public's health and safety.**

This report provides information regarding local water supply sources, testing, and the steps GSWC takes to ensure our water complies with the strictest 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 frequently asked questions, visit [www.gswater.com/water-quality](http://www.gswater.com/water-quality). If you have questions, please contact our 24-hour Customer Service Center at 1.800.999.4033 or email us at [customerservice@gswater.com](mailto:customerservice@gswater.com).

Given our proactive approach to maintaining, operating, and improving our water systems, our customers can rest assured that their monthly rates contribute directly to the safety and reliability of their local water system. This upholds the essential right of every Californian to access safe, clean, and affordable water, regardless of their zip code.

We encourage all customers to visit [www.gswater.com](http://www.gswater.com) and follow us on X (formerly Twitter) and Facebook at @GoldenStateH2O. On behalf of everyone at GSWC, thank you for allowing us to serve you and your community.

Sincerely,



Robert Sprowls



Sean Twilla

**Golden State Water is constantly working toward 100 percent customer satisfaction and we encourage you to visit [www.gswater.com](http://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 Bay Point System is a blend of groundwater pumped from wells

owned and operated by Golden State Water Company and surface water treated at Contra Costa Water District's Randall-Bold and Bollman water treatment plants.

## Source Water Assessment

Golden State Water Company conducted an assessment in 2000 of drinking water sources serving the customers of its Bay Point System.

Groundwater sources in this system are considered most vulnerable to the following activities which have not been associated with contaminants detected in the water supply:

- ◆ Drinking water treatment plants
- ◆ Dry cleaners
- ◆ High density housing
- ◆ Other water supply wells
- ◆ Storm drain discharge points
- ◆ Transportation corridors

A copy of the assessment may be viewed at:

State Water Board San Francisco District Office  
850 Marina Bay Parkway, Bldg. P, Second Floor, Richmond, CA 94804

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

State Water Board San Francisco District Office at 1.510.620.3474

Contra Costa Water District (CCWD) conducted assessments of its sources in 2002, 2003, and 2012. CCWD's sources were found to be most vulnerable to the following: saltwater intrusion, agricultural drainage, recreation, regulated point discharges, roads and parking lots, watershed runoff, gas stations, chemical/petroleum processing/storage, septic systems, historic landfills, and military institutions. A copy of the assessments can be obtained by contacting CCWD at 1.925.688.8156.

For more details, contact Lisa Miller, Water Quality Engineer, at 1.800.999.4033, or email the Customer Service Center at [customerservice@gswater.com](mailto:customerservice@gswater.com).



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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. For more information and to access frequently asked questions about your 2024 CCR visit: <https://gswater.com/ccrfaq>**





**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.**



## 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 a 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.

Unit of Measurement	Unit Abbreviation	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/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 Resources Control Board. Below is a guide that explains each column of the table.

able

The highest level of a constituent allowed in drinking water.

The range of presence for which the constituent was detected in the 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 USEPA.

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)	50	0.6	ND - 40	20	2019	Erosion of natural deposits; residue from some surface water treatment processes
Substance B (µg/L)	6	1	0.1 - 2.8	1.7	2016	Discharge from petroleum refineries; fire retardants; ceramics; electronics; solder

The highest level for which the constituent has no known or expected health risks.

### YOUR WATER MEETS ALL CURRENT FEDERAL AND STATE REQUIREMENTS

#### Bay Point 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
<b>Turbidity</b>						
Highest single measurement of the treated surface water (NTU)	TT = 1.0	n/a	n/a	0.44	2024	Soil runoff
Lowest percent of all monthly readings less than 0.3 NTU (%)	TT = 95	n/a	n/a	100%	2024	Soil runoff
<b>Inorganic Constituents</b>						
Aluminum (mg/L)	1	0.6	ND - 0.053	ND	2024	Erosion of natural deposits; residue from some surface water treatment processes
Arsenic (µg/L)	10	0.004	ND - 2.4	ND	2024	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes
Fluoride (mg/L)	2.0	1	0.24 - 0.8	0.6	2024	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate [as N] (mg/L)	10	10	ND - 4.3	1.2	2024	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
<b>Radioactive Constituents</b>						
Gross Alpha Activity (pCi/L)	15(a)	(0)	3.0 - 3.52	3.2	2024	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 - 53	ND	2024	Erosion of natural deposits; residue from some surface water treatment processes
Color (units)	15	n/a	2 - 5	3	2024	Naturally-occurring organic materials
Chloride (mg/L)	500	n/a	21 - 140	80	2024	Runoff/leaching from natural deposits; seawater influence
Odor—Threshold (units)	3	n/a	ND - 2	1	2024	Naturally-occurring organic materials
Specific Conductance (µS/cm)	1600	n/a	237 - 690	450	2024	Substances that form ions when in water; seawater influence
Sulfate (mg/L)	500	n/a	26 - 320	140	2024	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids (mg/L)	1000	n/a	128 - 440	250	2024	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	44 - 240	120	2024	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	11 - 36	22	2024	
Hardness [as CaCO3] (mg/L)	n/a	n/a	53 - 170	110	2024	
Hardness [as CaCO3] (grains/gal)	n/a	n/a	3.1 - 9.9	6.4	2024	
Magnesium (mg/L)	n/a	n/a	6.1 - 20	13	2024	
pH (pH units)	n/a	n/a	7.9 - 9.0	8.4	2024	
Potassium (mg/L)	n/a	n/a	1.3 - 3.4	2.5	2024	
Sodium (mg/L)	n/a	n/a	27 - 260	120	2024	

(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 of 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.

**Chloramination** — The water purchased by GSWC from the Contra Costa Water District 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** — Fluoride has been added to the water that GSWC purchases from the Contra Costa Water District. 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](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. GSWC 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 USEPA's Safe Drinking Water Hotline at 1.800.426.4791 or at <http://www.epa.gov/safewater/lead>.

Golden State Water has completed the initial lead service line inventory required by the USEPA's Lead and Copper Rule Revisions. Through a thorough review of historical records and initial field investigations, GSWC has determined that its distribution systems do not have lead or galvanized service lines that require replacement. This includes any customer-owned service lines. For more information, please visit <https://www.gswater.com/service-material-inventory>.

**Turbidity** — Turbidity is a measure of the cloudiness of the water. It is monitored because it is a good indicator of the effectiveness of surface water filtration.

## Bay Point Water System – Distribution Water Quality

Disinfection Byproducts and Disinfectant Residuals (units)	Primary MCL (MRDL)	PHG (MRDLG)	Range of Detection	Average Level	Most Recent Sampling Date	Typical Source of Constituent	
Chlorine [as Cl <sub>2</sub> ] (mg/L)	(4.0)	(4)	0.2 - 3.7	2.4	2024	Drinking water disinfectant added for treatment	
HAA5 [Sum of 5 Haloacetic Acids] (µg/L)	60	n/a	ND - 9.3	6.9	2024	Byproduct of drinking water disinfection	
TTHMs [Total Trihalomethanes] (µg/L)	80	n/a	9.8 - 52	25	2024	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 37 samples collected exceeded the action level.	0.081	2023	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 of Constituent	Number of Schools Tested (b)
Lead (µg/L)	15	0.2	None of the 37 samples collected exceeded the action level.	ND	2023	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits.	4

(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.**



## 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 USEPA and the State Water Resources Control 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

## 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**.

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

## Cross Connection Control Program

GSWC'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 customers' premises. For additional information and how to learn how to prevent cross-connections at your home, visit <https://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. GSWC is using NO-DES (Neutral Output-Discharge Elimination System) flushing in several of our service areas to help flush our distribution systems sustainably.

Traditional hydrant flushing discharges hundreds of thousands of gallons of water onto the street. GSWC's NO-DES trucks and trailers offer 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 <http://www.gswater.com/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](http://www.gswater.com) or email us at [customerservice@gswater.com](mailto:customerservice@gswater.com).

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



## Connect with us to learn more!

Visit [www.gswater.com](http://www.gswater.com) to:

- ◆ Access the latest Water Quality Report for your area
- ◆ Get the latest updates and news regarding water supply 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 (Customer Assistance Program or CAP)
- ◆ Sign up to receive email updates about your water service



## Infrastructure Investments

At GSWC, we believe access to clean and reliable drinking water is a fundamental right for all Californians. Our customers should never think twice about the quality of water coming from their taps. To fulfill this commitment, we continue to invest in water infrastructure essential to treating and delivering sustainable, long-term value for our customers.

Since 2019, GSWC has invested more than \$894 million in water infrastructure projects essential to providing quality, reliable water to over 1 million Californians in 81 communities. In 2024, GSWC invested more than \$210 million in water treatment facilities, water storage and distribution systems. GSWC continues to invest in its water system, which now includes approximately 2,869 miles of pipeline, 81,073 valves and 27,118 fire hydrants. These proactive investments in local infrastructure avoid the costly and sometimes dangerous effects of deferring maintenance or delaying the replacement of aged infrastructure.

Customers interested in learning more about current and completed infrastructure projects in their service areas are encouraged to visit their service area's webpage at [www.gswater.com/your-service-area](http://www.gswater.com/your-service-area).

## Conserving for California

After years of severe drought, California's water supply has improved for many parts of the state. GSWC customers did a tremendous job reducing water use during the last drought, and most have continued those water-efficient practices and made conservation a way of life. GSWC is proud to be your partner in conservation, offering tips and programs to help you manage your water use and control your bill. To learn more about conservation programs and rebates in your area, please visit [www.gswater.com/conservation](http://www.gswater.com/conservation) or call 1.800.999.4033.



*A drought-tolerant garden.*