



2017 ANNUAL WATER QUALITY REPORT

TORO | PWS ID: 2710021



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, 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.



A photograph of a male scientist wearing safety goggles and white gloves, holding a beaker and examining 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.

A photograph of a seagull perched on the peak of a large, weathered rock formation. The background shows a clear blue sky and a coastal town with buildings and trees in the distance.

ABOUT YOUR WATER

Toro is served entirely by groundwater sources. The water supply is distributed for residential use. The treatment technologies include coagulation and filtration for arsenic removal, pH adjustment for corrosion control, and disinfection to ensure the bacteriological quality.

NOTICE OF SOURCE WATER ASSESSMENT (SWA)

An assessment of the drinking water sources for the California American Water - Toro water system was completed in February 2003. No man-made contaminants have been detected in the groundwater supplies. The sources are considered vulnerable to the following: drinking water treatment plants, high-density housing, and water supply wells.

A copy of the completed assessment may be viewed at California American Water, 511 Forest Lodge Road, Suite 100, Pacific Grove, CA. You may request a summary of the assessment be sent to you by contacting Dr. Jack Wang, Water Quality and Environmental Compliance Director, at (831) 646-3269.



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.



RADON

RADON

Radon is a radioactive gas and known human carcinogen that you cannot see, taste, or smell. Radon can move up through the ground and into a home through cracks and holes in the foundation. Radon can also get into indoor air when released from tap water while showering, washing dishes, or doing other household activities. Radon entering the home through tap water usually produces minor amounts of radon in indoor air compared to radon entering the home through soil.

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 inside. Testing is inexpensive and easy. You should pursue radon removal for your home if the level of radon in your air is four picocuries per liter of air (pCi/L) or higher. There are simple, relatively inexpensive ways to fix a radon problem. For additional information, call your state radon program at (800) 745-7236, the USEPA Safe Drinking Water Hotline at (800) 426-4791, or the National Safety Council's Radon Hotline at (800) SOS-RADON.



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.

LEAD IN SCHOOLS

California American Water does not serve any school districts in the Toro service area. California law makes school districts responsible for informing parents of lead testing results for their schools. Please contact your child's school or school district to get detailed results on lead testing at your child's school.

A photograph of two elderly women at an outdoor event. The woman on the left is smiling and holding a blue water bottle. The woman on the right is holding a clear plastic water bottle with a green label. They are both holding rolled-up blue mats. In the background, other people and a building are visible.

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 (Measured on the Water Leaving the Treatment Facility and/or the Source)

Substance (units)	Year Sampled	MCL	PHG (MCLG)	Average Amount Detected	Range of Detections		Violation	Typical Source
					Low	High		
Arsenic (ppb) ¹	2017	10	0.004	6	4	8	No	Erosion of natural deposits
Chromium VI (Hexavalent Chromium) (ppb)	2016	NA	0.02	0.51	ND	1.01	No	Erosion of natural deposits
Fluoride (naturally occurring) (ppm) ²	2016	2.0	1	0.26	0.26	0.26	No	Erosion of natural deposits
Nitrate as N (ppm)	2017	10	10	2.32	2.31	2.33	No	Erosion of natural deposits
Selenium (ppb)	2016	50	30	7.5	7	8	No	Erosion of natural deposits

Disinfection By-products, Disinfectant Residuals, and Disinfection By-products Precursors (Measured on the Water within the Distribution System)

Substance (units)	Year Sampled	MCL/ MRDL	MCLG	Average Amount Detected	Range of Detections		Violation	Typical Source
					Low	High		
Total Trihalomethanes (TTHM) (ppb) ³	2017	80	NA ³	2.1	ND	4.2	No	By-product of drinking water chlorination
Haloacetic Acids (ppb) ³	2017	60	NA ³	0.6	ND	1.1	No	By-product of drinking water chlorination
Chlorine (ppm)	2017	4.0 (as Cl ₂)	4.0 (as Cl ₂)	1.69	1.20	2.13	No	Drinking water disinfectant added for treatment

Tap Water Samples: Lead and Copper Results (Measured on Water in the Distribution System)

Substance (units)	Year Sampled	Action Level	PHG	Number of Samples	90 th Percentile	Number of Samples Above Action Level	Violation	Typical Source
Copper (ppm)	2016	1.3	0.3	10	0.174	0	No	Internal corrosion of household plumbing system; Erosion of natural deposits
Lead (ppb)	2016	15	2	10	4	0	No	Internal corrosion of household plumbing system; Erosion of natural deposits

Secondary Substances (Measured on the Water Leaving the Treatment Facility and/or the Source)

Substance (units)	Year Sampled	SMCL	Average Amount Detected	Range of Detections		Violation	Typical Source
				Low	High		
Chloride (ppm)	2016	500	408	368	448	No	Leaching from natural deposits
Iron (ppb) ⁴	2017	300	94	ND	1310	No	Leaching from natural deposits
Specific Conductance (µmhos/cm)	2016	1600	1644	1528	1760	No	Substances that form ions when in water
Sulfate (ppm)	2016	500	38	36	41	No	Leaching from natural deposits
Total Dissolved Solids (ppm)	2016	1000	863	740	946	No	Leaching from natural deposits

Additional Water Quality Parameters of Interest (Measured on the Water Leaving the Treatment Facility and/or the Source)

This table shows average levels of additional water quality parameters, which are often of interest to consumers. Values shown here are averages of operating data through 2017. Values may vary from day to day. There are no health-based limits for these substances in drinking water.

Substance (units)	Year Sampled	Average Amount Detected	Range of Detections	
			Low	High
Alkalinity as CaCO ₃ (ppm)	2017	114	30	147
Calcium (ppm)	2016	39	37	46
Magnesium (ppm)	2016	34	30	38
pH (pH Units)	2017	7.36	7.02	7.74
Radon	2010	393	430	638
Sodium (ppm)	2016	203	193	213
Total Hardness as CaCO ₃ (ppm)	2016	235	217	252
Total Hardness as Grains per Gallon (gpg)	2016	14	13	15
Boron (ppm)	2016	0.14	0.13	0.15
Strontium (ppb)	2016	300	300	300
Vanadium (ppb)	2016	5	5	5

¹ Arsenic - California American Water's ground water arsenic removal facility continues to produce water with arsenic levels below the current federal and state standards. While your drinking water meets the federal and state standard for arsenic, it does contain low levels of arsenic. The arsenic standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic 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.

² Fluoride - California American Water does not add fluoride to the water in the Monterey Peninsula area. Fluoride occurs naturally in the groundwater we serve.

³ TTHM/HAA5 - Although there is no collective MCLG for this contaminant group, there are individual MCLGs for some of the individual contaminants. Trihalomethanes: bromodichloromethane (zero); bromoform (zero); chloroform (0.07mg/L); dibromochloromethane (0.06 mg/L). Haloacetic Acids: Dichloroacetic Acid (zero); Trichloroacetic Acid (0.02mg/L). Monochloroacetic Acid (0.07mg/L), Bromoacetic Acid and Dibromoacetic Acid are regulated with this group but have no MCLGs.

⁴ Iron - one detection; potential lab/sampling error

Additional Monitoring - In addition to the parameters in this table, other parameters were monitored for, including regulated pesticides, herbicides, petroleum by-products and metals. None of those parameters were detected in the water. If you have any questions about this report or your drinking water, please call Customer Service at 1-888-237-1333.



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

State Water Resources Control Board, Division of Drinking Water
www.waterboards.ca.gov/drinking_water/programs/index.shtml

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

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 iyang 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.