

2010 Water Quality Report



Suburban Water Systems
A SouthWest Water Company

Tap into Quality

Water: It's essential to all living things. In California, it is a precious and valuable resource. We see it all around us: the ocean, mountain lakes, and the San Gabriel River, just to name a few.

In the San Gabriel Valley, most of the water we use every day comes from an unseen underground source, a huge aquifer known as the Main San Gabriel Basin. This basin has provided abundant water for valley residents for centuries, from Native American populations to early settlers and farmers, to today's urban and suburban residents.

Many of us take the water we use for granted; we turn on the tap, and there it is. But getting water out of the underground basin, delivering it consistently and reliably, and providing a high level of quality, continues to be a tremendous challenge. In the modern era, development, runoff, drought, and growing populations have impacted both the quality and supply of water for our region.

Those of us who live and work in the San Gabriel Valley are fortunate to have access to a large groundwater basin. But having water around us and under our feet is not enough; it must be protected, treated and delivered in a consistently reliable fashion, and it must be of a quality that fulfills drinking water standards. That's where we come in.

For more than 50 years, Suburban Water Systems has provided dependable, high-quality water that meets or exceeds federal and state health safety standards to thousands of families in the San Gabriel Valley.

We are proud to report that 2010 was no exception.

This Information is Important! Please Have Someone Translate It for You.

Esta información es importante.
Por favor pídale a alguien que se la traduzca.

這個資訊非常之重要。
請他人為您翻譯一下。

この情報は重要です。
翻訳を依頼してください。

Chi tiết này thật quan trọng.
Xin nhờ người dịch cho quý vị.

यह सूचना महत्वपूर्ण है।
कृपा करके किसी से :सका अनुवाद करायें।

这一信息非常重要。
请别人为您翻译一下。

Mahalaga ang impormasyong ito.
Mangyaring ipasalin ito.

ਇਹ ਸੂਚਨਾ ਮਹੱਤਵਪੂਰਣ ਹੈ।
ਕ੍ਰਿਪਾ ਕਰਕੇ ਕਿਸੀ ਤੋ ਇਸ ਦਾ ਅਨੁਵਾਦ ਕਰਾਉ।

이 안내는 매우 중요합니다.
본인을 위해 번역인을 사용하십시오.

هذه المعلومات هامة
الرجاء أن تجعل أحد الأشخاص يساعدك في ترجمتها.

This annual water quality report has been developed in compliance with the California Department of Public Health (Department) and the United States Environmental Protection Agency (EPA) regulations to keep you informed about Suburban Water Systems' water quality. You will find a chart summarizing the results of our yearlong testing program. To help you understand what these test results mean, we have also included information about significant constituents, measurements and water quality definitions.

Dedicated to Quality

Suburban has nine full-time employees in the quality assurance department. Collectively this group holds 30 state and water industry certifications. The certified quality assurance technicians take more than 9,000 water samples, testing more than 100 constituents from wells, reservoir distribution systems and residences each year to safeguard the quality of your tap water. These samples are analyzed by independent, state-certified laboratories for various substances as mandated by law. The results of these samples are then submitted, by the independent labs, directly to the Department, which oversees water quality for all public water systems in California.

The water quality table in this report provides specific results from Suburban's testing program and shows how our water compares to state and federal standards. **The water we delivered to you and your family in 2010 met all primary state and federal health and drinking water quality standards.**

Sources of Supply

Suburban provides water service to approximately 300,000 people in a 41-square-mile area. Our service area is divided into two geographic regions: San Jose Hills (San Gabriel Valley area) and Whittier/La Mirada. Suburban serves these two areas with groundwater and surface water or a blend of both.

Groundwater comes from Suburban-owned wells in the Main San Gabriel Basin and Central Basin. The well water is disinfected and treated prior to entering the distribution system. This water is also supplemented with water purchased predominantly from Covina Irrigating Company (CIC), California Domestic Water Company (Cal Domestic) and the Metropolitan Water District of Southern California (MWD).

Source Assessment

An assessment of the drinking water sources for Suburban was compiled in December 2002. The water supply sources are considered most vulnerable to the following contamination sources that are associated with contaminants detected in the water supply: gas stations, leaking underground storage tanks and known contaminant plumes. In addition, the water supply sources are considered most vulnerable to these sources of contamination: machine shops, pesticide/fertilizer/petroleum storage and transfer areas, and agricultural drainage.

A copy of the complete assessment is available for viewing at Suburban's main office or the Department's Los Angeles office.

You may request a summary of the assessment by contacting Richard Rich, Suburban's Quality Assurance Manager, at (626) 543-2669 or Department District Engineer Paul Williams, at (818) 551-2049.

San Jose Hills Sources
Serving West Covina, La Puente, Hacienda Heights Area
MWD
Covina Irrigating
LPVCWD
140 Well
142 Well
147 Well
R.A.S.F Well
151 Well
Valley County Water District
Covina Knolls Sources
Serving Covina Area
Covina Irrigating
MWD
City of Glendora
Glendora Sources
Serving Glendora Area
City of Glendora
Covina Irrigating
MWD
Whittier Sources
Serving Whittier Area
201 Well Field
Cal Domestic
MWD
La Mirada Sources
Serving La Mirada Area
409 Well
Well 410
201 Well Field
MWD
Cal Domestic

Water Quality Standards

The quality of drinking water delivered to Suburban customers is regulated by the EPA, the Department, and the California Public Utilities Commission (PUC). Standards established by these agencies are used to set limits for substances that may affect health or aesthetic qualities of water. The table in this report covers the following standards:

- **Maximum Contaminant Level (MCL):** The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.
- **Maximum Residual Disinfectant Level (MRDL):** The highest level of a disinfectant allowed in drinking water. There is convincing evidence that 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 and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.
- **Regulatory Action Level (AL):** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

Water Quality Goals

Often, Suburban goes beyond what is required to monitor for constituents that have known health risks. The company uses only independent, state-certified water quality laboratories for testing. The chart in this report includes two types of water quality goals:

- **Maximum Contaminant Level Goal (MCLG):** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the EPA.
- **Public Health Goal (PHG):** The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California EPA.

Public Participation Opportunities

We value your input, concerns and suggestions. Please feel free to contact Michael Nutt, Communications

Manager, at (626) 543-2531 or email him at mnutt@swwc.com to inquire about possible future public participation opportunities. In addition, a number of local water boards hold monthly meetings that are open to the public, including:

- **Metropolitan Water District of Southern California**—second Tuesday of the month, (213) 217-6000.
- **Main San Gabriel Basin Watermaster**—first Wednesday of the month, (626) 814-1300.
- **Upper San Gabriel Valley Municipal Water District**—first and third Tuesday of the month, (626) 443-2297.
- **Central Basin Municipal Water District**—fourth Tuesday of the month, (310) 217-2222.
- **Three Valleys Municipal Water District**—third Wednesday of the month, (909) 621-5568.



The water we delivered to you and your family in 2010 met all primary state and federal health and drinking water quality standards.

To determine how the water quality in your area compares to government standards, find the column(s) for your area and compare it to the Maximum Contaminant Level (MCL) and the Public Health Goal (PHG) columns. For instance, Whittier customers should follow the column titled "Groundwater: Whittier/La Mirada Service Area Sources" and compare it to the MCL standard. Please note that some customers receive water from one or both of our groundwater and surface systems and should refer to the appropriate columns that represent their area. The results reported in the table were detected in the water during the year 2010 or from the most recent tests.

2010 Water Quality Report

Parameter	Units	State or Federal MCL [MRDL]	PHG (MCLG) [MRDLG]	San Jose Hills Service Area Sources			Whittier/La Mirada Service Area Sources		Major Sources in Drinking Water
				Surface Water (source 1 MWD) Jensen Plant	Surface Water (source 2 CIC) Diemer Plant	Groundwater	Groundwater	Surface Water (MWD) Mills Plant	
PRIMARY STANDARDS – Mandatory Health-Related Standards									
CLARITY									
Combined Filter	NTU	0.3		0.05	0.05-0.49/0.08	NR	NR	0.08	
Effluent Turbidity	%	95 (a)	NA	100%	NR	NR	NR	100%	Soil runoff
ORGANIC CHEMICALS - Pesticides/PCBs									
1,1-Dichloroethylene	ppb	6	10	ND	ND	ND-4.4/ND	ND	ND	Discharge from industrial chemical factories
Methylene Chloride	ppb	5	4	ND	ND	ND	ND	ND	Industrial discharges
cis-1,2-Dichloroethylene	ppb	6	100	ND	ND	ND-0.84/ND	ND-0.8/ND	ND	Industrial chemical factory discharge; by-product of TCE and PCE biodegradation
Dichloroethylene	ppb	6	10	ND	ND	ND	ND	ND	Discharge from industrial chemical factories.
Tetrachloroethylene (PCE)	ppb	5	0.06	ND	ND	ND-2.5/ND	ND-1.3/ND	ND	Discharge from factories, dry cleaners, and auto shops
Trichloroethylene (TCE)	ppb	5	1.7	ND	ND	ND-3.6/ND	ND-2/ND	ND	Discharge from metal degreasing sites and other factories
INORGANIC CHEMICALS									
Aluminum (b)	ppb	1000	600	ND-200/170	70-470/240	ND	ND-160/ND	66-230/170	Residue from water treatment process; natural deposits erosion
Arsenic (c)	ppb	10	0.004	ND-2.7/2.2	ND	ND-4/ND	ND	ND-2.8/2.3	Natural deposits erosion, glass and electronics production wastes
Barium	ppb	1000	2000	ND-130/110	ND	ND-290/ND	ND-160/ND	ND-120/110	Oil and metal refineries discharge; natural deposits erosion
Beryllium	ppb	4	1	ND	ND	ND	ND	ND	Discharge from metal refineries, aerospace, and defense industries
Chromium	ppb	50	(100)	ND	ND	ND	ND	ND	Discharge from steel and pulp mills; natural deposits erosion
Fluoride-Naturally occurring (d)	ppm	2.0	1	0.1-0.3/0.2	0.18-0.28/0.23	0.23-0.47/0.34	0.2-0.61/0.33	0.2-0.4/0.3	Erosion of natural deposits; discharge from fertilizer and aluminum factories
Fluoride-Natural+Treatment level (d)	ppm	(d)	1	0.7-1.3/0.8	NR	NR	NR	0.7-0.9/0.8	Water additive for dental health
Nitrate (e)	ppm	45	45	ND-1.8/ND	ND-6.1/1.8	ND-37/16	ND-20/11.7	ND	Runoff and leaching from fertilizer use; septic tank and sewage; natural deposits erosion
Perchlorate (f)	ppb	6	6	ND	ND	ND-4.9/ND	ND	ND	Industrial waste discharge
RADIOLOGICALS (I)									
Gross Alpha Particle	pCi/L	15	(0)	ND-7.6/5.2	ND	ND-8.2/ND	ND-7.5/3.1	3.8-9.3/5.6	Erosion of natural deposits
Gross Beta Particle Activity (g)	pCi/L	50	(0)	ND-9.7/4.2	ND-4.3/2.8	NR	ND	ND-6.4/4.3	Decay of natural and man-made deposits
Radium 226 & 228 Combined	pCi/L	5	0.019	ND	ND	NR	ND	ND	Erosion of natural deposits. Some people who drink water containing radium 228 in excess of the MCL over many years may have an increased risk of getting cancer.
Strontium-90	pCi/L	8	0.35	ND	ND	NR	ND	ND	Decay of natural and man-made deposits
Uranium	pCi/L	20	0.43	2.4-3.4/2.9	ND	ND-7.5/1.4	2-5/2.6	2.4-3.7/3.3	Erosion of natural deposits
SECONDARY STANDARDS - Aesthetic Standards									
Aluminum (b)	ppb	200	600	110-200/170	90-309/179	ND	ND-76/ND	66-230/170	Residue from water treatment process; natural deposits erosion
Chloride	ppm	500	NA	84-94/93	6.1-54/19	13-160/44	20-95/48	83-93/93	Runoff/leaching from natural deposits; seawater influence
Color	Units	15	NA	1/1	9/9	ND	ND-25/5	1-2/1	Naturally occurring organic materials
Foaming Agents (MBAS)	ppb	500	NA	ND	ND	ND-100/3	ND-0.16/0.04	ND	Municipal and industrial waste discharges
Manganese	ppb	50	NL=500	ND	ND	ND	ND-47/ND	ND	Leaching from natural deposits
Odor Threshold (h)	TON	3	NA	2	1/1	ND-1/1	ND-2/1	2	Naturally-occurring organic materials
Specific Conductance	µS/cm	1600	NA	460-1000/950	300-430/340	370-860/570	470-980/646	460-1000/970	Substances that form ions in water; seawater influence
Sulfate	ppm	500	NA	160-250/210	17-22/19	ND-80/27	37-120/72	160-240/230	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids (TDS)	ppm	1000	NA	470-630/570	170-230/205	190-720/394	300-600/409	470-610/590	Runoff/leaching from natural deposits; seawater influence
Turbidity (a)	NTU	5	NA	0.03-0.06/0.05	0.05-0.49/0.08		ND-0.5/0.2	0.03-0.16/0.04	Soil runoff
UNREGULATED CHEMICALS REQUIRING MONITORING									
Boron	ppb	NA	NL=1000	120-130/120	ND	ND-121/29	ND-200/ND	120-130/120	Runoff/leaching from natural deposits; industrial wastes
Chromium VI	ppb	NA	NA	ND	ND	ND-9/2.6	ND-1.3/ND	ND	Industrial waste discharge; could be naturally present as well
Vanadium	ppb	NA	NL=50	ND-3.8/3.2	ND	ND-20/2	ND-26/7.7	ND-3.4/3.1	Naturally-occurring; industrial waste discharge
OTHER PARAMETERS									
1,2,3-Trichloropropane (1,2,3-TCP)**	ppt	NL=5	0.7	ND	ND	ND-5.2/ND	ND	ND	Discharge from industrial or agricultural activities
Alkalinity	ppm	NA	NA	63-130/120	130-150/145	59-230/164	160-270/184	67-120/110	Naturally present in the environment
Calcium	ppm	NA	NA	49-71/64	31-43/40	42-110/52	30-83/64	51-70/66	Naturally present in the environment
Chlorate (i)	ppb	NA	NL=800	26-110/110	NR	NR	NR	26-110/82	By-product of drinking water chlorination; industrial processes
Hardness (j)	ppm	NA	NA	84-300/260	130-150/145	140-620/506	130-280/210	92-300/270	Naturally present in the environment
Magnesium	ppm	NA	NA	20-28/26	9.4-12/10	9.7-22/11	10-18/13	22-28/27	Naturally present in the environment
NDMA	ppt	NA	NL=10	ND-3/ND	ND	ND-4.5/ND	ND-3.8/ND	ND	By-product of drinking water chloramination; industrial processes
pH	pH/Units	NA	NA	7.6-8.6/7.9	7.7-7.9/7.8	6.9-8.2/7.7	6.9-8.2/7.7	7.5-8/7.9	Naturally present in the environment
Potassium	ppm	NA	NA	3.8-5.0/4.6	3.1-3.5/3.3	1.9-5.4/2.8	2.3-4.6/3.7	3.9-4.8/4.7	Naturally present in the environment
Radon	pCi/L	NA	NA	ND	NR	71-298/136	ND-193/ND	ND	Naturally present in the environment
Sodium	ppm	NA	NA	83-98/94	7.6-37/16	21-23/22	16-160/56	78-95/95	Naturally present in the environment
TOC (k)	ppm	TT	NA	1.6-2.4/2.1	NR	NR	NR	1.9-2.3/2.2	Various natural and man-made sources
SYSTEM WATER QUALITY									
		State or Federal MCL [MRDL]	PHG (MCLG) [MRDLG]	San Jose Hills > 10,000 POP.	Glendora < 10,000 POP.	Covina Knolls < 10,000 POP.	Whittier > 10,000 POP.	La Mirada > 10,000 POP.	
LEAD AND COPPER									
Lead #	ppb	AL=15	0.2	ND/ND	ND/ND	ND/ND	ND/ND	ND/ND	House pipes internal corrosion; erosion of natural deposits. Of all samples collected, none exceeded the lead action level.
Copper (b) #	ppm	AL=1.3	0.17	ND-0.8/17	ND-.56/15	ND-.64/13	0.05-0.7/0.1	0.05-0.5/0.1	House pipes internal corrosion; erosion of natural deposits. Leaching from wood preservatives. Of all samples collected, none exceeded the copper action level.
MICROBIOLOGICAL									
Total Coliform Bacteria (Total Coliform Rule)	%	5.0 (l)		0.26	1.9	1	0	0	Naturally present in the environment
Fecal Coliform and E. Coli	(m)			0	0	0	0	0	Human and animal fecal waste
DISINFECTION BY-PRODUCTS, DISINFECTANT RESIDUALS AND DISINFECTION BY-PRODUCT PRECURSORS									
Total Trihalomethanes (TTHM) (n)	ppb	80	NA	ND-95/16	9.4-79/42	43-84/69	10-22/16	ND-61/17	By-product of drinking water disinfection
Haloacetic Acids (five) (HAAS) (n)	ppb	60	NA	ND-61/5.4	2.2-79/29	30-45/40	2.2-4.9/3.7	ND-19/4.1	By-product of drinking water disinfection
Chlorine (n)	ppm	MRDL=4 as Cl ₂	MRDG=4 as Cl ₂	0.21-1.9/1.1	0.2-1.7/0.85	0.1-2.6/1.1	0.4-2/0.8	0.22-1.9/0.94	Drinking water disinfectant added for treatment
Chloramine (n)	ppm	MRDL=4 as Cl ₂	MRDG=4 as Cl ₂	0.2-2.6/0.78	0.33-0.51/0.4	2-2.7/2.4	NR	2-2.2/1	Drinking water disinfectant added for treatment

Key Abbreviations

AL	Action Level
MCL	Maximum Contaminant Level
MCLG	Maximum Contaminant Level Goal
MRDL	Maximum Residual Disinfectant Level
MRDLG	Maximum Residual Disinfectant Level Goal
NA	Not Applicable
ND	Not Detected
NL	Notification Level
NR	Not Required
NTU	Nephelometric Turbidity Units
pCi/L	picoCuries per Liter
PHG	Public Health Goal
ppb	parts per billion or micrograms per liter (µg/L)
ppm	parts per million or milligrams per liter (mg/L)
ppt	parts per trillion or nanograms per liter (ng/L)
TOC	Total Organic Carbon
TON	Threshold Odor Number
TT	Treatment Technique
µS/cm	microSiemen per centimeter; or micromho per centimeter (µmho/cm)

Footnotes

- The turbidity level of the filtered water shall be less than or equal to 0.3 NTU in 95% of the measurements taken each month and shall not exceed 1 NTU at any time. Turbidity is a measure of the cloudiness of the water and is an indicator of treatment performance. The monthly averages and ranges of turbidity shown in the Secondary Standards were based on the treatment plant effluent.
- Aluminum and copper have both primary and secondary standards.
- A new state MCL has been set at 10 ppb.
- Data for the naturally-occurring fluoride were taken before the fluoridation treatment for surface water and at the well head for groundwater supply. Fluoridation treatment of water supplies is done at all five treatment plants. During 2010, MWD was in compliance with all provisions of the State's Fluoridation System Requirements.
- State MCL is 45 mg/L as nitrate, which equals 10 mg/L as N.
- The State primary MCL for perchlorate is 6 ppb effective October 18, 2007. Perchlorate reporting level is 2 ppb.
- The gross beta particle activity MCL is 4 millirem/year annual dose equivalent to the total body or any internal organ. The screening level is 50 pCi/L.
- Metropolitan has developed a flavor-profile analysis method that can detect odor occurrences more accurately. For more information, call MWD at (213) 217-6850.
- Ranges for the chlorate MWD plants effluent were taken from two quarterly samples. Distribution system-wide range was taken from a total of eight samples.
- To convert hardness from ppm to grains, divide the average hardness by a factor of 17.1.
- Average and range for TOC were taken from weekly samples collected at the combined filter effluent.
- Total coliform MCLs: for systems that collect more than 40 samples per month, an MCL violation occurs if more than 5% of these samples are positive. For systems that collect less than 40 samples per month, an MCL violation occurs if more than one sample is positive.
- Fecal coliform/E. coli MCLs: violation occurs if a routine sample and a repeat sample are total coliform positive and one is also fecal coliform or E. coli positive.
- MCL is based on running annual average.
- Action level measured at the customer's tap, a primary standard. Compliance based on the 90th percentile value. The value shown as a result of lead and copper sampling is the 90th percentile for all samples.
- Color level above the prescribed Secondary MCL of 15 Units was detected in one water sample of Suburban's color removal treatment plant. The presence of color at this level is not a health concern, but may affect the color of water you receive. Secondary MCLs are established to monitor the possible effects on taste, odor and appearance of drinking water.
- 1,2,3-Trichloropropane (1,2,3-TCP) level above the notification level of 5 PPT was detected in one water sample of Valley County Water District treatment plant (VCWD) effluent. Water received from VCWD is being blended prior to delivery to Suburban customers and based on the level of blending, water delivered to Suburban customers was below the NL for 1,2,3-TCP.

Contaminants that May Be in the Water

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

Contaminants that may be present in source water include:

- **Microbial contaminants**, such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- **Inorganic contaminants**, such as salts and metals, that can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- **Pesticides and herbicides**, that may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.
- **Organic chemical contaminants**, including synthetic and volatile organic chemicals that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, agricultural application, and septic systems.
- **Radioactive contaminants** that can be naturally-occurring or be the result of oil and gas production and mining activities.
- **Nitrate** can result from the presence of fertilizer. Nitrate in drinking water at levels above 45 mg/L is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in a serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate levels above 45 mg/L may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. If you are caring for an infant, or you are pregnant, you should ask advice from your health care provider. The level of nitrate in water provided by Suburban was well below 45 mg/L. The highest average nitrate concentration in water delivered to customers was 16 mg/L and was never above 37 mg/L.
- **Radon** is a radioactive gas that you can not see, taste, or smell. It is found throughout the U.S. Radon can move up through the ground and into a home through cracks and holes in the foundation. Radon can build up to high levels in all types of homes. Radon can also get into indoor air when released from tap water from showering, washing dishes, and other household activities. Compared to radon entering the home through soil, radon entering the home through tap water will in most cases be a small source of radon in indoor air. Radon is a known human carcinogen. Breathing air containing radon can lead to lung cancer. Drinking water containing radon may also

cause increased risk of stomach cancer. If you are concerned about radon in your home, test the air in your home. Testing is inexpensive and easy. You should pursue radon removal for your home if the level of radon in your air is 4 picocuries per liter of air (pCi/L) or higher. There are simple ways to fix a radon problem that are not too costly. For additional information, call your State radon program (1-800-745-7236), the EPA Safe Drinking Water Act Hotline (1-800-426-4791), or the National Safe Council Radon Hotline (1-800-SOS-RADON).

- **Lead**, if present, at elevated levels 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. Suburban Water Systems 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 2 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 on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

In order to ensure that tap water is safe to drink, the EPA and the California Department of Public Health prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. Department regulations also establish limits for contaminants in bottled water that must provide the same protection for public health.

Are There Risks?

Drinking water, including bottled water, may reasonably be expected to contain at least 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 EPA's Safe Drinking Water Hotline (1-800-426-4791).

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/Centers for Disease Control guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

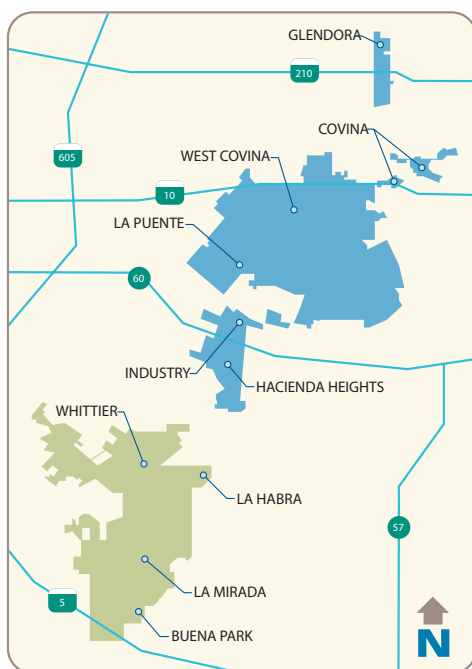
Who We Serve

Suburban Water Systems provides water to two geographic areas: The San Jose Hills Service Area and Whittier/ La Mirada Service Area.

To locate your service area, find your home or business on the map and take note of the color of the area.

The color will correspond with your service area on the water quality data table included in this brochure.

- San Jose Hills Service Area
- Whittier/ La Mirada Service Area



Ensuring Water Supply Reliability

In 2010, Suburban Water Systems invested \$9.5 million in capital infrastructure projects to improve service reliability to its customers. The projects included pipeline, pump station, and valve station replacement, and reservoir rehabilitation.

For example, Suburban replaced 1,250 feet of pipe on Ocean View Avenue, from Mar Vista to La Cuarta, in the city of Whittier to improve service reliability. The original steel pipeline was installed in 1950, and in the ensuing 60 years suffered from corrosion (rusting). The pipeline was experiencing multiple leaks requiring repairs that resulted in repeated interruption of service to customers. Using its Geographical Information System (GIS) to map leaks reported by field operators who were repairing them, Suburban Water Systems was able to identify and prioritize this pipeline for replacement.



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