



# 2023 Water Quality Report

WHITTIER SYSTEM

This report reflects water quality testing conducted during 2023.



## *A Word of Assurance about*

## Your 2023 Water Quality Report

*Y*our drinking water is constantly monitored from source to tap for regulated and unregulated constituents through comprehensive drinking water quality programs carried out by Suburban Water Systems (Suburban) dedicated water professionals.

Certified quality assurance professionals 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. The City of Whittier, the Metropolitan Water District of Southern California (MWD), California Domestic Water Company (Cal Domestic), 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 regulatory requirements.





*For more than 70 years, Suburban has provided dependable, high-quality water that complies with all federal and state health & safety standards to thousands of families. We are proud to report that 2023 was no exception.*

## Who We Serve

Suburban's Whittier system provides drinking water to portions of the cities of Whittier, La Habra and La Habra Heights. Suburban serves approximately 66,000 people in its Whittier system service area. In 2023, Suburban provided drinking water for its Whittier service area from its four active wells in the Main San Gabriel Groundwater Basin and from the City of Whittier. Suburban also distributes supplemental drinking water from Cal Domestic. Cal Domestic water comes from wells in the Main San Gabriel Groundwater Basin. In addition, supplemental treated surface water was obtained from MWD's Central Basin Municipal Water District.



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

To ensure that tap water is safe to drink, the USEPA and the SWRCB prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. 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 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 pages, 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 2023 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; 2) agricultural/industrial practices that occurred many decades ago - nitrate, tetrachloroethylene, trichloroethylene; 3) household plumbing - copper; and 4) unknown sources responsible for detections of per-and-polyfluorinated alkyl substances (PFAS). 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.

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 (800) 426-4791.



## Per- and Polyfluoroalkyl Substances (PFAS)

are a family of manmade chemicals prevalent in the environment and thousands of consumer products used daily, such as water-resistant clothing, carpet, food wrappers, non-stick cookware, cleaning products and more. PFAS have been detected in groundwater in various locations throughout the United States. Much remains unknown about PFAS, however, most research suggests that PFAS enter groundwater from various waste disposal activities.

Suburban tested wells in our Whittier service area revealing the presence of these chemicals, particularly perfluorooctane sulfonic acid (PFOS) and perfluorooctanoic acid (PFOA). The origin of these contaminants is currently unknown. Suburban took immediate measures to minimize levels of PFAS.

Suburban is committed to delivering safe, high-quality water to the customers we serve.



## 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](http://www.epa.gov/lead).





**SUBURBAN WATER SYSTEMS-WHITTIER DRINKING WATER SOURCES TESTED IN 2023**

SUBURBAN WATER SYSTEMS-WHITTIER DRINKING WATER SOURCES TESTED IN 2023											
TREATED SURFACE WATER						MAIN SAN GABRIEL BASIN GROUNDWATER					
Chemical	Met Standard?	Year Tested	Units	Average	Range	Average	Range	MCL	PHG (MCLG)	Typical Source of Contaminant	
<b>Primary Standards</b>											
Aluminum	Yes	2023	ppb	105	ND - 70	ND	ND	1000	600	Erosion of Natural Deposits	
Arsenic	Yes	2023	ppb	ND	ND	0.9	ND - 1	10	0.004	Erosion of Natural Deposits	
Barium	Yes	2023	ppm	ND	ND	0.1	ND - 0.1	1	1	Erosion of Natural Deposits	
Fluoride	Yes	2023	ppm	0.7	0.6 - 0.8	0.2	0.2 - 0.3	2	1	Erosion of Natural Deposits	
Gross Alpha Activity	Yes	2023	pCi/L	ND	ND - 5	0.4	ND - 3.3	15	0	Decay of Natural and Man-Made Deposits	
Gross Beta Activity	Yes	2023	pCi/L	ND	ND - 6	ND	ND	50	0	Decay of natural and man-made deposits	
Hexavalent Chromium	Yes	2023	ppb	ND	ND	1.1	1 - 2.7	50	0.02	Erosion of Natural Deposits; industrial contamination	
Nitrate	Yes	2023	ppm-N	0.7	0.7	3.4	3.1 - 4.9	10	10	Fertilizers, Septic Tanks	
Perchlorate	Yes	2023	ppb	ND	ND	0.5	0.3 - 2.3	6	2	Industrial Contamination	
Tetrachloroethylene (PCE)	Yes	2023	ppb	ND	ND	0.4	ND - 0.7	5	0.06	Industrial Solvent Contamination	
Trichloroethylene (TCE)	Yes	2023	ppb	ND	ND	ND<0.5	ND - 1.2	5	1.7	Purchased Water from Cal Domestic	
Uranium	Yes	2023	pCi/L	1	ND - 3	1.5	1.2 - 3.2	20	0.43	Erosion of Natural Deposits	
<b>Secondary Standards*</b>											
Aluminum	Yes	2023	ppm	0.105	ND - 0.07	ND	ND	1	0.6	Erosion of Natural Deposits	
Chloride	Yes	2023	ppm	66	42 - 91	66.4	20 - 70.6	500*	n/a	Erosion of Natural Deposits	
Color	Yes	2023	color unit	2	1 - 2	1	ND - 1	15*	n/a	Naturally-Occurring Substances	
Odor	Yes	2023	TON	2	2	0.7	0.7 - 1	3*	n/a	Naturally-Occurring Organic Matter	
Specific Conductance	Yes	2023	µmho/cm	642	424 - 859	701.5	480 - 724.4	1,600*	n/a	Mineral Ions in Water	
Sulfate	Yes	2023	ppm	122	70 - 175	86.6	40 - 91	500*	n/a	Erosion of Natural Deposits	
Total Dissolved Solids	Yes	2023	ppm	394	253 - 534	460.6	300 - 501	1,000*	n/a	Erosion of Natural Deposits	
Turbidity	Yes	2023	ntu	ND	ND	0.1	ND - 0.2	5*	n/a	Erosion of Natural Deposits	
<b>Unregulated</b>											
Aggressiveness Index	n/a	2023	Al	12.4	12.1 - 12.6	10.9	10.7 - 12.4	n/r	n/a	Measures of the balance between pH and calcium carbonate saturation in the water	
Alkalinity, total	n/a	2023	ppm CaCO3	84	66 - 102	166.8	165.5 - 170	n/r	n/a	Erosion of Natural Deposits	
Boron	n/a	2023	ppb	130	130	20.3	ND - 110	NL = 1000	n/a	Runoff/leaching from natural deposits; industrial wastes	
Calcium	n/a	2023	ppm	38	25 - 52	74.5	65 - 78	n/r	n/a	Erosion of Natural Deposits	
Hardness, Total	n/a	2023	ppm CaCO3	160	99 - 220	233.5	210 - 239.2	n/r	n/a	Erosion of Natural Deposits	
Hardness, Total	n/a	2023	grains/gallon	9.34	5.78 - 12.84	13.6	12.3 - 14	n/r	n/a	Erosion of Natural Deposits	
Magnesium	n/a	2023	ppm	15	9.6 - 21	12.9	12 - 13.1	n/r	n/a	Erosion of Natural Deposits	
Perfluorooctanoic Acid (PFOA)	n/a	2023	ppt	ND	ND	6.6	ND - 9.2	NL = 5.1	n/a	Landfills, wastewater	
Perfluorooctane Sufonic Acid (PFOS)	n/a	2023	ppt	ND	ND	12.9	ND - 18	NL = 6.5	n/a	Landfills, wastewater	
Perfluorobutanoic Acid (PFBA)	n/a	2023	ppt	ND	ND	7.6	ND - 12	n/r	n/a	Landfills, wastewater	
Perfluorobutanesulfonic Acid (PFBS)	n/a	2023	ppt	ND	ND	3.6	ND - 5	NL = 500	n/a	Landfills, wastewater	
Perfluorodecanoic Acid (PFDA)	n/a	2023	ppt	ND	ND	1.6	ND - 1.7	n/r	n/a	Landfills, wastewater	
Perfluoroheptanoic Acid (PFHPA)	n/a	2023	ppt	ND	ND	1.8	ND - 4	n/r	n/a	Landfills, wastewater	
Perfluorohexanoic Acid (PFHXA)	n/a	2023	ppt	ND	ND	2.9	ND - 4.7	n/r	n/a	Landfills, wastewater	
Perfluorohexanesulfonate (PFHXS)	n/a	2023	ppt	ND	ND	2.8	ND - 4.3	NL = 3	n/a	Landfills, wastewater	
Perfluorononanoic Acid (PFNA)	n/a	2023	ppt	ND	ND	1.6	ND - 1.9	n/r	n/a	Landfills, wastewater	
Perfluoropentanoic Acid (PFPEA)	n/a	2023	ppt	ND	ND	3.7	ND - 4.6	n/r	n/a	Landfills, wastewater	
pH	n/a	2023	pH units	8.5	8.5	7.8	7.7 - 8	n/r	n/a	Acidity, Hydrogen Ions	
Potassium	n/a	2023	ppm	3.4	2.6 - 4.6	4.1	3.4 - 4.2	n/r	n/a	Erosion of Natural Deposits	
Sodium	n/a	2023	ppm	69	47 - 91	48.7	15 - 51.8	n/r	n/a	Erosion of Natural Deposits	
Total Organic Carbon	n/a	2023	ppm	2.4	2.1 - 3	ND	ND - 0.03	Treatment Technique		Various Natural Decaying Sources	
<p><b>ppb</b> = parts-per-billion; <b>ppm</b> = parts-per-million; <b>ppt</b> = parts-per-trillion; <b>pCi/L</b> = picoCuries per liter; <b>ntu</b> = nephelometric turbidity units; <b>ND</b> = not detected; <b>NL</b> = Notification Level  <b>n/a</b> = not applicable; <b>n/r</b> = not regulated; <b>µmho/cm</b> = micromho per centimeter; <b>&lt;</b> = average is less than the detection limit for reporting purposes; <b>MCL</b> = Maximum Contaminant Level; <b>(MCLG)</b> = federal MCL Goal; <b>PHG</b> = California Public Health Goal *Contaminant is regulated by a secondary standard to maintain aesthetic quality.</p>											

## SUBURBAN WATER SYSTEMS WHITTIER DISTRIBUTION SYSTEM WATER QUALITY TESTED IN 2023

Chemical (Units)	Met Standard?	MCL (MRDL/MRDLG)	Highest Annual Average	Range	Typical Source of Contaminant
<b>Disinfection Byproducts</b>					
Total Trihalomethanes (ppb)	Yes	80	15	ND - 23	Byproducts of Chlorine Disinfection
Haloacetic Acids (ppb)	Yes	60	6	ND - 5.6	Byproducts of Chlorine Disinfection
Chemical (Units)	Met Standard?	MCL (MRDL/MRDLG)	Average	Range	Typical Source of Contaminant
Chlorine Residual (ppm)	Yes	(4 / 4)	1	0.6 - 1.6	Disinfectant Added for Treatment
<b>Aesthetic Quality</b>					
Color (Color Units)	Yes	15*	0.01	ND - 3	Naturally Occurring Organic Materials
Turbidity (ntu)	Yes	5*	0.2	ND - 4.9	Soil Runoff
Odor (threshold odor number)	Yes	3*	ND	ND	Naturally Occurring 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. <b>MRDL</b> = Maximum Residual Disinfectant Level; <b>MRDLG</b> = Maximum Residual Disinfectant Level Goal; <b>ntu</b> = nephelometric turbidity units; <b>ND</b> = not detected; <b>&lt;</b> = average is less than the detection limit for reporting purposes;					
*Contaminant is regulated by a secondary standard to maintain aesthetic qualities.					
Bacterial Quality	Met Standard?	MCL	MCLG	Highest / Monthly (% , Value)	Typical Source of Contaminant
Total Coliform Bacteria	Yes	No more than 5% in a month	0	0% / 0	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	0.23	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 34 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 Commission (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 the 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 Water Systems provides drinking water for its Whittier service area from its four active wells in the Main San Gabriel Groundwater Basin. Suburban also distributes supplemental drinking water from California Domestic. Cal Domestic water comes from wells in the Main San Gabriel Groundwater Basin. In addition, Suburban distributed treated surface water from MWD.

Suburban and Cal Domestic 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.

Suburban and Cal Domestic source water assessments were completed in 2002 and concluded that groundwater sources are most vulnerable to the following activities or facilities associated with contaminants detected in the water supply: leaking underground storage tanks, known contaminant plumes from industrial waste discharges, and gas stations. In addition, the sources are considered most vulnerable to the following activities and facilities not associated with contaminants detected in the water supply: pesticide/fertilizer/petroleum storage and transfer areas, metal and machine shops, and agricultural drainage. You may request a summary of the assessments by contacting Nina Wester at [Nina.Wester@nexuswg.com](mailto:Nina.Wester@nexuswg.com) or you may request a complete copy from the SWRCB at (818) 551-2049.



## Testing for Lead in School Drinking Water Sources

All twenty public schools in Suburban's Whittier system service area have been tested for lead in representative 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.

## Tier 3 Citation

California Code requires all backflow devices to be tested at least annually (Title 17, Section 7605, subdivision (c)). Our water system was cited for not following this requirement in 2022. In 2023, Suburban Water Systems increased the enforcement effort. We worked with our customers and certified testers in the area and achieved the testing requirements for 2023. The responsibility of testing resides with those customers who are required to have backflow prevention devices. If you have such devices, you are required to test them each year prior to the testing due date. We urge our customers to test their devices as soon as they receive the annual testing notification from us. This will prevent their device from being out of compliance and prevent their water services from being disconnected due to a noncompliant device.

## How to Read Your Water Meter

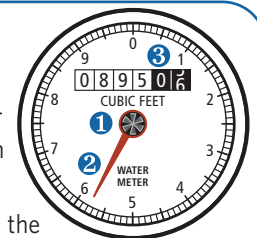
Your water meter is usually located between the sidewalk and curb under a cement cover. Remove the cover by inserting a screwdriver in the hole in the lid and then carefully lift the cover. The meter reads straight across, like the odometer on your car. Read only the black numbers (0895).

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.

❶ **Low-Flow Indicator** ~ The low flow indicator will spin if any water is flowing through the meter.

❷ **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.

❸ **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.



# 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 التقرير مع صديق لك يفهم هذه المعلومات جيدا.

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。

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

Arabic Chinese 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。

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

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

Japanese Korean Spanish

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

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.

Tagalog Vietnamese



## Public Participation Opportunities

We value your input, concerns and suggestions. Please contact Lauren James, Communications Manager, at (626) 543-2531 or email her at [Lauren.James@nexuswg.com](mailto:Lauren.James@nexuswg.com) to inquire about possible future public participation opportunities.

Also, please to contact Nina Wester, Water Quality Manager at [Nina.Wester@nexuswg.com](mailto: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:

**Main San Gabriel Basin Watermaster**  
First Wednesday of the month, (626) 815-1300

**Central Basin Municipal Water District**  
Fourth Monday of the month, (323) 201-5500



## Suburban Water Systems

**District Office: Whittier/La Mirada**  
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