

HIGHLANDS MUTUAL WATER COMPANY Consumer Confidence Report 2024

Continued Mission

We are most dedicated in our efforts to move forward with treatment and distribution infrastructure maintenance and replacement project upgrades in addition to state-of-the-art water treatment technology with the concern of an auxiliary source of water supply during future extended seasons of drought.

Even though untimely

events occurred within the past year, your board of directors, general manager and employees of your company were able to stay focused with their participation on a course of action in the completion of a great number of required planned maintenance and upgrade projects that we have detailed later in this report for our shareholders.

Your company directors, management and employees agree that this would not have been possible without the action, dedication and continued support given by the local citizens and especially by the Highlands Mutual Water Company shareholders. You are all sincerely appreciated... Thank You!

COMMUNITY PARTICIPATION

The time and place of the scheduled meeting place for public participation and input is held at the Business Administrative and Accounting Office located at 14580 Lakeshore Drive in Clearlake, California 95422:

MONTHLY MEETINGS

SHAREHOLDER MEETING

The last Wednesday of Every Month 4:00 PM Annually on the Second Wednesday in April 6:00 PM

Raw Lake Water Source Assessment

The latest Highlands Mutual Water Company sanitary water survey was recently updated in August 2023 in cooperation with other water systems using Clear Lake water source as the basis of the update.

The following is a brief, but comprehensive water source summary of significant sanitary hazards within the watershed which was prepared by your water district's State Water Board assigned engineer, who has made note of the following information during his recent assessment review of Highlands Mutual Water Company. As noted, during events of extensive development projects along the lakeshore and within the watershed, the following activities have the potential to cause significant surface water contamination:

- Wastewater discharges from inundated wastewater treatment plants, collection systems during flood events and subsequent periods of excessively high lake levels.
- Flood induced discharges into streams or the lake from land disposal areas.
- Wastewater collection system overflows and ruptures during flood events and periods of excessive high lake levels.
- Recreation, including boating, swimming, waterskiing, jet skiing, and fishing.
- Septic tanks that may have been incorrectly installed or maintained, or which are subject to flooding and excessively high groundwater tables.
- Stormwater runoff from, and inundation of, urbanized areas adjacent to the lake and tributary streams.

Clear Lake water quality is impacted by seasonal rainfall and algal growth. During heavy rains, turbidity results can rise to over 100 NTUs. Algal blooms can significantly impact plant treatment processes. Algal blooms can cause spikes in pH, lysing of cells during pre-oxidation, taste and odor, and is difficult to filter. Ammonia spikes are common during the summer months when large amounts of algae decompose causing significant chlorine demands making water difficult to treat.

The Highlands Mutual Water Company general manager and system operators acknowledge the summary assessment and concur that due to the above outlined potential contaminating activities, the following specific water quality issues are always being addressed during the water treatment process:

- taste and odor
- haloacetic acids
- total trihalomethanes

RAW WATER SOURCE: Surface Water Treatment System Location at Beakban Island, Lakeshore Drive, Clearlake, CA

PWS ID# CA1710003

About this report: During the last year, we have tested the drinking water quality for many constituents as required by state and federal regulations. The data that follows throughout this report shows the results of monitoring for the period of January 1, 2024 to December 31, 2024, which may also include earlier monitoring data.

Throughout this last year, as in prior years past, your tap water continues to meet all U.S. EPA and State drinking water health standards. We sincerely wish to express that this is mostly due to the steadfast vigilance, dedication and commitment given by the Highlands Mutual Water Company State certified treatment operators who have taken great care in the safeguarding and production of quality water. We are very pleased to report that your water system has not violated any maximum contaminant level or water quality standards in attaining water quality results that have either met, or in some instances, exceeded state and federal standard requirements.

Your Water Company Did Not Have Any Violations of an MCL, MRDL, AL, Surface Water TT, or Required to Perform Any Additional Monitoring or Reporting Requirements During This Year's Consumer Confidence Report.



Costs Review of Capitalized Assets Projects

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5,782
16,191
28,686
58,005
7,770
75,130

2024

Landholding Improvements	\$ 40,866
Fire Hydrant Maintenance & Repairs	7,056
Plant Facility Redwood Tank Repairs	77,598
Vertical Filter Carbon Replacement	107,694
Water Tanks Maintenance & Repairs	199,800
Distribution Parts & Supply Building Repairs	24,227
Raw Water Intake Pumps Replaced	192,408
Lelabelle Boulevard & Clement Drive Mains	622,158
Blue Jay Avenue Water Mains	231,149
Water Flow Testing Equipment	6,713

Water Did you know that the average U.S. household uses approximately 400 gallons of water per day or 100 gallons per person per day? Luckily, there are many low-cost and no-cost ways to conserve water. Small changes can make a big difference – try one today and soon it will become second nature.



Take short showers – 5 minutes shower uses 4 to 5 gallons of water compared to up to 50 gallons for a bath.

Shut off water while brushing your teeth, washing your hair, and shaving can save up to 500 gallons a month.



Use a water-efficient showerhead. They are inexpensive, easy to install, and can save you up to 750 gallons a month.

Run your clothes washer and dishwasher only when they are full. You can save up to 1,000 gallons a month.





Water plants only when necessary.

Fix leaking toilets and faucets. Faucet washers are inexpensive and take only a few minutes to replace. To check your toilet for a leak, place a few drops of food coloring in the tank and wait. If it seeps into the toilet bowl without flushing, you have a leak. Fixing it or replacing it with a new, more efficient model can save up to 1,000 gallons a month.



Adjust sprinklers so only your lawn is watered. Apply water only as fast as the soil can absorb it and during the cooler parts of the day to reduce evaporation.

Teach your kids about water conservation to ensure a future generation uses water wisely. Make it a family effort to reduce next month's water bill! Visit **www.epa.gov/watersense** for more information.

Sources of Drinking Water and Contaminants that May Be Present in Source 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.

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 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 runoff, agricultural application, and septic systems.

Radioactive contaminants, that can be naturally-occurring or be the result of oil and gas production and mining activities.

Regulation of Drinking Water and Bottled Water Quality

In order to ensure that tap water is safe to drink, the U.S. EPA and the State 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.

\$ 1,509,669

2024 Test Results • Drinking Water Contaminants Detected

The following tables are listings of all the drinking water contaminants that were detected during the most recent sampling of the constituent. The presence of these contaminants in the water does not necessarily indicate that the water poses a health risk. The State Board allows us to monitor for certain contaminants

Summary Information for Violation of a MCL, MRDL, AL, TT, or Monitoring and Reporting Requirement.

Sampling nesults Sile	wing the Detection of	Comorni Dacteria				
Microbiological Contaminants	Highest No. of Detections	No. of Months in Violation	MCL	MCLG	Typical Source of Bacteria	
E. coli	Year 2024 0	0	(a) N/A	0	Human and animal fecal waste	
Politing and rangest samples are total coliform, positive and either is Elicoli, positive or system fails to take rangest samples following Elicoli						

Routine and repeat samples are total coliform-positive and either is L. coli-positive or system fails to take repeat samples following L.colipositive routine sample or system fails to analyze total coliform-positive repeat sample for E. coli.

Sampling Results Showing the Detection of Lead and Copper

Lead and Copper	Sample Date (Next Sampling Due by (9/30/2026	No. of Samples 6) Collected	90th Perc Level Det	entile N ected Exce	o. Sites eeding AL	AL PH	Typical Source of IG Contaminant
Lead (ppb)	06/15/2023	20	0.004	6	0	15 0.	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Copper (ppm)	06/15/2023	20	1.2		0	1.3 0.	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Sampling Results for Sodium and Hardness							
	Sample Date	Level Detected	Range of Detections	MCL	PHG (MCLG)	Typical S	ource of Contaminant
Sodium (ppr	n) 06/11/2024	19.02		None	None	Salt in the	water and is generally naturally occurring
Total Hardness (ppm)	06/11/2024	138.15		None	None	Sum of po generally naturally o	lyvalent cations present in the water, magnesium and calcium, and are usually occurring
Detection of	Contaminants with	a Primary Dr	inking Water	Standard			
	Sample	e Date Level	Detected	Range of Detections	MCL [MRDL]	PHG (MCLG) [MRDLG]	Typical Source of Contaminant
Arsenic (ug/	L) 6/11/	/24	2.2		10	0.004	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes
Bromate (ug	2/14/ 5/15/ 8/21/ 11/13	/24 /24 /24 8/24	ND ND ND ND		10	0.10	Byproduct of drinking water disinfection process
Calcium (mg	/ L) 6/11/	/24	25		30	NA	Naturally occurring minerals dissolved in water as it flows over the land, such as in rivers, lakes, and streams
Hexavalent Chromium (t	10/02 11/16 12/11	2/24 0 6/24 0 1/24 0	1.098 1.085 0. 1.090	085 – 0.098	10	0.02	Erosion of natural deposits; transformation of naturally occurring trivalent chromium to hexavalent chromium by natural processes and human activities such as discharges from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities

Health Effects Language for Hexavalent Chromium: Some people who drink water containing Hexavalent Chromium in excess above the MCL over the period of many years may have an increased risk of getting cancer. Systems are required to take an initial sample by April 1, 2025.

HAA5s (Haloacetic Acids) (ug/L) [Sum of 5 Haloacetic Acids]	Quarterly 2024 20th St Tank Lower Spruce	54.00 40.50	20.70 - 54.00 11.00 - 40.50	60 60	NA NA	Byproduct formed when chlorine is added to the water treatment process to kill the bacteria, reacting with organic matter present in the source water
TTHMs (ug/L) [Total trihalomethanes]	Quarterly 2024 20th St Tank Lower Spruce	45.96 55.17	16.01 - 45.96 11.54 – 55.17	80 80	NA NA	Byproduct formed by a reaction between chlorine used as a disinfectan and naturally occurring organic matter present in the water, like decaying vegetation and humic substances, which ac particulate abundant in lake

surface water

Notaction of Contaminants with a Secondary Drinking Water Standard

Detection of Cont	aminants w	nth a Seconda	iry Drinking wa	ter Stand	aro	
	Sample Date	Level Detected	Range of Detections	SMCL	PHG (MCLG)	Typical Source of Contaminant/Other Info
Bicarbonate Alkalinity as CaCO3 (mg/L)	6/11/24	140		NA	NA	Dissolution of carbonate rocks, limestone and dolomite whereby calcium and magnesium ions from the rock dissolve into the water, creating bicarbonate ions that contribute to the alkalinity of the water
Chloride (mg/L)	6/11/24	20		500	500	Rocks and soils naturally contain chloride, which can be released through weathering; road salt in areas where salt is used in the winter during road conditions Septic systems and wastewater from industrial and municipal processes
Color (CU) Color Units	6/11/24	5.0		15 Units	NA	Natural occurring organic materials
Fluoride (mg/L)	6/11/24	0.10		2.0	1	Some people who drink water containing fluoride in excess of the federal 4 mg/L over many years may get bone disease, including pain. People who drink water containing fluoride in excess of the state MCL of 2 mg/L may get mottled teeth and tenderness of the bones. Children who drink water containing fluoride in excess of the state MCL of 2 mg/L may get mottled teeth
Magnesium (mg/L)	6/11/24	18		NA	NA	Rocks containing carbonate from natural erosion of carbonate-containing limestone, such as calcium carbonate or dolomite; runoff from agricultural or

less than once per year because the concentrations of these contaminants do not change frequently. Some of the data, though representative of the water quality, are more than one year old. Any violation of an AL, MCL, MRDL, or TT is asterisked.

Additional General Information on Drinking Water

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 U.S. EPA's Safe Drinking Water Hotline (1-800-426-4791).

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 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 (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

Lead-Specific Language: 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. HIGHLANDS MUTUAL WATER COMPANY is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in plumbing in your home. 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. [Optional: If you do so, you may wish to collect the flushed water and reuse it for another beneficial purpose, such as watering plants.] Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Again, it is recommended that before using tap water for drinking, cooking, or making baby formulas, flush your pipes for several minutes. Additional ways suggested for the purpose of conservation efforts would be to consider scheduling showers, doing laundry or wash a load of dishes prior. If you have a lead galvanized service line and/or fitting connectors requiring replacement, you may need to flush your pipes for a longer period. If you are concerned about lead in your water, you may wish to have your water tested, contact Highlands Mutual Water Company at (707) 994-2393 for further information. Additional information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline (1-800-426-4791) or at http://www.epa.gov/lead.

A Lead Service Line Inventory has been completed and submitted to the California State Water Resources Control Board by Highlands Mutual Water as per mandated regulation. All water systems are required to comply with the state LCR. Water systems are also required to comply with federal LCR, and its revisions and corrections. The revisions and corrections to the federal LCR include mandatory language requirements that have not yet been adopted by the State Water Board.

Sampling Results Showing Treatment of Surface Water Sources	
SYSTEMS PROVIDING SURFACE WATER AS A SOURCE OF DRINKING WATE	:K • • • • •

technology used)	#1 Multi-Media Pressure Conventional Surface Water
Turbidity Performance Standards (b) (that must be met through the water treatment process)	 Turbidity of the filtered water must: 1 – Be less than or equal to 0.3 NTU in 95% of measurements in a month. 2 – Not exceed 0.3 for more than 30 consecutive minutes. 3 – Not exceed 1.0 NTU at any time.
Lowest monthly percentage of samples that met Turbidity Performance Standard No. 1.	100%
Highest single turbidity measurement during the year	0.248
Number of violations of any surface water treatment requirements	None

(a) A required process intended to reduce the level of a contaminant in drinking water.

(b) Turbidity (measured in NTU) is a measurement of the cloudiness of water and is a good indicator of water quality and filtration performance. Turbidity results which meet performance standards are considered to be in compliance with filtration requirements.

TERMS USED IN THIS REPORT

Level 1 Assessment: A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

Level 2 Assessment: A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

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

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants. Primary Drinking Water Standards (PDWS): MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

Public Health Goal (PHG): 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 Environmental Protection Agency.

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

Secondary Drinking Water Standards (SDWS): MCLs for contaminants that affect taste, odor, or appearance of the drinking water. Contaminants with SDWSs do not affect the health at the MCL levels.

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.

Variances and Exemptions: Permissions from the State Water Resources Control Board (State Board) to exceed an MCL or not comply with a treatment technique under certain conditions.

ND: Not detectable at testing limit.

ppm: parts per million or milligrams per liter (mg/L) **ppb:** parts per billion or micrograms per liter (μ g/L) **ppt:** parts per trillion or nanograms per liter (ng/L)

pH (pH Units)	6/11/24	7.69	NA	NA	High levels can cause dry, itchy skin and upset stomach, best range sits around 7 (scale 0-14)
Specific Conductance (EC) Umhos/cm	6/11/24	340	1600 uS/cm	NA	Substances that form ions when in water, seawater influence
Sulfate as S04 (mg/L)	6/11/24	4.4	500	NA	Runoff/Leaching from natural deposits, industrial waste
Total Alkalinity as (CaCO3) (mg/L)	6/11/24	140	NA	NA	Carbonate-contain rocks from natural erosion of carbonate-containing limestone, runoff from agricultural or landscapes where lime has been applied
Total Dissolved Solids (TDS) (mg/L)	6/11/24	180	1000	NA	Runoff/Leaching from natural deposits

Detection of Unregulated Contaminants

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	Sample Date	Level Detected	Range of Detections	Notification Level	Health Effects
Aggressive Index (NU)	6/11/24	11.63		NA	Corrosive tendency of water to its effect on asbestos cement pipe
Boron (mg/L)	6/11/24	1		1	Excessive Boron intake can lead to nausea, vomiting, diarrhea, skin rash, kidney damage, seizures.

Unregulated contaminants monitoring helps U.S. EPA and the State Water Resources Control Board to determine where certain contaminants occur and whether the contaminants need to be regulated.

Raw Water Sampling Results for Radioactivity

Chemical or Constituent (and reporting units	Sample Date	Level Detected (pCi/L)	MCL	PHG (MCLG)	Health Effects
Gross Alpha (picocuries per liter)	4/03/24: Next Sample Date for Treated Drinking Water April,2033	0.289	15	(0)	Certain minerals are radioactive and may emit a form of radiation known as alpha radiation. Some people who drink water containing alpha emitters above the MCL over many years may have an increased risk of getting cancer.

ppq: parts per quadrillion or picogram per liter (pg/L) **pCi/L:** picocuries per liter (a measure of radiation)

QUESTIONS?

For more information about this report, or for any questions relating to your drinking water, please contact Jeff Davis, General Manager and Water Department Superintendent at (707) 994-2393.

Technical reports are available upon request to all shareholders and users of water being provided by Highlands Mutual Water Company:

State Water Resources Control Board Division of Drinking Water Engineering Report of Highlands Mutual Water Company Infrastructure July 10,2024 Clear Lake Source Water Assessment and Watershed Sanitary Survey August,2023 Lead Service Line Inventory (LSLI) Highlands Mutual Water Company Deadline Submission to the State Water Resources Control Board October 16,2024

PLEASE CONTACT THE HIGHLANDS MUTUAL WATER COMPANY BUSINESS ADMINISTRATION OFFICE (707) 994-2393 or Mail Requests to Highlands Mutual Water Company, Request for Documents, 14580 Lakeshore Drive, Clearlake, California 95422

Importance of This Report Statement in Five Non-English Languages (Spanish, Mandarin, Tagalog, Vietnamese, and Hmong)

Language in Spanish: Este informe contiene información muy importante sobre su agua para beber. Favor de comunicarse Highlands Mutual Water Company, 14580 Lakeshore Drive in Clearlake, California 95422, (707) 994-2393 para asistirlo en español.

Language in Mandarin: 这份报告含有关于您的饮用水的重要讯息。请用以下地址和电话联系 Highlands Mutual Water Company, 以获得中文的帮助:14580 Lakeshore Drive in Clearlake, California 95422 (707) 994-2393.

Language in Tagalog: Ang pag-uulat na ito ay naglalaman ng mahalagang impormasyon tungkol sa inyong inuming tubig. Mangyaring makipag-ugnayan sa Highlands Mutual Water Company in Clearlake, California 95422 (707) 994-2393, o tumawag sa (707) 994-2393 para matulungan sa wikang Tagalog.

Language in Vietnamese: Báo cáo này chứa thông tin quan trọng về nước uống của bạn. Xin vui lòng liên hệ Highlands Mutual Water Company, 14580 Lakeshore Drive, in Clearlake, California 95422 (707) 994-2393, tại [Enter Water System's Address or Phone Number] để được hỗ trợ giúp bằng tiếng Việt.

Language in Hmong: Tsab ntawv no muaj cov ntsiab lus tseem ceeb txog koj cov dej haus. Thov hu rau Highlands Mutual Water Company, ntawm 14580 Lakeshore Drive in Clearlake, California 95422 (707) 994-2393, rau kev pab hauv lus Askiv.