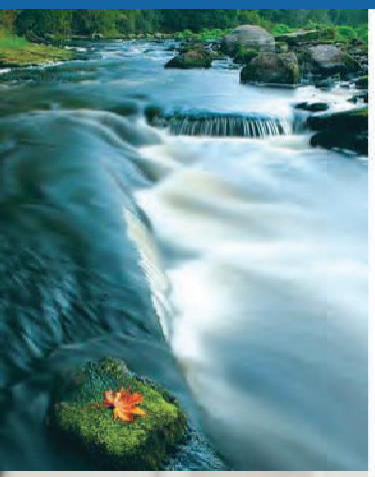


2024 Water Quality Report

SAN JOSE HILLS SYSTEM

This report reflects water quality testing conducted during 2024.

A Word of Assurance about





Your 2024 Water Quality Report

Your drinking water is constantly monitored from source to tap for regulated and unregulated constituents through comprehensive drinking water quality compliance testing programs.

Suburban's team of state certified Water Treatment and Water Distribution Operators collect several thousand water samples each year to safeguard the quality of your tap water. These samples are analyzed in the field at the time of sample collection or by independent, state certified laboratories for various substances as mandated by law. The results of these samples are then submitted to the State Water Resources Control Board (SWRCB) – Division of Drinking Water (DDW), which oversees water quality compliance for all public water systems in California.



La Puente Valley County Water District (LPVCWD), Valley County Water District (VCWD), Covina Valley Water Company (CVWC), Metropolitan Water District of Southern California (MWDSC) and other supplemental sources of our water have their own comprehensive drinking water source and treatment monitoring programs that comply with the United States Environmental Protection Agency (USEPA) and California SWRCB regulatory requirements.





For generations Suburban has provided dependable, high-quality water that complies with all federal and state health safety standards to thousands of families in the San Gabriel Valley and nearby areas. We are proud to report that 2024 was no exception.

Who We Serve

Suburban provides drinking water to West Covina and portions of Walnut, Hacienda Heights, La Puente, and City of Industry. Suburban serves approximately 170,000 people in our San Jose Hills system. In 2024, Suburban utilized local groundwater for 88 percent of its supply. Suburban purchased treated surface water for the remainder of its drinking water from MWDSC and CVWC.





Suburban's Drinking Water Complies with All Health and Safety Regulations

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (U.S. EPA) and the State Water Resources Control Board (State Water Board) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration regulations and California law also establish limits for contaminants in bottled water that provide the same protection for public health.

Last year, as in the past, Suburban's drinking water was in full compliance with all applicable county, state and federal drinking water regulations. Our system of pumps, reservoirs and distribution pipelines are all routinely inspected, monitored and maintained by professional state-certified water system operators to protect the quality of the water from source to tap.

Purpose of this Report

This annual water quality report demonstrates Suburban's compliance with SWRCB and USEPA regulations. It also provides important information to the public about where drinking water comes from, how drinking water is regulated, and what types of contaminants may be in the drinking water. You will find tables on the following page, which summarize the results of our comprehensive water quality testing program. You can determine how the water quality in your area compares to government standards by finding the average values in the tables and comparing these values to the maximum contaminant level (MCL).





Chemicals reported in the table were detected in the water by independent accredited laboratories during 2024 or from the most recent tests. Most, but not all, of these chemicals are minerals, metals, and radiologicals occurring naturally in the water. Some of these chemicals, however, are the result of 1) drinking water treatment processes — chlorine residual, disinfection byproducts, aluminum; 2) agricultural/ industrial practices that occurred many decades ago — nitrate, perchlorate, N–nitrosodimethylamine, trichloroethylene and 3) household plumbing — copper.

To help you understand what these test results mean, we have also included information about significant constituents, measurements, water quality definitions and advisories.





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 USEPA's Safe Drinking Water Hotline (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 can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers.

USEPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (800) 426–4791.

Household Issues that May Affect You or Your Water Quality...

Hot Water Heaters: Many odor complaints may be traced to the home's hot water heater. Remember to follow manufacturer's instructions and flush hot water heaters regularly. This will flush out any sediments that may have accumulated, provide good water turnover to maximize water quality, and help keep your unit in good working order.



Point of Use or Home Water Filtration Units: Be vigilant in changing or cleaning any filters or media on your home units. Always follow the manufacturer's instructions. Remember, the water is only as clean as the filter allows. Improperly maintained filters can deliver very poor-quality water.

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**, which 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.
- **Lead**, if present in 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 is responsible for providing high-quality drinking water but cannot control the variety of materials used in plumbing components.



When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to two minutes before using water for drinking or cooking.

If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline (800) 426-4791 or at www.epa.gov/lead.

SUBURBAN WATER SYSTEMS-SAN JOSE HILLS DRINKING WATER SOURCES TESTED IN 2024

				Treated Surface Water		Groundwater				
Chemical	**Met Standard?**	**Year Tested**	**Units**	**Average**	**Range**	**Average**	**Range**	**MCL**	**PHG (MCLG)**	**Typical Source of Contaminant**
Primary Standards										
Aluminum	Yes	2024	ppb	53.5	ND-150	ND	ND	1,000	600	Erosion of Natural Deposits
Arsenic	Yes	2024	ppb	1.05	ND-3.2	0.7	ND-4	10	0.004	Erosion of Natural Deposits
Barium	Yes	2024	ppm	0.1	0.07-0.1	0.1	ND-0.1	1	2	Erosion of Natural Deposits
Chromium	Yes	2024	ppb	ND	ND	1.8	ND-3.3	50	100	Erosion of Natural Deposits
Fluoride	Yes	2024	ppm	0.4	ND-0.8	0.3	0.3-0.5	2	1	Erosion of Natural Deposits
Gross Alpha Activity	Yes	2024	pCi/L	1.70	ND-3.3	1.4	ND-4.9	15	(0)	Erosion of Natural Deposits
Gross Beta Radiation	Yes	2024	pCi/L	ND	ND-5	0.6	ND-4.2	50	(0)	Decay of Natural and Man-Made Deposits
Hexavalent Chromium	Yes	2024	ppb	0.2	ND-0.4	4.5	ND-7.8	10	0.02	Erosion of Natural Deposits; industrial contamination
Nitrate	Yes	2024	ppm-N	0.1	ND-0.4	4.5	1.9-9	10	10	Fertilizers, Septic Tanks
Perchlorate	Yes	2024	ppb	ND	ND	2.1	ND-5.9	6	1	Industrial Contamination
Trichloroethylene (TCE)	Yes	2024	ppb	ND	ND	0.4	ND-2	5	1.7	Industrial Contamination
Uranium	Yes	2024	pCi/L	1.3	ND-3	2.2	1.4-3.9	20	0.43	Erosion of Natural Deposits
Secondary Standards*										
Aluminum	Yes	2024	ppm	0.1	ND-0.15	ND	ND	200*	n/a	Erosion of Natural Deposits
Chloride	Yes	2024	ppm	63.5	7-116	48.4	18-110	500*	n/a	Erosion of Natural Deposits
Color	Yes	2024	color units	0.5	ND-1	ND	ND	15	n/a	Naturally occuring organic materials
Odor	Yes	2024	TON	ND	ND	0.5	ND-1	3*	n/a	Naturally-Occurring Organics
Specific Conductance	Yes	2024	µmho/cm	645.5	290-1080	537.5	460-626.4	1,600*	n/a	Ions in Water; Seawater Influence
Sulfate	Yes	2024	ppm	120.5	15-250	38.2	30-65	500*	n/a	Erosion of Natural Deposits
Total Dissolved Solids	Yes	2024	ppm	401	160-690	336.8	280-470	1,000*	n/a	Erosion of Natural Deposits
Turbidity	Yes	2024	ntu	0.045	ND-0.23	0.1	ND-0.2	5*	n/a	Erosion of Natural Deposits
Unregulated										
Alkalinity, total	n/a	2024	ppm CaCO3	120	94-150	161.7	44-430	n/r	n/a	Erosion of Natural Deposits
Boron	n/a	2024	ppb	100	48-140	12.6	ND-110	NL = 1000	n/a	Runoff/leaching from Natural Deposits; industrial wastes
Calcium	n/a	2024	ppm	48	17-76	62.7	19-93	n/r	n/a	Erosion of Natural Deposits
Hardness, total	n/a	2024	ppm CaCO3	187.5	76-303	214.9	160-274.4	n/r	n/a	Erosion of Natural Deposits
Hardness, total	n/a	2024	grains/gallon	10.96	4.4-17.7	12.5	9.3-16	n/r	n/a	Erosion of Natural Deposits
Magnesium	n/a	2024	ppm	17.5	8-29	13.6	8.8-15.9	n/r	n/a	Erosion of Natural Deposits
pH	n/a	2024	pH units	8.2	8.2-8.3	7.6	7.1-8.5	n/r	n/a	Acidity, Hydrogen Ions
Potassium	n/a	2024	ppm	3.7	2.1-5.4	3.4	2.4-4.2	n/r	n/a	Erosion of Natural Deposits
Sodium	n/a	2024	ppm	61.5	10-117	27.8	22.8-35	n/r	n/a	Erosion of Natural Deposits
Total Organic Carbon	n/a	2024	ppm	2.2	1.6-2.6	ND	ND	Treatment Technique		Various Natural Decaying Sources

ppb = parts-per-billion; **ppm** = parts-per-million; **ppt** = parts-per-trillion; **pCi/L** = picoCuries per liter; **ntu** = nephelometric turbidity units; **ND** = not detected; **n/a** = not applicable; **n/r** = not regulated;
µmho/cm = micromho per centimeter; **< =** average is less than the detection limit for reporting purposes; **MCL** = Maximum Contaminant Level; **(MCLG)** = federal MCL Goal;
PHG = California Public Health Goal; **NL** = Notification Level. ***Contaminant is regulated by a secondary standard to maintain aesthetic quality.**

Turbidity - Combined Filter Effluent	**Met Standard?**	**TT**	**Value**	**Source**	**Importance of Removing Turbidity in Drinking Water**
Metropolitan Water District - Weymouth					Turbidity is a measure of the cloudiness of the water, an indication of particulate matter; some of which might include harmful microorganisms. Low turbidity in Metropolitan's treated water is a good indicator of effective filtration. Filtration is called a treatment technique (TT). A TT is a required process intended to reduce the level of contaminants in drinking water that are difficult and sometimes impossible to measure directly.
Highest single turbidity measurement	Yes	1 NTU	0.06	Soil Run-off	
Percentage of samples less than 0.3 NTU	Yes	95%	100%	Soil Run-off	
Covina Valley Water Company - Temple					
Highest single turbidity measurement	Yes	1 NTU	0.28	Soil Run-off	
Percentage of sample less than 0.3 NTU	Yes	95%	100%	Soil Run-off	

SUBURBAN WATER SYSTEMS SAN JOSE HILLS DISTRIBUTION SYSTEM WATER QUALITY TESTED IN 2024

Chemical (Units)	Met Standard?	MCL (MRDL/MRDLG)	Highest Annual Average	Range	Typical Source of Contaminant
Disinfection Byproducts					
Total Trihalomethanes (ppb)	Yes	80	26	6.9 - 36	Byproducts of Chlorine Disinfection
Haloacetic Acids (ppb)	Yes	60	12	ND - 14	Byproducts of Chlorine Disinfection
Chemical (Units)	**Met Standard?**	**MCL (MRDL/MRDLG)**	**Average**	**Range**	**Typical Source of Contaminant**
Chlorine Residual (ppm)	Yes	(4 / 4)	1.6	0.7 -2.5	Disinfectant Added for Treatment
Aesthetic Quality					
Color (Color Units)	Yes	15*	ND	ND - 5	Naturally occuring organic materials
Turbidity (ntu)	Yes	5*	ND	ND - 0.8	Soil runoff
Odor (threshold odor number)	Yes	3*	1.0	ND - 2	Naturally occuring organic materials

Eight locations in the distribution system are tested quarterly for total trihalomethanes and haloacetic acids; six locations are tested weekly for color, odor and turbidity. **MRDL** = Maximum Residual Disinfectant Level; **MRDLG** = Maximum Residual Disinfectant Level Goal; **ntu** = nephelometric turbidity units; **ND** = not detected; **<** = average is less than the detection limit for reporting purposes;
*Contaminant is regulated by a secondary standard tomaintain aesthetic qualities.

Bacterial Quality	Met Standard?	MCL	MCLG	Highest / Monthly (%, Value)	Typical Source of Contaminant
Total Coliform Bacteria	Yes	5%	0	0.6% / 1	Bacteria that occur naturally in soils and water
Lead and Copper	**Met Standard?**	**Action Level**	**PHG**	**90th Percentile**	**Typical Source of Contaminant**
Copper (ppm)	Yes	1.3	0.3	0.31	Corrosion of Household Plumbing
Lead (ppb)	Yes	15	0.2	ND	Corrosion of Household Plumbing

The most recent lead and copper at-the-tap samples were collected from residences in 2022. None of the 50 samples for lead and copper exceeded the respective Action Level (AL). A regulatory Action Level is the concentration of a contaminant which if exceeded triggers treatment or other requirements that a water system must follow.

Water Quality Goals

The water Suburban delivers to your home meets standards required by USEPA, SWRCB and California Public Utilities Commision (CPUC). 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 charts in this report include 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 USEPA.
- **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 Environmental Protection Agency.

Water Quality Standards

The quality of drinking water in the United States is regulated by the USEPA. Two state agencies, the SWRCB and CPUC, supplement and enforce federal USEPA standards. Standards established by these agencies are used to set limits for substances that may affect health or aesthetic qualities of water. The water quality charts in this report cover 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, as well as 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.



Source Water and Water Quality Assessments

Suburban provides drinking water for the San Jose Hills service area from its wells in the Main San Gabriel Groundwater Basin. In 2024, Suburban also distributed treated groundwater from 1) LPVCWD, CVWC and VCWD and 2) treated surface water from MWDSC and CVWC. Suburban and the utilities providing supplemental water to Suburban have completed source water assessments in accordance with the federal Safe Drinking Water Act. The purpose of the source water assessment is to promote source water protection by identifying types of activities in the proximity of sources which could pose a threat to the water quality. You may request summaries of the assessments by contacting Nina Wester at Nina.Wester@nexuswg.com. Or you may request complete copies from the SWRCB at (818) 551–2049. Suburban, CVWC, VCWD and LPVCWD source water assessments were completed between 2002 and 2008 and concluded groundwater sources are most vulnerable to the following activities: leaking underground storage tanks; known contaminant plumes from industrial waste discharges; landfills/dumps; gas stations; transportation corridors; machine shops; pesticide/fertilizer/ petroleum storage and transfer areas; and agricultural drainage.



MWDSC updated its sanitary surveys of the Colorado River Watershed in 2020, and the State Water Project Watershed in 2021. Water from the Colorado River is considered to be most vulnerable to contamination from recreation, urban and stormwater runoff, increasing urbanization in the watershed, and wastewater. Water supplies from Northern California's State Water Project are most vulnerable to contamination from urban and stormwater runoff, wildlife, agriculture, recreation, and wastewater. A copy of the most recent summary of either assessment can be obtained by calling MWDSC at (800) CALL–MWD (225–5693).

CVWC completed an update of its San Gabriel River watershed sanitary survey in 2020. The survey concluded that CVWC's surface water is vulnerable to contamination from erosion, debris removal, forest fires and recreational activities. You may request summaries of the assessments by Paul DiMaggio at Paul.DiMaggio@nexuswg.com or you may request complete copies from the SWRCB at (818) 551–2049.

Water Quality Advisories

Nitrate Advisory

Nitrate can result from the presence of fertilizer. Nitrate in drinking water at levels above the MCL of 10 milligrams per liter 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 10 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 in 2024 was below 10 milligrams per liter at all times. Nitrate was less than 50 percent of the MCL in all Suburban water sources, except in drinking water delivered to Suburban by LPVCWD. LPVCWD supplied less than fifteen percent of Suburban's total demand in 2024.

Chlorimines

Suburban purchases supplemental imported water for its San Jose Hills service area from the MWDSC and CVWC. Chlorine and ammonia are combined at the MWDSC and CVWC treatment facilities to produce chloramines. Chloramines are added to the water for public health protection because they prevent regrowth of bacteria in the distribution system pipes and also reduce the formation of certain chemicals that are regulated in drinking water. All of Suburban's water has some form of chlorine disinfectant residual at all times.

Be advised that kidney dialysis units and aquarium owners must remove chloramines from water prior to use. Hospitals or dialysis centers should be aware of the chloramines from water and should install proper chloramine removal equipment, such as carbon adsorption units. Aquarium owners can use readily available products to remove or neutralize chlorine. Chloraminated water is safe for people and animals to drink, and for all other general uses. Should you have any questions or concerns regarding chloramine in your water, please contact Nina Wester at (626) 201–0427 or MWDSC (213) 217–6850.

Testing for Lead in School Drinking Water Sources

All 39 public schools in Suburban's San Jose Hills system service area have been tested for lead in drinking fountains and food preparation water outlets. Suburban water quality technicians collected water samples at the schools and submitted the samples to a California– certified laboratory for lead analysis. Please consult your local schools for information regarding lead testing of drinking water sources.

Information Regarding Lead Service Lines

Suburban has completed an inventory of the material of the service lines. For more information, please visit: https://www.swwc.com/suburban/lead–and–copper–in–your–water/

New Regulation – Cross–Connection Control Policy Handbook

The SWRCB adopted the Cross–Connection Control Policy Handbook (CCCPH), which went into effect on July 1, 2024. The primary goal of the CCCPH is to protect public health by updating standards to prevent the backflow of contaminants into public water distribution systems. Protecting your water supply is Suburban's top priority, and we are currently developing educational resources to help you understand these changes. Look for more details coming soon in your bill inserts, on our social media channels, and our website.

The Quality of Your Water Is Our Primary Concern



This report contains important information about your drinking water. Translate it or speak with someone who understands it.

يحتوي هذا التقرير على معلومات هامة عن نوعية ماء الشرب في منطقتك. يرجى ترجمته، أو ابحث الشقرير مع صديق لك يفهم هذه المعلومات جيدا.

Arabic

这份报告中有些重要的信息，讲到关于您所在社区的水的品质。请您找人翻译一下，或者请能看得懂这份报告的朋友给您解释一下。

Chinese

इस रिपोर्ट में पीने के पानी के विषय पर बहुत जरूरी जानकारी दी गई है। कृपया इसका अनुवाद कीजिये, या किसी जानकार से इस बारे में पूछिये।

Hindi

この資料には、あなたの飲料水についての大切な情報が書かれています。内容をよく理解するために、日本語に翻訳して読むか説明を受けてください。

Japanese

이 보고서에는 귀하가 거주하는 지역의 수돗물에 관한 중요한 정보가 들어 있습니다. 이 것을 번역하거나 충분히 이해하시는 친구와 상의하십시오.

Korean

Este reporte contiene información importante sobre su agua de beber. Tradúzcalo ó hable con alguien que lo entienda bien.

Spanish

Ang ulat na ito ay naglalaman ng mahalagang impormasyon tungkol sa iyong pag-inom ng tubig. Isalin ito, o makipag-usap sa isang taong nauunawaan ito.

Tagalog

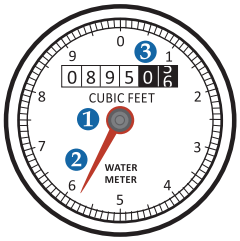
Bản báo cáo có ghi những chi tiết quan trọng về phẩm chất nước trong cộng đồng quý vị. Hãy nhờ người thông dịch, hoặc hỏi một người bạn biết rõ về vấn đề này.

Vietnamese

How to Read Your Water Meter

Your water meter is usually located between the sidewalk and curb under a cement cover. Remove the cover by inserting a screwdriver in the hole in the lid and then carefully lift the cover. The meter reads straight across, like the odometer on your car. Read only the black numbers (0895).

If you are trying to determine if you have a leak, turn off all the water in your home, both indoor and outdoor faucets, and then check the dial for any movement of the low-flow indicator. If there is movement, that indicates a leak between the meter and your plumbing system.



1. **Low-Flow Indicator** ~ The low flow indicator will spin if any water is flowing through the meter.
2. **Sweep Hand** ~ Each full revolution of the sweep hand indicates that one cubic foot of water (7.48 gallons) has passed through the meter. The markings at the outer edge of the dial indicate tenths and hundredths of one cubic foot.
3. **Meter Register** ~ The meter register is a lot like the odometer on your car. The numbers keep a running total of all the water that has passed through the meter. The register shown here indicates that 89,505 cubic feet of water has passed through this meter.

Public Participation Opportunities

We value your input, concerns and suggestions. Please contact Lauren James, Communications Manager, at (626) 543-2531 or email at Lauren.James@nexuswg.com to inquire about possible future public participation opportunities. Also, please feel free to contact Nina Wester, Water Quality Manager at Nina.Wester@nexuswg.com or (626) 201-0427, if you have any questions about water quality. In addition, several 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) 815-1300

Upper San Gabriel Valley Municipal Water District
First and third Tuesday of the month, (626) 443-2297

Three Valleys Municipal Water District
First and Third Wednesday of every month, (909) 621-5568

Suburban Water Systems

District Office: San Jose Hills

1325 N Grand Ave #100,
Covina, CA 91724

Customer Service:
(626) 543-2640
sanjosehills@swwc.com

www.swwc.com/suburban