



2019 WATER QUALITY REPORT

Meeting the Highest Water Quality Standards

A MESSAGE FROM PUBLIC WORKS



Dear Water Customers:

At the time of writing this message in early April 2020, we're in the thick of the Novel Coronavirus pandemic response, living in a strange convergence of four worlds:

- The world of TV news and daily press conferences, which some of us keep proclaiming we're not going to watch anymore, only to watch again...and again.
- The world of working from home with conference calls and Zoom meetings, while tending to kids, dog and endless dishes and laundry.
- The world of social distancing, masks, gloves, long lines, empty streets and empty shelves.
- And lastly, the juxtaposed world of nature—abundant with sunshine, rain, birds, flowers and trees blooming—that we're grateful to enjoy, but at the same time find a bit surreal and confusing.

We certainly have much to ponder and worry about, but also lots to appreciate in friends, family, coworkers and community.

Clearly, our brave health care workers are on the front lines of this pandemic response. Our first responders—the men and women in our police and fire departments—also continue to provide service. Grocery store workers and the grocery supply chain deserve kudos for their commitment to stay open. You probably haven't heard much about Public Works, but please know that the essential services provided by your Public Works Department, including water, wastewater, storm water and solid waste operations have also continued throughout this pandemic response.

The importance of maintaining high water quality standards, and the work performed by Public Works staff to carry out this mission, is not diminished during the pandemic response. We would like all customers to know that existing drinking water regulations are protective against viruses...including the novel coronavirus.



Your Public Works Department team

On behalf of the many committed and enthusiastic men and women of the Beverly Hills Public Works Department, thank you for your continued trust in allowing us to serve you.

Beverly Hills Water is Safe

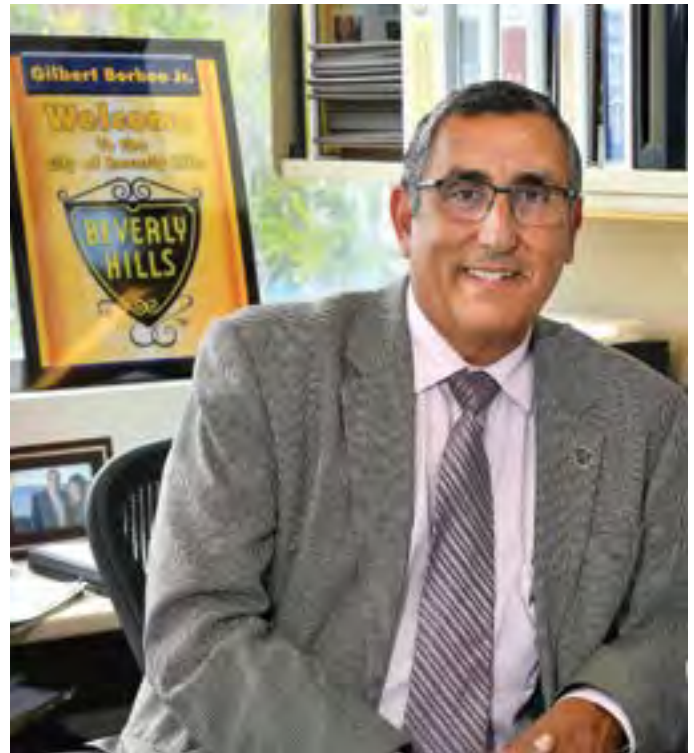
There is no current evidence that the COVID-19 virus can survive in drinking water, and no need to use bottled water. The Centers for Disease Control and Prevention states that the spread is primarily through “close person-to-person” contact, which is approximately 6 feet. As you will read in this report, the City of Beverly Hills’ water is sourced from Metropolitan Water District treatment plants, which includes disinfection practices utilizing ozone, chlorine and ammonia to kill bacteria, viruses (including COVID-19) and other pathogens. Furthermore, the City’s Water Operations staff frequently tests and monitors the water throughout the system to make certain that a chlorine residual is maintained in the water at all times to ensure water is clean and safe for consumption.

The City has planned ahead and is well prepared. Our Business Continuity Plan ensures ample operations staff is utilized effectively to operate and monitor water system facilities and take required water quality samples. Essential Public Works functions including water quality, water distribution, waste water and trash collection is accomplished through the development of multiple shifts, longer work weeks and rotation of work shifts to allow for sufficient “sheltering at home” of critical staff.

Close coordination with our water quality laboratories is maintained to ensure timely sample pickup and analysis. All required monitoring and reporting to state regulatory agencies are accomplished. All required water system compliance measures are maintained.

This is all to say, the business of your City’s Water Division successfully goes on. Construction will begin soon on the renovation of the City’s Water Treatment Plant. When completed in 2021, the City will become more water-resilient, by producing a good share of its water from local groundwater. A new well is currently under construction in conjunction with the pipeline needed to bring the water to the treatment plant. When completed in 2021, the City will have seven wells available from which to draw water.

As we reported last year, our update to the City’s Sustainable City Plan is underway. Many of you attended a Community Speaker Series in February and March of this year. Talented subject-matter experts presented on circular economics, food waste reduction and water resources. Community members participated in engaging Q&A sessions and had the opportunity to contribute to the development of the plan.



Water is a big part of what we do, but certainly not the only thing. A very talented and dedicated staff of women and men work hard to make sure Beverly Hills’ infrastructure supports the residential and business community in a manner befitting our world-class city.

Like your efforts to reduce water use continue to be a team effort, pulling together to be “safer at home” will be successful as well.

Please review this year’s Water Quality Report and feel free to call us with any questions you may have.

Sincerely,

Gil Borboa

Assistant Director of Public Works
Utilities Division

از طرف خدمتگزاران متعهد و سخت‌کوش
اداره خدمات همگانی بورلی هیلز، از شما
به خاطر اعتماد همیشگی‌تان به ما در
خدمات‌سانی به شما سپاسگزاریم.



همانگونه که تلاش‌های مداوم شما در کاهش مصرف آب یک تلاش دست
جمعی بوده و هست، همیاری برای اجرای «در خانه امن‌تر هستیم» نیز موفق
خواهد بود.

لطفاً گزارش کیفی آب امسال را مطالعه کنید و هر سؤالی دارید بی‌درنگ با ما
تماس بگیرید. از سوی مردان و زنان متعهد و مشتاق اداره خدمات همگانی
بورلی هیلز از شما به خاطر اعتماد همیشگی‌تان به خدمت‌گذاری ما
سپاسگزاریم.

با تقدیم احترام،

گیل بوروب

معاون مدیر شبکه خدمات همگانی

آب بورلی هیلز بی‌خطر است.

هنوز هیچ شواهدی وجود ندارد که نشان دهد ویروس کوید 19 (Covid-19) در آب آشامیدنی دوام می‌آورد، در نتیجه نیازی به استفاده از آب‌های بسته‌بندی شده وجود ندارد. مرکز کنترل و پیشگیری از بیماری عنوان می‌کند که شیوع ویروس عمدتاً از طریق تماس «نزدیک فرد با فرد»،

یعنی در حدود 6 فوت (حدود دو متر) رخ می‌دهد. همانگونه که در این گزارش خواهید خواند، آب شهر بورلی هیلز از تصفیه‌خانه‌های منطقه آب متروپولیتن تأمین می‌شود که از روش‌های ضد عفونی با استفاده از اوزون، کلر و آمونیاک برای از بین بردن باکتری‌ها، ویروس‌ها (از جمله کوید

19) و سایر پاتوژن‌ها استفاده می‌کند و کارکنان بخش عملیات آب شهر نظارت کامل و مداوم بر سیستم آب داشته و آن را مرتباً آزمایش می‌کنند تا اطمینان حاصل کنند که در تمام مدت میزان لازم از کلر در آب وجود دارد تا از سالم و تمیز بودن آب برای آشامیدن مطمئن شوند.

شهر ما از قبل برنامه‌ریزی کرده و آمادگی کامل را دارد. طرح تداوم کار ما تضمین می‌کند که کارکنان عملیاتی کافی برای اداره و نظارت بر تجهیزات سیستم آب و گرفتن نمونه‌های کیفی لازم به کار گرفته می‌شوند. عملیات ضروری خدمات همگانی (Public Works) مثل کنترل کیفیت آب، آب‌رسانی، جمع‌آوری فاضلاب و زباله، با ایجاد شیفت‌های متعدد کاری، ساعات کاری بیشتر در طول هفته و چرخش شیفت‌های کاری صورت می‌گیرد تا کارکنانی که مسئولیت‌های مهم دارند نیز وقت کافی برای «قرنطینه در منزل» را داشته باشند.

همانگی دقیق ما با آزمایشگاه‌های کنترل کیفی برقرار است تا نمونه‌گیری و تحلیل نمونه‌ها به موقع انجام گیرد. تمام مراتب نظارت و گزارش دهی به دستگاه‌های نظارتی ایالتی انجام می‌شود و تمام اقدامات لازم سیستم آب‌رسانی ایالتی پیروی می‌شود.

غرض از نوشتن این مقاله این است که کار منطقه آب شهر شما با موفقیت ادامه دارد. به زودی عملیات نوسازی تصفیه‌خانه آب شهر آغاز خواهد شد. پس از تکمیل پروژه در سال 2021، شهر ما از لحاظ تأمین آب انعطاف بیشتری خواهد داشت چرا که بخش زیادی از آب شهر از آب‌های زیرزمینی منطقه تأمین خواهد شد. در حال حاضر یک چاه آب جدید با لوله‌کشی مورد نیاز برای انتقال آب به تصفیه‌خانه در حال احداث است. پس از تکمیل این پروژه در سال 2021، شهر دارای هفت چاه برای تأمین آب در اختیار خواهد داشت.

همانگونه که سال گذشته گزارش دادیم، برنامه پایداری شهر ما به زودی به مطابق روز خواهد شد. بسیاری از شما در فوریه و مارس امسال در یک سری سخنرانی‌های عمومی شرکت کردید. کارشناسان صاحب نظر درباره اقتصاد گردشگری، کاهش پسماندهای غذایی، و منابع آب مطالبی ارائه دادند. عموم مردم در جلسات پرسش و پاسخ‌های پر جنب و جوشی شرکت دادند و این فرصت را داشتند که نظر خود را در مورد توسعه این برنامه بدهند.

آب از مهمترین قسمت‌های کار ماست، اما مسلماً تنها کار ما نیست. مجموعه متعهد و مستعدی از پرسنل زن و مرد سخت کوشش می‌کنند تا زیرساخت‌های شهر بورلی هیلز جوابگوی نیازهای ساکنان و تجار به گونه‌ای که شایسته شهر ممتاز جهانی ما می‌باشد انجام شود.

پیامی از اداره خدمات همگانی

مشتریان محترم شبکه آب‌رسانی

هنگام نوشتن این پیام در اوایل آوریل 2020، ما در اوج واکنش به همه‌گیری جهانی ویروس کرونای جدید هستیم، و در تقارب عجیب چهار عالم زندگی می‌کنیم:

- عالم اخبار تلویزیون و کنفرانس‌های مطبوعاتی هرروزه، که بعضی از ما می‌گوییم دیگر نمی‌خواهیم آنها را تماشا کنیم، اما دوباره و دوباره تماشا می‌کنیم.
- عالم کار از منزل با تماس‌های کنفرانسی و ملاقات در Zoom، و رسیدگی به بچه‌ها و حیوانات خانگی و شستن طرف‌ها و لباس‌های کثیفی که تمامی ندارند.
- عالم فاصله‌گذاری اجتماعی، ماسک، دستکش، صف‌های طولانی، خیابان‌های خلوت و قفسه‌های خالی.
- و سرانجام عالم تلفیق با طبیعت سرشار از نور خورشید، پاران، پرندگان، گل‌ها و درختان شکوفا شده که از بهره‌مندی از آنها شاکریم، اما در عین حال آن را کمی ماوراء واقعیت و سردرگم‌کننده می‌یابیم.

مسلماً به چیزهای فراوانی فکر می‌کنیم و نگران خیلی چیزها هستیم، اما چیزهای زیادی هم هست که قدردان آنها هستیم مثل دوستان، خانواده، همکاران و مردم محله.

پرواضح است که پرسنل بهداشتی و درمانی ما در خط مقدم واکنش به این همه‌گیری جهانی هستند. اولین واکنش‌دهندگان مردان و زنان آتش‌نشان و پلیس ما همچنان به خدمت‌رسانی مشغولند. کارگران خواربارفروشی‌ها و زنجیره تأمین خواروبار به خاطر تعهدی که به باز بودن دارند مستحق تجلیلند. شما احتمالاً چیز زیادی در مورد شبکه خدمات همگانی (Public Works) نشنیده‌اید، اما لطفاً این را بدانید که خدمات ضروری که اداره خدمات همگانی ارائه می‌شود، مثل عملیات آب، فاضلاب، فاضلاب بارندگی، و جمع زباله‌ها نیز در این دوران همه‌گیری به خدمت‌رسانی خود ادامه می‌دهند.

اهمیت حفظ استانداردهای عالی کیفیت آب، و کاری که کارکنان خدمات همگانی برای انجام این مهم می‌کنند در طول این همه‌گیری کمتر نشده است. باید به اطلاع تمامی مشتریان برسانیم که مقررات کنونی مربوط به آب آشامیدنی شامل محافظت آب در مقابل ویروس، از جمله ویروس کرونای جدید، می‌باشند.



خدمتگزاران شما در اداره خدمات همگانی

ABOUT THIS REPORT

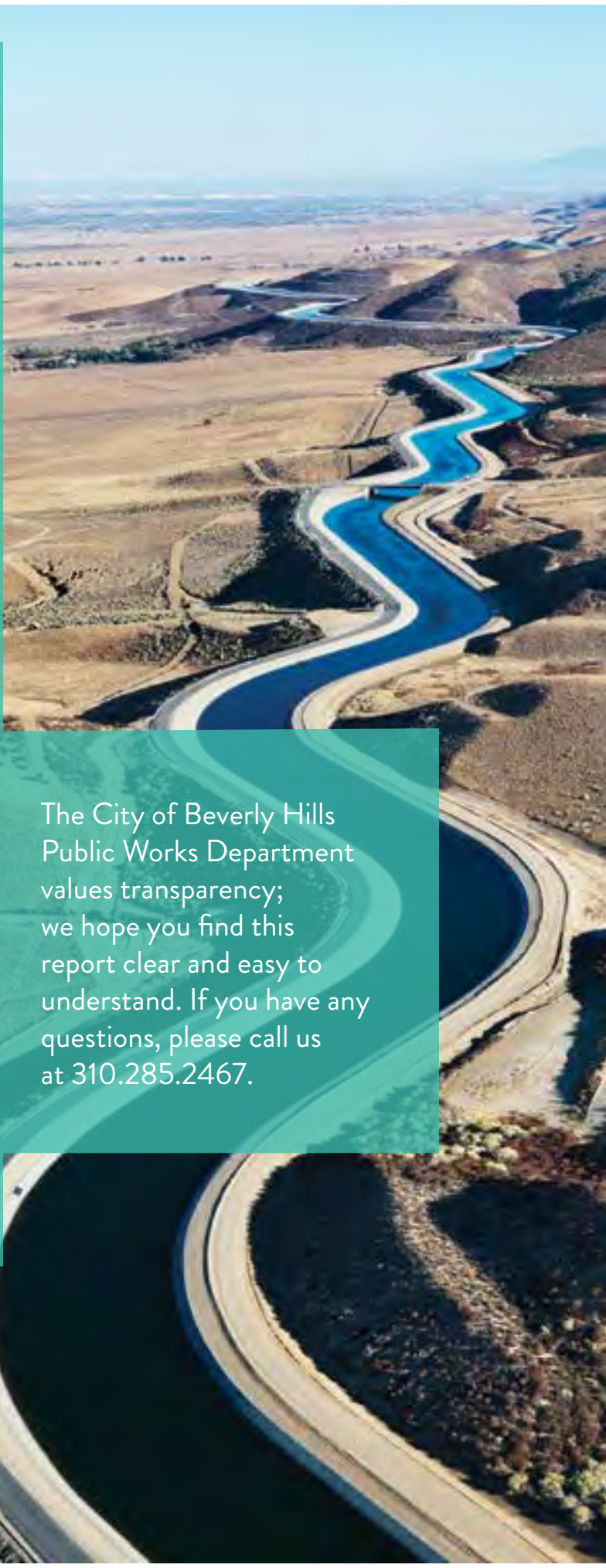
The Consumer Confidence Report (CCR) is an annual water quality report that informs you where your drinking water comes from and what's in it.

The focal point of the CCR is a series of tables that list the results of year round monitoring for more than 400 constituents. Included in these tables is the quantity of each constituent found in Beverly Hills' water supply, how it compares with the allowable state and federal limits, and the constituent's likely origin. Bottled water is not covered in this report. Only the constituents that are found in Beverly Hills' water are listed in the data tables.

We encourage you to read this report to learn more about the water provided by Beverly Hills and what the City is doing to ensure the highest quality of water is delivered to you year after year.

The questions and answers on the following pages will explain the important elements of the data tables and more.

Your tap water met all U.S. EPA and State drinking water health standards in 2019. Beverly Hills vigilantly safeguards its water supplies and once again, we are proud to report that our system has never violated a maximum contaminant level or any other water quality standard.



The City of Beverly Hills Public Works Department values transparency; we hope you find this report clear and easy to understand. If you have any questions, please call us at 310.285.2467.

WATER SOURCES

Where does Beverly Hills get its water?

Since the Beverly Hills Treatment Plant has been offline for operational improvements, your water supply continues to be provided by Metropolitan Water District (Metropolitan). Metropolitan imports water supplies from two main sources: (1) the Sacramento and San Joaquin Rivers through the State Water Project and (2) the Colorado River via the Colorado River Aqueduct.



State Water Project

About 30 percent of Southern California's water travels a long distance though a complex delivery system called the California State Water Project. It is the nation's largest state-built water storage and delivery system of reservoirs, aqueducts, power plants and pumping plants, supplying water to 25 million Californians and 750,000 acres of farmland.

Water supplies from Northern California are drawn from the crossroads of the Sacramento and San Joaquin rivers in the Delta region. They are transported in the State Water Project's 444-mile California Aqueduct and serve urban and agricultural customers in the San Francisco Bay Area, as well as Central and Southern California.

Colorado River

The Colorado River water is conveyed via the 242-mile Colorado River Aqueduct from Lake Havasu on the California-Arizona border, to Lake Mathews near Riverside. Built and operated by Metropolitan, the Colorado River Aqueduct has been the backbone of Southern California's imported water supply for more than 70 years. Together with the State Water Projects, these are the two imported drinking water sources for all of Southern California.



The water from both sources is first treated at the Weymouth Filtration Plant in La Verne and the Joseph Jensen Treatment Plant in Granada Hills before it is delivered to Beverly Hills.

WHAT'S IN MY DRINKING WATER

What is in my drinking water?

Water may contain different types of chemicals, microscopic organisms, and radioactive materials, many of which are naturally occurring. Health agencies require monitoring for these constituents. The column marked "Parameter" in each table beginning on page 17 lists the constituents found in the water Beverly Hills delivers. Your tap water met all U.S. EPA and State drinking water health standards in 2019. Beverly Hills vigilantly safeguards its water supplies and once again, we are proud to report that our system has never violated a maximum contaminant level or any other water quality standard.

How are constituents reported?

"Units" describe how a constituent is reported. Usually constituent levels are measured in extremely tiny quantities such as parts per million (ppm), parts per billion (ppb) and in some cases, parts per trillion (ppt). Even small concentrations of certain constituents can be a health concern. That is why regulatory standards are set at very low levels for certain constituents.

What are the maximum allowed levels for constituents in drinking water?

Regulatory agencies have maximum contaminant levels (MCLs) for constituents so that drinking water is safe and looks, tastes and smells good. A few constituents have the letters "TT" (treatment technique) in the MCL column of each table because they do not have a numerical MCL. Instead, they have certain treatment requirements that have to be met to reduce their levels in drinking water.

One of the constituents, total chlorine residual, has an MRDL (maximum residual disinfectant level) instead of an MCL. The MRDL is the level of a disinfectant added for water treatment that may not be exceeded at the consumer's tap. While disinfectants are necessary to kill harmful microbes, drinking water regulations protect against too much disinfectant being added.

Another constituent, turbidity, has a requirement that 95 percent of the measurements taken must be below a certain number. Turbidity is a measure of the cloudiness of the water. Metropolitan monitors turbidity because it is a good indicator of the effectiveness of our filtration system.

Why are some of the constituents listed in the section labeled "Primary Standards" and others in the "Secondary Standards"?

Constituents that are grouped in the "Primary Standards" section may be unhealthy at certain levels. In general, no health hazard is reasonably expected to occur when levels of a constituent are below a primary MCL.

Constituents that are grouped under the "Secondary Standards" section can affect the appearance, taste and smell of water, but do not affect the safety of the water unless they also have a primary standard. Some constituents (e.g., aluminum) have two different MCLs, one for health-related impacts, and another for non-health-related impacts.



WHAT'S IN MY DRINKING WATER

What are Public Health Goals [PHGs] and Maximum Contaminant Level Goals [MCLGs]?

PHGs and MCLGs are targets or goals set by regulatory agencies for the water industry. They define a constituent level in water that do not pose any known or expected risk to health. Often, it is not possible to remove or reduce constituents to the level of PHGs and MCLGs because it is technologically impossible or the cost for treatment is so expensive that it would make tap water unaffordable. That is why PHGs and MCLGs are considered goals to work toward, and not realistic standards that can be enforced. Similar goals exist for Maximum Residual Disinfectant Level Goals (MRDLG).

How do I know how much of a constituent is in my water and if it is at a safe level?

With a few exceptions, regulatory requirements are considered satisfied if the average amount of a constituent found in tap water over the course of a year is no greater than the MCL. Some constituents do have special rules described in the footnotes to the water quality tables. These constituents do not have a numerical MCL, but instead a required Treatment Technique that—when satisfied—is listed in the Treatment Plant Effluent column of the Imported Water From Metropolitan table.

The highest and very lowest levels measured over a year are shown in the range. Requirements for safety, appearance, taste and smell are based on the average levels recorded and not the range.

Water agencies have specific procedures to follow if a constituent is found at levels higher than the MCL and considered a potential threat to public health. Information is shared immediately with the regulatory agencies. The regulatory agencies will determine when and how this information is shared with the public.



What are the testing results for the water monitored?

The monitoring results for the two Metropolitan water treatment plants (Weymouth and Jensen) are listed as well as the monitoring results for the City's water distribution system and lead and copper samplings from residential taps.

How do constituents get into our water supply?

The most likely source for each constituent is listed in the last column of each table. Some constituents are natural and come from the environment, others come from cities and farms, and some result from the water disinfection process itself. Some chemicals have found their way into California's water supplies, making water treatment more difficult. Certain industrial processes—like dry cleaning, fireworks and rocket fuel manufacturing—have left constituents in the environment, as has the use of certain fertilizers and pesticides. Many of these chemicals have since been banned from use.

POTENTIAL SOURCES OF CONTAMINATION

Are there any potential sources of contamination in our system?

As you read earlier, water imported by Metropolitan Water District (Metropolitan)—the regional agency that provides water to Beverly Hills—comes from two sources: the Colorado River and Northern California through the Sacramento-San Joaquin Delta. Each has different water quality challenges.

Water from the Colorado River via the Colorado River Aqueduct is considered to be most vulnerable to contamination from recreation, urban/stormwater runoff, increasing urbanization in the watershed, and wastewater. Water supplies from Northern California via the State Water Project are most vulnerable to contamination from urban/stormwater runoff, wildlife, agriculture, recreation, and wastewater.

Large agencies are required by the Division of Drinking Water (DDW) to conduct an initial source water assessment, which is then updated through watershed sanitary surveys every five years. Watershed sanitary surveys examine possible sources of drinking water contamination and recommend actions to better protect these source waters.

The most recent surveys for Metropolitan's source waters are the Colorado River Watershed Sanitary Survey – 2015 Update, and the State Water Project Watershed Sanitary Survey – 2016 Update. You can request a copy of the most recent Watershed Sanitary Surveys by calling Metropolitan at 213.217.6000.

The Drinking Water Source Assessment and Protection (DWSAP) Program conducted a source water assessment in August 2000 and completed the report on May 2001 for each groundwater well.

Groundwater sources are considered most vulnerable to the following activities not associated with detected contaminants: dry cleaning operations, park areas, residential housing, historical railroad rights-of-way, vehicle repair shops, gasoline stations, confirmed leaking underground storage tanks, utility station, parking lots, and government equipment storage areas. A copy of the assessment may be viewed at:

DDW Los Angeles District Office
500 N. Central Ave., Suite 500
Glendale, CA 91203

You may request a summary of the assessment be sent to you by contacting the DDW Los Angeles District Office at 818.551.2004. For more details, contact Jason W. Dyogi, Water Quality Specialist, at 310.285.2467.

Safeguarding our groundwater is everyone's responsibility.

Water that enters the storm drain system is not treated and typically carries pollutants caused by urbanized activities. As a result, polluted waters are carried straight to our local watershed, Ballona Creek, which is a tributary to Santa Monica Bay and affecting the environment. As part of our Stormwater Program, the City of Beverly Hills is currently doing its part to improve water quality:

1. Extensive street sweeping in commercial and residential areas.
2. Weekly sidewalk pressure washing in the commercial district.
3. Extensive trash receptacle management program.
4. Cleaning catch basins.
5. Retrofitting catch basins with screens to prevent trash and debris from entering the storm drain system.
6. Inspecting restaurants, gas and car service stations and construction sites that BMPs are in place.
7. Eliminating pollution dumping on streets (illicit discharge) and eliminating illegal connections to the storm drain system.
8. Recovering sewer overflows from the storm drain system.
9. Actively participating in regional efforts by implementing the Ballona Creek Enhanced Watershed Management Program (EWMP) Plan.
10. Educating the community during citywide events.

Source water protection is an important issue for all of California.

WATER & YOUR HEALTH

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 United States Environmental Protection Agency's (U.S. EPA) Safe Drinking Water Hotline at 800.426.4791.

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, which 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 stormwater 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 stormwater 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 stormwater runoffs, 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 U.S. Environmental Protection Agency (U.S. EPA) 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. State Board regulations also establish limits for contaminants in bottled water that provide the same protection for public health. Additional information on bottled water is available on the California Department of Public Health website at www.cdph.ca.gov/Programs/CEH/DFDCS/Pages/FDBPrograms/FoodSafetyProgram/WaterFAQs.aspx.



PEOPLE WITH WEAKENED IMMUNE SYSTEMS

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as those with cancer undergoing chemotherapy, persons who have undergone organ transplants or have 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. U.S. EPA/Centers for Disease Control guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at 800.426.4791.

ADDITIONAL INFORMATION OF INTEREST

Why Additional Chemicals Are Added To Your Water.

To Disinfect.

Chloramines. The City is required to disinfect your water to prevent waterborne pathogens by using chloramines, a compound of chlorine and ammonia. This type of disinfectant is very stable and reduces the formation of disinfection by-products in your water. We carefully monitor the amount of chloramine disinfectant to protect the safety of your water.

Chloraminated water is safe for people and animals to drink, and for all other general uses. Three special user groups, including kidney dialysis patients, aquarium owners, and businesses or industries that use water in their treatment process, must remove chloramine from the water prior to use. Hospitals or dialysis centers should be aware of chloramine in the water and should install proper chloramine removal equipment, such as dual carbon adsorption units.

Aquarium owners should use readily available products to remove or neutralize chloramine. Businesses and industries that use water in any manufacturing process or for food or beverage preparation should contact their water treatment equipment supplier regarding special equipment needs.

To Improve Dental Health.

Fluoride. For 70 years, Americans have benefited from drinking water with fluoride, leading to better dental health. Drinking fluoridated water keeps teeth strong and reduces cavities by about 25% in children and adults. Because of these health benefits, the State of California has mandated all large system water suppliers to begin fluoridating their water systems.

The City of Beverly Hills and Metropolitan adjust the natural fluoride concentration in the water to promote dental health. The fluoride levels in your water are maintained within a range of 0.6 to 1.2 parts per million, as required by the Division of Drinking Water. The Centers for Disease Control and Prevention named community water fluoridation one of 10 great public health achievements of the 20th century. For more information about fluoridation, oral health, and current issues, you can visit the State Board's fluoridation website at www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Fluoridation.shtml.

If you are concerned about fluoride in your drinking water, additional information is available from the Center of Disease Control at: www.cdc.gov/OralHealth/ and the American Dental Association at www.ada.org/fluoride.aspx.

Keeping Your Fish Healthy & Safe

Adding tap water with chlorine or chloramine to a tank can kill off fish quickly. It can also kill off important bio-filter bacteria. To keep your fish healthy and safe, be sure to specially treat your tap water before using it in your fresh or salt-water aquarium or pond.



ADDITIONAL INFORMATION OF INTEREST

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. The City of Beverly Hills 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 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 do so, you may wish to collect the flushed water and reuse it for another beneficial purpose, such as watering plants.

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 U.S. EPA Safe Drinking Water Hotline at 800.426.4791 or at www.epa.gov/lead.

Lead In Residential Plumbing

Homes built prior to 1986, which have had no plumbing upgrades, may have higher than acceptable lead levels in drinking water. Homes built after 1986, when laws were passed restricting the lead content of faucets and pipes, do not pose the same risk.



READERS' GUIDE TO THE WATER QUALITY TABLES

You will find two tables, one for each of the following water sources:

- Metropolitan Treated Surface Water
- Beverly Hills Distribution System

For each table, begin with the Constituent and read across.

- 1 The column marked "Parameter" lists the substances found in the water Beverly Hills delivers.
- 2 MCL is the highest level of substance (contaminant) allowed.
- 3 PHG (or MCLG) is the goal level for that substance below which there is no known or expected health risk (this may be lower than what is allowed).
- 4 Range Average is the highest and lowest levels measured over a year.
- 5 The monitoring results of a substance at each treatment plant.
- 6 Major Sources in Drinking Water tells you where the constituent usually originates.

Note: "Unregulated Constituents" are measured, but maximum allowed contaminant (MCL) levels have not been established by the government.



GLOSSARY

Quality Standards

Primary Standards

Mandatory health-related standards that may cause health problems in drinking water. MCLs and MRDLs are listed for contaminants that affect health along with their monitoring, reporting, and water treatment requirements.

Secondary Standards

Aesthetic standards (non health-related) that could cause odor, taste, or appearance problems in drinking water.

Unregulated Contaminants

Information about contaminants that are monitored, but are not currently regulated by state and federal health agencies.

Terms & Abbreviations

Constituents or Parameter

Components or elements found in drinking water.

Locational Running Annual Average (LRAA)

The highest LRAA is the highest of all Locational Running Annual Averages calculated as average of all samples collected within a 12-month period.

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 U.S. EPA.

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.

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 (Cal/EPA).



Refer to this glossary to understand the terms, abbreviations, quality standards and measurements used in the data tables.

Primary Drinking Water Standard (PDWS)

MCLs, MRDLs and treatment techniques (TTs) for contaminants that affect health, along with their monitoring and reporting requirements.

Range

Results based on minimum and maximum values; range and average values are the same for samples collected once or twice annually.

Regulatory Action Level (AL)

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

Running Annual Average (RAA)

The highest RAA is the highest of all Running Annual Averages calculated as average of all samples collected within a 12-month period.

Treatment Technique (TT)

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

GLOSSARY

Additional Abbreviations

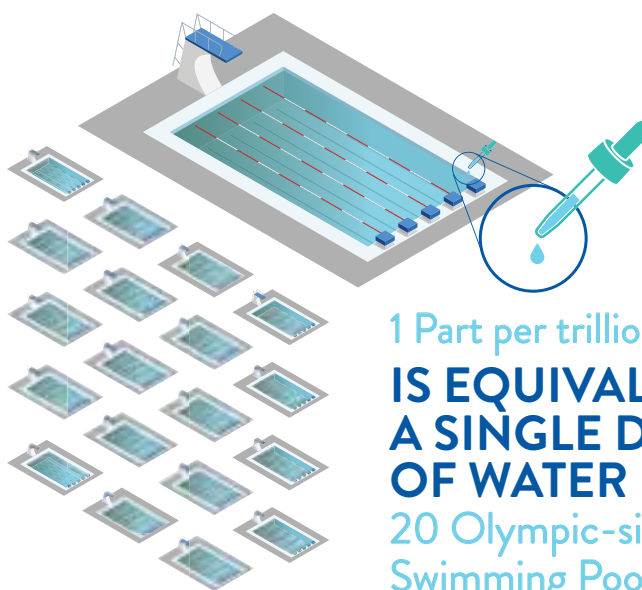
- AI** = Aggressiveness Index
- CaCO₃** = Calcium Carbonate
- CCPP** = Calcium Carbonate Precipitation Potential
- CFE** = Combined Filter Effluent
- CFU** = Colony-Forming Units
- DLR** = Detection Limits for Purposes of Reporting
- HAA5** = Sum of Five Haloacetic Acids
- HPC** = Heterotrophic Plate Count
- NA** = Not Applicable
- ND** = Not Detected at or above DLR or RL
- NL** = Notification Level to SWRCB
- SWRCB** = State Water Resources Control Board
- TON** = Threshold Odor Number
- SI** = Saturation Index (Langelier)

Measurements

Beverly Hills conducts extensive sampling and testing to ensure your water meets all water quality standards. In 2019, over 185 contaminants were evaluated at various sampling points throughout the City's water system, all of which were below state and federal maximum allowable levels.

Most contaminants are measured in:

- Million fibers per liter (MFL)
- Parts per million (ppm) or milligrams per liter (mg/L)
- Parts per billion (ppb) or micrograms per liter (µg/L)
- Parts per trillion (ppt) or nanograms per liter (ng/L)
- Parts per quadrillion (ppq) or pictograms per liter
- PicoCuries per liter (pCi/L)
A measurement of radioactivity in water.
- MicroSiemen per centimeter (µS/cm) or Micromho per centimeter (µmho/cm)
- Nephelometric Turbidity Units (NTU)
A measurement of the clarity of water. Turbidity in excess of 5 NTU is noticeable to the average person.



1 Part per trillion (ppt)
**IS EQUIVALENT TO
A SINGLE DROP
OF WATER IN
20 Olympic-sized
Swimming Pools**

Parts per million, billion or trillion are ways to measure tiny amounts of something in water or air. It is a microscopic measurement where a part-per-trillion (ppt) is the equivalent of four grains of sugar dissolved in an Olympic-size swimming pool.

Imported Water From Metropolitan Water District

	①	②	③	④	⑤	⑥		
Parameter	Units	State and Federal Standards MCL ‡	PHG	State DLR (RL)	Range Average	Jensen Plant	Weymouth Plant	Major Sources in Drinking Water
PRIMARY STANDARDS—Mandatory Health-Related Standards								
CLARITY								
Combined Filter Effluent (CFE) Turbidity (a)	NTU	TT	NA	NA	Highest	0.06	0.04	Soil runoff
	%				% ≤ 0.3	100	100	
MICROBIOLOGICAL (b)								
Total Coliform Bacteria (c)	% Positive Monthly	5.0	MCLG = 0	NA	Range Average	ND	ND	Naturally present in the environment
Escherichia coli (E. coli) (d)	Number	0	MCLG = 0	NA	Number of Positive Samples	ND	ND	Human and animal fecal waste
Heterotrophic Plate Count (HPC) Bacteria (e)	CFU/mL	TT	NA	(1)	Range	ND - 64	ND - 1	Naturally present in the environment
					Median	ND	ND	
Cryptosporidium	oocysts/200 L	TT	MCLG = 0	(1)	Range	ND	ND	Human and animal fecal waste
					Average			
Giardia	cysts/200 L	TT	MCLG = 0	(1)	Range	ND	ND	Human and animal fecal waste
					Average			
ORGANIC CHEMICALS (Volatile Organic Compounds)								
Toluene	ppb	150	150	0.5	Range	ND	0.6	Discharge from petroleum and chemical refineries
					Average			
INORGANIC CHEMICALS								
Aluminum (h)	ppb	1,000	600	50	Range	ND - 290	ND - 110	Residue from water treatment process; natural deposits erosion
					Highest RAA	58	122	
Fluoride (k)	ppm	2.0	1	0.1	Range	0.4 - 0.8	0.6 - 0.9	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
					Average	0.7	0.7	
Nitrate (as Nitrogen)	ppm	10	10	0.4	Range	0.5	0.5	Runoff and leaching from fertilizer use; septic tank and sewage; natural deposits erosion
					Average			

Imported Water From Metropolitan Water District (cont.)

①	②	③	④	⑤	⑥			
Parameter	Units	State and Federal Standards MCL ‡	PHG	State DLR (RL)	Range Average	Jensen Plant	Weymouth Plant	Major Sources in Drinking Water
RADIOLOGICALS (l)								
Gross Alpha Particle Activity	pCi/L	15	MCLG = 0	3	Range	ND - 3	ND	Runoff/leaching from natural deposits
					Average	ND		
Uranium	pCi/L	20	0.43	1	Range	ND - 1	ND	Runoff/leaching from natural deposits
					Average	ND		
DISINFECTION BYPRODUCTS, DISINFECTANT RESIDUALS, AND DISINFECTION BYPRODUCT PRECURSORS (m)								
Total Trihalomethanes (TTHM) (Plant Core Locations and Distribution System)	ppb	80	NA	1.0	Range	12 - 21	14 - 31	Byproduct of drinking water chlorination
					Highest LRAA	17	27	
Sum of Five Haloacetic Acids (HAA5) (Plant Core Locations and Distribution System)	ppb	60	NA	1.0	Range	2.0 - 5.0	ND - 9.0	Byproduct of drinking water chlorination
					Highest LRAA	3.4	6.0	
Bromate (n)	ppb	10	0.1	1.0	Range	1.6 - 8.4	ND - 8.1	Byproduct of drinking water ozonation
					Highest RAA	5.6	1.9	
Total Organic Carbon (TOC)	ppm	TT	NA	0.30	Range	2.0-2.5	1.7 - 2.6	Various natural and man-made sources; TOC is a precursor for the formation of disinfection byproducts
					Highest RAA	2.3	2.4	
SECONDARY STANDARDS—Aesthetic Standards								
Aluminum (h)	ppb	200	600	50	Range	ND - 290	ND - 110	Residue from water treatment process; natural deposits erosion
					Highest RAA	58	122	
Chloride	ppm	500	NA	(2)	Range	62	46 - 55	Runoff/leaching from natural deposits; seawater influence
					Average		50	
Color	Color Units	15	NA	(1)	Range	1 - 2	ND - 1	Naturally-occurring organic materials
					Average	2	ND	
Iron	ppb	300	NA	100	Range	ND	243	Leaching from natural deposits; industrial wastes
					Average			
Odor Threshold (o)	TON	3	NA	1	Range	ND - 1	1	Naturally-occurring organic materials
					Average	ND		
Specific Conductance	µS/cm	1,600	NA	NA	Range	471 - 505	435 - 503	Substances that form ions in water; seawater influence
					Average	488	469	
Sulfate	ppm	500	NA	0.5	Range	56 - 62	65 - 81	Runoff/leaching from natural deposits; industrial wastes
					Average	59	73	
Total Dissolved Solids, Filterable (TDS) (p)	ppm	1,000	NA	(2)	Range	280 - 286	244 - 289	Runoff/leaching from natural deposits
					Average	283	266	



Imported Water From Metropolitan Water District (cont.)

	①	②	③	④	⑤	⑥		
Parameter	Units	State and Federal Standards MCL ‡	PHG	State DLR (RL)	Range Average	Jensen Plant	Weymouth Plant	Major Sources in Drinking Water
OTHER PARAMETERS								
GENERAL MINERALS								
Alkalinity (as CaCO ₃)	ppm	NA	NA	(1)	Range	80 - 84	67 - 70	Runoff/leaching of natural deposits; carbonate, bicarbonate, hydroxide, and occasionally borate, silicate, and phosphate
					Average	82	68	
Calcium	ppm	NA	NA	(0.1)	Range	26 - 28	23 - 27	Runoff/leaching from natural deposits
					Average	27	25	
Hardness (as CaCO ₃)	ppm	NA	NA	(1)	Range	112 - 117	101 - 116	Runoff/leaching from natural deposits; sum of polyvalent cations, generally magnesium and calcium present in the water
					Average	114	108	
Magnesium	ppm	NA	NA	(0.01)	Range	12 - 13	11 - 12	Runoff/leaching from natural deposits
					Average	12	12	
Potassium	ppm	NA	NA	(0.2)	Range	2.7	2.2 - 2.7	Salt present in the water; naturally-occurring
					Average		2.4	
Sodium	ppm	NA	NA	(1)	Range	51 - 54	46 - 54	Salt present in the water; naturally-occurring
					Average	52	50	
UNREGULATED CONTAMINANTS								
Boron	ppb	NL = 1,000	NA	100	Range	160	120	Runoff/leaching from natural deposits; industrial wastes
					Average			
Chlorate	ppb	NL = 800	NA	20	Range	ND	42	Byproduct of drinking water chlorination; industrial processes
					Average			
MISCELLANEOUS (s)								
Calcium Carbonate Precipitation Potential (CCPP) (as CaCO ₃) (t)	ppm	NA	NA	NA	Range	1.1 - 3.5	1.1 - 7.3	Elemental balance in water; affected by temperature, other factors
					Average	2.0	2.6	
Corrosivity (as Aggressiveness Index) (u)	AI	NA	NA	NA	Range	12.1 - 12.3	12.1 - 12.2	Elemental balance in water; affected by temperature, other factors
					Average	12.2	12.1	
Corrosivity (as Saturation Index) (v)	SI	NA	NA	NA	Range	0.28 - 0.46	0.34 - 0.38	Elemental balance in water; affected by temperature, other factors
					Average	0.37	0.36	
pH	pH Units	NA	NA	NA	Range	8.4 - 8.5	8.5	NA
					Average	8.4		
Total Dissolved Solids Calculated (TDS) (w)	ppm	1,000	NA	NA	Range	257 - 289	246 - 606	Runoff/leaching from natural deposits
					Average	276	352	
Sum of Five Haloacetic Acids (HAA5) (x)	ppb	60	NA	1.0	Range	1.5 - 4.9	ND - 6.7	Byproduct of drinking water chlorination
					Average	2.8	2.8	
Total Trihalomethanes (TTHM) (x)	ppb	80	NA	1.0	Range	8.2 - 39	9.7 - 30	Byproduct of drinking water chlorination
					Average	12	17	

Beverly Hills Distribution System

①	②	③	④	⑤	⑥		
Parameter	Units	State and Federal Standards MCL ‡	PHG	State DLR (RL)	Range Average	Distribution System	Major Sources in Drinking Water
PRIMARY STANDARDS—Mandatory Health-Related Standards							
MICROBIOLOGICAL (b)							
Total Coliform Bacteria (c)	% Positive Monthly Samples	5.0	MCLG = 0	NA	Range Average	ND	Naturally present in the environment
Escherichia coli (E. coli) (d)	Number	0	MCLG = 0	NA	Number of Positive Samples	ND	Human and animal fecal waste
INORGANIC CHEMICALS							
Fluoride (k)	ppm	2.0	1	0.1	Range Average	0.6 - 0.8 0.7	Runoff and leaching from natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories.
Nitrite (as Nitrogen)	ppm	1	1	0.4	Range Average	ND - 0.105 0.005	Runoff and leaching from fertilizer use; septic tank and sewage; runoff and leaching from natural deposits
DISINFECTION BYPRODUCTS, DISINFECTANT RESIDUALS, AND DISINFECTION BYPRODUCT PRECURSORS (m)							
Total Trihalomethanes (TTHM) (Distribution System)	ppb	80	NA	1.0	Range Highest LRAA	14 - 41 28.3	Byproduct of drinking water chlorination
Sum of Five Haloacetic Acids (HAA5) (Distribution System)	ppb	60	NA	1.0	Range Highest LRAA	4.2 - 10.6 8.4	Byproduct of drinking water chlorination
Total Chlorine Residual	ppm	MRDL = 4.0	MRDL = 4.0	(0.05)	Range Highest RAA	0.2 - 2.6 1.8	Drinking water disinfectant added for treatment
SECONDARY STANDARDS—Aesthetic Standards							
Color	Color Units	15	NA	(1)	Range Average	ND - 4 ND	Naturally-occurring organic materials
Odor Threshold (o)	TON	3	NA	1	Range Average	ND - 2 ND	Naturally-occurring organic materials
Combined Filter Effluent (CFE) Turbidity (a)	NTU	TT	NA	NA	Range Average	ND - 0.38 0.05	Soil runoff

Lead and Copper Results at Residential Taps

Parameter	Number of Samples collected	Sample Date	Units	State and Federal Standards MCL ‡	PHG	90th Percentile Value	Sites Exceeding AL No. of Sites	AL Violations?	Major Sources in Drinking Water
Lead (j)	32	2017	ppb	AL = 15	0.2	4.54	0	NO	Internal corrosion of household water plumbing systems; industrial manufacturers' discharge; runoff and leaching from natural deposits.
Copper (j)	32	2017	ppb	AL = 1300	300	156	0	NO	Internal corrosion of household pipes; runoff and leaching from natural deposits; leaching from wood preservatives.

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. In 2016, the City of Beverly Hills Water Utilities Bureau and City of Beverly Hills Unified School District voluntarily sampled for lead at all 5 public schools. In 2017, 32 residences were sampled for lead and copper at the tap. In 2017 and 2018, no K-12 public school submitted a request to sample for lead as part of Assembly Bill 746.

† As a wholesale water system, Metropolitan provides its member agencies with relevant source water information and monitoring results that they may need for their annual water quality report. Metropolitan’s compliance with state or federal regulations is determined at the treatment plant effluent and/or distribution system locations and source water or plant influent locations per frequency stipulated in Metropolitan’s State-approved monitoring plan, and is based on TT, RAA, or LRAA, as appropriate. Data above Metropolitan’s laboratory reporting limit (RL) but below the State DLR are reported as ND in this report; these data are available upon request. Metropolitan was in compliance with all primary and secondary drinking water regulations for the current monitoring period.

Note: Metropolitan monitors the distribution system for constituents under the revised Total Coliform Rule (TCR), Water Fluoridation Standards, and Disinfectants/Disinfection Byproduct Rule (TTHMs, HAA5, and total chlorine residual), including NDMA. Constituents with grayed out areas in the distribution system column are routinely monitored at treatment plant effluents and not in the distribution system.

‡ The Maximum Contaminant Level (MCL) is the highest level of a contaminant set by the State and the Environmental Protection Agency (EPA) that is allowed in drinking water except for the chemical disinfectant, which is expressed as Maximum Residual Disinfectant Level (MRDL). MCL is based on the most stringent value between the State and EPA MCLs. A contaminant with no MCL but requires compliance with other drinking water regulations is designated either as Treatment Technique (TT), Action Level (AL), or Notification Level (NL).

Notes

- (a) Metropolitan monitors turbidity at the CFE locations using continuous and grab samples. Turbidity, a measure of cloudiness of the water, is an indicator of treatment performance. Turbidity was in compliance with the TT primary drinking water standard and the secondary drinking water standard of less than 5 NTU.
- (b) Per the State’s Surface Water Treatment Rule, treatment techniques that remove or inactivate Giardia cysts will also remove HPCs, Legionella, and viruses. Legionella and virus monitoring is not required.
- (c) Compliance is based on monthly samples from treatment plant effluents and the distribution system.
- (d) The MCL for E. coli is based on routine and repeat samples that are total coliform-positive, and either is E. coli positive or the system fails to take repeat samples following an E. coli-positive routine sample, or the system fails to analyze a total coliform-positive repeat sample for E. coli.
- (e) All distribution system samples had detectable total chlorine residuals, so no HPC was required. Metropolitan monitors HPCs to ensure treatment process efficacy.
- (f) A single Giardia cyst was detected in one sample from the filter effluent at the Skinner water treatment plant, prior to the treated water reservoir and addition of final disinfectant. The monitoring method detects all cysts, regardless of whether they are alive or dead. The plant met all operational and regulatory requirements throughout the year, including at the time of this single sampling event, and there was no regulatory violation.
- (g) 1,2,3-Trichloropropane (TCP) was monitored quarterly in Metropolitan’s source and treated waters for the State initial monitoring requirement promulgated in January 2018. Metropolitan will begin annual monitoring in 2019.
- (h) Metropolitan uses acrylamide for water treatment processes and was in compliance with the treatment technique requirements regarding its use when treating drinking water. Metropolitan does not use any epichlorohydrins.
- (i) Data reported once every nine-year compliance cycle until the next samples are collected. Current monitoring results are from 2011.
- (j) As a wholesaler, Metropolitan has no retail customers and is not required to collect samples at consumers’ taps. However, compliance monitoring under Title 22 is required at plant effluents.
- (k) Metropolitan was in compliance with all provisions of the State’s fluoridation system requirements.
- (l) Data are from samples collected in 2017. Metropolitan’s required triennial monitoring (2020–2022) will be performed in 2020.
- (m) Compliance with the state and federal MCLs is based on RAA or LRAA, as appropriate. Plant core locations for TTHM and HAA5 are service connections specific to each of the treatment plant effluents.
- (n) Compliance with the state and federal bromate MCL is based on RAA. No MCL exceedance occurred in the Mills or Weymouth treatment plant effluents.
- (o) Compliance with the State MCL for aluminum is based on RAA. No secondary standard MCL exceedance occurred in the Diemer or Weymouth treatment plant effluents.
- (p) Compliance with odor threshold secondary MCL is based on RAA. Treatment plants begin quarterly monitoring if annual monitoring results are above 3.
- (q) Metropolitan’s TDS compliance data are based on flow-weighted monthly composite samples collected twice per year (April and October). The 12-month statistical summary of flow-weighted data is reported in the “Other Parameters” section under “Miscellaneous.”
- (r) Data are from voluntary monitoring of constituents and are provided for informational purposes.
- (s) Positive CCPP = non-corrosive; tendency to precipitate and/or deposit scale on pipes. Negative CCPP = corrosive; tendency to dissolve calcium carbonate. Reference: Standard Methods (SM2330).
- (t) $AI \geq 12.0$ = Non-aggressive water; $AI 10.0–11.9$ = Moderately aggressive water; $AI \leq 10.0$ = Highly aggressive water. Reference: ANSI/AWWA Standard C400-93 (R98).
- (u) Positive SI = non-corrosive; tendency to precipitate and/or deposit scale on pipes. Negative SI = corrosive; tendency to dissolve calcium carbonate. Reference: Standard Methods (SM2330).
- (v) HAA5 and TTHM noncompliance samples collected at treatment plant effluents.
- (w) Statistical summary represents 12 months of flow-weighted data and values may be different than the TDS reported to meet compliance with secondary drinking water regulations.
- (x) HAA5 and TTHMs noncompliance samples collected at treatment plant effluents.

ENSURING A SAFE WATER SUPPLY

Beverly Hills Water: Safe & High Quality

With the outbreak of COVID-19, we understand that our residents have heightened concerns over their drinking water. Many have questions about contaminants and the safety of the drinking water delivered by the City of Beverly Hills.

Water Quality Specialist Jason W. Dyogi, who joined the City of Beverly Hills Water Quality team in November 2018, addresses these questions in the following Q&A, which we hope you find helpful.



I read somewhere that Beverly Hills water contained high levels of harmful contaminants that can lead to cancer. How true is this?

The City of Beverly Hills is aware of a report by one group alleging that contaminants in California drinking water raise cancer risks. To be clear this group did not take any water samples in the City. This misleading report made it sound like the state's entire water supply is carcinogenic.

The group's methodology admitted in the report that they could have "...overestimated" the risks. The group's report is unproven in its application to water, and, as noted in the report but omitted in its public announcement, was limited in scope and contained a number of uncertainties. As such, the findings are admittedly speculative and not based on any scientific studies. Reducing risk simultaneously across multiple contaminants is already embedded partially in the current Safe Drinking Water Act, as a matter of law.

The Environmental Protection Agency must consider the benefits of removing non-target contaminants when assessing costs and benefits.

We are concerned whenever any organization puts out unfounded and misleading reports that cause alarm to our residents about the quality of their drinking water.

We want to assure our residents that their drinking water is safe, of the highest quality, and surpasses all state and federal drinking water standards.

The City of Beverly Hills complies with the standards adopted by the U.S. Environmental Protection Agency (U.S. EPA) and the State Water Resources Control Board.

The City of Beverly Hills Water Utility Bureau is committed to public health protection that it also seeks out and monitors for unregulated contaminants to stay ahead of potential health risks. Water risks are assessed and managed, using the rigorous scientific framework of the Safe Drinking Water Act, the U.S. Environmental Protection Agency, State Water Resources Board's Division of Drinking Water (SWRB-DDW) and the California Office of Environmental Health Hazard Assessment (OEHHA).

Furthermore, the transparency of our annual Drinking Water Quality Reports in providing detailed data should be noted. Data is based on rigorous, year-round testing of more than 185 regulated and unregulated contaminants. Some of these tests are taken throughout Beverly Hills and portions of the West Hollywood water distribution system. The report details how significant or insignificant these constituents are from a health perspective.

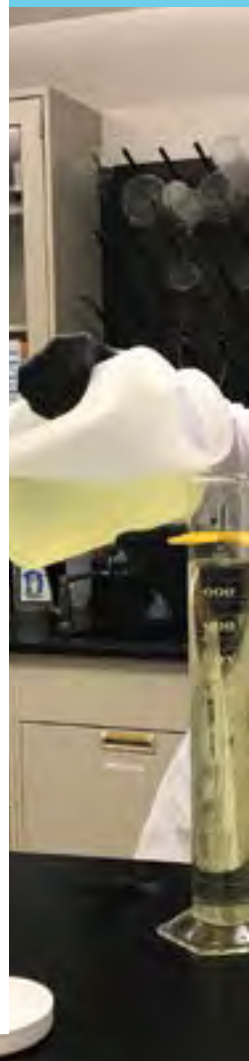
I understand the City meets state and federal water quality standards, but are these standards high enough to ensure my safety?

Water that meets federal and state standards is safe to drink. Not only does California have some of the strictest water quality standards in the nation, the criteria established for both federal and state standards are based on cutting-edge scientific work that also utilize health-related data to protect public health. These standards are developed not by one but by several governmental agencies, which have experienced public health medical doctors, toxicologists, epidemiologists, exposure scientists, environmental scientists, mathematical scientist, computer scientists, and biostatisticians to name just a few.

I see a white residue at the bottom of my tea kettle or spotting on my glassware. Does this mean my water isn't safe to drink?

This residue is a harmless buildup of naturally occurring minerals in water—primarily calcium and magnesium, the most common minerals that make water "hard." The City of Beverly Hills conducts various tests throughout its distribution system to ensure safe levels of hardness in your water. To remove the deposits inside your tea kettle, boil equal parts white vinegar and water. You can also remove any buildup in your coffee maker by filling the reservoir with equal parts of white vinegar and water and turning it on.

These minerals do not pose any health risks. In fact, the National Research Council (National Academy of Sciences) states that hard drinking water generally contributes a small amount toward total calcium and magnesium human dietary needs. Hard water is often preferred over distilled or "soft" water for its health benefits and flavor.



What is the City of Beverly Hills doing to ensure our drinking water is safe?

Delivering safe, high-quality water to our residents is our top priority. The City of Beverly Hills, in conjunction with Metropolitan Water District, ensures the reliability and safety of our drinking water through innovative water treatment processes, investments in our infrastructure and resource management. We employ highly trained and skilled staff and take exhaustive measures to constantly monitor and test our water throughout our service area to protect public safety. We also use only State certified laboratories to test for emerging contaminants.

How about the COVID-19 coronavirus? Can it get into my drinking water?

The novel coronavirus disease, COVID-19, does not present a threat to the safety of Beverly Hills' treated water supplies. First of all, COVID-19 is transmitted person-to-person, not through water, according to the Centers for Disease Control and Prevention (CDC).

Secondly, Metropolitan's advanced, multi-step treatment process includes filtration and disinfection using ozone and chlorine. This process removes and kills viruses, including coronaviruses, as well as bacteria and other pathogens.

The novel coronavirus disease, COVID-19, does not present a threat to the safety of Beverly Hills' treated water supply. The multi-step treatment process removes and kills viruses, including coronaviruses, through filtration and disinfection, using ozone and chlorine.

As mentioned throughout this report, our ongoing monitoring demonstrates that Beverly Hills drinking water meets or surpasses all federal and state drinking water standards and regulations, which require removal of over 99.99% of viruses.

Residents can rest assured that tap water is safe for drinking, cooking, hand washing and cleaning. It is not necessary to boil water first.

Can the City of Beverly Hills continue monitoring and delivering water if COVID-19 spreads?

The City of Beverly Hills quickly took steps to protect the health of our employees, minimize potential exposure and avoid widespread impacts to our workforce, using tools such as teleworking, micro-teams and holding some critical staff in reserve. Through our pandemic action and business continuity plans, the City of Beverly Hills is prepared to ensure water safety and reliability as COVID-19 conditions evolve.

Jason Dyogi formulates disinfectant spray at the City's water quality lab for service staff including police, fire, sanitation and drinking water staff.

The water we import from Metropolitan comes from an extensive system of reservoirs, water treatment plants, canals and pipelines which includes multiple layers of redundancy to ensure continued deliveries, even in the event of a disruption. Metropolitan also maintains frequently tested plans and systems for emergency response and business continuity to guide operations, including responding to pandemic outbreaks.

In addition, the City of Beverly Hills has in place contingency plans and emergency connections with other agencies, like the Los Angeles Department of Water and Power, in the event of disruptions to Metropolitan's supply chain. We continue to reinvest in our infrastructure to improve the reliability of our water system while pursuing alternative local sources of water supply including new groundwater sources.

Should I be stockpiling bottled water?

There is no threat to our public drinking water supply and no need to use bottled water. As mentioned earlier, Beverly Hills' water goes through several treatments before reaching residents' taps, including filtration, ultraviolet light, and chlorine disinfection.

General emergency preparedness encourages a two-week supply of bottled water in the event of a supply disruption. While other emergencies may necessitate backup water sources, water supplies are not a concern as it pertains to this current as well as any future COVID-19 outbreaks.

How well does your water stack up against bottled water?

Bottled water is not necessarily any safer to drink than your tap water. In fact, much of bottled water comes from municipal water systems. Bottled water is considered a packaged product that is regulated by Food and Drug Administration (FDA). Even though the bottle water industries have to adhere to quality standards, the FDA's water quality testing requirements are far less stringent than the standards we meet. Monitoring is also less frequent than your tap water and the FDA does not require water-bottling companies to share their test results to consumers like the results we provide to our customers. Also keep in mind; bottled water creates a tremendous amount of plastic, which leaves a big environmental footprint. Then there is the consideration of cost. The price you pay for a gallon of water at your tap is considerably less than the price of a gallon of bottled water.

Where can I learn more about COVID-19 and water?

EPA: www.epa.gov/coronavirus/coronavirus-and-drinking-water-and-wastewater

CDC: www.cdc.gov/coronavirus/2019-ncov/php/water.html

According to the Centers for Disease Control and Prevention (CDC), "conventional water treatment methods that use filtration and disinfection, such as those in most municipal drinking water systems, should remove or inactivate the virus that causes COVID-19."



ENSURING A SAFE WATER SUPPLY

Understanding PFAS

We have completed all federally required groundwater monitoring of PFAS and currently continue to monitor for PFOS and PFOA voluntarily.

With concern growing about the presence in some water supplies of a family of chemicals known as PFAS, the City of Beverly Hills, in conjunction with the Metropolitan Water District of Southern California, continues to ensure the region has a safe and reliable drinking water supply.

Metropolitan, the source of Beverly Hills' current water supply, has been monitoring for the presence of PFAS since 2013. The two types of PFAS of greatest concern in the U.S.—perfluorooctanoic acid (PFOA) and perfluorooctane sulfonate (PFOS)—have not been detected in Metropolitan's imported or treated water supplies.

Beverly Hills Proactively Monitors For PFOS and PFOA

While 100 percent of your current water supply is being provided by Metropolitan, we also watch closely for PFOA and PFOS throughout our water distribution system and proactively monitor even our groundwater wells for these two chemicals in anticipation of our treatment plant becoming operational next year. You can rest assured, there has been no detection of PFOS and PFOA in our wells or the water we deliver to Beverly Hills residents.



PFAS In Our Daily Lives

Per- and Polyfluoroalkyl Substances (PFAS) are a family of more than 7,800 chemicals widely used in products that resist heat, oils, stains and water. Two types of PFAS – PFOA and PFOS – are the most commonly used, studied and regulated PFAS in the U.S.

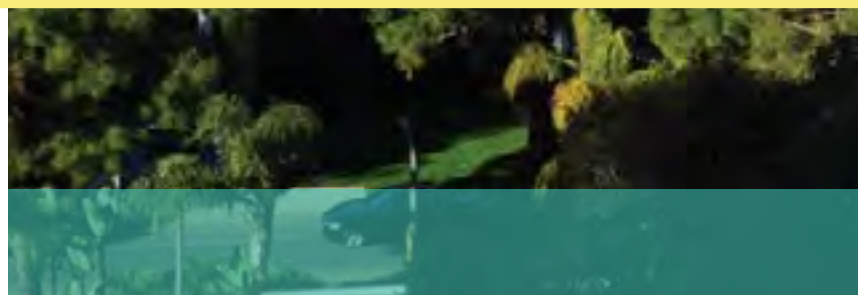
Dating back to the 1940s, PFOA and PFOS have been commonly used to coat carpets, clothes, furniture, food packaging, cookware and other products. We've all encountered PFOA and PFOS in our daily lives. They were popular for their resistance to water, stains and food sticking, which made them particularly useful in cookware. They were also used in fire-fighting foams, cleaning products and industrial uses.

Most people have been exposed to these chemicals through consumer products, but drinking water can be an additional source of exposure in communities where these chemicals have entered water supplies.

We are concerned whenever any organization puts out unfounded and misleading reports that cause alarm to our residents about the quality of their drinking water.



Beverly Hills' drinking water does not contain PFOA or PFOS.



ENSURING A SAFE WATER SUPPLY

Health Effects of PFOA and PFOS

PFOA is a possible human carcinogen, according to the International Agency for Research on Cancer. High concentrations in the body of PFOA and PFOS have also been linked to:

- High cholesterol
- Thyroid and liver disease
- Decreased fertility
- Lower birth weights
- Decreased response to vaccines
- Pregnancy-induced hypertension

Health effects of other PFAS are being studied.

Where PFAS Are Found

After being generated elsewhere, the chemicals have entered the water cycle through landfills; sites where the chemicals were used in manufacturing; treated wastewater discharge; and facilities where the chemicals were used in firefighting training, like airports and military bases. Because they don't easily break down and are resilient, the chemicals can accumulate, leading to elevated levels in the groundwater near those sites. Although the chemicals need to be addressed at their source, the potential for PFAS to collect in groundwater is a major concern. The process to address affected groundwater is underway.

Regulating PFAS

In the 2000s, manufacturers began voluntarily phasing out use of PFOA and PFOS under a federal Environmental Protection Agency program. In May 2016, the United States Environmental Protection Agency (EPA) issued a lifetime health advisory for PFOS and PFOA for drinking water, advising municipalities that they should notify their customers of the presence of levels over 70 parts per trillion in community water supplies. EPA recommended that customer notifications include information on the increased risk to health, especially for susceptible populations.

Due to advancement in detection technology, PFAS are now being reliably detected at much lower levels. In August 2019, the California Division of Drinking Water (DDW) revised its previous interim Notification Levels surrounding PFOA and PFOS. The current established levels for PFOA and PFOS are 5.1 parts-per-trillion and 6.5 parts-per-trillion, respectively, as well as a single health advisory response level of 70 parts-per-trillion, which offers a margin of protection for all persons throughout their life from adverse health effects resulting from exposure to PFOA and PFOS in drinking water.



Agency	Current	Future
U.S. Environmental Protection Agency (USEPA)	Drinking water health advisory of 70 parts per trillion (ppt) for a combined concentration of PFOA and PFOS. If exceeded, EPA recommends that agencies assess the contamination, inform customers and limit exposure.	EPA is establishing drinking water regulations for PFOA and PFOS, including an enforcement mechanism, by setting a Maximum Contaminant Level (MCL).
California State Water Resources Control Board (SWRCB)	Notification level for PFOA is 5.1 ppt and for PFOS is 6.5 ppt. If exceeded, agencies must notify their governing bodies and agencies under a monitoring order must also notify customers. New Response level for PFOA is 10 ppt and for PFOS is 40 ppt. If exceeded, agencies must notify governing body, and agencies under a monitoring order must remove the drinking water source from service or notify the public.	SWRCB has initiated a process to establish public health goals and maximum contaminant levels for PFOA and PFOS. Other PFAS chemicals may be considered for similar actions in the future.

Results above the Notification Level require agencies to notify the governing body for the areas where the water has been served within 30 days of receiving the verifying test results. If the Response Level is exceeded in drinking water provided to consumers, DDW recommends that the water agency remove the water source from service or provide treatment.

DDW has also formally requested that OEHHA develop a draft Public Health Goal (PHG), which is the first step in establishing a Maximum Contaminant Level for PFOA and PFOS.

Anyone with questions or concerns can contact Jason W. Dyogi, Water Quality Specialist, at 310.285.2467 or email AskPW@beverlyhills.org.

YOUR DOLLARS AT WORK



Beverly Hills Water: Resilient and Reliable

During this time of uncertainty, there is one thing you can count on: the reliability and quality of your tap water. As your Public Works Department, one of our top priorities is to ensure high quality water, a more resilient water system and long-term sustainability that protects health, safety and quality of life for all Beverly Hills residents and businesses.

Whether replacing aging water and sewer systems or investing in infrastructure to access new groundwater sources, we are strategic and focused on better leveraging City resources, improving efficiencies and reducing overall construction costs and time to maximize your dollars.



From Source To Curb

Through our Capital Improvement Program (CIP) projects, we continue to modernize and improve the reliability of our water system. We are pursuing new potable water supplies to lessen our dependence on Metropolitan Water District with the construction of three new groundwater wells at various sites south of the City and a pipeline conveyance system to our Foothill Water Treatment Plant. Construction of the conveyance piping system and one of the three groundwater wells is slated for completion in Summer/Fall 2021.

We are also upgrading our water system through a number of projects, which include:

- **Reverse Osmosis Water Treatment Plant.** The installation of a new pretreatment system to address changing water quality conditions in the City's Hollywood Basin groundwater wells and meet stringent regulatory requirements. Completion date: Fall 2021.

- **Pump Station No. 8.** The replacement of aging mechanical pumping equipment, electrical, instrumentation controls, piping and associated appurtenances. Completion date: 2019.
- **Pipeline Replacement.** This project will replace about five miles of aging pipeline infrastructure to ensure a reliable conveyance system. Construction start: End of 2020.
- **Pump Station 4 and Sunset Reservoir.** Upgrades to the aging pump station piping and instrumentation, chemical feed systems enhancements, and pump station operability improvements. Construction start: February 2020.

Through our Integrated Water Resources Master Plan (IWRMP), we are developing a planning roadmap for the City to offset future water demand and optimize the use of our water resources including potable, wastewater and storm water. Completion of the master plan is anticipated in Summer/Fall 2020.

If you have any questions regarding our Capital Improvement Program (CIP) projects, please feel free to call Gil Borboa at 310.285.2467.



Cross Connection Program

Water mains aren't the only way contaminants can get into your water supply. Contamination can occur under certain conditions when a water supply line is connected to equipment containing a non-potable (unsafe to drink) substance. These "cross connections" are dangerous if no protective measures are taken.

The City of Beverly Hills' Cross Connection Program protects your water at any point in our distribution system. It requires that our industrial, commercial and residential customers take adequate measures to protect our public water system from potential contamination caused by backflow. City inspectors work closely with developers to ensure only AWWA Standard backflow prevention devices are properly installed according to code and type of cross connection. These devices are tested annually.

As a homeowner, you are also responsible for preventing contaminants from entering into your water system as well as the public water distribution system by properly installing and maintaining backflow prevention devices.

Without a working backflow preventer, water from a sink or bathtub or dirty irrigation line can easily be pulled back into the main lines.

Commonly Used Backflow Prevention Devices

Air Gap: Used mainly on tanks and faucets, it is a gap between the pipe and the container.

Atmospheric Vacuum Breaker: It has an air inlet valve that will drop to draw in air thus preventing customer system water from entering Beverly Hills' water mains.

Pressure Vacuum Breaker: Used mainly on lawn irrigation systems. It has a one way check and a spring loaded air inlet valve that closes when the public water main pressure drops.

Reduced Pressure Principle Assembly (RP): This assembly protects the community's water supply both from pollutants and contaminants (health hazards) entering into the main water line (distribution system).

Double Check Valve Assembly (DC): This assembly protects the community's water supply from pollutants entering into the main water line (distribution system).

Trevor Alsop
Environmental Compliance Inspector

WATER EFFICIENCY = A BEVERLY HILLS WAY OF LIFE

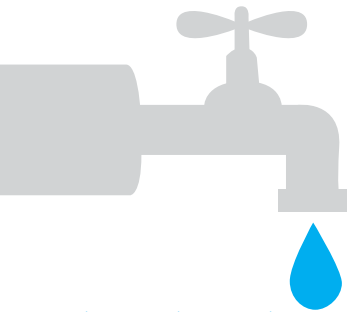
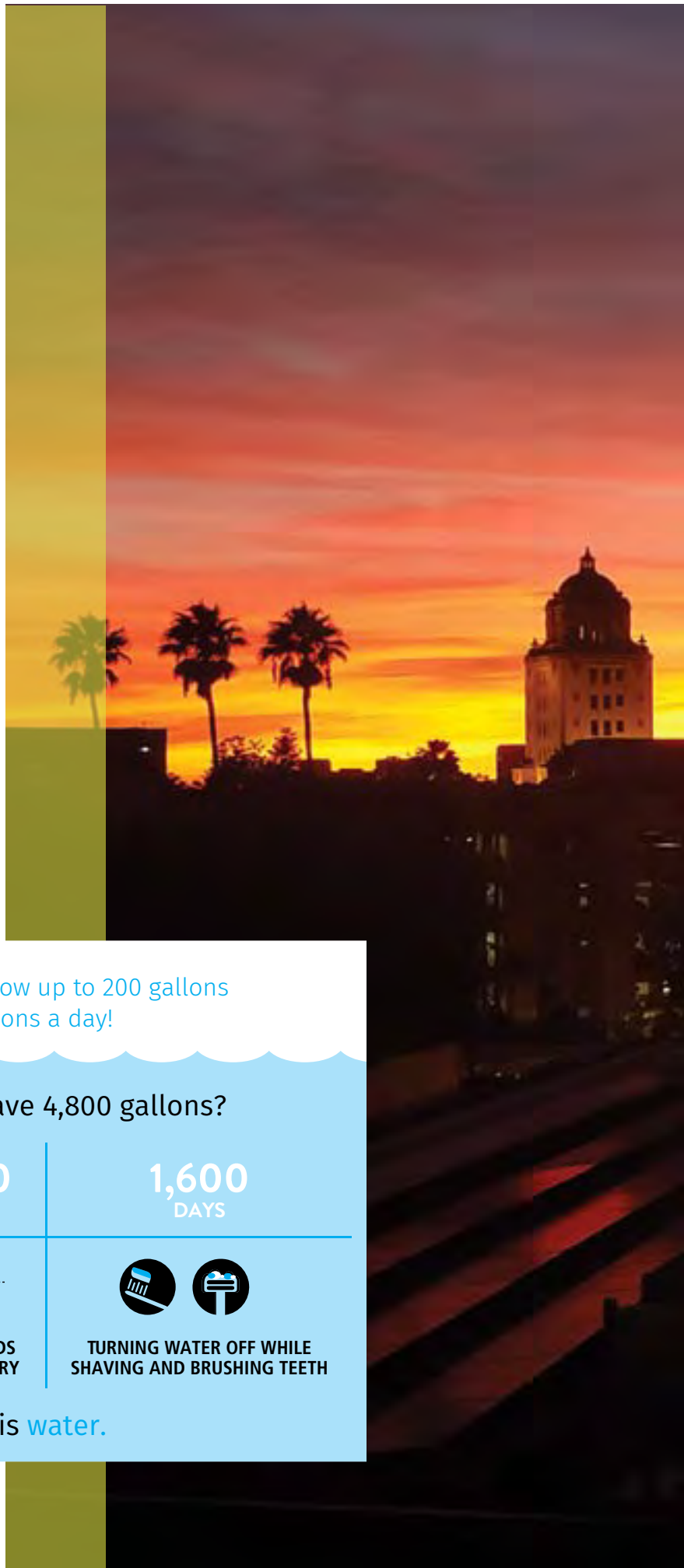
Track Your Water Use

Beverly Hills water customers have one thing in common: they are conscientious of their water use and care about not wasting water.

The City of Beverly Hills is grateful that our community cares about using water efficiently. Our staff is engaged and dedicated to providing customers with education, assistance and support in a variety of ways.

The City's FREE online Water Tracker program helps customers keep an eye on their water use by alerting customers of leaks and/or abnormally high usage. We encourage all customers to be proactive and sign up for this easy-to-use program at <https://water.beverlyhills.org/>.

Our staff performs water audits and offers landscape evaluations at no cost. The City is also doing its part to conserve water by practicing efficient water measures throughout the City's offices and public venues. Working together to use water efficiently is not only good for the environment; it's a Beverly Hills way of life.



One running toilet can flow up to 200 gallons an hour, that's 4,800 gallons a day!

How many days does it take to save 4,800 gallons?

NUMBER OF DAYS	1 DAY	480 DAYS	1,120 DAYS	1,600 DAYS
WATER-SAVING ACTION	 FIXING ONE RUNNING TOILET	 SHORTER SHOWERS	 FULL LOADS OF LAUNDRY	 TURNING WATER OFF WHILE SHAVING AND BRUSHING TEETH

Time is precious and so is **water**.

When It Comes To Water Leaks, Every Drop Counts

Did you know that a running toilet can waste up to 4,800 gallons a day?

An easy way to test for toilet leaks is to put food coloring in the toilet tank and wait 15 minutes. If food color leaks to toilet bowl, you have a leak. To avoid staining the toilet, flush after test is completed. Faucet and toilet leaks may be easy to detect. But how can you tell if you have other leaks inside and outside your home?

Area/System	Gallons Per Hour	Where To Look For Leaks
Irrigation	Up to hundreds	<ol style="list-style-type: none"> 1. Check each head and riser for leaks. 2. Check the valve (look and listen) to see if it is leaking. 3. If you cannot find the leak, turn off the valve that flows water to your irrigation system (not all homes have this). Note: This has nothing to do with your irrigation controller. Underground irrigation leaks are more common in older, galvanized pipes.
Water Heater	Up to hundreds	Check your heater water leaking into a nearby drain. Note: This can also cause an increase to your gas bill.
Pool, Pond or Jacuzzi	Up to hundreds	<ol style="list-style-type: none"> 1. Check float valve to see if it's functioning properly. 2. Check auto fill to see if it's running. 3. Check the water feature for leaks.
Pipes	Up to hundreds	<ol style="list-style-type: none"> 1. Check pipes to house, especially older, galvanized steel. 2. It may take a leak detection company to detect more challenging leaks.

Take 10 Minutes and \$ave Big

Signing up for the Water Tracker program is easy:

1. Visit <https://water.beverlyhills.org/> and click on "Sign Up Here." Enter your email address and hit "submit." You will receive a confirmation email with a link to activate your account.
2. Sign into Water Tracker using your login email address and newly created password.
3. Enter your 6-digit customer number on your water bill to link up your account. Note: If your customer number is less than 6 digits, add "0" to the beginning of your customer number.
4. Re-enter your login and password to finish setting up your account. Then, click "My Water Use" to start exploring water usage statics by year, month, week, day or hour (on left side of screen). You can also view your water usage summary per billing cycle on the tab labeled "Consumption Summary."



How do you know what you can't see?

Track usage and discover leaks with Water Tracker. Many water leaks are not visible and can go undetected for months. Not only is this wasteful, it adds unnecessary costs to your utility bill. Where most people are required to physically check their water meters to detect less visible leaks in their home appliances as well as plumbing and irrigation systems, Beverly Hills residents can sign up for an online program called Water Tracker. Proven to save our customers water, time and money, this free City program displays daily water use and will notify you of abnormally high daily usage and/or continuous water flow issues.

Sign Up For Alerts!

One of the most valuable features of this program is the automated alerts of potential leaks and excessive water use. You can set up your notifications under "Account Settings," where you can select your preferred options (frequency, email vs. text notifications, etc.) Under "Water Settings," you can set your "usage budget" and other parameters such as "Continuous Flow Threshold," which should be set at "0" to be notified of potential leaks.

WATER EFFICIENCY= A BEVERLY HILLS WAY OF LIFE

Water Audits

During California's COVID-19 'Stay At Home' order, our Water Conservation Administrator, Debby Figoni, is conducting FaceTime water audits with customers. She takes a virtual walk in and around a home with the resident. First, they look and listen for any potential issues. Then, she reviews the home's sprinkler settings and teaches customers how they can use the devices in their home and use water more efficiently.

If you would like to schedule a virtual water audit, please contact Debby Figoni at 310.285.2467 or via email: AskPW@beverlyhills.org.

Keep Landscapes Beautiful While Irrigating Efficiently

Get control of your sprinkler controller to make sure the settings are what you want them to be. Make sure you work directly with your gardener to set the controller to water efficiently.

Free Landscape Evaluations

Since two thirds of a typical, single family home's water usage goes to outdoor landscape irrigation, we want to help our customers use water more efficiently and reduce their water bills through free landscape water evaluations.

The evaluation focuses on the most efficient way to water your landscape and offers other helpful information, including the pros and cons of drip irrigation versus overhead sprinklers. Information on beautiful water wise plants will also be available for those considering upgrading to a California Friendly landscape.

To sign up, please contact Debby Figoni at 310.285.2467 or via email: AskPW@beverlyhills.org.

Water Saving Tips: Outdoors

Set your sprinkler timer to water 2 days a week in the Fall, Winter and Spring and 3 days a week in the Summer (see our Outdoor Watering Guidelines).

- 💧 Water each zone for about 8 minutes for pop up sprinklers and 15 minutes for drip.
- 💧 Check your sprinkler system for broken or clogged sprinkler heads, and check for over spray.
- 💧 Consider drip irrigation for your trees, shrubs and flowers.
- 💧 Use a broom, not a hose, to clean driveways and sidewalks.
- 💧 Install a weather-based irrigation controller (WBIC), which will automatically adjust the watering schedule with the weather.
- 💧 Put a back-up battery in your sprinkler controller to save your settings during power outages.
- 💧 Use at least 3 inches of mulch around plants and trees to retain moisture and keep the soil cool.
- 💧 Consider replacing grass lawn areas with drought tolerant and native plants that require less water (rebates may be available).
- 💧 Use a pool cover to reduce evaporation.
- 💧 Keep an eye on pool and fountain auto fills so they only fill when needed.

Outdoor Watering Guidelines

We encourage all residents to continue using water efficiently, which is why "Stage C" of Beverly Hill's watering regulations is still in place:

From October to May, outdoor watering is restricted to two (2) days per week.

- North of Santa Monica Boulevard
Monday & Friday
- South of Santa Monica Boulevard
Tuesday & Saturday

From June to September, outdoor watering is restricted to three (3) days per week.

- North of Santa Monica Boulevard
Monday, Wednesday & Friday
- South of Santa Monica Boulevard
Tuesday, Thursday & Saturday

Ongoing Regulations

1. Only water between the hours of 5 p.m. and 9 a.m.
2. Don't irrigate after a measurable rainfall.
3. Don't allow excessive water runoff due to sprinkler overspray or malfunction.
4. Repair leaks immediately.

Rebates, Tips, Questions

Rebates are available for upgrading to high-efficiency appliances including toilets, clothes washers, weather based irrigation controllers and more. For a list of eligible appliances and details on the rebates, visit www.socalwatersmart.com. For more water-saving tips and resources, visit www.epa.gov/watersense and www.BHSaves.org. The City offers low-flow showerheads and sink aerators at no cost.

Contact Debby Fioni at 310.285.2467 or via email: AskPW@beverlyhills.org.



This report contains important information about your drinking water. Please contact the City of Beverly Hills Public Works Department at 310.285.2467 for assistance in Spanish or Farsi.

Este informe contiene información importante sobre su agua potable. Favor de comunicarse con el Departamento de Obras Públicas de la ciudad de Beverly Hills al 310.285.2467 para obtener asistencia en español.

این گزارش حاوی اطلاعات مهمی در مورد آب آشامیدنی مصرفی شماست. خواهشمند است برای دریافت راهنمایی به زبان فارسی با اداره خدمات همگانی شهر بوری هیلز به شماره ۳۱۰۲۸۵۲۴۶۷ تماس حاصل فرمایید.

If you have questions regarding this report or the quality of your water, please contact Public Works Customer Service.

Public Works Customer Service

Call: 310.285.2467

Email: AskPW@beverlyhills.org

Public Works Department

345 Foothill Road, Beverly Hills, CA 90210

Get Involved

Public involvement is fundamental to ensuring that we are meeting water supply demand, water quality goals and the highest customer service level. We welcome your feedback; please see below for ways you can be involved with the City of Beverly Hills:

- Let us know how we are doing.
- Sign up for the newsletters and alerts.
- Participate in conservation events.
- Attend commission and council meetings.

The Public Works Commission is an advisory group to the City Council that generally meets at 8:00 a.m. on the second Thursday of every month. For exact meeting dates and time, please contact the City Clerk at 310.285.2400.

For more information visit:

www.beverlyhills.org

