



# 2017 ANNUAL WATER QUALITY REPORT

ISLETON | PWS ID: 3410012



CALIFORNIA  
AMERICAN WATER

WE KEEP LIFE FLOWING™



RICHARD SVINDLAND  
President

## A Message from California American Water President RICHARD SVINDLAND

Dear California American Water Customer,

Having easy access to safe, clean water is something that can be easily taken for granted. At California American Water, our top priority is providing safe, reliable drinking water to our more than 690,000 customers.

I am pleased to share with you our 2017 Consumer Confidence Report, which is a testament to the hard work and dedication of our employees who ensure high-quality drinking water.

**QUALITY:** We have rigorous safeguards in place to ensure the water we provide to you meets or surpasses increasingly stringent water quality standards. Across California, we conducted approximately 652 different tests on 25,239 water samples for 2,994 constituents last year. **We are proud and pleased to confirm that we met every primary and secondary state and federal water quality standard.**

**SERVICE:** Last year, we invested more than \$92 million in water infrastructure in the California communities we serve. This investment ensures and maintains the safety and reliability of the facilities and technology needed to draw, treat, and distribute water.

**VALUE:** While costs to provide water service continue to increase across the country, our investments help us provide high-quality water service that remains an exceptional value, costing customers about a penny per gallon.

2017 brought fires and news stories concerning lead testing in schools across California. These events solidify the notion that water is essential for public health, fire protection, economic development and overall quality of life. That is why we are proud to continue to supply water that meets or surpasses all state and federal water quality standards.

If you have any questions or concerns, you can contact us by phone, email, online at [www.californiaamwater.com](http://www.californiaamwater.com), or in person at our local Customer Center. Please take the time to review this report. It provides details about the source and quality of your drinking water, using data from water-quality testing conducted for your local system between January and December 2017.

Sincerely,

A handwritten signature in black ink, appearing to read "Richard Svindland". The signature is fluid and cursive.

RICHARD SVINDLAND  
President



# OUR COMMITMENT TO QUALITY

Once again, we proudly present our Annual Water Quality Report, also referred to as a Consumer Confidence Report (CCR). This CCR covers compliance testing completed through December 2017. We are pleased to tell you that our compliance with state and federal drinking water regulations remains exemplary. As in the past, we are committed to delivering the best quality drinking water. To that end, we remain vigilant in meeting the challenges of source water protection, water conservation, environmental compliance, sustainability and community education while continuing to serve the needs of all our water users.

## ABOUT CALIFORNIA AMERICAN WATER (CAW) AND AMERICAN WATER (AW)

California American Water, a subsidiary of American Water (NYSE: AWK), provides high-quality and reliable water and/or wastewater services. American Water is the largest and most geographically diverse publicly traded U.S. water and wastewater utility company. The company employs 6,700 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to an estimated 15 million people in 47 states and Ontario, Canada. More information can be found by visiting [www.amwater.com](http://www.amwater.com).



A photograph of a male scientist wearing safety goggles and white gloves, holding a beaker and looking at its contents. The background is a blurred industrial or laboratory setting.

# WHAT IS A CONSUMER CONFIDENCE REPORT (CCR)?

The Consumer Confidence Report (CCR) is an annual water quality report containing data that California American Water and all associated water purveyors collected during the past year. CCRs let consumers know what contaminants, if any, are in their drinking water as well as any related health effects. CCRs also include details about where your water comes from and how it is treated. Additionally, they educate customers on what it takes to deliver safe drinking water and highlight the need to protect drinking water sources.

In 2017, we collected numerous samples at various sampling points in your water system. The water quality data presented is a combination of data compiled from our nationally recognized water quality laboratory and local commercial laboratories; all certified in drinking water testing by the State Board's Division of Drinking Water. If you have any questions about this report or your drinking water, please contact our Customer Service Center at (888) 237-1333.



# ABOUT YOUR WATER

The Isleton water system is served by wells that pump groundwater from aquifers in the area. All of these wells are located within the geographic region of our Isleton service area. California American Water uses drinking water treatment technologies to remove naturally occurring arsenic, iron and manganese from the pumped groundwater. The water is chlorinated to ensure that it meets bacteriological quality standards and is distributed for residential and commercial use.

On July 17, 2017, California American Water began providing water service to customers of the former Ox Bow Marina Mutual Water Company. Ox Bow Marina Mutual Water Company's distribution system was consolidated with California American Water's Isleton system into one larger water system, owned and operated by California American Water, and using the same water sources and water treatment systems serving Isleton. The California State Water Resources Control Board, Division of Drinking Water, in cooperation with the Sacramento County Department of Health, approved this consolidation to provide Ox Bow Marina Mutual Water Company's customers with a water supply that meets all state and federal drinking water standards.

In 2017, the standby source Isleton 2 Well (H Street well) was used to maintain system pressure. Isleton system received less than 0.07% from this source. This source's contribution is considered insignificant.

## **NOTICE OF SOURCE WATER ASSESSMENT (SWA)**

An assessment of the drinking water sources in the Isleton system was completed in February 2003. No man-made contaminants have been detected in the groundwater supply. The sources are considered most vulnerable to the following (although not associated with any detected chemicals): chemical/petroleum processing/storage, underground storage tanks (confirmed leaking tanks) and metal plating/finishing/fabricating.

A copy of the completed assessment may be viewed at: California American Water, 4701 Beloit Drive, Sacramento, CA 95838.



# WHAT ARE THE SOURCES OF CONTAMINANTS?

The sources of drinking 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 can pick up substances resulting from animal or human activity and even radioactive material. In order to ensure that tap water is safe to drink, USEPA and the State Water Resources Control Board set regulations limiting the amount of certain contaminants in water provided by public water systems. Contaminants that may be present in source water include:

## **ORGANIC CHEMICAL CONTAMINANTS**

including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and may also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.

## **INORGANIC CONTAMINANTS,**

such as salts and metals, which can be naturally occurring or may result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

## **PESTICIDES AND HERBICIDES,**

which may come from a variety of sources, such as agriculture, urban stormwater runoff, and residential uses.

## **MICROBIAL CONTAMINANTS,**

such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

## **RADIOACTIVE CONTAMINANTS,**

which can be naturally occurring or may be the result of oil and gas production and mining activities.



# FLUORIDE & ARSENIC

## FLUORIDE

Fluoride is a naturally occurring substance. It can be present in drinking water from two sources:

1. **By nature** when groundwater comes into contact with fluoride-containing minerals naturally present in the earth; or
2. **By a water purveyor** through addition of fluoride to the water they are providing in the distribution system.

In the Isleton system, all fluoride in the water is from naturally occurring minerals and the concentrations are well below the limits for contaminants in drinking water set by the USEPA and State Water Resources Control Board, Division of Drinking Water.

---

## ARSENIC

While your drinking water meets the state and federal standard for arsenic, it does contain low levels of arsenic. The standard set for arsenic balances the current understanding of arsenic's possible health effects against the costs of removing it from drinking water. The U.S. Environmental Protection Agency continues

to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems. Compliance with the arsenic standard is based on the running annual average of four consecutive quarters of monitoring.



## LEAD

### 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. California American Water 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 do so, you may wish to collect the flushed water and reuse it for another beneficial purpose, such as watering plants. 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 [www.epa.gov/lead](http://www.epa.gov/lead).

A photograph of two elderly women outdoors. The woman on the left is smiling and holding a blue water bottle and a rolled-up blue yoga mat. The woman on the right is holding a clear plastic water bottle with a green sleeve and another blue yoga mat. They appear to be at a community event or a yoga class.

## EDUCATIONAL & SPECIAL HEALTH INFORMATION

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 USEPA's Safe Drinking Water Hotline at (800) 426-4791.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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 may be particularly at risk for infections. These people should seek advice about drinking water from their health care providers. USEPA/CDC guidelines on appropriate means to lessen the risk of infection by microbial contaminants are available through the USEPA's Safe Drinking Water Hotline at (800) 426-4791.



# MEASUREMENTS

Water is sampled and tested consistently throughout the year to ensure the best possible quality. Contaminants are measured in:

- **Parts per million (ppm) or milligrams per liter (mg/L)**
- **Parts per billion (ppb) or micrograms per liter (µg/L)**
- **Parts per trillion (ppt) or nanograms per liter (ng/L)**
- **Grains per gallon (grains/gal)** – A measurement of water hardness often used for sizing household water softeners. One grain per gallon is equal to 17.1 mg/L of hardness.
- **MicroSiemens per centimeter (µS/cm)** – A measurement of a solution’s ability to conduct electricity.
- **Nephelometric Turbidity Units (NTU)** – A measurement of the clarity of water. Turbidity in excess of 5 NTU is noticeable to the average person.
- **PicoCuries per liter (pCi/L)** – A measurement of radioactivity in water.

**PARTS PER MILLION:**

1 second  
in 12 days

**PARTS PER BILLION:**

1 second  
in 32 years

**PARTS PER TRILLION:**

1 second  
in 32,000 years





# HOW TO READ THIS TABLE

California American Water conducts extensive monitoring to ensure that your water meets all water quality standards. The results of our monitoring are reported in the following tables. While most monitoring was conducted in 2017, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting this table, see the “Definition of Terms” section.

- 1 Starting with a **Substance**, read across.
- 2 **Year Sampled** is usually in 2017 or year prior.
- 3 **MCL** shows the highest level of substance (contaminant) allowed.
- 4 **MCLG** is the goal level for that substance (this may be lower than what is allowed).
- 5 **Average Amount Detected** represents the measured amount (less is better).
- 6 **Range** tells the highest and lowest amounts measured.
- 7 A **No** under **Violation** indicates government requirements were met.
- 8 **Major Sources in Drinking Water** tells where the substance usually originates.

Unregulated substances are measured, but maximum allowed contaminant levels have not been established by the government.

# Water Quality Results

## Regulated Substances

Substance (Units)	Year Sampled	MCL	PHG (MCLG)	ISLETON (and OX BOW AREA after July 18, 2016)			OX BOW AREA before July 18, 2017			Violation	Major Sources In Drinking Water
				Average Amount Detected	Range		Average Amount Detected	Range			
					Low	High		Low	High		
Arsenic (ppb)	2017	10	0.004	4.8	3.0	6.0	28	27	29	No <sup>1</sup>	Erosion of natural deposits; runoff from orchards; Glass, and electronics production wastes
Fluoride (ppm) (naturally occurring)	2017	2	1	0.22	0.22		ND	ND		No	Erosion of natural deposits

<sup>1</sup> On July 17, 2017, California American Water began providing water service to customers of the former Ox Bow Marina Mutual Water Company. The California State Water Resources Control Board, Division of Drinking Water, in cooperation with the Sacramento County Department of Health, approved this consolidation to provide Ox Bow Marina Mutual Water Company's customers with a water supply that meets all state and federal drinking water standards.

## Distribution System Monitoring

Substance (Units)	Year Sampled	MCL	PHG (MCLG)	ISLETON (and OX BOW AREA after July 18, 2016)			OX BOW AREA before July 18, 2017			Violation	Major Sources In Drinking Water
				Average Amount Detected	Range		Average Amount Detected	Range			
					Low	High		Low	High		
Chlorine (ppm)	2017	MRDL=4.0	MRDLG=4.0	1.0	0.41	1.7	N/A	N/A		No	Treatment chemical used to disinfect drinking water
Haloacetic Acids (ppb) <sup>2</sup>	2017	60	N/A	33.8	5.9	33.8	ND	ND		No	By-product of drinking water disinfection
Total Trihalomethanes (TTHM)(ppb) 2	2017	80	N/A	33	21		ND	ND		No	By-product of drinking water disinfection

<sup>2</sup>The "Average Amount Detected" is the Highest Running Annual Average

## Secondary Substances

Substance (Units)	Year Sampled (ISLETON/OXBOW)	SMCL	ISLETON (and OX BOW AREA after July 18, 2016)			OX BOW AREA before July 18, 2017			Violation	Major Sources In Drinking Water
			Average Amount Detected	Range		Average Amount Detected	Range			
				Low	High		Low	High		
Chloride (ppm)	2015	500	47	NA		8	NA		No	Runoff/leaching from natural deposits
Color (units)	2015, 2017	15	2	ND	10	10	NA		No	Naturally-occurring organic materials
Iron (ppb)	2017	300	ND	ND	200	380	NA		No	Leaching from natural deposits; Industrial wastes
Manganese (ppb)	2017	50	ND	NA		180	NA		No	Leaching from natural deposits
Odor (TON)	2015	3	1	ND	2	2	NA		No	Naturally-occurring organic materials
Specific Conductance (mmhos/cm)	2015	1,600	618	610	640	337	NA		No	Substances that form ions when in water; Seawater influence
Sulfate (ppm)	2015	500	28	NA		ND	NA		No	Runoff/leaching from natural deposits; Industrial wastes
Total Dissolved Solids (ppm)	2015	1,000	374	370	380	200	NA		No	Runoff/leaching from natural deposits; Industrial wastes
Turbidity (NTU)	2015, 2017	1,000	0.5	ND	1	0.4	NA		No	Runoff/leaching from natural deposits; Industrial wastes
Boron (ppm) <sup>3</sup>	2015 - 2017	1 <sup>4</sup>	1.1	NA		0.2	NA		No	

<sup>3</sup>Based on studies in laboratory animals, the babies of some pregnant women who drink water containing boron in excess of the Notification Level may have an increased risk of developmental effects.

<sup>4</sup>Notification Level, not a secondary MCL.

## Lead and Copper (tap water samples)

Substance (Units)	Year Sampled	Action Level	PHG (MCLG)	Number of Samples	Amount Detected (90th Percentile)	Homes Above Action Level	Violation	Major Sources In Drinking Water
Copper (ppm)	2017	1.3	0.3	16	0.20	0	No	Internal corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
Lead (ppb)	2017	15	0.2	16	3	0	No	Internal corrosion of household plumbing systems; Erosion of natural deposits; Discharges from industrial manufacturers

California American Water has not received requests to test drinking water for lead from the River Delta Unified School District in 2017.

## Additional Water Quality Parameters of Interest

This table shows average levels of additional water quality parameters that are often of interest to consumers. The averages shown are calculated from the levels detected at each source used to supply water in 2017. Values may vary from day-to-day. There are no health-based limits for these substances in drinking water.

Substance (Units)	ISLETON (and OX BOW AREA after July 18, 2016)					OX BOW AREA before JULY 18, 2017				
	YEAR SAMPLED	Average Amount Detected	Range		YEAR SAMPLED	Average Amount Detected	Range			
			Low	High			Low	High		
Alkalinity as CaCO3 (ppm)	2015	216	210	220	2017	160	NA			
Calcium (ppm)	2015	5.2	4.9	6.4	2017	18	NA			
Magnesium (ppm)	2015	2.1	1.8	2.4	2017	9.0	NA			
pH	2015	8.2	8.1	8.4	2017	8.1	NA			
Silica (ppm)	2015	34	NA		2017	N/A	N/A			
Sodium (ppm)	2015	142	NA		2017	44	NA			
Total Hardness as CaCO3 (ppm)	2015	22	21	24	2017	81.9	NA			
Total Hardness as CaCO3 (grains/gallon)	2015	1.3	1.2	1.4	2017	4.8	NA			

Hardness is the sum of polyvalent cations present in the water, generally magnesium and calcium. The cations are usually naturally occurring.



# DEFINITION OF TERMS

**Action Level (AL):** The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements, that a water system must follow.

**DDW:** Division of Drinking Water

**LRAA:** Locational Running Annual Average

**Maximum Contaminant Level (MCL):** The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology. Secondary MCLs (SMCL) are set to protect the odor, taste, and appearance of drinking water.

**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 allow for a margin of safety.

**Maximum Residual Disinfectant Level (MRDL):** The highest level of 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.

**MFL:** Million fibers per liter.

**micromhos per centimeter ( $\mu\text{mhos/cm}$ ):** A measure of electrical conductance.

**NA:** Not applicable

**N/A:** No data available

**ND:** Not detected

**Nephelometric Turbidity Units (NTU):** Measurement of the clarity, or turbidity, of the water.

**Notification Level (NL):** The concentration of a contaminant, which, if exceeded, requires notification to DDW and the consumer. Not an enforceable standard.

**pH:** A measurement of acidity, 7.0 being neutral.

**picocuries per liter (pCi/L):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).

**parts per billion (ppb):** One part substance per billion parts water, or micrograms per liter.

**parts per million (ppm):** One part substance per million parts water, or milligrams per liter.

**parts per trillion (ppt):** One part substance per trillion parts water, or nanograms per liter.

**Primary Drinking Water Standard (PDWS):** MCLs for contaminants that affect health along with their monitoring and reporting requirements and water treatment requirements.

**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.

**RAA:** Running Annual Average

**Secondary Maximum Contaminant Level (SMCL):** Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**SWRCB:** State Water Resources Control Board

**TON:** Threshold Odor Number

**Total Dissolved Solids (TDS):** An overall indicator of the amount of minerals in water.

**Treatment Technique (TT):** A required process intended to reduce the level of a contaminant in drinking water.

**Variations and Exemptions:** State or USEPA permission not to meet an MCL or utilize a treatment technique under certain conditions.

**%:** Percent



# HOW TO CONTACT US

If you have any questions about this report, your drinking water, or service, please call California American Water's Customer Service toll free at (888) 237-1333.

## WATER INFORMATION SOURCES

**California American Water**  
[www.californiaamwater.com](http://www.californiaamwater.com)

**State Water Resources Control Board**  
[www.swrcb.ca.gov](http://www.swrcb.ca.gov)

**United States Environmental Protection Agency (USEPA)**  
[www.epa.gov/safewater](http://www.epa.gov/safewater)

**Safe Drinking Water Hotline**  
(800) 426-4791

**Centers for Disease Control and Prevention**  
[www.cdc.gov](http://www.cdc.gov)

**American Water Works Association**  
[www.awwa.org](http://www.awwa.org)

**Water Quality Association**  
[www.wqa.org](http://www.wqa.org)

**National Library of Medicine/National Institute of Health**  
[www.nlm.nih.gov/medlineplus/drinkingwater.html](http://www.nlm.nih.gov/medlineplus/drinkingwater.html)

This report contains important information about your drinking water. Translate it, or speak with someone who understands it at (888) 237-1333.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien al (888) 237-1333.

Ntawm no yog ib co lus qhia tseem ceeb heev txog koj cov dej seb huv npaum li cas. Yog tias koj xav tau kev pab txhais cov lus qhia no, thov hu rau peb ntawm (888) 237-1333.

這是關於您的水質的十分重要的資訊。如果您需要幫助翻譯此資訊請致電(888) 237-1333 與我們聯繫。

आपके पानी की गुणवत्ता के बारे में यह बहुत महत्वपूर्ण सूचना है। यदि इस सूचना के अनुवाद के लिए आपको सहायता की जरूरत हो, तो कृपया (888) 237-1333 पर हमें काल करें।

Это очень важная информация о качестве Вашей воды. Если Вам требуется перевод этой информации, позвоните нам по телефону (888) 237-1333.

Ito ay isang napakahalagang impormasyon tungkol sa kalidad ng iyong tubig. Kung iyong kailangan ng tulong sa pagsalin ng impormasyon na ito, mangyaring tumawag sa amin sa (888) 237-1333.

Đây là thông tin rất quan trọng về chất lượng nước của quý vị. Nếu quý vị cần thông dịch thông tin này, xin gọi chúng tôi theo số (888) 237-1333.