



2019 CONSUMER CONFIDENCE REPORT

Valencia Heights Water Company is committed to keeping you informed about the quality of your drinking water. This report is provided to you on an annual basis and it includes information on where your drinking water comes from, the constituents found in your drinking water and how the water quality compares with regulatory standards. We are proud to report that during 2019, the drinking water provided by Valencia Heights Water Company met or surpassed all Federal and State Drinking Water Standards. We remain dedicated to providing you with a reliable supply of high quality drinking water.

BOARD MEETINGS

Regularly scheduled Board of Directors' meetings are held on the third Wednesday of the month at 4:00 p.m., at 3009 East Virginia Avenue, West Covina, CA 91791-2252. These meetings provide an opportunity for stockholders to participate in decisions that may affect water quality. The meeting schedule can be located on the Company Website.

WHERE DOES MY DRINKING WATER COME FROM?

Valencia Heights Water Company's water supply comes from three major sources: (1) groundwater from the Main San Gabriel Basin, (2) surface water from the San Gabriel River treated by Covina Irrigating Company (CIC), and (3) treated surface water from the Metropolitan Water District of Southern California (MWD). The water is tested and disinfected using chloramines before it is sent through a distribution of underground pipes to your home.

WHAT ARE WATER QUALITY STANDARDS?

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

Drinking water standards established by USEPA and DDW set limits for substances that may affect consumer health or aesthetic qualities of drinking water. The chart in this report shows the following types of water quality 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.
- **Primary Drinking Water Standard:** MCLs for contaminants that affect health along with their monitoring and reporting requirements and water treatment requirements.
- **Treatment Technique:** A required process intended to reduce the level of a contaminant in drinking water.
- **Regulatory Action Level (AL):** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
- **Maximum Residual Disinfectant Level (MRDL):** The highest level of a disinfectant allowed in drinking water. There is convincing evidence that the addition of a disinfectant is necessary for the control of microbial contaminants.
- **Notification Level (NL):** An advisory level which, if exceeded, requires the drinking water system to notify the governing body of the local agency in which users of the drinking water reside (i.e. city council, board of directors, and county board of supervisors).

WHAT IS A WATER QUALITY GOAL?

In addition to mandatory water quality standards, USEPA and DDW have set voluntary water quality goals for some contaminants. Water quality goals are often set at such low levels that they are not achievable in practice and are not directly measurable. Nevertheless, these goals provide useful guideposts and direction for water management practices. The chart in this report includes three 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 USEPA.
- **Maximum Residual Disinfectant Level Goal (MRDLG):** The level of a drinking water disinfectant below there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
- **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.

WHAT CONTAMINANTS COULD BE PRESENT IN SOURCES OF DRINKING WATER?

The sources of drinking water (both tap water and bottled water) generally 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, 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 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 and residential uses.
- **Radioactive contaminants**, which are naturally-occurring or can be the result of oil and gas production and mining activities.
- **Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gasoline stations, urban stormwater runoff, and septic systems.

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 the 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).

ARE THERE ANY PRECAUTIONS THE PUBLIC SHOULD CONSIDER?

Some people may be more sensitive to contaminants in drinking water than the general population. Immuno-compromised persons, such as persons with cancer undergoing chemotherapy, persons who have had 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 from their health care providers. USEPA / Centers for Disease Control (CDC) guidelines on the appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available at the Safe Drinking Water Hotline (1-800-426-4791).

NITRATE

Nitrate levels may rise quickly for short periods of time as a result of rainfall or agricultural activity. Nitrate in drinking water at levels above 10 milligrams per liter (mg/l) 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 an 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 for advice from your health care provider.

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. Valencia Heights Water Company is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your drinking water, testing methods and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <https://www.epa.gov/lead>.

DOES YOUR DRINKING WATER MEET THE STANDARD?

Your drinking water is regularly tested using State-approved methods to ensure its safety and quality. The chart in this report lists all the drinking water constituents that we detected in 2019, or in other recent tests. The State allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old. We are pleased to report, that once again this year, we met or *surpassed* all the Federal and State drinking water standards. Please review the chart on the reverse side for more details.

DRINKING WATER SOURCE ASSESSMENT

In accordance with the Federal Safe Drinking Water Act, an assessment of the drinking water sources for Valencia Heights Water Company was completed in October 2002. An additional assessment for Well #7 was completed in July 2008. The purpose of the drinking water source assessment is to promote source water protection by identifying types of activities in the proximity of the drinking water sources which could pose a threat to water quality. The assessment concluded that Valencia Heights Water Company's sources are considered most vulnerable to the following activities or facilities associated with contaminants detected in the water supply: known contaminant plumes, campgrounds/recreational areas and high-density housing. In addition, the sources are considered most vulnerable to the following activities or facilities not associated with contaminants detected in the water supply: gasoline stations, dry cleaners and transportation corridors.

In addition, Valencia Heights Water Company purchases surface water from CIC. CIC completed its surface water sanitary survey in December 2000. CIC's surface water source is considered vulnerable to sewer lines, pesticide and herbicide applications, and recreational activities. The watershed sanitary survey for CIC's surface water source was updated in December 2015. The updated Watershed Sanitary Survey concluded that CIC's surface water source is vulnerable to erosion, debris removal, forest fires and recreational activities.

A copy of the complete assessment is available at Valencia Height Water Company at 3009 East Virginia Avenue, West Covina, CA 91791-2252. You may request a summary of the assessment to be sent to you by contacting Mr. David Michalko, General Manager at 626-332-8935.

Every five years, MWD is required by DDW to examine possible sources of drinking water contamination in its State Water Project and Colorado River source waters. The most recent watershed sanitary surveys of MWD's source water supplies from the Colorado River was updated in 2015 and the State Water Project was updated in 2016. Both source waters are exposed to stormwater runoff, recreational activities, wastewater discharges, wildlife, fires, and other watershed-related factors that could affect water quality. USEPA also requires MWD to complete one Source Water Assessment (SWA) that utilizes information collected in the watershed sanitary surveys. MWD completed its SWA in December 2002. The SWA is used to evaluate the vulnerability of water sources to contamination and helps determine whether more protective measures are needed. A copy of the most recent summary of either

Watershed Sanitary Survey or the SWA can be obtained by calling MWD at (800) CALL-MWD.

DISINFECTION/CHLORAMINES

Beginning in October 2013, Valencia Heights Water Company purchased water disinfected with Chloramines. Chloramines are a combination of chlorine and ammonia which provides a longer disinfection residual. The change is a result of new regulations controlling disinfection by-products caused by chlorine reacting with organics in the water, which may cause cancer. During 2017, Valencia Heights Water Company treated the Company well water with chloramines to match the purchased surface water disinfection residual. Homes and businesses with dialysis treatment must contact the appropriate professional and have installed a treatment method to remove the chloramines. Also, hobbyists must pre-treat water used in fish ponds and tanks.

CONSERVATION, WATER USE EFFICIENCY, AND DROUGHT

Drought is no longer something that happens once in a while. We are now seeing droughts last longer, and happen more often. For many years we have seen the local ground water levels drop, and are now just recovering from mostly expensive import water. The near normal rainfall the past two winters have only stopped the water levels from dropping. It takes several "wet" years to actually see a recovery in ground water levels.

In 2009, Valencia Heights Water Company adopted Phase I of the Water Conservation Plan to promote **permanent Water Use Efficiency**. The Plan lists about 10 practices to efficiently use water and eliminate waste. Some of the more important practices are: watering only between the hours of 7 p.m. and 7 a.m.; stopping excessive runoff; repairing leaks quickly; and limiting watering duration. For your reference and implementation, the complete Water Conservation Plan is posted on our website, vhwc.org

Our ability to contact you in an EMERGENCY

is critical. Please take a minute to provide us with your cell number and email address. We use these methods to keep you informed during water outages and other important notices. Water outages can also now be tracked on our website,

VHWC.ORG

Please take a minute and follow us on Twitter @valenciaheights

2019 WATER QUALITY REPORT

CONSTITUENTS AND (UNITS)	MCL or [MRDL]	PHG, (MCLG) or [MRDLG]	DLR	GROUNDWATER SOURCE		SURFACE WATER SOURCES				TYPICAL ORIGINS	POSSIBLE HEALTH EFFECTS	
				Valencia Heights Water Company		Covina Irrigating Company		Metropolitan Water District				
				Results (a)	Range (Min-Max)	Results (a)	Range (Min-Max)	Results (a)	Range (Min-Max)			
PRIMARY DRINKING WATER STANDARDS--Health-Related Standards												
CLARITY												
Effluent Turbidity (NTU) (b)	TT = 1 NTU 95%≤0.3 NTU	NA NA	--	NR		0.12 99%	-- --	0.04 100%	-- --	Soil Runoff	None, is an indicator of water quality	
DISINFECTION BYPRODUCTS (c)												
Total Trihalomethanes (TTHM) (ug/l)	80	NA	1	46	(15 - 42)	(d)	(d)	(d)	(d)	By-product of drinking water disinfection	Liver, kidney or central nervous system, cancer risk	
Haloacetic Acids (five) (HAA5) (ug/l)	60	NA	1-2	13	(7.8 - 15)	(d)	(d)	(d)	(d)	By-product of drinking water disinfection	Increased cancer risk	
DISINFECTANT RESIDUAL (c)												
Chlorine Residual (mg/l)	[4]	[4]	NA	2.1	(0.2 - 3.5)	(d)	(d)	(d)	(d)	Drinking water disinfectant added for treatment	Irritating effects to eyes and nose; stomach discomfort	
INORGANIC CHEMICALS												
Aluminum (mg/l)	1	0.6	0.05	ND	ND	0.063	(ND - 0.11)	0.12	(ND - 0.11)	Residue from water treatment process	Short-term gastrointestinal tract effects	
Arsenic (ug/l)	10	0.004	2	ND	ND	<2	(ND - 2.6)	ND	ND	Erosion of natural deposits	Skin damage, circulatory problems, increased cancer risk	
Barium (mg/l)	1	2	0.1	<0.1	(ND - 0.13)	ND	ND	ND	ND	Erosion of natural deposits	Increase in blood pressure	
Bromate (ug/l)	10	0.1	1	NR	NR	NR	NR	1.9	(ND - 8.1)	Byproduct of Drinking Water Disinfection	Increased cancer risk	
Copper (mg/l) (e)	AL = 1.3	0.3	0.05	0.37	--	NR	NR	NR	NR	Corrosion of household plumbing system	Liver or kidney damage	
Fluoride - naturally occurring (mg/l)	2	1	0.1	0.35	(0.34 - 0.38)	0.18	(0.17 - 0.19)	NR	NR	Erosion of natural deposits	Bone disease, mottled teeth	
Fluoride - treatment-related (mg/l)	2	1	0.1	NR	NR	NR	NR	0.7	(0.6 - 0.9)	Water additive for dental health	Bone disease, mottled teeth	
Lead ug/L (e)	AL = 15	0.2	5	ND	--	NR	NR	NR	NR	Corrosion of household plumbing system	Mental development, kidney problems, high blood pressure	
Nitrate as N (mg/l)	10	10	0.4	4.3	(0.91 - 7.2)	0.41	(ND - 0.6)	0.5	0.5	Leaching from fertilizer use	Loss of oxygen to the body, shortness of breath, blue skin	
Perchlorate (ug/l)	6	1	4	<4	(ND - 4.2)	ND	ND	ND	ND	Industrial waste discharge	Interferes with the uptake of iodide by the thyroid gland	
Selenium (ug/l)	50	30	5	<5	(ND - 5.2)	ND	ND	ND	ND	Erosion of natural deposits	Hair/fingernail losses, numbness in fingers/toes, or circulation system problems	
ORGANIC CHEMICALS												
Toluene (ug/l)	150	150	0.5	ND	ND	ND	ND	0.6	0.6	Discharge from petroleum and chemical factories	Nervous system, kidney, and liver problems	
RADIOACTIVITY (f)												
Gross Alpha Activity (pCi/l)	15	(0)	3	ND	ND	3.2	3.2	ND	ND	Erosion of natural deposits	Increased cancer risk	
Uranium (pCi/l)	20	0.43	1	7.2	(3.9 - 9.3)	1.7	1.7	ND	ND	Erosion of natural deposits	Kidney problems, increased cancer risk	
SECONDARY DRINKING WATER STANDARDS--Aesthetic Standards, Not Health-Related												
Aluminum (ug/l)	200	600	50	ND	ND	63	(ND - 110)	120	(ND - 110)	Residue from water treatment process	Short-term gastrointestinal tract effects	
Chloride (mg/l)	500	NA	NA	100	(87 - 120)	40	(37 - 44)	50	(46 - 55)	Runoff/leaching from natural deposits	None, is an indicator of water quality	
Color (Units)	15	NA	NA	ND	ND	ND	ND	ND	(ND - 1)	Naturally-occurring organic materials	None, is an indicator of water quality	
Iron (ug/l)	300	NA	100	<100	(ND - 100)	ND	ND	240	240	Erosion of natural deposits	None, is an indicator of water quality	
Manganese (ug/l)	50	NA	20	28	(ND - 83)	ND	ND	ND	ND	Erosion of natural deposits	High levels could affect the nervous system	
Odor-Threshold (Units)	3	NA	1	1.3	(1 - 2)	1	1	1	1	Naturally-occurring organic materials	None, is an indicator of water quality	
Specific Conductance (umho/cm)	1,600	NA	NA	1,300	(1,200 - 1,400)	320	(280 - 360)	470	(440 - 500)	Substances that form ions in water	None, is an indicator of water quality	
Sulfate (mg/l)	500	NA	0.5	270	(210 - 300)	23	(15 - 31)	73	(65 - 81)	Runoff/leaching from natural deposits	None, is an indicator of water quality	
Total Dissolved Solids (mg/l)	1,000	NA	NA	900	(780 - 1,000)	170	(140 - 200)	270	(240 - 290)	Runoff/leaching from natural deposits	None, is an indicator of water quality	
Turbidity (NTU)	5	NA	0.1	0.1	(ND - 0.3)	ND	ND	ND	ND	Soil runoff	None, is an indicator of water quality	
UNREGULATED CHEMICALS												
Boron (mg/l)	NL = 1	NA	0.1	0.17	(0.17 - 0.18)	0.093	(0.076 - 0.11)	0.12	0.12	Erosion of natural deposits		
Vanadium (ug/l)	NL = 50	NA	3	5.5	(ND - 8.8)	ND	ND	ND	ND	Erosion of natural deposits		
OTHER CONSTITUENTS OF INTEREST												
Hardness as CaCO3 (mg/l)	NA	NA	NA	600	(540 - 690)	84	(67 - 100)	110	(100 - 120)	Runoff/leaching from natural deposits		
Sodium (mg/l)	NA	NA	NA	80	(71 - 91)	28	(25 - 30)	50	(46 - 54)	Runoff/leaching from natural deposits		
NOTES												
mg/l = parts per million or milligrams per liter				DLR = Detection Limit for Purposes of Reporting				AL = Action Level				NL = Notification Level
ug/l = parts per billion or micrograms per liter				ND = Not Detected at DLR				MCL = Maximum Contaminant Level				PHG = Public Health Goal
pCi/l = picoCuries per liter				NA = No Applicable Limit				MCLG = Maximum Contaminant Level Goal				TT = Treatment Technique
umho/cm = micromhos per centimeter				NR = Monitoring Not Required				MRDL = Maximum Residual Disinfectant Level				
				NTU = Nephelometric Turbidity Units				MRDLG = Maximum Residual Disinfectant Level Goal				
<p>(a) The results reported in this table are the average concentrations of the constituents detected in your drinking water during year 2019, or from the most recent tests, except for filter effluent turbidity, chlorine residual, TTHM, HAA5, lead and copper which are described below.</p> <p>(b) The turbidity level of filtered water shall be less than or equal to 0.3 NTU in 95% of the measurements taken each month and shall never exceed 1 NTU. Turbidity, is a measure of the cloudiness of water and is a good indicator of the effectiveness of the treatment process and water quality.</p> <p>(c) TTHM, HAA5 and chlorine residual samples are collected in VHWC's distribution system. The highest running annual average from 2019 is reported as "Results;" while the maximum and minimum of the individual samples collected in 2019 are reported as "Range." Compliance is based on the running annual averages.</p> <p>(d) MCL Compliance Determined from Testing in the Valencia Heights Water Company Distribution System.</p> <p>(e) Concentrations were measured at the tap. The 90th percentile concentration is reported in the table. Out of 20 distribution system locations sampled, one of the results for copper exceeded the AL. None of the results for lead exceeded the AL. The samples were collected in August 2017. The next samples will be taken in 2020. In 2019, no school submitted a request to be sampled for lead.</p> <p>(f) Not all sources were sampled in year 2019, some sources were sampled in a previous year (2017), and all of the most recent results are included.</p>												
In addition to the above constituents, we continue to conduct monitoring for more than 60 other constituents, and all results have been below the detection limits.												

WEBSITE - VHWC.ORG

Please visit our website vhwc.org. We continue to add to the site to improve communications with our customers. Water outages with the expected completion time of repairs are posted and updated regularly, and there are many helpful links that will help you in your conservation efforts.

However, if you are reporting a leak or an emergency, please call 626-332-8935 and our staff will quickly respond.

Please take a minute to follow us on [Twitter@valenciaheights](https://twitter.com/valenciaheights) - This will allow us to contact you during emergencies.

QUESTIONS ?

For more information or questions regarding water quality, please contact Mr. David Michalko, General Manager, at Valencia Heights Water Company, 3009 East Virginia Avenue, West Covina, CA 91791 Phone: (626)332-8935.

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