

# 2008 Consumer Confidence Report



**Toro**

PWS ID: 2710021

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

## A Message from Robert G. MacLean, President

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

*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.calamwater.com>. 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.*

*Sincerely,*

Robert G. MacLean

## What is a Consumer Confidence Report?

To comply with State and U.S. Environmental Protection Agency (USEPA) regulations, California American Water issues a report annually 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. 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 water quality lab, and commercial laboratories all certified in drinking water testing by the State of California Department of Public Health.

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

## Continuing our Commitment

We proudly present our annual Consumer Confidence Report. This document covers testing completed through December, 2008. 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.

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. More information can be found by visiting [www.amwater.com](http://www.amwater.com).

California American Water provides reliable, quality service to 500,000 people in 30 communities. California American Water, with the support of American Water, has the technical support of a global network and the local knowledge to provide the highest quality water with personal service.

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

## Share This Report

Landlords, businesses, schools, hospitals and other groups are encouraged to share this important water quality information with water users at their location who are not billed customers of California American Water and therefore do not receive this report directly.

## About Your Water

Toro is served entirely by groundwater sources. Drinking water treatment technologies used in your water system include corrosion control and disinfection to ensure the bacteriological quality. The water supply is distributed for residential use.

## Notice of Source Water Assessment

An assessment of the drinking water sources for the Toro water system has been completed. No man-made contaminants have been detected in the groundwater supplies.

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

### Toro Water System Has Levels of Arsenic Above the Drinking Water Standard

Our water system recently violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what you should do, what happened, and what we are doing to correct this situation.

We routinely monitor for the presence of drinking water contaminants. Water sample results received in 2007-2008 showed arsenic levels of 0.013 – 0.020mg/L. This is above the USEPA standard, or maximum contaminant level (MCL) of 0.010 milligrams per liter (mg/L).

### What should I do?

- You do not need to use an alternative water supply (e.g., bottled water).
- This is not an emergency. If it had been, you would have been notified immediately. However, some people who drink water containing arsenic in excess of the MCL over many years may experience skin damage or circulatory system problems, and may have an increased risk to getting cancer.
- If you have other health issues concerning the consumption of this water, you may wish to consult your doctor.

### What happened? What is being done?

- Since California American Water has taken over the Toro system in 2008, we have been diligently working toward Arsenic removal. We anticipate resolving the problem with the installation of an Arsenic Removal Treatment Plant within the next 3 months (October 2009). The plant is on-site now, construction will be completed by August and the Department of Public Health will be issuing a permit to operate shortly there after.
- For more information, please contact Leslie Q. Jordan at (831)646-3258 or [leslie.jordan@amwater.com](mailto:leslie.jordan@amwater.com).

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this public notice in a public place or distributing copies by hand or mail.

## 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.calamwater.com
- **California Department of Public Health**  
http://www.cdph.ca.gov/
- **United States Environmental Protection Agency**  
http://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

## 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 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**, that 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 by-products 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.

In order to ensure that tap water is safe to drink, the USEPA and the State Department of Public Health (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.

## 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 USEPA's Safe Drinking Water Hotline (1-800-426-4791).

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 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 (1-800-426-4791).

## 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.

## Radon

Radon is a radioactive gas that you can't see, taste, or smell. It is found throughout the United States. Radon can move up through the ground and into a home through cracks and holes in the foundation. Radon can build up to high levels in all types of homes. Radon can also get into indoor air when released from tap water from showering, washing dishes, and other household activities. Compared to radon entering the home through soil, radon entering the home through tap water will in most cases be a small source of radon in indoor air. Radon is a known human carcinogen. 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 in your home. Testing is inexpensive and easy. Fix your home if the level of radon in your air is 4 picocuries per liter of air (pCi/L) or higher. There are simple ways to fix a radon problem that aren't too costly. For additional information, call your State radon program or call the USEPA's Radon Hotline (1-800 SOS-RADON) or 1-800-767-7236.

## 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. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs (SMCL) are set to protect the odor, taste, and appearance of drinking water.
- **MCLG (Maximum Contaminant Level Goal):** 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.
- **MRDL (Maximum Residual Disinfectant Level):** The level of disinfectant added for water treatment that may not be exceeded at the consumer's tap. (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 a disinfectant added for water treatment below which there is no known or expected risk to health. MRDLGs are set by the USEPA.
- **NA:** Not applicable
- **ND:** Not detected
- **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):** MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.
- **pH:** A measurement of acidity, 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. PHGs 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.
- **PDWS (Primary Drinking Water Standard):** MCLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.
- **RAL (Regulatory Action Level):** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
- **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.
- **µmhos/cm (micromhos per centimeter):** A measure of electrical conductance.
- **%:** means percent.

## Water Quality Statement

California American Water vigilantly safeguards its water supplies. California American Water and the Department of Public Health are in the process of implementing treatment for the removal of Arsenic.

## Water Quality Results

Toro

Regulated Substances (Measured on the Water Leaving the Treatment Facility or within the Distribution System)								
Substance (units)	Year Sampled	MCL	PHG (MCLG)	Average Amount Detected	Range Low-High	Violation	Major Sources in Drinking Water	
<b>Radioactive Contaminants</b>								
Gross Alpha Particle Activity (pCi/L)	2005 2007	15	(0)	1.44 2.2	ND - 4.86 1.82 - 2.49	No	Erosion of natural deposits	
Combined Radium (pCi/L)	2007	5	(0)	ND	ND	No	Erosion of natural deposits	
Uranium	2005	20	0.43	ND	ND	No	Erosion of natural deposits	
<b>Inorganic Contaminants</b>								
Arsenic (ppb) <sup>1</sup>	2008 2007	10	4	20 10	10 - 30 ND - 20	Yes	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes	
Fluoride (ppm)	2008 2007	2	1	0.3 0.3	0.3 0.3	No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories	
Nitrate as NO <sub>3</sub> (ppm)	2008 2007	45	45	10.6 10.6	10.6 10.6	No	Runoff and leaching from fertilizer use; Leaching from septic tanks and sewage; Erosion of natural deposits	
Selenium (ppb)	2008 2007	50	(50)	10 10	10 10	No	Discharge from petroleum, glass, and metal refineries; Erosion of natural deposits; Discharge from mines and chemical manufacturers; Runoff from livestock lots (feed additive)	
<b>Disinfection By-products, Disinfectant Residuals, and Disinfection By-products Precursors</b>								
Substance (units)	Year Sampled	MCL (MRDL)	PHG (MCLG)	Results	Range Low-High	Violation	Major Sources in Drinking Water	
TTHMs (Total Trihalomethanes) (ppb)	2008	80	NA	5.2	5.2	No	By-product of drinking water chlorination	
Haloacetic Acids (ppb)	2008	60	NA	ND	ND	No	Leaching from natural deposits; Industrial wastes	
Chlorine	2008	(4.0 as Cl <sub>2</sub> )	0.8	1.16	0.06 - 2.09	No	Drinking water disinfectant added for treatment	
<b>Secondary Substances (Measured on the Water Leaving the Treatment Facility or within the Distribution System)</b>								
Substance (units)	Year Sampled	SMCL	PHG (MCLG)	Average Results	Range Low-High	Violation	Typical Source	
Chloride (ppm)	2008 2007	500	NS	416 416	416 416	No	Runoff/leaching from natural deposits; Seawater influence	
Iron, (ppb)	2008 2007	300	NS	200 ND	120 - 340 ND	No	Leaching from natural deposits, industrial waste	
Surfactants (MBAS) (ppb)	2008	500	NS	0.04	0 - 64	No	Municipal and Industrial waste discharges	
Odor (units)	2008 2007	3	NS	1 ND	1 ND - 1	No	Naturally-occurring organic materials	
Specific Conductance (µmhos/cm)	2008 2007	1,600	NS	1500 1400	1500 1400	No	Substances that form ions when in water; Seawater influence	
Sulfate (ppm)	2008 2007	500	NS	40 33	40 29 - 36	No	Runoff/leaching from natural deposits; Industrial wastes	
Total Dissolved Solids (ppm)	2008 2007	1000	NS	813 800	800 - 840 800	No	Runoff/leaching from natural deposits	
Turbidity (NTU)	2008 2007	5	NS	0.3 < 0.1	0.3 < 0.1	No	Soil runoff	
<b>Unregulated Substances (Measured on the Water Leaving the Treatment Facility or within the Distribution System)</b>								
<b>Monitoring Formerly Required by Repealed Section 64450, Chapter 15, Title 22, California Code of Regulations<sup>2</sup></b>								
Substance (units)	Year Sampled	Action Level	Results	Range Low-High				
Boron (ppb)	2005	1,000	67	ND - 100				
<b>Tap Water Samples: Lead and Copper Results (from the Distribution System)</b>								
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	10	0.94	NA	No	Internal corrosion of household plumbing system; Erosion of natural deposits; Leaching from wood preservatives
Lead (ppb)	2006	15	2	10	< 5	NA	No	Internal corrosion of household water plumbing system; Discharges from industrial manufacturers; Erosion of natural deposits
<b>Additional Constituents (Measured on the Water Leaving the Treatment Facility or within the Distribution System)</b>								
Substance (units)	Year Sampled	Average Amount Detected	Range Low-High					
Alkalinity as CaCO <sub>3</sub> (ppm)	2008/2007	62/80	62/80					
Calcium (ppm)	2008/2007	37/40	37/37 - 47					
Magnesium (ppm)	2008/2007	35/31	35/28 - 33					
pH (pH units)	2008/2007	7.4/7.5	6.46/7.4 - 7.6					
Potassium (ppm)	2008/2007	ND/ND	ND/ND					
Sodium (ppm)	2008/2007	205/200	205/200					
Total Hardness as CaCO <sub>3</sub> (ppm)	2008/2007	240/229	240/212 - 256					