

2014 Annual Water Quality Report

Thousand Oaks
PWS ID: 5610040



A Message from California American Water President Rob MacLean

To Our Valued Customer:

As California enters our 4th year of serious drought, water is more precious now than ever.

This report includes information about the quality of the water we provide to our customers. As you read through our Annual Water Quality Report, you will see that we continue to supply water that meets or surpasses all state and federal water quality standards. Better yet, the price you pay for this high-quality water service remains about one penny per gallon.

This is an exceptional value when you consider the facilities and technology needed to draw water from the source and treat it, along with miles and miles of pipeline hidden below the ground to bring water to your tap. What's more, our plant operators, water quality experts, engineers and maintenance crews work around the clock to make sure that quality water is always there when you need it.

Delivering reliable, high-quality water service also requires significant investment to maintain and upgrade aging facilities. In 2014 alone, we invested more than \$84 million in local infrastructure across California.

Because water is essential for public health, fire protection, economic development and overall quality of life, California American Water's employees are committed to ensuring that quality water keeps flowing not only today but well into the future. We hope you agree that water is worth conserving, now more than ever.

For more information about the drought, and how we can help you save water, please visit www.californiaamwater.com/drought.

Sincerely,

Robert G. MacLean
President

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.

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 2014. 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

California American Water, a subsidiary of American Water (NYSE: AWK), provides high-quality and reliable water and/or wastewater services to more than 600,000 people.

About American Water

Founded in 1886, American Water (NYSE: AWK) is the largest and most geographically diverse publicly traded U.S. water and wastewater utility company. With headquarters in Voorhees, N.J., the company employs approximately 6,400 dedicated professionals who provide drinking water, wastewater and other related services to an estimated 15 million people in more than 45 states and parts of Canada. More information can be found at www.amwater.com.

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 are intended to let consumers know what contaminants, if any, are in their drinking water. They also provide possible health effect information on all of the contaminants that are detected. The CCR helps consumers make informed choices about the water they drink. CCRs are also intended to educate customers on what it takes to deliver safe drinking water, raise understanding of drinking water contaminants in the water supply and need to protect drinking water sources.

In 2014, we collected numerous samples for contaminants at various sampling points in your water system; all of which were below state and federal maximum allowable levels. This report provides an overview of last year's (2014) water quality data. It also includes the details about where your water comes from, how it is treated and what it contains. The water quality data presented in this report is derived from multiple sources and 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 Thousand Oaks/Newbury Park Water System is served entirely by treated surface water purchased from the Calleguas Municipal Water District. The Calleguas Municipal Water District is an authorized wholesaler of treated surface water received from the Metropolitan Water District of Southern California's (MWDSC) Jensen and Weymouth Water Treatment Plants. The sources of the raw surface water are the Sacramento and Colorado Rivers. These waters are conveyed to Southern California via the California Aqueduct (also known as the State Water Project) and the Colorado River Aqueduct.

Drinking water treatment technologies used for this imported water included conventional treatment (coagulation, flocculation, sedimentation, filtration, and disinfection). California American Water purchases and distributes this treated surface water for residential and commercial use throughout Thousand Oaks and Newbury Park. In October 2007, MWDSC began adding fluoride to their treated water at an optimized target level of 0.8 mg/L.

For more information, please refer to the websites listed in the Water Information Sources section for California American Water, Calleguas Municipal Water District, and the Metropolitan Water District of Southern California.



Notice of Source Water Assessment (SWA)

Large water utilities are required by the Division to conduct a Watershed Sanitary Survey every five years to examine possible sources of drinking water contamination. MWDSC's surveys were completed and submitted to the State Board's Division of Drinking Water in March (Colorado River) and May of 2012 (State Water Project). The surveys included suggestions for how to better protect these source waters.

EPA also requires utilities to complete one SWA that utilizes information collected in the watershed sanitary surveys. The SWA is used to evaluate the vulnerability of water sources to contamination and helps determine whether more protective measures are needed.

MWDSC's supplies are considered to be most vulnerable to urban/storm water run-off, wildlife, agriculture, recreation and wastewater. A copy of the assessments can be obtained by contacting Metropolitan at (213) 217-6850.

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. The Thousand Oaks system receives fluoridated water from the Metropolitan Water District of Southern California at an optimized target level of ~0.8 mg/L.

Cryptosporidium

Cryptosporidium is a microbial pathogen found in surface waters throughout the U.S. Although filtration removes Cryptosporidium, the most commonly used filtration methods cannot guarantee 100% removal. Monitoring does not indicate the presence of these organisms in either the source or finished water. Current test methods do not allow us to determine if the organisms are dead or if they are

capable of causing disease. Ingestion of *Cryptosporidium* may cause cryptosporidiosis, an abdominal infection. Symptoms of infection include nausea, diarrhea, and abdominal cramps. Most healthy individuals can overcome the disease within a few weeks. However, immunocompromised people are at greater risk of developing life-threatening illness. We encourage immunocompromised individuals to consult their health care provider regarding appropriate precautions to take to avoid infection. *Cryptosporidium* must be ingested to cause disease, and it may be spread through means other than drinking water. You can obtain more information on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants by calling the USEPA's Safe Drinking Water Hotline at (800) 426-4791.

How to Contact Us

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

Water Information Sources

California American Water
www.californiaamwater.com

**State Water Resources Control Board (State Board),
Division of Drinking Water (DDW)**
www.waterboards.ca.gov/drinking_water/programs

United States Environmental Protection Agency (USEPA)
www.epa.gov/safewater

Safe Drinking Water Hotline
(800) 426-4791

Centers for Disease Control and Prevention
www.cdc.gov

American Water Works Association
www.awwa.org

Water Quality Association
www.wqa.org

National Library of Medicine/National Institute of Health
www.nlm.nih.gov/medlineplus/drinkingwater.html

Metropolitan Water District of Southern California
www.mwdh2o.com

Calleguas Municipal Water District
<http://www.calleguas.com>



What are the Sources of Contaminants?

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 human activity.

Contaminants that may be present in source water 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 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.

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.

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

In order to ensure that tap water is safe to drink, USEPA and the State Water Resources Control Board (State Board), Division of Drinking Water prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. State Board regulations also establish limits for contaminants in bottled water that must provide the same protection for public health.

Unregulated Contaminant Monitoring Rule (UCMR)

The USEPA created the Unregulated Contaminants Monitoring Rule (UCMR) to assist them in determining the occurrence of unregulated contaminants in drinking water and whether new regulations are warranted. Unregulated contaminants are those for which the USEPA has not established drinking water standards. The first Unregulated Contaminants Monitoring Rule (UCMR1) testing was completed in 2003 for a list of contaminants specified by the USEPA. UCMR2 testing was conducted between November 2008 and August 2009, and UCMR3 assessment monitoring is currently scheduled from January 2014 to December 2015. The results from the UCMR monitoring are reported directly to the USEPA and mostly not detected. The results of this monitoring are incorporated in the data tables in this report as appropriate. For more information, contact our Customer Service Center at (888) 237-1333.

Educational Information – 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. You can obtain more information about contaminants and potential health effects 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. 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 may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA and the Centers for Disease Control and Prevention (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the USEPA's Safe Drinking Water Hotline at (800) 426-4791.

Chloramines

Chloramines are a California and federally approved alternative to free chlorine for water disinfection. Chloramines minimize disinfection by-product formation. Another benefit of chloramines is improved taste of the water as compared with free chlorine. Chloramines are also used by many American Water systems and many other water utilities nationally. Chloramines have the same effect as chlorine for typical water uses with the exception that chloramines must be removed from water used in kidney dialysis and fish tanks or aquariums. Treatments to remove chloramines are different than treatments for removing chlorine. Please contact your physician or dialysis specialist for questions pertaining to kidney dialysis water treatment.



Contact your pet store or veterinarian for questions regarding water used for fish and other aquatic life. You may also contact our Customer Service Center at (888) 237-1333 for more chloramine information.

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 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 www.epa.gov/safewater/lead.

Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested and/or flush your tap for 30 seconds to 2 minutes before using tap water. Additional information is available from the USEPA Safe Drinking Water Hotline at (800) 426-4791.

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 2014, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting this table, see the Definitions of Terms section.

Starting with a **Substance**, read across. **Year Sampled** is usually in 2014, or year prior. **MCL** shows the highest level of substance (contaminant) allowed. **MCLG** is the goal level for that substance (this may be lower than what is allowed). **Average Amount Detected** represents the measured amount (less is better). **Range** tells the highest and lowest amounts measured. A **No** under **Violation** indicates government requirements were met. **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.

Definitions of Terms Used in This Report

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.

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

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.

NS: No standard

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.

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).

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

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

Water Quality Statement

Last year, as in years past, your tap water met all U.S. Environmental Protection Agency (EPA) and California State drinking water health standards. California American Water vigilantly safeguards its water supplies, and once again we are proud to report that our system has not violated a maximum contaminant level or any other water quality standard.



Water Quality Results

Regulated Substances - Measured in CAW's Distribution System, Leaving MWDSC & Calleguas Water Treatment Plants (WTP's)

Substance (units)	Year Sampled	MCL	PHG (MCLG)	CAW's TO / NP Distribution System		MWDSC's 84% Jensen WTP 12% Weymouth WTP		4% Calleguas Lake Bard WTP		Violation	Major Sources in Drinking Water
				Average Amount Detected	Range Low-High	Average Amount Detected	Range Low-High	Average Amount Detected	Range Low-High		
Arsenic (ppb)	2014	10	0.004	NA	NA	2	ND - 2	ND	ND	No	Erosion of natural deposits; Runoff from orchards
Aluminum (ppm)	2014	1	0.6	NA	NA	0.064	ND - 0.23	ND	ND	No	Residue from water treatment process
Fluoride (ppm)	2014	2.0	1	NA	NA	0.8	0.7 - 1.0	0.8	0.7 - 1.0	No	Erosion of natural deposits; Water additive which promotes strong teeth;
Total Trihalomethanes (TTHM) (ppb)	2014 (LRAA)	80	NA	24.2	18.0 - 32.5	28	23 - 30	24.1*	14.5 - 29.9	No	By-product of drinking water chlorination
Haloacetic Acids (HAA) (ppb)	2014 (LRAA)	60	NA	7.6	3.8 - 12.2	12	8 - 17	6.0*	2.0 - 9.0	No	By-product of drinking water chlorination
Chloramines (ppm)	2014 (RAA)	MRDL = 4.0 (as Cl ₂)	MRDL = 4.0 (as Cl ₂)	1.8	0.3 - 2.2	2.3	1.3 - 2.9	2.2*	1.5 - 2.6	No	Drinking water disinfectant added for treatment
Bromate (ppb)	2014 (RAA)	10	0.1	NA	NA	6.8	4.4 - 13**	ND	ND	No	By-product of drinking water disinfection
Nitrate (ppm NO ₃)	2014	45	45	NA	NA	2.7	2.7	ND	ND	No	Runoff & leaching from fertilizer use
Uranium (pCi/L)	2014	20	0.43	NA	NA	2.1	2-3	ND	ND	No	Erosion of natural deposits

Secondary Substances - Measured on the Water Leaving MWDSC and Calleguas Water Treatment Plants (WTP's)

Substance (units)	Year Sampled	SMCL	PHG (MCLG)	MWDSC 84% Jensen WTP 12% Weymouth WTP		4% Calleguas Lake Bard WTP		Violation	Typical Source
				Average Amount Detected	Range Low-High	Average Amount Detected	Range Low-High		
Aluminum (ppb)	2014	200	NS	64	ND-230	ND	ND	No	Erosion from natural deposits; Residue from water treatment processes
Chloride (ppm)	2014	500	NS	86	85 - 92	92	88 - 97	No	Runoff/leaching from natural deposits; Seawater influence
Color (color units)	2014	15	NS	1	1	ND	ND	No	Naturally-occurring organic materials
Odor Threshold	2014	3	NS	3	2-3	ND	ND	No	Naturally occurring organic material
Specific Conductance (µS/cm)	2014	1,600	NS	659	588 - 1,010	636	630-645	No	Substances that form ions when in water; Seawater influence
Sulfate (ppm)	2014	500	NS	90	63 - 238	60	60	No	Runoff/leaching from natural deposits; Industrial wastes
Total Dissolved Solids (ppm)	2014	1000	NS	377	325 - 641	350	340 - 360	No	Runoff/leaching from natural deposits
Turbidity (NTU)	2014	5	NS	ND	ND	ND	ND - 0.1	No	Soil runoff

Turbidity – A Measure of the Clarity of the Water Leaving MWDSC and Calleguas Water Treatment Plants (WTP's)

Plant	Year Sampled	MCL	PHG (MCLG)	MWDSC	4% Calleguas	Violation	Typical Source
				84% Jensen WTP 12% Weymouth WTP	Lake Bard WTP		
				Highest Level Found	Highest Level Found		
Turbidity (NTU)	2014	TT = 1.0 NTU	NA	0.05	0.05	No	Soil runoff
		TT = percentage of samples < 0.3 NTU		100 %	100 %		

Unregulated Substances - Measured on the Water Leaving MWDSC and Calleguas Water Treatment Facilities

Substance (units)	Year Sampled	Notification Level (NL)	MWDSC		4% Calleguas	
			84% Jensen WTP 12% Weymouth WTP		Lake Bard WTP	
			Average Amount Detected	Range Low-High	Average Amount Detected	Range Low-High
Boron (ppm)	2014	1	0.15	0.16	0.20	0.20
N-Nitrosodimethylamine (NDMA) (ppt)	2014	10	ND	ND - 2	ND	ND

Lead and Copper Results- Measured on Tap Water Samples Collected Across CAW's TO/NP Distribution System

Substance (units)	Year Sampled	Action Level	PHG (MCLG)	Number of Samples	Amount Detected at the 90 th Percentile	Number of Homes Above Action Level	Violation	Typical Source
Copper (ppm)	2012	1.3	0.3	10	0.321	0	No	Internal corrosion of household plumbing system; Erosion of natural deposits; Leaching from wood preservatives
Lead (ppb)	2012	15	0.2	10	3	0	No	Internal corrosion of household water plumbing system; Discharges from industrial manufacturers; Erosion of natural deposits

Additional Water Quality Parameters of Interest

This table below shows the average levels of additional water quality parameters, many of which are often of interest to consumers. Values shown are averages of operating data for 2014. Values may vary from day to day. There are no health-based limits for these substances in drinking water.

Additional Constituents- Measured on the Water Leaving the MWDSC and Calleguas Water Treatment Facilities

Substance (units)	Year Sampled	MWDSC		4% Calleguas	
		84% Jensen WTP	12% Weymouth WTP	Lake Bard WTP	
		Average Amount Detected	Range Low-High	Average Amount Detected	Range Low-High
Alkalinity as CaCO ₃ (ppm)	2014	94	84 - 128	100	100
Calcium (ppm)	2014	34	26 - 74	32	32
pH	2014	8.2	8.1 - 8.3	8.2	7.8 - 8.4
Sodium (ppm)	2014	74	69 - 96	69	67 - 70
Total Hardness as CaCO ₃ (ppm)	2014	146	114 - 294	137	137
Total Hardness as grains per gallon (gpg)	2014	8.5	7 - 17	8	8

*- TTHM, HAA, and Chloramine data from Calleguas were taken from their distribution system

** - Compliance is based on a running annual average

ND- Not Detected

NA- Not Analyzed

NS- No Standard