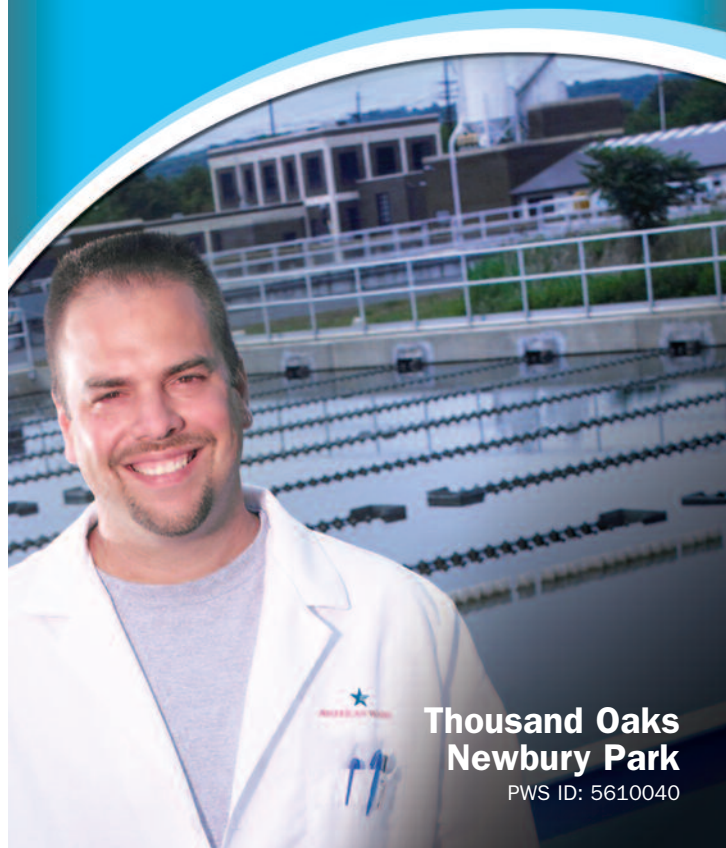


# 2008 Consumer Confidence Report



**Thousand Oaks  
Newbury Park**

PWS ID: 5610040

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

Mahalaga ang impormasyong ito. Mangyaring ipasalin ito.

此份有關你的食水報告,內有重要資料和訊息,請找他人為你翻譯及解釋清楚。

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

## **A Message from Robert MacLean, President**

*As a trusted leader in the industry, California American Water places a strong emphasis on sharing information about the quality of the water we provide with our customers.*

*One way we do this is by reporting to you annually the results of our tests on the water we deliver to your home. Please review this Consumer Confidence Report (CCR), which outlines information applicable to your local water system for testing completed through December, 2008. You'll find that we provide water that surpasses or meets all federal and state water quality regulations. In fact, we often address regulations well before they go into effect.*

*Just as important, California American Water makes the necessary investments to maintain and upgrade its facilities, so that we can deliver quality water directly to your tap 24 hours a day, seven days a week.*

*Our customers are our top priority, and we are committed to providing them with the highest quality drinking water and service possible now and in the years to come. In addition to this written report, you can view information about California American Water and your water system on our website <http://www.amwater.com>. For more information or for any questions about this report relating to your drinking water, please contact California American Water at (888) 237-1333.*

Robert MacLean

## **Continuing our Commitment**

Once again we proudly present our annual Consumer Confidence Report (CCR). This document covers all testing completed through December, 2008. We are pleased to tell you that our compliance with all state and federal drinking water laws 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, and community education while continuing to serve the needs of all our water users.

For more information or for any questions about this report relating to your drinking water, please contact California American Water's Customer Service Center at (888) 237-1333.

## What is a Consumer Confidence Report (CCR)?

To comply with state and U.S. Environmental Protection Agency (USEPA) regulations, California American Water issues an annual CCR describing the quality of your drinking water. The purpose of this report is to raise your understanding of drinking water and awareness of the need to protect your drinking water sources. In 2008, we conducted tests for over 250 contaminants at numerous 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 (2008) water quality. It includes details about where your water comes from and what it contains. This data presented in this report is a combination of data from our local water quality laboratory, our nationally recognized main water quality lab, and commercial laboratories all certified in drinking water testing by the State of California Department of Health Services.

If you have any questions about this report or your drinking water, please call our California Customer Service Center at (888) 237-1333.

## About American Water

Founded in 1886, American Water is the largest investor-owned U.S. water and wastewater utility company. With headquarters in Voorhees, N.J., the company employs more than 7,000 dedicated professionals who provide drinking water, wastewater and other related services to approximately 15 million people in 32 states and Ontario, Canada.

## About Your Water

Thousand Oaks/Newbury Park District is served entirely by treated surface water purchased from the Calleguas Municipal Water District. Calleguas Municipal Water District is an authorized wholesaler of treated surface water received from the Metropolitan Water District of Southern California's Jensen Treatment Plant. The source of the raw surface water is the Sacramento Delta and it is conveyed to Southern California via the California Aqueduct (also known as the State Water Project). Drinking water treatment technologies used for this imported water included conventional treatment (coagulation, filtration, and disinfection). California American Water distributes this purchased treated surface water for residential and commercial use throughout Camarillo, Thousand Oaks, and Newbury Park. In October 2007, MWD began adding fluoride to their treated water at an optimized target level of 0.8 mg/L.

For more treatment information, please refer to the links provided for California American Water, Calleguas Municipal Water District, and the Metropolitan Water District of Southern California.

## Notice of Source Water Assessment

In December 2002, Metropolitan Water District of Southern California completed its source water assessment of its State Water Project supplies. State Water Project supplies are considered to be most vulnerable to urban/storm water runoff, wildlife, agriculture, recreation and wastewater. A copy of the assessment can be obtained by contacting Metropolitan by phone at (213) 217-6850.

## Our Water Research Efforts

Cryptosporidium is a pathogenic protozoan found in the surface water throughout the United States. Although filtration removes Cryptosporidium, the most commonly used filtration methods cannot guarantee 100% removal. 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. People with severely weakened immune systems have a risk of developing life-threatening illness. We encourage immunocompromised individuals to consult their doctor regarding appropriate precautions to take to avoid infection. Current test methods do not allow us to determine if the organisms are dead or if they are capable of causing disease. Cryptosporidium must be ingested to cause disease, and it may be spread through means other than drinking water. Researchers with American Water have developed a new, more accurate test for Cryptosporidium in water. Our testing has shown this organism consistently absent in our drinking water. Cryptosporidium must be ingested to cause disease, and it may be spread through means other than drinking water.

For additional information regarding cryptosporidiosis and how it may affect those with weakened immune systems, please contact our Customer Service Center at (888) 237-1333 or speak to your health care provider.

## 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: (888) 237-1333.

## Water Information Sources

- **California American Water**  
[www.amwater.com](http://www.amwater.com)
- **California Department of Public Health**  
<http://ww2.cdph.ca.gov/programs/Pages/DDWEM.aspx>
- **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)
- **Metropolitan Water District of Southern California**  
<http://www.mwdh2o.com>
- **Calleguas Municipal Water District**  
<http://www.calleguas.com>
- **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)

## 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 California Department of Health Services (Department) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. Department regulations also establish limits for contaminants in bottled water that must provide the same protection for public health.

## Notice of Unregulated Contaminant Monitoring (UCMR)

Testing was completed in 2003 for a list of contaminants specified by the USEPA. These results were reported directly to the USEPA. Unregulated contaminants are those for which the USEPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist the USEPA in determining the occurrence of unregulated contaminants in drinking water and whether regulation is warranted.

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. More information about contaminants and potential health effects can be obtained by calling the U.S. Environmental Protection Agency's Safe Drinking Water Hotline (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/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 (800) 426-4791.

## Chloramine Statement

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.

## 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 2008, certain substances are monitored less than once per year because the levels do not change frequently. For help with interpreting this table, see the "Table Definitions" section.

Starting with a **Substance**, read across. **Year Sampled** is usually in 2008, 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

- **AL (Action Level):** The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements, which a water system must follow.
- **MCL (Maximum Contaminant Level):** The highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCLG's as feasible using the best available treatment technology.
- **MCLG (Maximum Contaminant Level Goal):** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLG's allow for a margin of safety.
- **MFL:** Million fibers per liter
- **MRDL (Maximum Residual Disinfectant Level):** 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.
- **MRDLG (Maximum Residual Disinfectant Level Goal):** The level of drinking water disinfectant below which there is no known or expected risk to health. MRDLG's do not reflect the benefits of the use of disinfectants to control microbial contamination.
- **NA:** Not applicable
- **ND:** Not detected
- **Notification Level:** The concentration of a contaminant, which, if exceeded, requires notification to CDHS and the consumer. Not an enforceable standard.
- **NS:** No standard
- **NTU (Nephelometric Turbidity Units):** Measurement of the clarity, or turbidity, of the water.
- **pCi/L (picocuries per liter):** Measurement of the natural rate of disintegration of radioactive contaminants in water (also beta particles).
- **PDWS (Primary Drinking Water Standard):** MCL's for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.
- **pH:** A measurement of acidity or alkalinity, 7.0 being neutral.
- **PHG (Public Health Goal):** The level of a contaminant in drinking water below which there is no known or expected risk to health. PHG's are set by the California EPA.
- **ppm (parts per million):** One part substance per million parts water, or milligrams per liter.
- **ppb (parts per billion):** One part substance per billion parts water, or micrograms per liter.
- **TON:** Threshold Odor Number
- **Total Dissolved Solids:** An overall indicator of the amount of minerals in water.
- **TT (Treatment Technique):** 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.
- **µmhos/cm (micromhos per centimeter):** A measure of electrical conductance.
- **%:** means percent

## Water Quality Statement

Last year, as in years past, your tap water met all USEPA 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

## Thousand Oaks/Newbury Park

Regulated Substances (Measured on the Water Leaving the Treatment Facility or within the Distribution System)											
Substance (units)	Year Sampled	MCL	PHG (MCLG)	Thousand Oaks/ Newbury Park		MWD - Jensen Plant Supply		Calleguas - Lake Bard Plant Supply		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)	2008	10	0.004	NA	NA	ND	2.0 - 2.8	ND	ND	No	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes
Fluoride (ppm)	2008	2.0	1	NA	NA	0.8	0.7 - 0.9	0.8	0.7 - 0.9	No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Nitrate as N (ppm)	2008	10	10	NA	NA	0.7	0.6 - 0.9	ND	ND	No	Runoff and leaching from fertilizer use; Leaching from septic tanks and sewage; Erosion of natural deposits
Total Trihalomethanes (TTHM) (ppb)	2008	80	NA	26.9	21.6 - 33.4	24	9 - 23	24	9 - 23	No	By-product of drinking water chlorination
Haloacetic Acids (ppb)	2008	60	NA	4.7	ND - 8.2	8	ND - 16	8	ND - 16	No	By-product of drinking water chlorination
Chloramines (ppm)	2008	MRDL = 4.0 (as Cl <sub>2</sub> )	MRDL = 4.0 (as Cl <sub>2</sub> )	1.90	0.29 - 2.20	2.1	1.8 - 2.2	2.1	1.8 - 2.2	No	Drinking water disinfectant added for treatment
Bromate (ppb)	2008	10	0	NA	NA	8	4 - 10	ND	ND	No	By-product of drinking water disinfection
Secondary Substances (Measured on the Water Leaving the Treatment Facility or within the Distribution System)											
Substance (units)	Year Sampled	SMCL	PHG (MCLG)	MWD - Jensen Plant Supply		Calleguas - Lake Bard Plant Supply		Violation	Typical Source		
				Average Amount Detected	Range Low-High	Average Amount Detected	Range Low-High				
Aluminum (ppm)	2008	0.20	0.60	0.10	0.06 - 0.12	ND	ND	No	Erosion from natural deposits; Residue from water treatment processes		
Chloride (ppm)	2008	500	NS	75	72 - 80	75	72 - 80	No	Runoff/leaching from natural deposits; Seawater influence		
Color (color units)	2008	15	NS	2	1 - 2	3	ND - 12	No	Naturally-occurring organic materials		
Odor Threshold	2008	3	NS	2	2	ND	ND	No	Naturally occurring organic material		
Specific Conductance (µS/cm)	2008	1,600	NS	552	516 - 591	588	581 - 596	No	Substances that form ions when in water; Seawater influence		
Sulfate (ppm)	2008	500	NS	58	47 - 71	71	70 - 71	No	Runoff/leaching from natural deposits; Industrial wastes		
Total Dissolved Solids (ppm)	2008	1000	NS	307	283 - 333	298	260 - 330	No	Runoff/leaching from natural deposits		
Turbidity (NTU)	2008	5	NS	0.04	0.04 - 0.05	0.07	0.06 - 0.08	No	Soil runoff		
Turbidity - A Measure of the Clarity of the Water (at the Treatment Facility)											
Plant	Year Sampled	MCL	PHG (MCLG)	MWD - Jensen Plant Supply		Calleguas - Lake Bard Plant Supply		Violation	Typical Source		
				Level Found	Level Found	Level Found	Level Found				
Turbidity (NTU)	2008	TT = 1.0 NTU	NA	0.06	0.09	No	Soil runoff				
		TT = percentage of samples < 0.3 NTU		100%	100%						
Unregulated Substances (Measured on the Water Leaving the Treatment Facility or within the Distribution System)											
Substance (units)	Year Sampled	Notification Level	MWD - Jensen Plant Supply				Calleguas - Lake Bard Plant Supply				
			Average Amount Detected	Range Low-High	Average Amount Detected	Range Low-High					
Boron (ppb)	2008	1,000	180	150 - 200	200	200					
Tap Water Samples: Lead and Copper Results (from the Thousand Oaks/Newbury Park Distribution System)											
Substance (units)	Year Sampled	Action Level	PHG (MCLG)	Number of Samples	Amount Detected at the 90th Percentile	Number of Homes Above Action Level	Violation	Typical Source			
Copper (ppm)	2006	1.3	0.17	34	0.248	0	No	Internal corrosion of household plumbing system; Erosion of natural deposits; Leaching from wood preservatives			
Lead (ppb)	2006	15	2	34	6	1	No	Internal corrosion of household water plumbing system; Discharges from industrial manufacturers; Erosion of natural deposits			

### Additional Water Quality Parameters of Interest

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 for 2008. 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 Treatment Facility or within the Distribution System)					
Substance (units)	Year Sampled	MWD - Jensen Plant Supply		Calleguas - Lake Bard Plant Supply	
		Average Amount Detected	Range Low-High	Average Amount Detected	Range Low-High
Alkalinity as CaCO <sub>3</sub> (ppm)	2008	86	81 - 92	85	40 - 100
Calcium (ppm)	2008	28	23 - 32	30	28 - 31
pH	2008	8.3	8.2 - 8.4	8.3	8.2 - 8.4
Radon (pCi/L)	2008	ND	ND	ND	ND
Sodium (ppm)	2008	61	56 - 68	65	64 - 65
Total Hardness as CaCO <sub>3</sub> (ppm)	2008	121	108 - 130	133	127 - 139