



Consumer Confidence Report 2014 FAQs

What is the Consumer Confidence Report?

The Consumer confidence Report is an annual report required by the State of California that gives water customers detailed information about the quality of their drinking water. It is mailed before July 1st of every year to all water customers.

What sort of information does it contain?

The report contains information on the concentration of components that are identified as possibly harmful to humans, such as bacteria and certain chemicals. In addition, it provides information on beneficial additives such as chlorine, which is used to disinfect the water, and fluoride, which helps prevent tooth decay. Both the state of California and the U.S. government specify the necessary concentration of these elements in public drinking water. .

What are the violations listed in the report?

The violations are all related to testing and reporting requirements from the state of California. The City of Beverly Hills did not meet five requirements for testing and reporting on water quality.

1. **Low chlorine levels not reported to the state.** The state requires the City to conduct regular testing for chlorine levels and report samples that show the level dropping below the minimum standards. City did the required testing for chlorine levels and, on 42 occasions over a two-year period, noted levels below the minimum level (1.25 mg/liter.) Those reports were not sent to the state as required. However, the water was treated according to state standards and staff made the necessary corrective action as soon as they became aware of the issues.
2. **Fluoride sample not collected.** The state requires the City to test daily for fluoride levels. The sample was not collected on February 9, 2014.
3. **Water color (clarity) tests not completed.** The City tests its wells for the color of the water on an annual basis. The sample taken in 2011 did not meet the state's standards and the City was required to take quarterly tests to monitor the color. None of the follow-up tests were carried out.
4. **Synthetic organic chemical testing not completed.** Once every three years, the City is required to take two samples for synthetic organic compounds (e.g. paint residue).



These tests were not carried out in the previous three-year period.

5. **Water Treatment Plant samples not collected for the state.** The state requires weekly tests for an assortment of contaminants. One week, the samples were not collected. However the City does its own daily tests for the same contaminants and the samples for that week were found to be within state standards.

Is our drinking water safe?

We are confident that the water supply was safe at all times. The City of Beverly Hills has its own testing protocols and many checks and balances. The City takes more than 2,500 water samples each month to meet state requirements and for the City's own purposes. There are schedules for daily, weekly, monthly, quarterly, annual and triennial (every three years) testing. Approximately 10% of the City's water supply comes from local wells and the remaining 90% from the MWD. The City's water is purified through a reverse osmosis Water Treatment Plant, which removes all harmful impurities. Water testing is done both before and after it is processed through the plant.

How is the City correcting the testing problems?

New reporting procedures are in place and a new water sample tracking software program has been implemented. In the case of the chlorine levels, the Water Treatment Plant has been reprogrammed to shut down should the chlorine level drop below the minimum. In the cases of lack of sampling, the required samples have been taken and found to be within state standards.

Additional measures to improve the City's water monitoring system include hiring a new Water Operations Manager, a shutdown of the Water Treatment Plant until it is fully staffed (all water will come from the Metropolitan Water District during that time), and hiring an independent auditor to evaluate the City's water monitoring system.