

Dear Customers,

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, Mike Carey, will be available to answer any questions you may have concerning this report.

Low Water Rates and Mandatory Water Conservation

Great Oaks' rates for water service continue to be the lowest in San José by an even wider margin than in past years – even with the Mandatory Water Conservation restrictions required by the State Water Resources Control Board and the California Public Utilities Commission.

Santa Clara Valley Water District Litigation Update

In November 2005, Great Oaks Water filed a lawsuit against the Santa Clara Valley Water District (SCVWD) for failing to properly set Groundwater Charges, also known as Pump Tax. In 2009, Great Oaks prevailed in both of two portions of the case in the trial court. In February 2010, the SCVWD appealed the decision and in December 2015, the court of appeal issued a decision that reversed the trial court judgment and ordered Great Oaks and SCVWD back to the trial court for further proceedings. Neither Great Oaks nor SCVWD were satisfied with the court of appeal decision and both petitioned the California Supreme Court to review the case. The Supreme Court granted review, but delayed briefing until it decides a related case. In the meantime, Great Oaks continues to challenge SCVWD's ever-increasing pump taxes, which now account for about 50% of your water bill.

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.

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

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.

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 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)	2016	200	1000	0.003	ND - 1.4	NO	2
Freon 113 (ppb)	2016	1200		0.001	ND - 12	NO	2,6
Barium (ppm)	2016	1	2	0.10	.09 -.18	NO	1
Flouride (ppm)	2016	2	1	0.17	.15 -.23	NO	1,3
Gross Alpha Part.(pCi/L)	2016	15	15	3.5	3 - 4.6	NO	1
Chromium Total (ppb)	2016	100		3.77	1.9 - 9.3	NO	2,5
Hexavalent Chromium(ppb)	2016	10		2.72	1.4 - 8.3	NO	2,5
Nitrate [as N] (ppm)	2016	10	10	1.46	.97 – 5.5	NO	3,4
Nitrate-Nitrite [as N] (ppm)	2016	-	-	0.013	0.97 – 3.1	NO	3,4
Aluminum (ppm)	2016	1	0.6	0,013	ND – 0.1	NO	3,4

	Year Sampled	5% MONTHLY SAMPLES POSITIVE	PHG	Amount Detected	Range	Violation	Typical Source
Total Coliform (% positive)	2016	0	0	1.74%	0 – 15.57%	YES	5

Secondary Substances	Year Sampled	SMCL	PHG (MCLG)	Amount Detected	Range Low-High	Violation	Typical Source
Chloride (ppm)	2016	500	NS	50	37 - 68	NO	7
Copper (ppm)	2016	1	0.3	.0004	ND - .0048	NO	1
Specific Conductance (µS/cm)	2016	1600	NS	657	560 - 880	NO	8
Sulfate (ppm)	2016	500	NS	41	36 - 64	NO	7,9
Total Dissolved Solids (ppm)	2016	1000	NS	394	360 - 540	NO	7
Turbidity (NTU)	2016	5	NS	0.24	ND - 3	NO	10
Odor – Threshold(TON)	2016	3	NS	0.03	ND - 1	NO	12

	Year Sampled	AL	PHG (MCLG)	90th%tile	Sites >AL /total sites	Violation	Typical Source
*Copper (ppm)	2014	1.3	0.3	0.48	0/30	NO	11
*Lead (ppm)	2014	.015	0.2	0.004	0/30	NO	11

\*Tap Water samples were collected for lead and copper analyses from sample sites throughout the service area.

Disinfection By Products	Year Sampled	MCL	PHG	Amount Detected	Range	Violation	Typical Source
Calero Pressure Zone Only							
*Total Trihalomethanes (ppb)	2016	80	-	11	None	NO	13
Haloacetic Acids (ppb)	2016	60	-	2	None	NO	13

Unregulated and Other Substances	Year Sampled	Amount Detected	Range Low-High	Typical Source
Alkalinity (ppb)	2016	214	180 - 290	1
Bicarbonate (ppb)	2016	262	220 - 390	1
Calcium (ppb)	2016	48	41 - 69	1
Hardness [as CaCO3] (ppm)	2016	280	230 - 390	1
Magnesium (ppb)	2016	39	31 - 52	1
Potassium (ppb)	2016	0.61	ND – 1.4	1
Sodium (ppm)	2016	28	23 - 42	1

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

**MCL (Maximum Contaminant Level):** The highest level of a contaminant that is 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 water.

**MCLG (Maximum Contaminant Level Goal):** The level of a contaminant in drinking water below which there is no known or risk to health. MCLGs are set by the US EPA.

**NA:** Not Applicable    **NS:** No Standard    **ND:** Not Detected

**PDWS (Primary Drinking Water Standard):** MCLs and MRDLs for contaminants that effect 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    **ppm:** parts per million

**TON:** Threshold Odor Number, a measure of odor.

**NTU:** Nephelometric Turbidity Unit: This is a measure of the cloudiness of the water

**\*\*Typical Source**

1. Erosion of natural deposits
2. Discharge from metal degreasing sites and other factories
3. Runoff and leaching from fertilizer use
4. Leaching from septic tanks and sewage
5. Naturally present in the environment
6. Dry-cleaning solvent
7. Runoff/leaching from natural deposits
8. Substances that form ions when in water
9. Industrial wastes
10. Soil runoff
11. Internal corrosion of household plumbing systems
12. Naturally occurring organic materials
13. By-product of drinking water disinfection

### Unregulated Contaminant Monitoring Rule 3

<u>PARAMETER</u>	<u>UNITS</u>	<u>AVERAGE</u>	<u>RANGE</u>
Chlorate	ppb	9.57	ND – 58.5
Chlorodifluoromethane	ppb	0.181	ND – 0.98
Chromium	ppb	3.06	1.75 – 6.85
Hexavalent Chromium	ppb	3.322	1.8 – 6.55
Strontium	ppb	535.5	385 – 775
Vanadium	ppb	1.756	1.2 – 2.75

Unregulated contaminants do not have a drinking water standard set by the USEPA. The purpose of monitoring for these contaminants is to help the EPA decide whether the contaminants should have a standard.

### 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>.

### 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, 2016. The events of the past few years have presented us with many challenges. In spite of this, we have maintained our high standards and we will deliver to you, the best quality drinking water possible. As we continue to feel the effects of the drought, it is important for all of us to be mindful of the dangers of handling hazardous materials carelessly. We must keep the paths to our underground water storage clean and clear. 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, Mike Carey, will be available to answer any questions you may have concerning this report.

### 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 of Great Oaks Water Company's 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.

## **Nitrate**

Nitrate in drinking water at levels above 10mg/l (as N) is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in a serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate levels above 10mg/l (as N) may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. If you are caring for an infant, or you are pregnant, you should ask advice from your health care provider. Nitrate levels in Great Oaks Water Company's water sources are shown in the enclosed table. In 2014 Great Oaks Water Company did not detect nitrate at or above 10mg/l (as N) in any sources.

## **Lead**

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.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. 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 levels in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline 800-426-4791, or at [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead)

## **Source Water Description**

The customers of Great Oaks Water Company are fortunate to have water supplied from very pristine aquifers underlying this valley. All of our water is pumped from 20 wells (not surface water) located throughout our service area.

## **Well Protection Plan**

Great Oaks Water ensures the safe operation and restricts access to all of the wells in our system. It is every resident's responsibility to guard against any activity that could do harm or contaminate our source water. All of the land in Great Oaks Waters service area is a channel to the water our wells draw. Be aware that oil spills and chemical spills can wash off the surface and make their way to storm drains and ultimately into the ground. Address these situations immediately to minimize their impact on our precious resource. Great Oaks Water will continue to do its part to protect our well sites, now all of us need to do our part to protect the watershed.

## **About Our Violation**

In December 2016, Great Oaks Water Company was issued a Notice of Violation from the State Water Resources Control Board Division of Drinking Water for exceeding the MCL for monthly bacteriological sampling.

33 out of 212 samples taken during the month of December 2016 indicated the presence of coliform bacteria. Great Oaks Water Company immediately isolated a new section of water main as soon as we received word of the contamination and did emergency chlorination throughout the entire system to eliminate the bacteria. After one week with all water sampling being free of coliform bacteria, Great Oaks Water Company stopped emergency chlorination of the water system. Since December 2016 Great Oaks Water Company has been in full compliance with all drinking water standards. The new section of water main is isolated from the water system and will remain so until Great Oaks Water Company can properly clean and disinfect the pipeline. Great Oaks Water Company will conduct several rounds of bacteriological testing resulting in negative total coliform and negative Ecoli. Great Oaks Water Company must receive permission from the State Water Resources Control Board Division of Drinking Water before returning the new pipeline to service.

Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other potentially harmful waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms indicating the need to look for potential problems in distribution. When this occurs, we are required to conduct assessments to identify and to correct any problems that were found during these assessments.

During the past year ( 2016 ) Great Oaks Water Company was required to conduct one Level 1 Assessment We completed one Level 1 Assessment. In addition we were required to take one Corrective Action and we completed one Corrective Action. The Assessment identified the new pipeline as the source of contamination and Great Oaks Water Company took all necessary steps to eliminate that contamination. In the future Great Oaks Water Company will closely monitor with repetitive bacteriological sampling any new pipeline in our service area before the pipeline is put into service. Great Oaks Water Company will receive permission from the State Water Resources Control Board Division of Drinking Water prior to putting any new pipeline in service.

## **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 storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming;
- ◆ Pesticides and Herbicides, that may come from a variety of sources, such as agriculture, urban storm water runoff, and residential uses;
- ◆ Organic Chemical Contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production and which can also come from gas stations, urban storm water 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.