WATER QUALITY REPORT 2020

Instilling confidence in your tap water

BEVERLY HILLS

A MESSAGE FROM PUBLIC WORKS

The City's residents and businesses have a key role in water system resiliency as well. Water conservation will always be a "Beverly Hills Way of Life," and every drop you save is one less drop needed of imported water or local groundwater. Keep up the great work!

Dear Water Customers:

While the COVID-19 pandemic is not fully behind us, we're turning a corner and can envision a return to some sense of normalcy soon. Throughout the past year, the tireless work of our health care providers, first responders and essential workers—among them our City's safety officials and public works employees—cared for us, kept us safe and continued the basic services necessary to keep our City running.

For over a year, we've become familiar with certain terms and phrases such as safer at home, social distancing, quarantine and vaccine efficacy, to name a few. For this year's Water Quality Report, let's focus on another word we hear often after having endured a time in history unlike any other we may experience in our lifetimes … resiliency.

Resiliency is generally defined as the ability to endure and bounce back from difficult situations, or as being prepared to deal with challenges that may arise. Resiliency remains on display by the men and women of your Public Works Department, who have continued their work throughout the pandemic year overseeing all water, wastewater, storm water and solid waste operations. The importance of maintaining high water quality standards, and the work performed by Public Works staff to carry out this mission, was not diminished during the pandemic response of 2020.

Since the 1970s, the City's primary source of water has been the Metropolitan Water District of Southern California (MWD). MWD goes to great lengths to ensure resiliency in its water supply to the region through diversifying its supply sources from Northern California and the Colorado River. In Beverly Hills, the resiliency of MWD water is enhanced through multiple connections to MWD. Resiliency is further augmented through the existence and maintenance of emergency connections with the Los Angeles Department of Water and Power.

In 2021, resiliency remains front and center for Beverly Hills Water, as we are on track to complete the improvements to our Foothill Water Treatment Plant. When completed later this year, this facility will treat local groundwater and provide approximately 25% of the City's annual water demand. Local water supply provides a key resiliency component, but we're not stopping there. Investment in water main replacements, development of additional emergency storage and the search for additional groundwater are just a few of the ongoing projects underway in Public Works.

The City's residents and businesses have a key role in water system resiliency as well. Water conservation will always be a "Beverly Hills Way of Life," and every drop you save is one less drop needed of imported water or local groundwater. Keep up the great work!

Resiliency in our water systems positions us well to face the threats posed by climate change, drought and earthquakes, among others. We face the coming year with a sense of purpose and optimism to return to a measure of whatever "normal" means to each of us, and hopefully to find some joy and comfort in the familiar.

Please review this year's Water Quality Report and feel free to call us with any questions you may have. Let's continue to remain resilient as we work together toward healthy and prosperous days ahead.

Sincerely,

Gil Borboa

Assistant Director of Public Works
Utilities Division

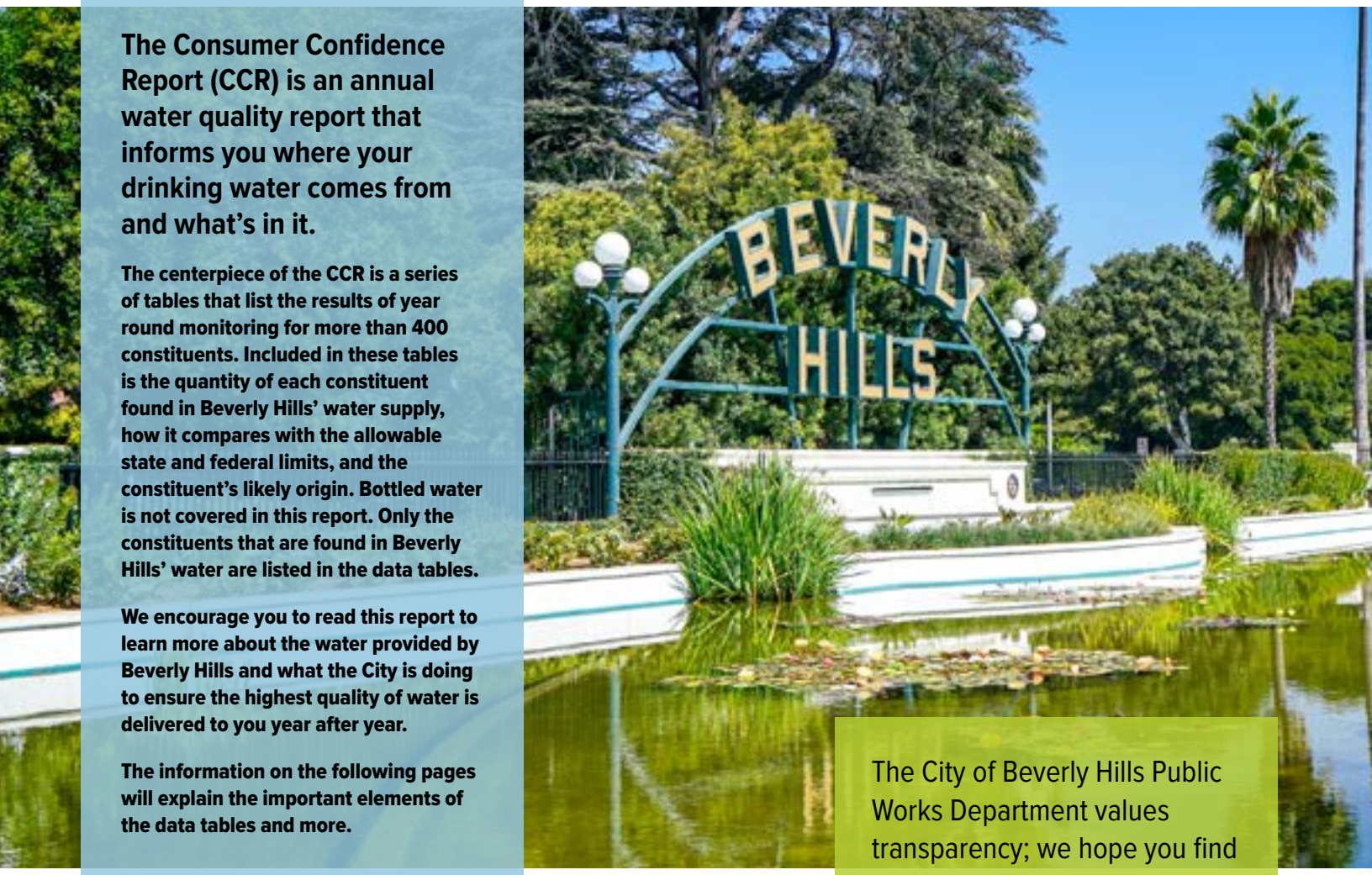
ABOUT THIS REPORT

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 centerpiece 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 information on the following pages will explain the important elements of the data tables and more.



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.**

City of Beverly Hills drinking water is compliant with the Federal Safe Drinking Water Act.

6,227 regulatory constituents analyzed

21,635 field tests conducted

100% Met all Quality Standards

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 (MWD). MWD 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

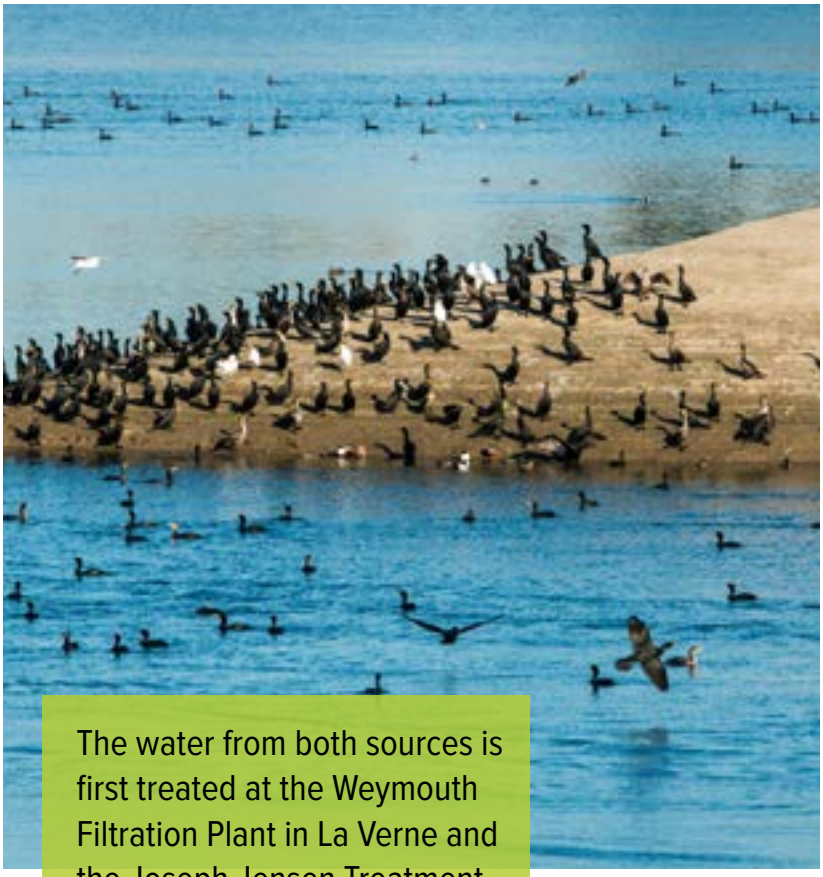
About 30 percent of Southern California's water travels a long distance though a complex delivery system called the California State Water Project. It is the nation's largest state-built water storage and delivery system of reservoirs, aqueducts, power plants and pumping plants, supplying water to 25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

Jensen Treatment Plant



Delta region in Northern 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.

YOUR 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 12 lists the constituents found in the water Beverly Hills delivers. Your tap water met all United States Environmental Protection Agency's (U.S. EPA) and State drinking water health standards in 2020. 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. MWD monitors turbidity because it is a good indicator of the effectiveness of their 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 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 Water District 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.

How do you report the monitoring results of my drinking water?

The data tables list monitoring results for the two Metropolitan Water District (MWD) treatment plants (Weymouth and Jensen) as well as the monitoring results for the City's water distribution system and lead and copper samplings from residential taps.

POTENTIAL SOURCES OF CONTAMINATION

As you read earlier, water imported by Metropolitan Water District (MWD)—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 MWD'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 MWD 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.

STEPS YOU CAN TAKE TO PROTECT YOUR GROUNDWATER

1. Eliminate excess use of lawn and garden fertilizers and pesticides – they contain hazardous chemicals that can reach your drinking water source.
2) Pick up after your pets.
3) Have your own septic system, properly maintain your system to reduce leaching to water sources or consider connecting to a public water system.
4) Dispose of chemicals properly; take used motor oil to a recycling center.

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 calling the 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.

To ensure that tap water is safe to drink, the U.S. EPA and the State Water Resources Control Board (State Water Board) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The U.S. Food and Drug Administration regulations and California law 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/Water.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, 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.

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

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 Water District (MWD) 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 call MWD's Water Quality Information Hotline at 800.354.4420 or download MWD's fact sheet at www.bit.ly/MWD_flouride.

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.

Keep 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.

READERS' GUIDE TO THE WATER QUALITY TABLES

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

- **Metropolitan Water District Treated Surface Water**
- **Beverly Hills (and portions of West Hollywood) Distribution System**

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

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

Definition of Terms & Abbreviations

AI Aggressiveness Index

AL Action Level

Average Arithmetic mean

CaCO3 Calcium Carbonate

CCPP Calcium Carbonate Precipitation

CCRDL Consumer Confidence Report Detection Limit

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

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

MCL Maximum Contaminant Level

MCLG Maximum Contaminant Level Goal

MFL Million Fibers per Liter

MRDL Maximum Residual Disinfectant Level

MRDLG Maximum Residual Disinfectant Level Goal

NA Not Applicable

ND Not Detected at or above DLR or RL

NL Notification Level to SWRCB

NTU Nephelometric Turbidity Units

pCi/L PicoCuries per Liter

PFAS Per- and polyfluoralkyl substances

PHG Public Health Goal

ppb parts per billion or micrograms per liter (µg/L)

ppm parts per million or milligrams per liter (mg/L)

ppq parts per quadrillion or picograms per liter (pg/L)

ppt Parts per trillion or nanograms per liter (ng/L)

RAA Running Annual Average; highest RAA is the highest of all running Annual Averages calculated as an average of all the samples collected within a 12-month period

Range Results based on minimum and maximum values; range and average values are the same if a single value is reported for samples collected once or twice annually

RL Reporting Limit

SI Saturation Index (Langelier)

SWRCB State Water Resources Control Board

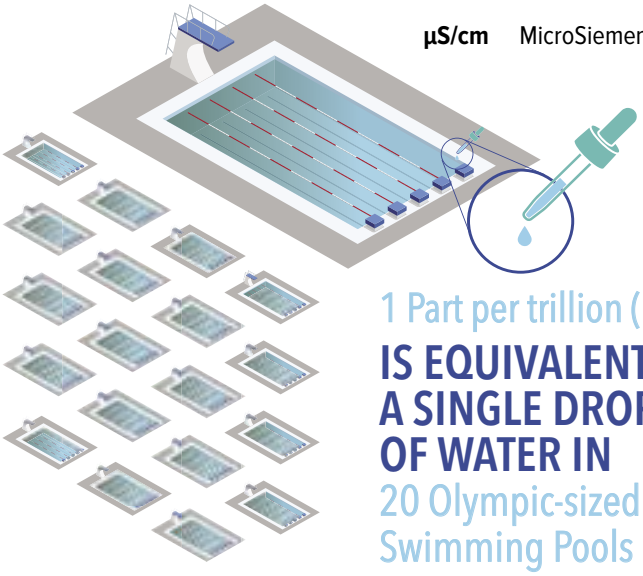
TDS Total Dissolved Solids

TON Threshold Odor Number

TT Treatment Technique is a required process intended to reduce the level of a contaminant in drinking water

TTHM Total Trihalomethanes

µS/cm MicroSiemen per centimeters



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 (Federal) MCL	PHG	State DLR CCRDL (RL)	Range Average	Jensen Plant	Weymouth Plant	Most Recent Sampling Date	In Compliance	Major Sources in Drinking Water
PRIMARY STANDARDS—Mandatory Health-Related Standards										
CLARITY										
Combined Filter Effluent (CFE) Turbidity (a)	NTU	TT	NA	NA	Highest	0.04	0.04	2020	Yes	Soil runoff
	%				% <= 0.3	100	100			
MICROBIOLOGICAL (b)										
Total Coliform Bacteria (c)	% Positive Monthly Sample	5.0	MCLG = 0	NA	Range	ND	ND	2020	Yes	Naturally present in the environment
					Average					
Escherichia coli (E. coli) (d)	Number	1	MCLG = 0	NA	Number of Positive Samples	ND	ND	2020	Yes	Human and animal fecal waste
Heterotrophic Plate Count (HPC) Bacteria (e)	CFU/mL	TT	NA	(1)	Range	ND - 3	ND	2020	Yes	Naturally present in the environment
					Median	ND				
Cryptosporidium	oocysts/200 L	TT	MCLG = 0	(1)	Range	ND	ND	2020	Yes	Human and animal fecal waste
					Average					
Giardia	cysts/200 L	TT	MCLG = 0	(1)	Range	ND	ND	2020	Yes	Human and animal fecal waste
					Average					
INORGANIC CHEMICALS										
Aluminum (g)	ppb	1,000	600	50	Range	ND - 220	80 -210	2020	Yes	Residue from water treatment process; runoff and leaching from natural deposits
					Highest RAA	116	149			
Fluoride (j)	ppm	2.0	1	0.1	Range	0.4 – 0.8	0.6 – 0.8	2020	Yes	Runoff and leaching from natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
					Average	0.7	0.7			
RADIOLOGICALS										
Gross Beta Particle Activity	pCi/L	50	MCLG = 0	4	Range	ND	ND - 6	2020	Yes	Decay of natural and man-made deposits
					Average		4			
Radium-228	pCi/L	NA	0.019	1	Range	ND	ND - 2	2020	Yes	Erosion of natural deposits
					Average		ND			
Uranium	pCi/L	20	0.43	1	Range	ND - 3	1 -3	2020	Yes	Erosion of natural deposits
					Average	ND	2			
DISINFECTION BYPRODUCTS, DISINFECTANT RESIDUALS, AND DISINFECTION BYPRODUCT PRECURSORS (kh)										
Total Trihalomethanes (TTHM) (Plant Core Locations and Distribution System)	ppb	80	NA	1.0	Range	12 - 17	20 - 26	2020	Yes	Byproduct of drinking water chlorination
					Highest LRAA	14	24			
Sum of Five Haloacetic Acids (HAA5) (Plant Core Locations and Distribution System)	ppb	60	NA	1.0	Range	1.9 - 4.9	3.3 - 7.3	2020	Yes	Byproduct of drinking water chlorination
					Highest LRAA	4.6	6.2			
Bromate (l)	ppb	10	0.1	1.0	Range	1.4 - 6.0	ND - 4.2	2020	Yes	Byproduct of drinking water ozonation
					Highest RAA	4.4	2.0			
Total Organic Carbon (TOC)	ppm	TT	NA	0.30	Range	1.8 - 2.3	2.1 - 2.6	2020	Yes	Various natural and man-made sources; TOC is a precursor for the formation of disinfection byproducts
					Highest RAA	2.2	2.4			

For more details or questions, contact Jason W. Dyogi, Water Quality Specialist, at 310.285.2467

IMPORTED WATER FROM METROPOLITAN WATER DISTRICT (CONT.)

1		2	3		4	5				6
Parameter	Units	State (Federal) MCL	PHG	State DLR CCRDL (RL)	Range Average	Jensen Plant	Weymouth Plant	Most Recent Sampling Date	In Compliance	Major Sources in Drinking Water
SECONDARY STANDARDS - AESTHETIC STANDARDS										
Aluminum (g)	ppb	200	600	50	Range	ND - 220	80 - 210	2020	Yes	Residue from water treatment process; runoff and leaching from natural deposits
					Highest RAA	116	149			
Chloride	ppm	500	NA	NA	Range	51 - 54	93	2020	Yes	Runoff/leaching from natural deposits; seawater influence
					Average	52				
Color	Color Units	15	NA	NA	Range	1 - 3	1	2020	Yes	Naturally-occurring organic materials
					Average	2				
Odor Threshold	TON	3	NA	1	Range	2	2	2020	Yes	Naturally-occurring organic materials
					Average					
Specific Conductance	µS/cm	1,600	NA	NA	Range	451 - 468	963 - 968	2020	Yes	Substances that form ions in water; seawater influence
					Average	460	966			
Sulfate	ppm	500	NA	0.5	Range	53 - 56	211 - 215	2020	Yes	Runoff/leaching from natural deposits; industrial wastes
					Average	54	213			
Total Dissolved Solids, Filterable (TDS) (m)	ppm	1,000	NA	NA	Range	255 - 264	587 - 593	2020	Yes	Runoff/leaching from natural deposits
					Average	260	590			
OTHER PARAMETERS										
GENERAL MINERALS										
Alkalinity (as $CaCO_3$)	ppm	NA	NA	(1)	Range	79 - 86	118 - 119	2020	Yes	Runoff/leaching of natural deposits; carbonate, bicarbonate, hydroxide, and occasionally borate, silicate, and phosphate
					Average	82	118			
Calcium	ppm	NA	NA	(0.1)	Range	25 - 27	65	2020	Yes	Runoff/leaching from natural deposits
					Average	26				
Hardness (as $CaCO_3$)	ppm	NA	NA	(1)	Range	107 - 110	256 - 268	2020	Yes	Runoff/leaching from natural deposits; sum of polyvalentcations, generally magnesium and calcium present in the water
					Average	108	262			
Magnesium	ppm	NA	NA	(0.01)	Range	11 - 12	25 - 26	2020	Yes	Runoff/leaching from natural deposits
					Average	12	26			
Potassium	ppm	NA	NA	(0.2)	Range	2.5 - 2.6	4.5 - 4.6	2020	Yes	Salt present in the water; naturally-occurring
					Average	2.6	4.6			
Sodium	ppm	NA	NA	(1)	Range	46 - 48	93 - 97	2020	Yes	Salt present in the water; naturally-occurring
					Average	47	95			
UNREGULATED CONTAMINANTS										
Boron	ppb	NL = 1,000	NA	100	Range	170	130	2020	Yes	Runoff/leaching from natural deposits; industrial wastes
					Average					
Chlorate	ppb	NL = 800	NA	20	Range	27	76	2020	Yes	Byproduct of drinking water chlorination; industrial processes
					Average					
N-Nitrosodimethylamine (NDMA)	ppt	NL = 10	3	(2)	Range	2.0	ND	2020	Yes	Byproduct of drinking water chlorination; industrial processes

For more details or questions, contact Jason W. Dyogi, Water Quality Specialist, at 310.285.2467

IMPORTED WATER FROM METROPOLITAN WATER DISTRICT (CONT.)

1		2	3		4	5				6
Parameter	Units	State (Federal) MCL	PHG	State DLR CCRDL (RL)	Range Average	Jensen Plant	Weymouth Plant	Most Recent Sampling Date	In Compliance	Major Sources in Drinking Water
PERFLUOROALKYL AND POLYFLUOROALKYL SUBSTANCES (PFAS) (n,o)										
Perfluorohexanoic acid (PFHxA)	ppt	NA	NA	4	Range Average	2.5	ND	2020	Yes	Industrial chemical factory discharges; runoff/leaching from landfills; used in fire-retarding foams and various industrial processes
MISCELLANEOUS (o)										
Calcium Carbonate Precipitation Potential (CCPP) (as $CaCO_3$) (p)	ppm	NA	NA	NA	Range Average	1.1 - 3.4 2.2	3.3 - 9.9 7.4	2020	Yes	Elemental balance in water; affected by temperature, other factors
Corrosivity (as Aggressiveness Index) (q)	AI	NA	NA	NA	Range Average	12.1 - 12.2 12.1	12.4	2020	Yes	Elemental balance in water; affected by temperature, other factors
Corrosivity (as Saturation Index) (r)	SI	NA	NA	NA	Range Average	0.32 - 0.48 0.40	0.48 - 0.65 0.56	2020	Yes	Elemental balance in water; affected by temperature, other factors
pH	pH Units	NA	NA	NA	Range Average	8.4	8.1	2020	Yes	Not applicable
Total Dissolved Solids Calculated (TDS) (s)	ppm	1,000	NA	NA	Range Average	248 - 273 258	450 - 599 565	2020	Yes	Runoff/leaching from natural deposits
Sum of Five Haloacetic Acids (HAA5) (t)	ppb	60	NA	1.0	Range Average	1.4 - 3.0 2.5	3.4 - 5.7 4.5	2020	Yes	Byproduct of drinking water chlorination
Total Trihalomethanes (TTHM) (t)	ppb	80	NA	1.0	Range Average	8.2 - 22 11	15 - 36 22	2020	Yes	Byproduct of drinking water chlorination

LEAD AND COPPER RESULTS AT RESIDENTIAL TAPS

Parameter	Number of Samples Collected	Units	State and Federal Standards MCL	PHG	90th Percentile Value	Number of Sites Exceeding AL	AL Violations	Sample Date	Major Sources in Drinking Water
Lead	33	ppb	AL =15	0.2	1.2	0	NO	2020	Internal corrosion of household water plumbing systems; industrial manufacturers' discharge; runoff and leaching from natural deposits.
Copper	33	ppb	AL = 1300	300	130	0	NO	2020	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 2020, 33 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.

For more details or questions, contact Jason W. Dyogi, Water Quality Specialist, at 310.285.2467

BEVERLY HILLS AND A PORTION OF WEST HOLLYWOOD DISTRIBUTION SYSTEM

1		2	3		4	5			6
Parameter	Units	State (Federal) MCL	PHG	State DLR CCRDL (RL)	Range Average	Distribution System	Most Recent Sampling Date	In Compliance	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	2020	Yes	Naturally present in the environment
Escherichia coli (E. coli) (d)	Number	1	MCLG = 0	NA	Number of Positive Samples	0	2020	Yes	Human and animal fecal waste
INORGANIC CHEMICALS									
Fluoride (j)	ppm	2.0	1	0.1	Range Average	0.6 - 0.8 0.7	2020	Yes	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 - 0.053 0.001	2020	Yes	Runoff and leaching from fertilizer use; septic tank and sewage; runoff and leaching from natural deposits
DISINFECTION BYPRODUCTS, DISINFECTANT RESIDUALS, AND DISINFECTION BYPRODUCT PRECURSORS									
Total Trihalomethanes (TTHM) (Distribution System)	ppb	80	NA	1.0	Range Highest LRAA	3.6 - 36 26.3	2020	Yes	Byproduct of drinking water chlorination
Sum of Five Haloacetic Acids (HAA5) (Distribution System)	ppb	60	NA	1.0	Range Highest LRAA	2.5 - 9.2 7.1	2020	Yes	Byproduct of drinking water chlorination
Total Chlorine Residual	ppm	MRDL = 4.0	MRDL = 4.0	(0.05)	Range Average	1.1 - 2.5 1.8	2020	Yes	Drinking water disinfectant added for treatment
SECONDARY STANDARDS–Aesthetic Standards									
Color	Color Units	15	NA	NA	Range Average	ND - 3 ND	2020	Yes	Naturally-occurring organic materials
Odor Threshold	TON	3	NA	1	Range Average	ND - 3 ND	2020	Yes	Naturally-occurring organic materials
Turbidity	NTU	TT	NA	NA	Range Average	ND - 0.4 0.12	2020	Yes	Soil runoff
UNREGULATED DRINKING WATER CONSTITUENTS–Fourth Unregulated Contaminant Monitoring Rule (UCMR4) (2018 through 2019)									
HAA6Br [Total of 6 Brominated Haloacetic Acids]	ppb	NA	NA	NA	Range Average	5.8 - 22 9.7	2019	NA	Byproduct of drinking water chlorination
HAA9 [Total of 9 Haloacetic Acids]	ppb	NA	NA	NA	Range Average	7.6 - 31 14	2019	NA	Byproduct of drinking water chlorination
HAA5 [Total of 5 Haloacetic Acids]	ppb	TT	NA	NA	Range Average	4.1 - 11 6.5	2019	NA	Byproduct of drinking water chlorination
Manganese	ppb	TT	NA	0.4	Range Average	0.67 - 1.3 0.96	2019	NA	Leaching from natural deposits

For more details or questions, contact Jason W. Dyogi, Water Quality Specialist, at 310.285.2467

NOTES

* As a wholesale water system, Metropolitan Water District (MWD) provides its member agencies with relevant source water information and monitoring results that they may need for their annual water quality report. MWD'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 MWD's State-approved monitoring plan, and is based on TT, RAA, or LRAA, as appropriate. Data above MWD's laboratory reporting limit (RL) but below the State DLR are reported as ND in this report; these data are available upon request. MWD was in compliance with all primary and secondary drinking water regulations for the current monitoring period.

Note: MWD monitors its distribution system for constituents under the revised Total Coliform Rule (TCR), Water Fluoridation Standards, and Disinfectants/Disinfection Byproducts Rule (TTHMs, HAA5, and total chlorine residual).

Notes

(a) MWD 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 HPC bacteria, 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 E. coli MCL is based on routine and repeat samples testing positive for coliforms and/or E. coli, failure to test for E. coli, or failure to analyze required repeat samples.

(e) All distribution system samples had detectable total chlorine residuals, so no HPC bacteria analysis was required. MWD monitors HPC bacteria to ensure treatment process efficacy.

(g) Compliance with the state MCL for aluminum is based on RAA. No exceedances occurred in the Diemer, Jensen, Mills, Skinner, and Weymouth plant effluents.

(j) MWD was in compliance with all provisions of the State's fluoridation system requirements. Fluoride feed systems were temporarily out of service during treatment plant shutdowns and or maintenance work in 2020, resulting in occasional fluoride levels below 0.7 mg/L .

(k) 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.

(l) Compliance with the state and federal bromate MCL is based on RAA. No exceedances occurred in the Diemer, Jensen, Mills, Skinner, and Weymouth plant effluents.

(m) MWD'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 "Other Parameters".

(n) All PFAS monitoring results were below the SWRCB established CCRDLs. PFAS results below the laboratory minimum reporting level (MRL) of 2.0 ppt are reported as “ND”.

(o) Data are from voluntary monitoring of constituents and are provided for informational purposes.

(p) 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)

(q) AI >= 12.0 = Non-aggressive water; AI 10.0-11.9 = Moderately aggressive water AI <= 10.0 = Highly aggressive water. Reference: ANSI/AWWA Standard C400-93 (R98)

(r) 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)

(s) "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. MWD's calculated TDS goal is ≤ 500 mg/L."

(t) HAA5 and TTHMs noncompliance samples collected at treatment plant effluents.

For more details or questions, contact Jason W. Dyogi, Water Quality Specialist, at 310.285.2467

CONFIDENCE IN YOUR DRINKING WATER

Answering your questions about water quality and safety.

Each year in this Water Quality Report, we update an ongoing dialogue we have with Beverly Hills residents. We answer your questions about water safety – whether they are general, and of community-wide relevance, or specific to an individual home.

Water Quality Specialist Jason W. Dyogi again shares his expertise and the latest research to provide complete, objective information.

While last year's conversation was understandably dominated by concerns over COVID-19, this year we see a return to general questions about drinking water safety.

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

Only one report of which we are aware alleges cancer-causing contaminants in California drinking water, and it makes clear that the City of Beverly Hills' water was not among those sampled.

The group's report admitted that its methodology could have "...overestimated" the risks. Furthermore, its findings are speculative rather than based on scientific research and as a result contain numerous unproven uncertainties.

This limited scope, which is not noted in the report but in its public announcement, has prompted some residents to assume the entire state's water supply is carcinogenic.

The City of Beverly Hills carefully complies with the standards adopted by the U.S. Environmental Protection Agency (EPA) and the State Water Resources Control Board, and contained in the Safe Drinking Water Act. The law's rigorous scientific framework requires every municipality to reduce the risk of multiple contaminants. In addition, the City of Beverly Hills is subject to continuous oversight by the State Water Resources Board's Division of Drinking Water (SWRB-DDW) and the California Office of Environmental Health Hazard Assessment (OEHHA).

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.

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

The City of Beverly Hills, in conjunction with the Metropolitan Water District (MWD), 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. Your water is routinely tested at each step of the process – from source, to wholesaler, to city connection points, reservoirs and the ultimate distribution system.

We also use only State certified laboratories to test for emerging contaminants.

In addition to daily water quality monitoring, the City submits weekly samples to State-accredited laboratories that I personally oversee. These samples are taken from several regulatory-designated sampling stations that are representative of the entire city. In addition, I submit monthly compliance reports to our drinking water regulators that summarize both the State-accredited laboratory sample results and daily collected field results.

Your Water Utility Bureau even stays ahead of potential health risks by seeking out unregulated contaminants and monitoring them as well. In contrast to the alarmist report, our annual Drinking Water Quality Reports provide transparency and detailed data based on rigorous, year-round testing of more than 185 regulated and unregulated contaminants, taken throughout Beverly Hills and portions of the West Hollywood water distribution system.

Are these state and federal water quality standards high enough to ensure my safety?

Yes. California's are some of the strictest water quality standards in the nation and the criteria established for both federal and state standards are based on cutting-edge scientific work that also utilizes health-related data to protect public health.

These standards are developed by a variety of governmental agencies that employ experienced public health medical doctors, toxicologists, epidemiologists, exposure scientists, environmental scientists, mathematical scientists, computer scientists, and biostatisticians, among others.

Jason W. Dyogi - Water Quality Specialist

CONFIDENCE IN YOUR DRINKING WATER

How well does your water stack up against bottled water?

Bottled water is classified as a packaged product, regulated by the Food and Drug Administration (FDA), and is not necessarily any safer than tap water. In fact, much of bottled water comes from municipal water systems. The bottle water industries have to adhere to quality standards, the water quality testing requirements imposed by the FDA are far less stringent than those we must meet, and their monitoring is less frequent than ours. And, water bottling companies are not required to share their test results with consumers.

Bottled water creates a tremendous amount of plastic, which leaves a big environmental footprint. What's more, a gallon of water from your tap costs considerably less than a gallon of bottled water. To instill confidence in your tap water, Beverly Hills launched a drinking water campaign called #ReThinkBHTap. For more information visit www.beverlyhills.org/bhtap.

Should I be stockpiling bottled water?

After a disaster like an earthquake, it's critical that you have water on hand in case the water normally provided by the City of Beverly Hills is unavailable. General emergency preparedness for earthquakes and other potential supply interruptions encourages a two-week supply of bottled water. Otherwise, Beverly Hills' water goes through several treatments before reaching residents' taps, including filtration, ultraviolet light, and chlorine disinfection so there is no threat to our public drinking water supply and no need to use bottled water.

If I see white residue at the bottom of my teakettle or spotting on my glassware, is my water unsafe?

This residue is a harmless buildup of naturally occurring minerals in water—primarily calcium and magnesium, the most common minerals that make water "hard."

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.

Testing for hardness is one of the many tests MWD conducts. The average level of hardness in our tap water ranges between 108 and 262 mg/L or 6.3 grains/gallon and 15.3 grains/gallon.

Water hardness is classified by the U.S. Department of Interior and the Water Quality Association as follows:

Beverly Hills residents and visitors can be assured that drinking water throughout the city exceeds all state and federal standards. It is safe and of the highest quality.

Classification	Mg/l or ppm	Grains/gal	Beverly Hills Tap
Soft	0 – 17.1	0 - 1	
Slightly Hard	17.1 – 60	1 – 3.5	
Moderately Hard	60 – 120	3.5 – 7.0	✓
Hard	120 – 180	7.0 – 10.5	✓
Very Hard	180 and over	10.5 and over	✓

To remove the deposits inside your teakettle, 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.

I smell chlorine in my water. Why are you putting it in our water?

Federal law requires utilities to make sure that any harmful germs in the water are eliminated. Utilities have used chlorine for more than a century to help stop the spread of cholera and typhoid. When you smell or taste a bit of chlorine, you can be assured that your water has been properly treated.

If you prefer, simply let the water sit in a glass or pitcher for a few minutes before putting in the refrigerator. Fresh cold water tends to taste better than room temperature water.

CONFIDENCE IN YOUR DRINKING WATER

After replacing my water heater, my tap water looked "milky" and brown. Should I have my water tested?

- **Cloudy Water:** When replacing water heaters, changing faucet fixtures or modifying a home's plumbing, air can enter into your plumbing system. Milky water, also known as white water or cloudy water, can be caused by air bubbles that get trapped in the pipes when your home's plumbing system is repressurized. This milk-like appearance will begin to clear within minutes, eventually rise to the top of the glass and disappear.

  We recommend opening the cold water tap to vent the air first before opening the hot water tap to vent the water out of your plumbing system.

- **Water Discoloration:** Sudden changes in water pressure, changes in the directional flow of water, and modifying, moving or shaking any residential plumbing can potentially stir up settled sediment in the pipes and water heater that may have accumulated over a long period of time. This can result in a brown or yellow tint to your water. Residents who return from a long vacation, may also experience the same. What they're seeing is dried sediment from the pipes when the water evaporated.

We recommend running the cold water for a few minutes to see if it is clearing or still discolored. If still discolored, we recommend flushing the pipes by opening three or four cold water taps in the house and let them run for about 20 minutes at top pressure.

To avoid wasting water, you can use a simple bucket to collect it and use it for watering plants or other household needs.

Why does the water in my bathroom smell like a sewer or rotten eggs?

Usually when this happens, the odor is actually coming from your kitchen or sink drain, not the water from your tap. Organic material over time can build up in the drain and decay over time, releasing this rotten egg smell. We recommend pouring a half-cup of household bleach down the drain and letting it settle in the drain for a minimum of one hour or more before turning on your water. The chlorine should remove the odor you're experiencing and also restore your U drain water plug that may have evaporated over time. Checking for odor is one of the ways we monitor the water throughout our distribution system. We are required by law to provide a State-accredited laboratory weekly odor samples collected from state-approved sampling stations.

Are water filter systems useful, and if so, do you recommend a particular one?

If you are concerned with the taste of your water, a carbon filter should improve the water aesthetics.

However, the City of Beverly Hills does not endorse or recommend any specific manufacturer's system. Instead, we recommend viewing the California Water Boards' current listings of registered Residential Water Treatment Devices to find one to meet your specific needs. That website is www.waterboards.ca.gov/drinking_water/certlic/device/watertreatmentdevices.html

RETHINK YOUR TAP WATER

A safe, healthy and affordable glass of water is as close as your kitchen faucet. Rigorously treated, monitored and tested, drinking Beverly Hills tap water is not only safe for your family, it's better for the environment, too. That's the foundation of our #ReThinkBHTap public information campaign, designed to clarify the truth about your drinking water.

Among the facts that may surprise you: The City of Beverly Hills Water Utility Bureau, like other public and private water agencies, is more highly regulated and must meet higher standards than bottled water producers.

In contrast to bottled water, which costs an average of 80 cents/gallon, BH tap is under a penny! As conscientious environmental stewards, you have the added benefit of knowing you are not contributing to waste caused by a glut of plastic containers.

Join Our Earth-Friendly Campaign

We launched ***#ReThinkBHTap*** to align with April's Earth Month, since choosing tap water over bottled water is better for our environment. The launch dovetails with national Drinking Water Week May 2-8, an annual American Water Works Association effort to recognize the vital role that water plays in our daily lives.

#ReThinkBHTap educates the public via a webpage and a stream of information on social media, utility bills and other communication tools. We also are making presentations to community groups. To request a presentation for your organization, please contact Melissa Gomez at AskPW@beverlyhills.org or call 310-285-2467.

#RETHINKBHTAP

BH H20 Facts: A Lot to ReThink

- BH tap water consistently meets all federal and state drinking water standards. 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.
- Our system has never violated a maximum contaminant level or any other standard.
- Currently, Beverly Hills imports 100% of its drinking water from Metropolitan Water District (MWD), which annually conducts 250,000 comprehensive water quality tests on samples gathered throughout its system. In addition, Beverly Hills conducts +20,000 field tests in its distribution system each year.

Make BH Water Taste Even Better

- Chill before drinking.
- Upon returning from vacation, let your tap water run a few minutes (you might fill a watering can to avoid wasting water) to optimize a fresh taste.
- If desired (it's not necessary), install a filter on your tap.

Easy, Convenient, Safe

We encourage you to ReThink your drinking water by visiting www.beverlyhills.org/BHTap where you will find important facts, FAQs, tips and resources.

What better way to celebrate the world's most precious resource than by enjoying a glass of fresh BH water ... straight from the tap!

CAPITAL IMPROVEMENT PROJECTS PROMOTE RELIABILITY AND SUSTAINABILITY

BEVERLY HILLS
YOUR DOLLARS AT WORK
PUBLIC WORKS DEPARTMENT

During this challenging pandemic year, your Public Works Department has worked diligently to ensure high quality water, a more resilient water system and long-term sustainability. Our abiding priority is to protect the safety, health and quality of life for all Beverly Hills residents and businesses, and to deliver quality tap water you can count on!

Whether replacing aging water and sewer systems or investing in infrastructure to access new groundwater sources, we are strategically focused on optimally leveraging City resources, improving efficiencies and reducing overall construction costs and time to maximize your dollars. Here is a look at some of the major Capital Improvement Program (CIP) projects accomplished over the past year and currently underway.

From Source To Curb

A primary CIP objective is to continually modernize and improve the reliability of our water system. We also are focused on creating local sources of potable (drinking) water supplies to lessen our dependence on Metropolitan Water District (MWD). We are happy to report that work is proceeding as planned, and in some cases ahead of schedule.

The pipeline conveyance system to our Foothill Water Treatment Plant has been completed in preparation for the transfer of water from three new groundwater wells at various sites south of the city.

After determining the groundwater quality at one site, we have drilled the LCW1-La Cienega well and are now equipping it with a pump and motor so it can be placed into operation.

We are currently investigating a potential site for the second groundwater well. To assess the well's viability, exploratory drilling has begun so we can ascertain both quality and volume of water. As with other wells, the water will flow through the pipeline conveyance system to the Foothill plant for treatment. A third well will be identified, explored and assessed in the near future.

Once we complete the LCW1-La Cienega well and place our six existing Hollywood Basin wells back into operation this fall, we will have a total of seven wells, with the additional two forthcoming.

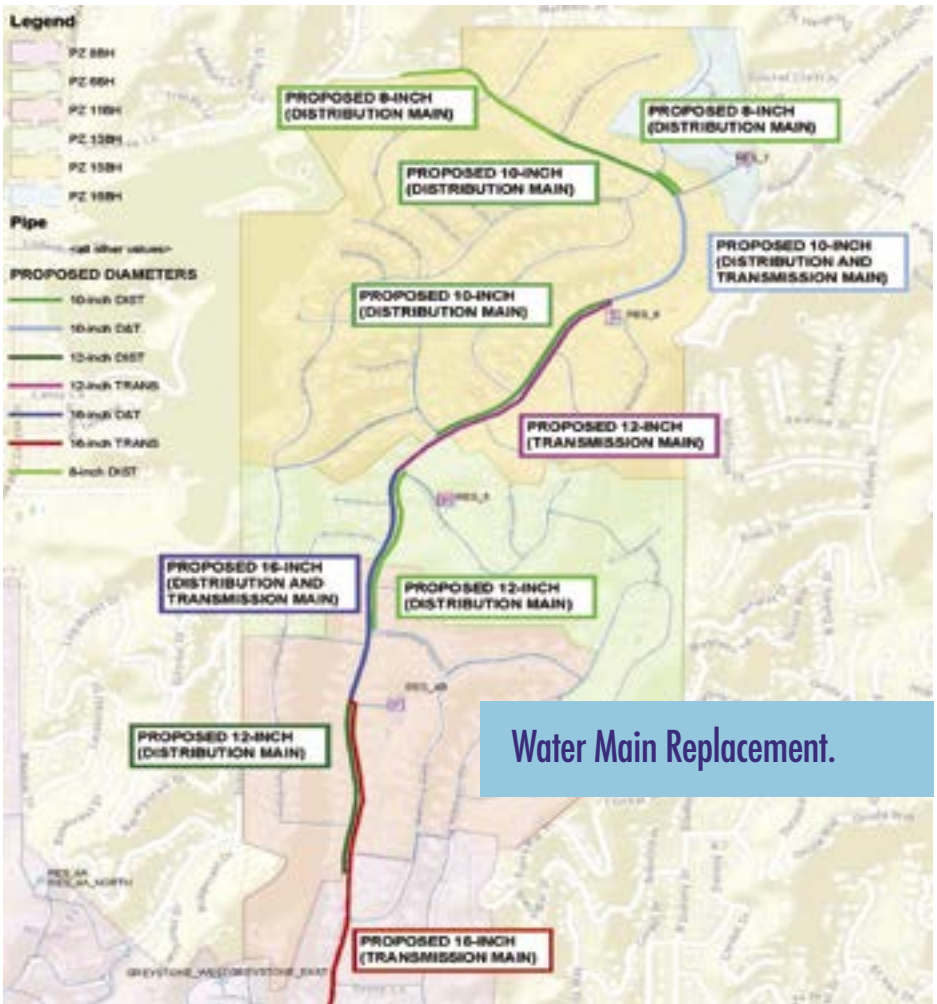
Concurrently, we are upgrading our water system through a number of CIP projects, which are in various stages of progress:

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 is under construction. The system, which will meet stringent regulatory requirements, is slated for completion in Fall 2021.

Pump Station No. 8.
Aging mechanical pumping equipment, electrical, instrumentation controls, piping and associated appurtenances at this pump station have been replaced.

Water Main Replacement.
This multifaceted project will replace approximately five miles of aging pipeline infrastructure to ensure a reliable conveyance system. The construction is being implemented in phases to minimize the impact on traffic. Phase One construction on Loma Vista Drive between Evelyn Place and Doheny Road is underway and on schedule. Phase Two will begin mid-July 2021 and last through the end of August 2021 on San Ysidro Dr. from Tower Road to City limits. Phase Three of the project will begin in late September 2021 and will take place on Coldwater Canyon Dr. from Beverly Drive to Monte Cielo Drive.

The Water Main Replacement Project is critical to maintaining the City's water infrastructure since these aging pipelines connect to six of the nine reservoirs in the City and have contributed to more than 25 main line breaks over the years.



Water Main Replacement.

Pump Station No. 4 and Sunset Reservoir. We have completed all upgrades to the aging pump station's piping and instrumentation, chemical feed systems enhancements, and pump station operability improvements.

These CIPs demonstrate how we proactively upgrade, maintain and operate our water system to ensure we meet the demands of our residents and businesses today and in the future. Once the Reverse Osmosis Water Treatment Plant is operational this fall, we will begin producing our own local supply, thus reducing dependency on MWD, which currently provides 100% of our drinking water. By the time 6 Hollywood Basin Wells and potentially 3 La Brea Wells are operational, the City will be set to produce over 30% of its potable water.

A Roadmap to the Future

We are excited to announce that our Integrated Water Resources Master Plan (IWRMP) is complete! This master plan will enable the City to offset future water demand and optimize the management and use of our water resources: potable, wastewater and storm water.

We are intent on reducing dependency on MWD while increasing emergency storage capabilities, which currently stand at 10 reservoirs supplying 43 million gallons. The IWRMP will guide future efforts such as identifying storm water capture projects, pursuing additional groundwater wells, exploring the potential for recycled water, building new reservoirs and retrofitting the existing Cabrillo Reservoir. This retrofit will greatly increase Cabrillo's emergency storage capacity: from 800,000 gallons to 4.4 million gallons of potable water in two and one-half years.

Along with the IWRMP, your Public Works Department is studying other ways and projects to ensure a consistently reliable, safe, high-quality water supply. These include potentially upgrading one of our three emergency connections with the Los Angeles Department of Water and Power (LADWP). The upgrade, which would make the connection more robust, consists of installing automated controls so we can better regulate and control water flow.

If you have any questions regarding our CIP projects, please feel free to call Gil Borboa at 310.285.2467 or AskPW@beverlyhills.org.

Groundwater Wells = Renewable Sources of Storage

Above-ground reservoirs are dependent upon space availability, which is at a premium in Beverly Hills. By exploring and drilling new wells in the Central Basin, which is a larger aquifer than the Hollywood Basin, we are creating a structure that greatly improves reliability in the event of an acute emergency or continuing drought.

CONSERVE TODAY, TOMORROW AND ALWAYS

California is heading into another drought.

With hotter weather repeatedly affecting our state, our nation and the world, droughts in California are becoming more common and more serious. In fact, some scientists believe that California never actually emerged from the 2014-17 drought.

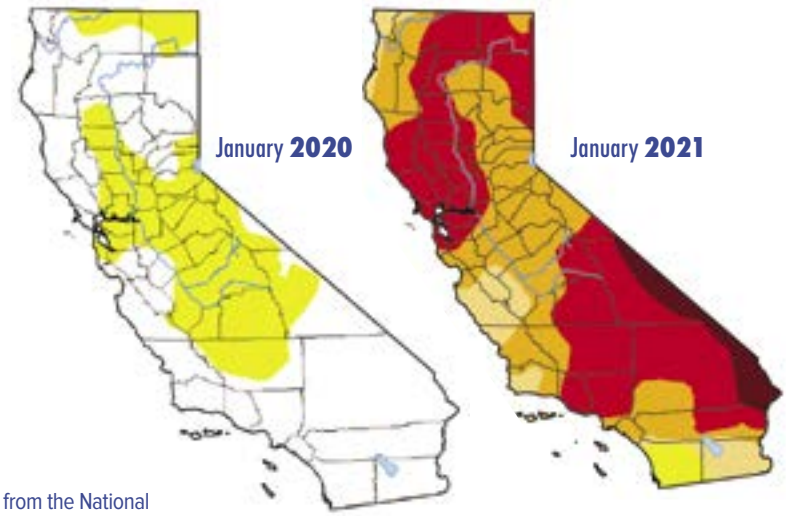
The 2020-21 La Niña pattern resulted in a winter that was drier and warmer than average, with a minimal amount of rain. In addition, snowpack was less and the runoff was not as productive as it is in wet years. Finally, many state reservoirs are below historical averages; a condition that does not bode well over the short- or long-term.

With changing climate conditions presenting a challenging present and future, we all must adapt by making permanent water use changes. The City of Beverly Hills is doing its part by implementing efficient water upgrades and practices throughout its facilities and public venues.

Partner with Us to Promote Water Efficiency

Water Conservation staff are eager to assist our customers to use water efficiently with a variety of services:

- A free online Water Tracking Program at water.beverlyhills.org. This program helps customers keep an eye on their water use, alerts customers of abnormally high usage and of continuous flow issues and water leaks.
- Free water audits and landscape evaluations. Our experts will visit your home or office to present recommendations on how to use water more efficiently inside and outside and tips on how to make your landscape more water-wise and naturally beautiful.
- Fact sheets and flyers with tips on easy and convenient ways to conserve water, inside and outside your home.



Maps from the National Integrated Drought Information System's U.S. Drought Monitor display the major drought difference in California from January 2020 to January 2021.

Intensity

- None
- D0 Abnormally Dry
- D1 Moderate Dry
- D2 Severe Drought
- D3 Extreme Drought
- D4 Exceptional Drought

Water Conservation Services Offered By The City

Virtual Water Audits

Water Conservation Administrator Debby Figoni offers customers on-site and FaceTime water audits. With her virtual audits, she will walk in and around the property with the resident. She reviews the sprinkler settings and teaches customers how to set it so they can use water more efficiently.

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

On-Site Landscape Evaluation

Since two thirds of a typical, single-family-home's water usage derives from outdoor 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 are 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 EFFICIENCY

Thank you for partnering with the City of Beverly Hills. Working together to use water efficiently is not only important —and necessary—for the environment; it's a Beverly Hills way of life.

Keep An Eye Out For Water Leaks

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

An easy way to test if your toilet is running is to:

1. Put food coloring in the toilet tank.
2. Do not flush the toilet.
3. Wait 15 minutes and if food color leaks to toilet bowl, you have a leak.
4. To avoid staining the toilet, flush after test is completed.

Fact: **1** Toilet can flow up to **200** gallons an hour/**4,800** gallons a day

Thats enough water to fill a swimming pool in **3** days

Innovative Water Tracking Program Monitors What You Can't See

Track usage and discover leaks with the City's Water Tracking Program. 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 a free online program. Proven to save customers water, time and money, this City program displays daily water use and notifies the customer of abnormally high daily usage and/or continuous water flow issues.

Register For Automatic Alerts

One of the most valuable features of this program is the automated alerts of potential leaks and excessive water use. Sign up today at water.beverlyhills.org.

WATER EFFICIENCY

Irrigate Efficiently

You can keep your landscape beautiful and healthy while making sure you do not over-water by following the City's watering guidelines and some of these water-saving tips:

Outdoor Water-Saving Tips

- 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.

Adhere to "Stage C" Outdoor Watering Guidelines

We encourage all residents to continue using water efficiently, which is why "Stage C" watering regulations are still in place:

From **June to September,** outdoor watering is restricted to **3 days** per week.

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

From **October to May,** outdoor watering is restricted to **2 days** per week.

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

Ongoing Regulations

1. Water only between the hours of 5 pm and 9 am.
2. Don't irrigate after a measurable rainfall.
3. Don't allow excessive water runoff due to sprinkler overspray.
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 rebate details, visit www.socalwatersmart.com.
- The City offers low-flow showerheads and sink aerators at no cost. Contact Debby Figoni at 310.285.2467 or via email: AskPW@beverlyhills.org.
- For more water-saving tips and resources, visit www.epa.gov/watersense and www.BHSaves.org.

WATER DISTRIBUTION & TREATMENT SPOTLIGHT

The high quality and reliability of Beverly Hills' drinking water, the same water used to irrigate our gardens as well as fight our fires, are two important aspects that all Beverly Hills residents can count on.

Maintaining the high level of standards that exceed all state and federal requirements is the responsibility of our **Water Treatment** division, under the supervision of **John Moreno**. And, maintaining, repairing and expanding the infrastructure that both contains and carries that water from our storage to our homes, businesses, hydrants and other usage-points is handled by our **Water Systems** division, headed by Supervisor **David Hillyer.**

Ensuring Quality and Meeting Demand

The treatment of the City's water is a round-the-clock process. We maintain and oversee the functionality of our Reverse Osmosis Treatment Plant, which will be fully operational this fall, as well as our six wells, nine pump stations, 10 reservoirs and 13 pressure zones.

We check for mechanical issues such as oil leaks or equipment failure in our active wells and pumping stations. Our SCADA (supervisory control and data acquisition) system, which collects and processes real-time data from operational components, including sensors, meters, pumps and control valves, ensures our water distribution is operating in top condition. We then verify the accuracy of what the SCADA system reveals with supplemental physical inspections.

We also control the water we receive from the Metropolitan Water District (MWD) and regulate our reservoirs and pressure zones to meet—and exceed—anticipated water demand throughout the city.

Another important function of the division is taking daily samples throughout our distribution system to test the quality of our water. Continuously cycling the water supply and taking daily samples and testing ensures a thorough and accurate assessment of our water. If there is any change in water quality, we quickly determine the best course of action and make adjustments as needed including, if necessary, performing chemical treatment.

Water Systems: Maintaining Delivery

Water Systems Supervisor Hillyer and his staff of 18 operators are responsible for both new service installations and maintenance on existing water mains. At a pace averaging three each week, our state-certified operators run new service to customers, whether that means construction to tap down to the water main, installing new water meters, or upgrading existing infrastructure. Water samples are collected after every repair on a water main to ensure there's no contamination and the highest quality of water is upheld.

A substantial portion of this work is maintenance of the existing water main infrastructure and its more than 4,250 main line valves. These valves are the heartbeat of the water system, and each one is tested on a three-year cycle. That amounts to "exercising" about 150 valves each month to make sure they are working properly, and replacing or repairing those that are even slightly faulty.

The proper functioning of our main line valves is paramount to the system's operation. It allows us to isolate and shut down a specific section in our system for repairs, and, if there is a water main break, minimize any damage.

The system also has over 11,000 meters, each of which also needs to be routinely inspected. Ever since AMI (Advanced Meter Infrastructure) was implemented throughout the City of Beverly Hills in 2010, the division carefully monitors real time data collected to identify and promptly investigate faulty meters, signal failures, and water main leaks.

"We meet all customers' needs while providing the highest quality service possible. We set the bar higher than what is required and we take great pride in that."

We also maintain the 1,200 fire hydrants located throughout the city to ensure they are ready to flow with ample water pressure in the event firefighters need to use them. Maintenance includes checking valves and employing Unidirectional Flushing (UDF) at each hydrant, which is an excellent, water-efficient process that improves water quality and restores capacity. We not only maintain the functionality but the aesthetics of our hydrants, which are painted "platinum" in keeping with the aesthetics of our community. This is just another way we demonstrate the detail and pride in our work and how our Beverly Hills hydrants are maintained.

And lastly, the Water Systems Division serves as the first responder when a customer calls regarding a service issue or complaint, such as brown water. If the problem is caused by our distribution system, such as a main break or routine service flushing in the property area, it is handled by our team. If the issue is the result of internal plumbing at the home or business, the case is immediately forwarded to our Water Quality Specialist for resolution.

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 بورلی هیلز به شماره ۳۱۰۲۸۵۲۴۷۶ 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.

BEVERLY HILLS

For more information visit:
www.beverlyhills.org