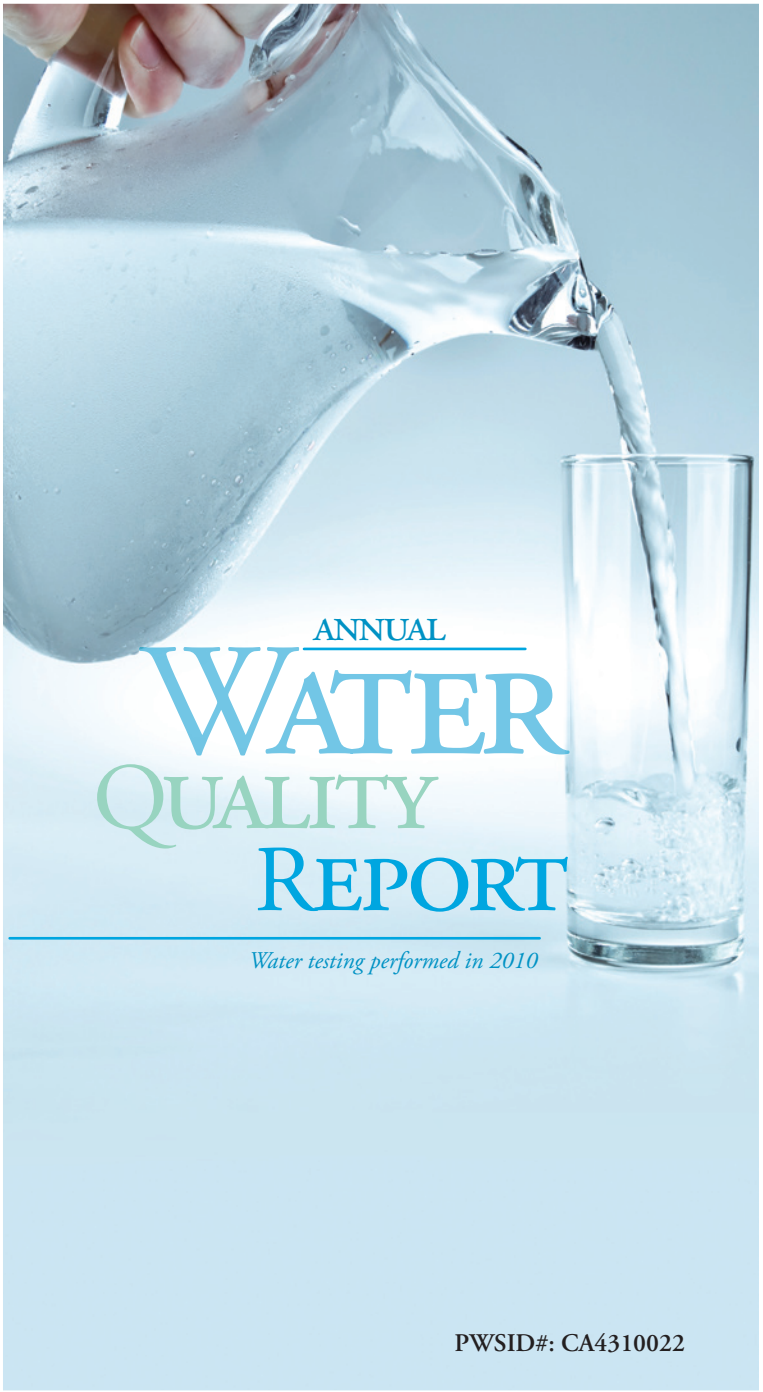

This report was prepared by:
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此份有關你的食水報告，內有重要資料和訊息，請找他人為你翻譯及解釋清楚。

Chi tiết này thật quan trọng. Xin nhờ người dịch cho quý vị.

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

Quality First

Once again we are proud to present our annual water quality report. This report covers all testing performed between January 1 and December 31, 2010. The events of the past few years have presented many of us with challenges we could not have imagined. Yet in spite of this, we have maintained our high standards in an effort to continue delivering the best quality drinking water possible. There may be other hurdles in the future, but know that we will always stand behind you and the drinking water we work diligently to provide.

This report is sent in compliance with the Safe Drinking Water Act, and only contaminants that were detected in samples are listed in this report. Landlords, businesses, and schools are encouraged to share this report with non-billed water users at their locations. Additional copies are available at no charge by calling our office at (408) 227-9540. Our water quality specialist, Bobby Dartez, will be available to answer any questions you may have concerning this report.

Source Water Description

The customers of Great Oaks Water Company are fortunate to have water supplied from very pristine and plentiful aquifers underlying this valley. All of our water is pumped from 15 wells (not surface water) located throughout our service area.

To learn more about our watershed on the internet, go to the U.S. EPA's Surf Your Watershed Web site at www.epa.gov/surf.

Source Water Assessment

Great Oaks Water conducted Drinking Water Source Assessments for all wells to determine potential sources of contamination. Assessments were performed in accordance with the Safe Drinking Water Act requirements. The assessments indicate that the wells may be vulnerable to contaminants from the following sources: septic systems, sewer collection systems serving nearby single family residential housing, nearby agricultural wells, gas stations, parks, highways and their related activities, nearby computer-related manufacturing facilities, roads, streets, parking lots, railroads, spreading basins, storm-drain discharge, crops, illegal activities, unauthorized dumping, unregulated tanks, photo processing and printing, and monitoring wells.

All Great Oaks Water Company wells are constructed to minimize the influence of these potential contaminants under the approval of the California Department of Public Health. A copy of the assessment is available for viewing at the California Department of Public Health Drinking Water Program Office, 850 Marina Bay Parkway, Building P, Second Floor, Richmond, CA, or at Great Oaks Water Company, 20 Great Oaks Boulevard, Suite 120, San Jose, CA.

Information on the Internet

The U.S. EPA Office of Water (www.epa.gov/watrhome) and the Centers for Disease Control and Prevention (www.cdc.gov) Web sites provide a substantial amount of information on many issues relating to water resources, water conservation and public health.

A Message from the CEO

Dear Customers,

For the year 2010, the water you received from Great Oaks Water Co. met all of the high quality and purity standards set by the U.S. EPA and State of California for drinking water. Last year, your water was tested approximately 2,000 times. We test for more than 120 contaminants and, again, none were detected at a level higher than permitted. Water served by Great Oaks did not violate an MCL (Maximum Contaminant Level) or any other water quality standard during 2010.

New Reduced Water Rates

For residential customers, Great Oaks has begun to implement new tiered rates mandated by the California Public Utilities Commission (CPUC). This new rate structure should encourage most customers to use a greater volume of water. Historically, the CPUC has kept water rates low by encouraging higher water use so that utility expenses are spread out over a greater volume of water sales. It is a fact of rate-making that as water use goes down, rates go up. Aware of the facts that Great Oaks has a plentiful water supply and our water sales have declined in recent years, the CPUC projects that Great Oaks' customers will use approximately 14 % more water than last year. If water sales continue to decline, it is likely that your rates will significantly increase in the future. At present, however, the majority of water customers in Santa Clara County pay 64 % more than Great Oaks' residential customers using 15 ccf of water per month (average residential customer use).

The "Golden Spigot" Update

The Santa Clara Valley Water District, also known as the "Golden Spigot," continues to ignore Constitutional requirements and refuses to let property owners vote on groundwater charges, the single biggest expense driving water rates for Great Oaks' customers. Having already won our lawsuit against the Water District, Great Oaks continues to challenge the Water District's illegal and excessive charges in the court of appeal, even while the Golden Spigot plans to increase groundwater charges this year by nearly 10% for most Santa Clara County property owners and by 100% or more over the next ten years. If allowed to continue, the Water District will be responsible for expensive and dramatic increases in your water bills in the coming years.

As we reported last year, rather than comply with existing law, the Water District and (now former) Assemblyman Joe Coto attempted to change the law and give the District broad new powers. Great Oaks was first to oppose the new law, and with the help of the Silicon Valley Taxpayer's Association, several water companies and strong public interest groups, the Water District and Coto were defeated. The Water District has promised to responsibly consult and work with the public before trying to change the law again, and Great Oaks will remain vigilant in holding the Water District to its promise.

Thank You

Your water is safe, clean, and great tasting, and you pay one of the lowest rates for water in the state. As your water provider, Great Oaks is uniquely positioned to be an advocate on your behalf for positive change on the water issues that affect your lives. Thank you for your kind words of encouragement. We promise to continue to provide you with high-quality water and strong community service.

Sincerely,

John Roeder, Chairman and CEO

Great Oaks Water Co.

Important Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. The U.S. EPA/CDC (Centers for Disease Control and Prevention) 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 or http://water.epa.gov/drink/hotline.

Substances That Could Be in Water

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (U.S. EPA) and the State Department of Public Health (Department) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. Department regulations also establish limits for contaminants in bottled water that must provide the same protection for public 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 water poses a health risk.

Contaminants that may be present in source water include: Microbial Contaminants, such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife; Inorganic Contaminants, such as salts and metals, that can be naturally occurring or can 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, which are by-products of industrial processes and petroleum production and which can also come from gas stations, urban stormwater runoff, agricultural applications, and septic systems; Radioactive Contaminants, that can be naturally occurring or can be the result of oil and gas production and mining activities.

More information about contaminants and potential health effects can be obtained by calling the U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791.

Lead and Drinking Water

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

Fact or Fiction

There is the same amount of water on Earth now as there was when the Earth was formed. *(Fact: The water that comes from your faucet could contain molecules that dinosaurs drank!)*

About half the water treated by public water systems is used for drinking and cooking. *(Fiction: Actually, the amount used for cooking and drinking is less than 1% of the total water produced!)*

A person can live about a month without food, but only about a week without water. *(Fact: Dehydration symptoms generally become noticeable after only 2% of one's normal water volume has been lost.)*

The first water pipes in the U.S. were made of cast iron. *(Fiction: The first water pipes were actually made of fire-charred bored logs.)*

The world's first municipal water filtration plant was opened in the United States. *(Fiction: The first plant was actually opened in Paisley, Scotland, in 1832.)*

A person must consume a half-gallon of water daily to live healthily. *(Fact: A person should drink at least 64 ounces, or 8 cups, of water each day.)*

One gallon of gasoline poured into a lake can contaminate approximately 750,000 gallons of water. *(Fact)*

Sampling Results

During the past year, we have taken hundreds of water samples in order to determine the presence of any biological, inorganic, volatile organic, or synthetic organic contaminants. The table below shows only those contaminants that were detected in the water. The state allows us to monitor for certain substances less than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data are included, along with the year in which the sample was taken.

REGULATED SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL [MRDL]	PHG (MCLG) [MRDLG]	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
1,1,1-Trichloroethane (ppb)	2010	200	1,000	0.18	ND–2.1	No	Discharge from metal degreasing sites and other factories
Barium (ppm)	2010	1	2	0.05	ND–0.16	No	Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits
Fluoride (ppm)	2010	2.0	1	0.137	0.11–0.18	No	Erosion of natural deposits; discharge from fertilizer and aluminum factories
Gross Alpha Particle Activity (pCi/L)	2008	15	(0)	1.4	ND–4.1	No	Erosion of natural deposits
Nitrate [as nitrate] (ppm)	2010	45	45	6.47	3.1–27	No	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Total Coliform Bacteria [Total Coliform Rule] (% positive samples)	2010	More than 5.0% of monthly samples are positive	(0)	1	NA	No	Naturally present in the environment
Freon 113 ppb	2010	1200		0.45	ND-18	No	Discharge from degreasing and factories; drycleaning solvent; refrigerant

Tap water samples were collected for lead and copper analyses from sample sites throughout the community

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AL	PHG (MCLG)	AMOUNT DETECTED (90TH%TILE)	SITES ABOVE AL/ TOTAL SITES	VIOLATION	TYPICAL SOURCE
Copper (ppm)	2008	1.3	0.3	0.2	0/30	No	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives

SECONDARY SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	SMCL	PHG (MCLG)	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Chloride (ppm)	2010	500	NS	46.16	36–55	No	Runoff/leaching from natural deposits; seawater influence
Copper (ppm)	2010	1.0	NS	0.01	ND–0.09	No	Erosion of natural deposits; leaching of wood preservatives
Spec. Conductance µS/cm	2010	1,600	NS	653.74	590–850	No	Substances that form ions when in water; seawater influence
Sulfate (ppm)	2010	500	NS	40.38	33–60	No	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids ppm	2010	1,000	NS	385	330–500	No	Runoff/leaching from natural deposits
Turbidity (Units)	2010	5	NS	0.093	0.07–0.34	No	Soil runoff
Zinc (ppm)	2010	5.0	NS	0.005	ND–0.05	No	Runoff/leaching from natural deposits; industrial wastes

UNREGULATED AND OTHER SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	TYPICAL SOURCE
Alkalinity (ppb)	2010	223	185–310	NA
Bicarbonate (ppb)	2010	271	225–380	NA
Calcium (ppb)	2010	48.5	44–70	NA
Hardness (grains/gal)	2010	15.7	13–22.2	NA
Lead (ppb)	2010	0.98	ND–7	NA
Magnesium (ppb)	2010	37	30–51	NA
Potassium (ppb)	2010	0.93	ND–1.9	NA
Sodium (ppb)	2010	32.6	27–41	NA

Definitions

AL (Regulatory Action Level): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

µS/cm (microsiemens per centimeter): A unit expressing the amount of electrical conductivity of a solution.

grains/gal (grains per gallon): Grains of compound per gallon of water.

MCL (Maximum Contaminant Level): 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 (SMCLs) are set to protect the odor, taste, and appearance of drinking water.

MCLG (Maximum Contaminant Level Goal): 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.

NA: Not applicable.

ND (Not detected): Indicates that the substance was not found by laboratory analysis.

NS: No standard.

pCi/L (picocuries per liter): A measure of radioactivity.

PDWS (Primary Drinking Water Standard): MCLs and MRDLs for contaminants that affect health, along with their monitoring and reporting requirements and water treatment requirements.

PHG (Public Health Goal): 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 EPA.

ppb (parts per billion): One part substance per billion parts water (or micrograms per liter).

ppm (parts per million): One part substance per million parts water (or milligrams per liter).