

A Message from General Manager Stephen M. Zurn

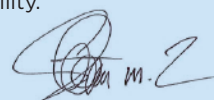
I am proud to report that Glendale Water & Power has met all federal, state and local water quality standards in 2016. GWP's dedicated team of water quality professionals, engineers, operators and distribution crews work to ensure safe and reliable water service to the City by overseeing a comprehensive cross-connection control program, planning and replacing aging infrastructure, responding quickly to unexpected leaks, and operating the system efficiently to meet water demands. We are able to accomplish all of these while maintaining competitive rates for our water customers.

Maintaining excellent water quality is a primary duty of every employee in GWP's Water Division. A detailed System Optimization Program has been put in place to work through opportunities to reduce detention time to maintain a disinfectant residual throughout our distribution system, as well as making other improvements in the system. The best method is to use the water as soon as possible once it is either delivered from the well, treatment plant, or from the water we purchase from the Metropolitan Water District. This means that it is important to

reduce the detention time of the water in the reservoirs and tanks by sizing them correctly, and by setting and maintaining the water elevation set points properly as noted in the previous section. Residuals are monitored weekly in the distribution system and storage facilities and flushing is conducted as needed. Additional sample stations will be added to our distribution system for water quality monitoring along with revisions to GWP's BSSP and Nitrification Monitoring Plans.

To ensure the continued value of your community's water system, GWP will be completing an updated cost of service analysis over the coming months taking into account the considerable cost savings GWP has achieved in recent years and the continuing need to replace and rehabilitate the City's water system. Being proactive in updating the costs to provide service ensures the appropriate costs are being charged and it maintains the high level of service provided by your utility.

Thank you for your support.



Water Quality Terms in This Report

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 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 CalEPA.

Primary Drinking Water Standard (PDWS):

MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

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.

Regulatory Action Level:

The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

Treatment Technique (TT):

A required process intended to reduce the level of a contaminant in drinking water.

Level 1 Assessment:

A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

Level 2 Assessment:

A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

Source Water 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, may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

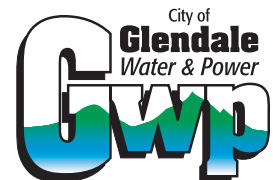
Inorganic Contaminants, such as salts and metals, that can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

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, which are by-products of industrial processes and petroleum production, and can, 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.

Disinfection By-Products, which include Trihalomethanes (THMs) and Haloacetic Acids (HAAs), are generated by the interaction between naturally occurring matter and disinfectants, such as chlorine.



Your Trusted Community Utility

Glendale Water & Power
141 North Glendale Ave., Level 4
Glendale, CA 91206

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City of Glendale Water & Power 2016 Water Quality Report to Our Customers

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This information is very important. Please have someone translate it for you.

Esta informacion es muy importante. Por favor pidale a alguien que se lo traduzca.

Այս տեղեկությունը շատ կարևոր է: Խնդրում ենք, որ մեկին թարգմանել տաք այն:

此資訊十分重要。請您找人幫您翻譯。

यह सूचना अत्यंत ही महत्त्वपूर्ण है। कृपया किसी से इसका अनुवाद करा लीजिए।

これは非常に重要な情報です。どなたかに翻訳をお願いしてください。

이 정보는 매우 중요합니다. 누군가에게 번역해달라고 하십시오.

Napakahalaga ang impormasyon na ito. Mangyaring ipasalin ninyo para sa inyong pang unawa.

Important Information for People with Compromised Immune Systems

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).

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City of Glendale Water & Power 2016 Water Quality Report to Our Customers

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

The water delivered to you by Glendale Water & Power continuously passes tough State and Federal quality standards. This booklet is a detailed report on the water we delivered to you in 2016.



State and Federal Regulation

In order to ensure that tap water is safe to drink, the USEPA and the State Water Resources Control Board (State Board) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. DDW regulations also establish limits for contaminants in bottled water that provide the same protection for public health.

Customer Participation and Assistance

Comments from the public are welcome and may be presented at the Glendale Water & Power Commission meetings held the first Monday of each month, at 4:00PM, in the Glendale City Council Chambers, 613 E. Broadway. Please write to: James Saenz, Water Quality Manager, Water Quality Section, Glendale Water & Power 141 N. Glendale Ave., Level 4, Glendale, CA 91206 or call (818) 548-2011. This report can also be downloaded on GWP's website www.GlendaleWaterAndPower.com

