2024 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 2024, 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 two major sources: (1) groundwater from the Main San Gabriel Basin and (2) surface water from the San Gabriel River treated by Covina Irrigating Company (CIC). 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

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. Valencia Heights Water Company is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, contact Valencia Heights Water Company at 626-332-8935. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at https://www.epa.gov/safewater/lead.

Valencia Heights Water Company performed the required lead service line survey and inventory and submitted the results to USEPA per the USEPA Lead and Copper Rule Revisions regulations. The results are available at the company's office but have not been posted on the Company website. The water system has no lead service lines. For additional information, please contact Valencia Heights Water Company at 626-332-8935.

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 2024, 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 2020. The updated Watershed Sanitary Survey concluded that CIC's surface water source is vulnerable to erosion, debris removal, forest fires, sediment debris flow and recreational activities.

A copy of the complete assessment is available at Valencia Heights 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.

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 continues to be on the minds of all water agencies. We have been seeing droughts last longer and happen more frequently. Historically, we have seen droughts more localized, but in the past decades, drought has lingered throughout the entire western U.S. As a result, we have seen the effect on our water supply sources. We have seen the local groundwater levels drop for many years, but after the wettest two-year period in over 100 years, groundwater levels continue to increase to a level not seen in nearly 20 years. These winters, whether an anomaly or a change for the future, were a blessing

In 2009, Valencia Heights Water Company adopted a 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, and repairing leaks quickly. Posted on the Company website, vhwc.org is a revised Water Supply Shortage Contingency Plan adopted in May of 2022. This plan was revised to meet new requirements in recently passed legislation. As a result of the ongoing variability of water supply, outdoor watering restrictions will remain at a voluntary 4 days per week through 2025. The Company wants to acknowledge our customers' efforts in water conservation and believes our customer base is very proactive in your conservation efforts.

*** MERGER UPDATE

Since the completion of the voting by the Stockholders to approve the merger, the companies continue to move through the regulatory process. CIC has become Covina Valley Water Company. Completion of the merger is at least 6 months away.

Our ability to contact you in an

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

2024 WATER QUALITY REPORT

CONSTITUENTS AND (UNITS)	MCL or [MRDL]	PHG, (MCLG) or [MRDLG]	DLR	GROUNDWATER SOURCE Valencia Heights Water Company Results (a)	 Range (Min-Max)	SURFACE WATER SOURCE Covina Irrigating Company Results (a)	 Range (Min-Max)	TYPICAL ORIGINS	POSSIBLE HEALTH EFFECTS
PRIMARY DRINKING WATER STANDARDS--Health-Related Standards									
CLARITY									
Effluent Turbidity (NTU) **(b)**	TT = 1 NTU	NA	--	NR		0.23	--	Soil Runoff	None, is an indicator of water quality
	95%≤0.3 NTU	NA				100%	--		
DISINFECTION BYPRODUCTS (c)									
Total Trihalomethanes (TTHM) (ug/l)	80	NA	1	25	(12 - 39)		**(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	11	(3.2 - 14)		**(d)**	By-product of drinking water disinfection	Increased cancer risk
DISINFECTANT RESIDUAL (c)									
Chlorine Residual (mg/l)	[4]	[4]	NA	2.2	(0.4 - 3.5)		**(d)**	Drinking water disinfectant added for treatment	Irritating effects to eyes and nose; stomach discomfort
INORGANIC CHEMICALS (e)									
Arsenic (ug/l)	10	0.004	2	ND	ND	2.1	(ND - 3.2)	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	Erosion of natural deposits	Increase in blood pressure
Copper (mg/l) **(f)**	AL = 1.3	0.3	0.05	0.63	--		NR	Corrosion of household plumbing system	Liver or kidney damage
Hexavalent Chromium (ug/l)	10	0.02	0.1	2.5	(1.6 - 3.3)	0.4	0.4		
Fluoride (mg/l)	2	1	0.1	0.36	(0.32 - 0.39)	0.13	(ND - 0.26)	Erosion of natural deposits	Bone disease, mottled teeth
Lead ug/L **(f)**	AL = 15	0.2	5	ND	--		NR	Corrosion of household plumbing system	Mental development, kidney problems, high blood pressure
Nitrate as N (mg/l)	10	10	0.4	4.6	(2 - 6.3)	ND	ND	Leaching from fertilizer use	Loss of oxygen to the body, shortness of breath, blue skin
Perchlorate (ug/l)	6	1	1	2.5	(ND - 4.6)	ND	ND	Industrial waste discharge	Interferes with the uptake of iodide by the thyroid gland
RADIOACTIVITY									
Gross Alpha Activity (pCi/l)	15	(0)	3	ND	ND	3.3	3.3	Erosion of natural deposits	Increased cancer risk
Uranium (pCi/l)	20	0.43	1	8.7	(6.3 - 10)	2.5	2.5	Erosion of natural deposits	Kidney problems, increased cancer risk
SECONDARY DRINKING WATER STANDARDS--Aesthetic Standards, Not Health-Related (e)									
Chloride (mg/l)	500	NA	NA	100	(93 - 110)	21	(7 - 36)	Runoff/leaching from natural deposits	None, is an indicator of water quality
Manganese (ug/l)	50	NA	NA	15	(ND - 29)	ND	ND	Leaching from natural deposits	None, is an indicator of water quality
Odor-Threshold (Units)	3	NA	NA	1	1	ND	ND	Naturally-occurring organic materials	None, is an indicator of water quality
Specific Conductance (umho/cm)	1,600	NA	NA	1,300	1,300	300	(290 - 300)	Substances that form ions in water	None, is an indicator of water quality
Sulfate (mg/l)	500	NA	NA	260	(230 - 280)	16	(15 - 16)	Runoff/leaching from natural deposits	None, is an indicator of water quality
Total Dissolved Solids (mg/l)	1,000	NA	NA	860	(850 - 870)	170	(160 - 180)	Runoff/leaching from natural deposits	None, is an indicator of water quality
Turbidity (NTU)	5	NA	NA	0.39	(0.28 - 0.5)		NR	Soil Runoff	None, is an indicator of water quality
UNREGULATED CHEMICALS (e)									
Boron (mg/l)	NL = 1	NA	NA	0.13	(0.12 - 0.14)	0.06	(0.048 - 0.072)	Erosion of natural deposits	
Vanadium (ug/l)	NL = 50	NA	NA	8.9	(8 - 9.7)	ND	ND	Erosion of natural deposits	
OTHER CONSTITUENTS OF INTEREST (e)									
Hardness as CaCO3 (mg/l)	NA	NA	NA	570	(520 - 610)	100	(76 - 130)	Runoff/leaching from natural deposits	
Sodium (mg/l)	NA	NA	NA	69	(68 - 70)	18	(10 - 26)	Runoff/leaching from natural deposits	
UNREGULATED CHEMICALS REQUIRING MONITORING (g)									
				Results		**Range (Min-Max)**			
Lithium (ug/l)	NA	NA	NA	<9		ND - 9.8		Erosion of natural deposits	
Perfluorobutanesulfonic Acid (PFBS) (ng/l)	NL = 500	NA	NA	<3		ND - 4.4		Industrial waste discharge	Increased cancer risk
Perfluorohexanoic Acid (PFHxA) (ng/l)	NA	NA	NA	<3		ND - 3.7		Industrial waste discharge	Increased cancer risk
Perfluorohexanesulfonic Acid (PFHxS) (ng/l)	NL = 3	NA	NA	<3		ND - 3.2		Industrial waste discharge	Increased cancer risk
Perfluorooctanoic Acid (PFOA) (ng/l)	NL = 5.1	0.07	NA	<4		ND - 5.5		Industrial waste discharge	Increased cancer risk
Perfluorooctanesulfonic Acid (PFOS) (ng/l)	NL = 6.5	1	NA	<4		ND - 4.4		Industrial waste discharge	Increased cancer risk
Perfluoropentanoic Acid (PFPeA) (ng/l)	NA	NA	NA	<3		ND - 4		Industrial waste discharge	Increased cancer risk

NOTES

mg/l = parts per million or milligrams per liter
ug/l = parts per billion or micrograms per liter
ng/l = parts per trillion or nanograms per liter
pCi/l = picoCuries per liter
umho/cm = micromhos per centimeter

DLR = Detection Limit for Purposes of Reporting
ND = Not Detected at DLR
NA = No Applicable Limit
NR = Monitoring Not Required
NTU = Nephelometric Turbidity Units

AL = Action Level
MCL = Maximum Contaminant Level
MCLG = Maximum Contaminant Level Goal
MRDL = Maximum Residual Disinfectant Level
MRDLG = Maximum Residual Disinfectant Level Goal

NL = Notification Level
PHG = Public Health Goal
TT = Treatment Technique

(a) The results reported in this table are the average concentrations of the constituents detected in your drinking water during year 2024, or from the most recent tests, except for filter effluent turbidity, chlorine residual, TTHM, HAA5, lead and copper which are described below.
(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.
(c) TTHM, HAA5 and chlorine residual samples are collected in VHWC's distribution system. The highest running annual average from 2024 is reported as "Results;" while the maximum and minimum of the individual samples collected in 2024 are reported as "Range." Compliance is based on the running annual averages.
(d) MCL Compliance Determined from Testing in the Valencia Heights Water Company Distribution System.
(e) Not all sources were sampled in year 2024, some sources were sampled in a previous year (2022-2023), and all of the most recent results are included.
(f) 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. The samples were collected in August and September 2023. The next samples will be taken in 2026.
(g) Fifth Unregulated Contaminant Monitoring Rule (UCMR 5) samples collected at an entry point into the distribution system in 2024.

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 - 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.