



July 1, 2009

Ms. Karen Herrera  
Deputy City Manager  
City of Duarte  
1600 Huntington Drive  
Duarte, CA 91010

Dear Ms. Herrera,

As a trusted leader in the industry, California American Water places a strong emphasis on sharing information about the quality of the water we provide to our customers.

One way we do this is by reporting to our customers annually the results of our tests on the water we deliver to each home. Please review the enclosed Consumer Confidence Report (CCR), which outlines information applicable to your local water system for testing completed through December, 2008. It is our constant goal to meet or surpass all federal and state water quality regulations. In fact, we often comply with regulations well before they go into effect.

Just as important, California American Water makes the necessary investments to maintain and upgrade its facilities, so that we can deliver quality water directly to our customers tap 24 hours a day, seven days a week. Our customers are our top priority, and we are committed to providing them with safe drinking water and reliable service now and in the years to come.

In addition to this written report, you can also view information about California American Water and your local water system on our website [www.californiaamwater.com](http://www.californiaamwater.com). For more information or for any questions about the CCR, please contact Joe Marcinko, California American Water Quality Superintendent at (626) 614-2538 or by email at [joseph.marcinko@amwater.com](mailto:joseph.marcinko@amwater.com).

Sincerely,

Todd Brown  
General Manager, Southern California